

Subject:**STUDENT REFUND AND COMPENSATION GUIDELINES****Version:**

V1-190418

Supersedes:

N/A

This document is issued and controlled by the Quality Manager. Approval for changes may only be given by the Director or in his/her absence, a nominee appointed by the Director.
This is a controlled electronic document, is subject to updates and must not be copied.

1. INTRODUCTION

Middlesex University is committed to providing a high quality educational experience, fully supported by a range of academic and administrative services and facilities. The University welcomes the opportunity to correct mistakes, clarify misunderstandings and to respond positively and constructively on any occasion when a student feels the need to express dissatisfaction with a particular service or other aspect of the University's provision.

2. DEFINITION AND SCOPE

These guidelines based on the principles of fairness and transparency and aim to be in keeping with the Dubai Government's KHDA regulations, UK Quality Code, and the UK Office of the Independent Adjudicator for Higher Education's good practice framework for handling Complaints and Academic Appeals. These guidelines will apply under the following circumstances:

- A student has submitted an application through the Student Complaints and Grievance Procedure;
- A student is seeking compensation for accommodation and maintenance costs and lost time where it is not possible to preserve continuation of study;
- A student is seeking compensation for tuition, accommodation and maintenance costs where a student has to transfer courses or provider.

and covers:

- Refunds for students who pay their own tuition fees;
- Refunds for students whose tuition fees are paid by a sponsor;
- Payment of additional travel costs for students affected by a change in the location of their course;
- Commitments to honour student bursaries.

3. PROCESS

The University is committed to ensuring that all students have the opportunity to complete their programme, and to receive the appropriate learning opportunities set out as part of the programme offer and in terms and conditions. The University encourages students to inform the University where there is any cause for concern, and the University's Student Complaints and Grievance Procedure exists to enable students to make complaints about such matters.

Specific arrangements for circumstances relating to students affected by a change in location, in programme or provider, or withdrawal of a programme are set out below (paragraphs 8-10). If a student believes that this process has not been followed, they should in the first instance follow the University Student Complaints and Grievance Procedures: www.mdx.ac.ae/life-at-university/current-students/student-complaints-and-grievances

4. KEY DEFINITIONS

For the purpose of this policy, the following definitions apply:

A **refund** relates to the repayment of sums paid by a student to the university or a reduction in an appropriate amount of sums owed in future by the student to the university. This could include tuition fees, accommodation costs, or other course costs.

Compensation will relate to some other recognisable loss suffered by the student. This normally falls into two categories, either: (a) recompensing the student for wasted out-of-pocket expenses they have incurred which were paid to someone other than the university (such as travel costs) or (b) the amount needed to put the student in the position they would have been in had the university fully discharged its duties.

5. REGULATORY FRAMEWORK

This policy is written in recognition of the following regulatory framework

- Regulations of Dubai Government's Knowledge and Human Development Authority (KHDA) and other relevant authorities of the United Arab Emirates
- Statutory responsibilities of Middlesex University
- Registration of Middlesex University with the Office for Students
- Sector-wide responsibilities
 - Office of the Independent Adjudicator scheme rules
 - QAA Quality Code
- Institutional responsibilities
 - University regulations

6. COMPLAINTS

In accordance with the UK Quality Code, the University is committed to ensuring that its complaints procedures are fair, effective and timely. In this spirit it is anticipated that the majority of student complaints will be resolved as early as possible through informal dialogue between staff and students at a local level and to the satisfaction of the parties involved. For further details see the University's Student Complaints and Grievance Procedure: www.mdx.ac.ae/life-at-university/current-students/student-complaints-and-grievances

7. CLAIMS FOR COMPENSATION OR REFUNDS

7.1 The University is committed to ensuring that all students have the opportunity to complete their programme, and to consulting with students to ensure that alternative arrangements provide fair and acceptable options. However, if a student believes that their individual circumstances have not been fully taken into account, and the University has failed to deliver the appropriate learning opportunity, they should in the first instance follow the Student Complaints and Grievances procedures. Claims for compensation will not be considered until the outcome of the complaints or student grievance procedure is known.

