

Higher Education Student Compensation Policy

See also:

Higher Education Tuition Fee Policy
Course Closure Policy
Complaints Policy

1. Policy Overview

- 1.1. This Compensation Policy outlines the circumstances under which Solihull College and University Centre Higher Education students, including those studying at Stratford-upon-Avon, may be entitled to financial compensation as a result of decisions made by the college with regards to the operation, location or continuation of their course or programme of study.
- 1.2. It covers only any additional expenses which may be, or have been, incurred as direct result of increased costs to a student's continuation of study which were not known prior to enrolment.
- 1.3. It covers a commitment to honour Student Bursaries, only as they relate to course closures.
- 1.4. Full or part reimbursement, repayment or waiving of tuition fees is covered by the college's Higher Education Tuition Fee Policy.

2. Student Eligibility

- 2.1. Only Solihull College and University Centre students studying on validated Higher Education programmes regulated by the Office for Students are eligible for compensation under this policy.
- 2.2. Students enrolled on franchised courses should consult the policies and procedures of the relevant partner Higher Education Institution and their terms and conditions.
- 2.3. Students will be considered for compensation only from the date at which the increase in cost is incurred until the normal expected completion date of their course at the time of enrolment.

3. Conditions and Circumstances

Financial compensation is only possible in the event of:

- 3.1. an increase in study costs¹ which were not advertised, explained or anticipated at the start of a student's course, and which are necessary expenditure for a student to successfully maintain the level of academic achievement evidenced prior to the introduction of the additional payments;

¹ Such as the purchase of course materials, externally-approved certifications, etc

- 3.2. a decision to close a course or programme of study which will occur prior to a student's expected completion date² where "teaching out"³ is not possible;
- 3.3. a compulsory change of location from one campus to another part-way through a student's programme of study made without the agreement of the existing cohort.

4. Compensation Schemes

- 4.1. Solihull College and University Centre strives to deliver the best possible experience for its students, and where possible any unforeseen expenses incurred as part of a course's running costs will be absorbed by the college wherever possible.
- 4.2. If it is not possible for the college to either absorb a necessary expense not made clear to students at, or prior to enrolment, or pay it on behalf of affected students, full compensation will be made upon production of all relevant receipts.
- 4.3. Due the proximity of the college's three campuses (Blossomfield, Woodlands and Stratford-upon-Avon) it is unlikely that any student would need to relocate in the event of any change to the location of the delivery of their course part-way through their studies. Therefore, the college will only agree to compensating students for any increases in their travelling costs should any decision be made to relocate their programme from one campus to another without the agreement of the affected cohort(s).
- 4.4. Any student who wishes to make a claim for an increase in their travel costs should submit it in writing to HE Admissions at the Blossomfield Campus, detailing the nature of the increased expense and the amount likely to be incurred. Note that any payment will be made at the end of each semester conditional on a student's attendance on their timetabled dates.
- 4.5. Eligible students using their own transport will be compensated for any additional mileage incurred at a rate of 20p per mile for each day they are timetabled at the new delivery location from the date of the move to their last expected attendance date⁴.
- 4.6. The differences between the travelling distances from the student's registered term-time address and their original campus to the new location will be calculated using this website tool.
<http://www.freemaptools.com/distance-between-uk-postcodes.htm>
- 4.7. Students will not be considered for any car parking costs as free parking is provided at all three campuses. However, students should be aware that the

² As at the date of enrolment

³ Note that is college policy to always "teach out" a course to its expected completion date after any course closure decision has been made.

⁴ As recorded on the college's registration systems.

availability of spaces is limited, varies from day-to-day, and cannot be guaranteed.

- 4.8. Students who use public transport to attend college will be compensated for the difference in costs between travelling to and from their registered address and their original campus and to and from the new delivery location. As with mileage claims, this difference will only be paid for the number of timetabled days attended between the date of the move and the expected final date of the course, and will be paid at the end of each semester.
- 4.9. Students who wish to make a claim for an increase in travel costs using public transport should submit it in writing to HE Admin at Blossomfield Campus with one day's receipts or tickets to and from each delivery location to validate the amount claimed.
- 4.10. All claims for compensation with regards to travel costs must be made by the end of first semester during which teaching takes place at the new location.
- 4.11. In the unlikely event that the college decides to close a validated programme on which there are enrolled students without "teaching out"⁵, and does not provide another course onto which any student affected by the closure can transfer⁶, the college will contribute to the additional expenses incurred by those students in line with their continued study at a comparable institution, and on a course which can be reasonably considered as similar. All decisions of this nature will be made on an individual basis, with the amount of compensation dependent on time⁷, location, displacement and other expenses⁸ likely to be incurred.
- 4.12. Solihull College and University Centre and Stratford-upon-Avon College will honour any commitments made as part of the College's Bursary Scheme to any student effected as described in paragraph 4.11, in addition to the payment of additionally incurred expenses, whether or not the student is in receipt of financial support from the institution at which they continue their studies.

5. Complaints and Appeals

- 5.1. Students who wish to complain about any decision to move the location of a course should do so via the college's Complaints Procedure.

⁵ I.e. up to the student's completion date expected on enrolment.

⁶ Many of the programmes delivered by Solihull College and University include modules which are common to several courses, and are therefore exempt from any considerations of financial compensation if a student has to move from one pathway to another.

⁷ In terms of the number of extra years/months necessary for a student to graduate when compared to the expected completion date at enrolment on the original programme of study.

⁸ Such as a difference in fees and course expenses.



Solihull College
& University Centre

Stratford-upon-Avon
College



- 5.2. Appeals against decisions made in relation to this policy such as the amount payable to an individual student, should be made in writing to the Dean of Higher Education and Curriculum Innovation within one calendar month detailing the reasons for the appeal.
- 5.3. Should a student be dissatisfied with result of an appeal, or with the process by which an appeal has been considered, they should consult the Complaints Policy.