



QAHE Limited

Tuition Fee Refund Policy

Prepared by: Chief Governance & Transformation Officer

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1. Introduction

QAHE Limited (“QAHE”), as a higher education provider delivering programmes in partnership with university partners, is committed to ensuring transparency, fairness, and accountability in all financial matters affecting its students. This Tuition Fee Refund Policy (the “Policy”) establishes a clear and consistent framework governing the circumstances in which tuition fees and associated charges may be refunded. It is designed to support students in understanding their financial obligations, safeguard their interests in the event of a withdrawal or changes to their programme, and ensure that QAHE meets its contractual, regulatory, and partnership responsibilities. This Policy reflects QAHE’s commitment to high standards of governance, student protection, and compliance across all provision.

This Policy explains when a student may be entitled to a refund of tuition fees, including deposits (where applicable), and how to request support. QAHE operates within a framework agreed with its university partners and in developing this Policy, QAHE has had regard to consumer law and sector guidance, including from the [Competition and Markets Authority - GOV.UK](#) and [Office of the Independent Adjudicator for Higher Education - OIAHE](#). Students and applicants can access further information in relation to consumer law and student complaints from those organisations using the links above.

This Policy should be read in conjunction with the respective Student Terms and Conditions; [QAHE’s Changes to Programmes Policy](#), [QAHE’s Compensation Policy](#) and [QAHE’s Complaints Policy](#) (the “Policies”). If there is any conflict between the Policies and the Student Terms and Conditions, the provisions of the Student Terms and Conditions shall apply.

2. Scope

The Policy applies to:

- All students enrolled on a programme or course delivered by QAHE (a “Programme”);
- All funding arrangements (including, self-funded, SLC loan-funded, and sponsored); and
- Tuition fees including any deposits (if applicable).

3. Key Principles

Payment of tuition fees (including any deposits as applicable) is a contractual obligation. Refund eligibility is determined on the basis of official withdrawal, cancellation, or a formal change in student status. Refunds will be processed in accordance with the Terms and Conditions and this Policy. QAHE also reserves the right to offset any outstanding debt against any refund due.

4. What this Policy covers and what it does not

4.1 This Policy covers where fees may be refunded

Fees may be refunded:

- Following cancellation by a student during the 14-day statutory “Cooling Off Period” where the contract has been made at a distance;
- If a Programme gives a student a right to cancel 14 days after the commencement of teaching as set out in the Student Terms and Conditions;



- Following withdrawal (leaving the Programme after it starts) as set out in the Student Terms and Conditions;
- Following a student transfer to another QAHE delivered Programme with the same lead provider, where there is a differential in tuition fees charged;
- Following a student transfer to another Higher Education provider; and
- In any other situation as set out in the Student Terms and Conditions

alongside any compensation (where appropriate) (see section 7) and QAHE's Compensation Policy.

4.2 This Policy covers where fees may not be refunded:

Fees may not be refunded for:

- International students, where the UK Visas and Immigration ("UKVI") cancels a visa because of a breach of visa conditions, or if a visa application is refused because UKVI reasonably believes that the application was made using falsified documents;
- International students, who have a prior visa refusal and have not disclosed this to the university partner or UKVI;
- International students who arrive in the UK on a student route visa and then either claim asylum or apply to switch their immigration or visa status;
- Students withdrawn from their Programme if QAHE, or the respective university partner, reasonably believes that they made a fraudulent application for admission and/or provided falsified information/documentation and/or failed to provide relevant documentation during any part of the application and/or admissions process or ongoing studies; or
- Any other situation as set out in the respective Student Terms and Conditions.

QAHE will apply this Policy in a reasonable and proportionate manner, taking into account the individual circumstances of each case and the impact on the student.

5. Definitions

Commencement of the Programme: means the official start date shown in the student offer letter.

Minor Change: means a small change as reasonably determined by QAHE from time to time, having regard to whether the change(s) would result in material disadvantage to students, including but not limited to, changing a module from compulsory to optional, module title changes or minor variations to content .

Material Change: means a significant change compared with the commitments in the offer letter/Programme information as reasonably determined by QAHE from time to time, having regard to whether the change(s) would result in material disadvantage to students, such that a student no longer wishes to continue. Changes to the availability of optional modules, or changes which are to a students' benefit will not normally be considered "material".