7.2 The University is committed to ensuring that there is consistency in approach and that students are treated equally. Compensation may be considered as the most appropriate resolution although for the avoidance of doubt, this will be payable in cases of material failure by the University and where there has been a demonstrable loss to the student (e.g. has the student been able to achieve the learning outcomes for their course?). Consideration will be given to whether any alternative arrangements mitigated the loss experienced by the student. In all cases the student will be required to provide evidence of the loss suffered.

7.3 The focus in such cases will be to ensure that students receive the education that they are entitled to expect based on their contract and the University's priority is to ensure that students receive the contracted University experience. Although financial compensation is an option, any consideration of compensation or refund would consider alternatives (e.g. non- financial redress). Such alternatives may be an apology or goodwill gesture or the offer of alternative learning methods where the course cannot be delivered in the way it was originally intended where this is considered more appropriate.

8. CHANGE IN LOCATION

8.1 Students studying on a programme at the University who are required to attend lectures or practical teaching at a location different to their main base, may be entitled to claim travel expenses for travel to a location which is not at their base.

8.2 Students can claim for the actual costs that they incur, but the amount they will actually be paid will be calculated according to the difference in the cost between travelling to their base and to their placement, lecture or training session.

9. CHANGE IN PROGRAMME OR PROVIDER

9.1 In the event that the University is unable to continue offering a programme on which students are currently registered, the University will communicate with all students affected by a prospective programme closure or change and ensure teaching and other resources continue to be provided. Where this is not possible for individual modules or years of study the University will work with students to confirm their options in relation to transfer to other programmes or modules and ensure dedicated academic and professional services support continues to be available, via the Student Office and the Campus Programme Coordinators, who provide specialist advice and guidance on study options.

9.2 In the unlikely event that a change of location or provider is required, the University will make arrangements to ensure that students have the opportunity to complete their programme by working with an alternative provider to provide teaching or other services. Consideration of compensation arrangements will be given in these circumstances. Students may be entitled to claim travel expenses, but the amount they will actually receive will be calculated according to the difference in the cost between travelling to their base and to the alternative location.

10. WITHDRAWAL OF A PROGRAMME

10.1 In the event that the University withdraws a programme on which students are currently registered, the University is committed to preserving continuation of study to enable all students to complete their programme. The University will communicate with all students affected by a prospective programme withdrawal and ensure teaching and other resources continue to be provided.

10.2 Where this is not possible for individual modules or years of study the University will work with students to confirm their options in relation to transfer to other programmes or modules and ensure dedicated academic and professional services support continues to be available, via the Student Office and the Campus Programme Coordinators, who provide specialist advice and guidance on study options.

10.3 In the unlikely event that no alternative arrangements can be made, the University will refund tuition fees based on the proportion of completed study time and according to the arrangements set out in section 11. Consideration of compensation arrangements will be given in these circumstances – see section 7.0.

11. TUITION FEE REFUNDS

11.1 Tuition fee refund guidelines are addressed within Middlesex University Dubai's 'Student Finance Guidelines' available at: <https://mdx.ac.ae/studentfinance/>. Deadlines and the conditions under which Tuition Fees can be refunded can be found within those guidelines.

11.2 Refunds for amounts paid by the student for other services (accommodation, student visa, etc. are also addressed within Middlesex University Dubai's 'Student Finance Guidelines' available at: <https://mdx.ac.ae/studentfinance/>.

12. ANTI-MONEY LAUNDERING REGULATIONS

The University will not accept any payment from persons or organisations unless they relate to a valid charge, levied or impending. This is to comply with the UAE and UK Anti Money Laundering regulations. Any suspicious payments and or refund requests may be reported to the appropriate regulating body.

13. REVIEW

The policy will be reviewed at least every 2 years.

14. RECORD KEEPING

Reviewed on 18th April, 2019.

Amendment History

Previous Version	Changes to previous version in the current version and date.	Updated by	Authorised by
V1	Reviewed & updated the policy based on changes to MU Hendon policy.	Quality Manager	Director