

REFUND AND COMPENSATION POLICY

INTO's published student protection plan, which can be downloaded at intostudy.com and intoglobal.com, sets out how continuation and quality of study may be preserved for current and potential students if a risk to continued study crystallises. The student protection plan draws on INTO's experience as an education provider and is designed to assure current and future students that there are appropriate arrangements in place to protect continuation of study. The student protection plan outlines the types of risks that might apply and explains the approach INTO would take if these risks were to materialise.

In addition to the student protection plan INTO publishes this refund and compensation policy setting out the circumstances in which the applicable INTO Centre will refund tuition fees and other relevant, and reasonable, costs to students and provide compensation where applicable if that INTO Centre is no longer able to preserve continued study. The student protection plan identifies this as an unlikely risk, but it recognises that if this were to occur affected students could receive a refund of fees and reasonable compensation as appropriate in accordance with this policy.

The policy to reflect the specific nature of the INTO student experience, primarily international students studying courses for less than a year, whose primary aim is to articulate to their next stage of education.

Should any of the risks described in the student protection plan arise, INTO will use reasonable endeavours to enable students to continue and complete their studies, as set out below.

Student cancellations and withdrawals

In the event that a student either cancels, does not meet the conditions of their offer of a place on an INTO course, or withdraws, the provisions set out in the terms and conditions will apply.

Compensation

Should the student protection plan require implementation owing to any of the risks identified within it being triggered, INTO will use reasonable endeavours to ensure that any reasonable compensation payable to any students who have been affected will be tailored to take into account the needs of different students.

INTO will be guided by the principles of the Office of the Independent Adjudicator relating to addressing student complaints. For information:

<https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf>

In instances where the student protection plan requires implementation due to:

- the closure (permanent or temporary) of an INTO Centre; or
- a course being withdrawn; or
- a student being unable to articulate to their intended further study, for reasons other than the student having failed to satisfy the respective university's published entry criteria,

INTO will (a) use reasonable endeavours to place students on an appropriate alternative course of study at the same INTO Centre; or (b) where (a) is not possible, use reasonable endeavours to place students on an appropriate alternative course of study at a suitable alternative INTO Centre; or c) where neither (a) nor (b) are possible, use reasonable endeavours to assist the student in finding an appropriate alternative course with an higher education provider outside the INTO Centres.

In any of the above circumstances, where a student has already commenced their course of study, INTO will:

- Use reasonable endeavours to enable all students currently in-Centre to complete their current course of study (including re-sits), giving them the opportunity to progress as originally intended
- Where it is not possible for a student to continue their course of study at their original intended INTO Centre, INTO will make reasonable endeavours to enable the student to follow their intended (or equivalent) course of study at an alternative INTO Centre
- In the unlikely event that this is not possible, INTO will consider the impact on each student's individual circumstances and make reasonable endeavours to find a solution tailored to their needs.

In any of the above circumstances where a student has accepted an offer, but is yet to commence their course of study, INTO will:

- Inform students of the change as soon as reasonably practicable
- In the event INTO considers there to be a material change to the content of a published course, INTO will advise the student of the change, providing them with an opportunity to accept the change, choose an appropriate alternative or cancel and receive a full refund of any monies paid to INTO.
- Where INTO considers that a student has been adversely impacted by any change, INTO will consider the impact on each student's individual circumstances and make reasonable endeavours to find a solution tailored to their needs.

In any of the above circumstances where a student has yet to accept an offer, and is yet to commence their course of study, INTO will:

- Inform students of the change as soon as reasonably practicable
- In the event INTO considers there to be a material change to the content of a published course, INTO will advise the student of the change, providing them with an opportunity to accept the change or choose an appropriate alternative.

Where a student has any outstanding debt with any INTO Centre during either the application process or their course of study, the debt will be taken into consideration in any assessment made by INTO, together with the student, in relation to any refund or compensation that may be due. In addition, INTO will require documentary evidence from a student when assessing what reasonable compensation may be payable.

Updated March 2019