

REFUND AND COMPENSATION POLICY

- a) This refund policy applies to you if you are a student at UHE(UK).
- b) OIEG manages the admissions process on behalf of UHE(UK).

Your Right to Cancel

- c) If your contract was not made in person and is instead a “distance contract” or an “off premises contract”, you have the right to cancel the contract if you give notice within 14 calendar days from the time you submitted an Offer Acceptance form, paid the Tuition Deposit/Tuition Fee or Financial Guarantee.
- d) If a cancellation is received after we have commenced providing the services but within the 14 days “cooling off” period, you will receive a refund of all amounts already paid, including any Administration Fee, less the cost of any services already provided by OIEG.
- e) Full terms & conditions can be found here.
- f) Registered students (after 14 days) should follow our withdrawal/interruption process before requesting a refund form – see paragraph q page 3.

How to Cancel

- g) To cancel your acceptance, you must clearly inform us before the Cancellation Period has expired.
- h) You may do this by:
 - Sending a refund request via the online form
 - Emailing pathwayrefunds@oxfordinternational.com

Please note that the Administration Fee, Tuition Fee Deposit and any Additional Payment are non-refundable.

- i) In circumstances where OIEG decides to grant a discretionary refund, OIEG will retain the Administration Fee already paid which reflects the incurred administrations and processing costs (except where otherwise stated).
- j) OIEG Finance will refund within 28 days of receiving correctly completed refund request form and all the required documentation.
- k) The refund will be processed via the same method the payment was originally made and only to the account that paid the funds.

Please note, refunds not covered in the below table will be considered at OIEG's discretion.

Relocation and closure of programmes

- l) This paragraph covers exceptional situations where OIEG transfers a programme to another campus or is not able to continue with a programme. It supports the commitments in the organisation's Student Protection Plan. This paragraph applies to:
 - students in receipt of tuition fees loan from the Student Loans Company;
 - students who pay their own tuition fees; and
 - students who tuition fees are paid by a sponsor
- m) Wherever possible before transferring a programme, OIEG will consult with students and discuss measures to mitigate the impact of any transfer. Please note that it may not be possible to do this in all cases, for example, in emergency situations. If your programme is transferred to another campus, OIEG will compensate you for reasonable additional travel costs incurred as a result of the transfer of your programme.
- n) If a programme is to be closed, OIEG will consult with students before it is closed and will take all reasonable steps to ensure continuation of study. Usually this will be by OIEG arranging to phase out the programme. Where OIEG is unable to phase out a programme, OIEG will assist you in transferring to a different programme at the University or to a programme at another provider.
- o) If, as a result of a programme closing, you transfer to another provider, OIEG will refund all tuition fees for periods of study that are not taken into account by your new provider (or on your new programme) and will provide compensation for reasonably incurred additional maintenance or travel costs that you cannot reasonably avoid. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be appropriate, but OIEG's intention is that as long as additional costs are reasonable and you act in a reasonable manner to minimise your losses, OIEG will seek to ensure that you are not out of pocket as a result of the transfer.

- p) In the exceptional circumstance that a programme is closed and OIEG is not able to preserve continuation of study, OIEG will refund all tuition fees and pay you reasonable compensation for maintenance costs and time lost. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be available, but OIEG's intention is that, as long as you act in a reasonable manner to minimise your losses, OIEG will seek to ensure that you are not out of pocket.
- q) If OIEG proposes to relocate a programme or close one, it will contact affected students to inform them of the steps taken to minimise the impact on them and to identify whether any compensation might be appropriate.

Process for Refunds

- r) To apply for a refund, you must complete the withdrawal/interruption procedure or following a visa refusal, please contact the CAS Team. Where payments have originated from outside of the UK, any refund will be made to the account from which it originated.
- s) If payment was made by a third party (e.g. the Student Loans Company) any refund will be made directly to the third party. All refunds will be returned to the original payee.
- t) If you are in receipt of a tuition fee loan, you will need to contact your student support provider to advise them that you have withdrawn or interrupted your studies (or have been withdrawn/interrupted).
- u) If you have any tuition fee debt on your student account, that will be deducted from any refund and if that leaves a debit balance on your account you will remain liable for that balance.
- v) The Student may be requested to provide evidence in support of their request for a refund, including but not limited to:
 - Proof of exceptional circumstances;
 - Proof of travel to the Student's home country;
 - Proof of enrolment to the new institution; and/or
 - Other evidence as may be reasonably requested.

Refunds Prior to Enrolment				
Reason	Administration Fee	Tuition Fee Deposit Payment	Additional Fees	Insurance Fee
Student at Fault				
Visa refusal (e.g. fraud or as determined by UKVI)	N	N	Y	Y
Failure to meet enrolment conditions	N	N	Y	N
OIEG/University at Fault				
Processing error	Y	Y	Y	Y
Where a programme is changed by OIEG and not acceptable to student*	Y	Y	Y	Y
No fault of Student or OIEG/University				
Visa refusal	N	Y	Y	Y
Student cannot achieve the entry requirement for their course or their CAS	N	Y	Y	Y
Refunds After Enrolment				
Reason	Administration Fee	Tuition Fees	Insurance Fee	
Student at Fault				
The student cancels/withdraws to enrol at a new UK institution**	N	Any tuition fee deposit is retained. Where deposit is less than full fee, the fee for the current and next term will be charged	N	
The student withdraws, is expelled, or fails to attend	N	Any tuition fee deposit is retained. Where deposit is less than full fee, the fee for the current and next term will be charged	N	
OIEG/University at Fault				
Where a programme is changed by OIEG and not acceptable to student*	Y	Y	Y	
No fault of Student or OIEG/University				
The student takes an authorised interruption of study	N	Any fees relating to future terms where no teaching was received to be carried over to the new course.	N	
The student takes an authorised interruption of study but then subsequently withdraws	N	Any tuition fee deposit is retained. Where deposit is less than full fee, the fee for the current and next term will be charged	N	
The student cancels/withdraws to return to their home country due to exceptional circumstances**	N	Subject to student's insurance policy claim		

*The *Relocation and closure of programmes* section applies.

*Refunds will be subject to the Student providing evidence of exceptional circumstances, proof of travel to the Student's home country, proof of enrolment to the new institution or other evidence as may be reasonably requested.

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