

# ESCP Europe Business School

## Refund and Compensation Policy (London Campus)

<b>Document title:</b> Refund and Compensation Policy (London Campus)		
<b>Owner:</b> Director of Programme Administration, Quality and Standards, London Campus		
<b>Approving body:</b> Senior Management Team		<b>Date of approval:</b> August 2019
<b>Version:</b> 1.0		<b>Next review date:</b> August 2020
<b>Supersedes:</b> N/A		<b>Previous review dates:</b> August
<b>Public use:</b> Yes	<b>Staff use:</b> Yes	<b>Student use:</b> Yes

## 1. Introduction

The Student Compensation and Refund Policy is part of the School's Student Protection Plan, which the School is required to publish as a registered provider of higher education. The Student Protection Plan sets out possible risks to continuation of study and the School's position on refunds and compensation if those risks materialise. This policy sets out in detail the School's position in those circumstances and should be read in conjunction with the "ESCP Europe Business School - Terms and Conditions of Admissions"

## 2. Scope

This Student Compensation and Refund Policy covers situations where the London Campus is no longer able to preserve continuation of study for one or more students for example:

- Closure of the London Campus as a whole, either permanently or temporarily
- Planned closure or restructuring of a qualification
- Loss of validation

## 3. Compensation and Refunds

The School is committed to supporting our students to achieve their academic potential and to equipping our students with the knowledge, opportunities and skills required for a successful career. The School is also committed to ensuring that, as far as possible, all students are able to continue and complete their studies at the School and to 'teaching out' students on a programme that is being discontinued. Enrolled students, and any applicants who have accepted a place on the relevant programme, should take reasonable steps, in line with any advice given by the School, to mitigate the situation. Moreover, if we are unable to deliver courses at our London campus in the face of exceptional circumstances, we will allow students to undertake their degree (in its remaining part) on another Campus, namely Paris, Berlin, Madrid or Turin.

The School is committed to ensuring all students are able to continue and complete their studies at the School and therefore considers refunds and compensation to be a remedy of last resort. It is important however to explain how the School will refund and/or compensate students if the risks of non-continuation outlined above materialise.

In many circumstances, a nonfinancial remedy may be the most appropriate outcome and the School will take all reasonable steps to explore such remedies. There are many ways for the School to resolve problems and alternatives to financial compensation will be considered, these could include:

- An offer to retake the affected provision without charge
- An alternative programme offer at the school or elsewhere
- An offer of an alternative learning method such as online or distance learning if the programme cannot be delivered in the way it was originally intended
- Other action that appropriately addresses the matter.

When the School considers it is appropriate to compensate students for losses they have incurred which could be foreseen as a result of non-compliance by the School with its obligations to students, or in circumstances in which the school is no longer able to preserve student continuation of study, the school will consider, on a case-by-case basis, including:

- Refunds for students who pay their own tuition fees.

- Refunds for students whose tuition fees are paid by a sponsor.
- The payment of additional travel costs for students affected by a change in the location of their course.
- Commitments to honour student bursaries.
- Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study.
- Compensation for tuition and maintenance costs where students have to transfer courses or provider.

All such refunds are subject to certain constraints and deductions reflecting the circumstance of withdrawal and/or the length of periods of study prior to deactivation of studies.

We will inform the students in writing what the outcome is and payments will be made within 14 days of the decision to make payment.

If a payment is agreed and made, this will be considered a full and final settlement of all claims arising out of the same issue.

#### 4. Review

If a student is not satisfied with the School's refund or compensation plan they should refer the matter in writing to the Dean of the London Campus setting out the reasons and any supporting evidence within 10 working days of the date the individual refund.

The Dean may ask for additional evidence and may, in certain circumstances arrange a meeting with the student to determine the review. The student may be accompanied at that meeting by a companion who may be a Student representative or a fellow student.

The Dean may either uphold the original decision regarding refunds and compensation, or make a new decision. That decision shall be final and shall be issued in writing within the 15 working days of the date on which the request for review was submitted

If the outcome of the review is favourable to the student, they may request the School to provide them with a "Completion of Procedures" letter (COP) within 30 days of the date of the outcome letter. Where such a request is made, the COP will be provided within 14 days of the request. If the outcome of the review is not favourable, a COP will be sent to the student automatically within 28 days of the date of the decision letter.

#### 5. Exclusion

Please note that the above mentioned refunds and compensations are only applicable to students who may be affected in the London Campus during their course of study or enrolment.