6. Tuition Fee Liability and Refunds

In the following circumstances, a proportion of the tuition fees paid will usually be considered for a refund. Any refunds paid will be repaid to the original source of payment method used to



pay the fees. This is a requirement for QAHE to comply with anti-money laundering regulations; fraud prevention and other applicable legal and regulatory requirements.

6.1 Cooling-Off Period

In accordance with consumer protection regulations, students are able to cancel their contract within 14 calendar days where they have made a distance contract, starting on the day after they accept their offer and any tuition fees (including any deposits paid) will be refunded in full.

6.2 Withdrawal Before Programme Starts

If a student withdraws before the official commencement of the Programme, the student will be eligible for 100% refund of tuition fees, less any non-refundable deposit as set out in their offer.

6.3 Withdrawal After Programme Starts – Undergraduate

If a student withdraws after the Cooling Off Period they may still be liable to pay tuition fees. A student's fee liability is set out in the Student Terms and Conditions.

Please note that:

- Refunds are calculated based on the Programme start date; not on the day when a student completes registration. Registering late in the academic year does not negate the need to pay tuition fees from the start of the Programme;
- SLC-funded and sponsored students should be aware that QAHE will notify instances of Leave of Absence and Programme withdrawal, alongside changes in fees to partner universities for onward reporting to Student Finance England or the equivalent funding body;
- SLC-funded students who change their Programme part way through an academic year should contact the Student Finance Team for advice on how this will affect their fee liability; and
- If a student is excluded from a Programme (or their Contract is terminated under the Student Terms and Conditions), they will be charged pro-rata tuition fees as set out in the Student Terms and Conditions

QAHE's approach reflects the common sector approach where liability increases as a student progresses through the academic year.

6.4 Withdrawal After Programme Starts – Postgraduate

If a student withdraws after the Cooling Off Period they may still be liable to pay tuition fees. A student's fee liability is set out in the Student Terms and Conditions.

The refund will be calculated based on a student's last date of active registration on the Programme as set out in the Student Terms and Conditions:

If a student is excluded from a Programme (or their contract is terminated under the Student Terms and Conditions), they will be charged pro-rata tuition fees as set out in the Student Terms and Conditions.

6.5 How to cancel

Deposits are non-transferrable and non-refundable except in the following situations:

- A student cancels within the Cooling Off Period;
- A place cannot be confirmed because the student does not meet the conditions of the offer;



- The Programme is withdrawn or Material Changes are made to the Programme after payment of the deposit, in which case the provisions of the Compensation Policy shall apply; or
- For any other reason as set out in the Student Terms and Conditions

7. QAHE-Initiated Changes or Programme Closure

In the event that a Programme is cancelled or QAHE is unable to deliver the Programme as planned, students may be eligible for a full or partial refund of tuition fees, where appropriate, reasonable compensation may also be considered, in accordance with the Compensation Policy.

Compensation, where agreed, is normally limited to reasonable, evidenced, additional costs directly caused by the issue (for example, extra travel to a different teaching location).

8. Payments

Refunds will be paid as soon as reasonably practicable and

- Where a student's fees are paid by the SLC, as part of a tuition fee loan or grant, any refund will be made to the SLC by the respective university partner;
- Where a student's fees are paid by the student, if fees were paid by a Debit or Credit Card or a Direct Bank Transfer, the refund will be made to the same account; and
- If a student's fees are paid by a third party, any refund will be made to the bank account of the third party

9. Failure to Withdraw Properly

Students must submit a formal notification of withdrawal by contacting the QAHE Registry Retention Team at QAHE.GetBackOnTrack@qa.com. Informal notification, such as non-attendance or notifying individual staff members, does not constitute official withdrawal. Tuition fees will continue to be charged until withdrawal has been correctly submitted. QAHE reserves the right to backdate withdrawal where it is reasonable to do so, including where there is evidence of earlier disengagement or circumstances beyond the student's control.

10. Exceptional Circumstances

QAHE may consider a partial or full refund of tuition fees outside of standard rules in cases such as:

- Serious illness;
- Bereavement; or
- Other evidenced extenuating circumstances

11. How to request a refund

- **Step 1: Contact us**

Email: refunds@qa.com

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