



(RAINDANCE EDUCATIONAL SERVICES LIMITED)

Document Title:	Refund and Compensation Policy
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Purpose:	The purpose of this policy is to provide guidance to students on when refunds and compensation may be considered appropriate.
Updated:	January 2021
Next Review:	January 2022
Responsible person:	Principal

Introduction

As a registered Higher Education Provider, Raindance Film School has published a Student Protection Plan which outlines how continuation and quality of delivery will be maintained for current and potential students should a risk to their studies may arise.

The Student Protection Plan is designed to assure students that the school has appropriate arrangements in place to protect the continuation of their education in the event of disruption caused by unforeseen circumstances. It identifies the types of risks that might apply and explains the approach Raindance Film School would take if these risks became inevitable.

In the event that education cannot resume at the required standard, the school has adopted the following Refund and Compensation Policy. This policy sets out the circumstances in which the school will refund tuition fees and compensation.

In the unlikely event that continuation of study is not possible for one or more students, those affected should receive a refund of fees and appropriate compensation in accordance with this policy.

Raindance Film School views refunds and compensation as a last resort and is committed to using its best endeavours to ensure all students are able to continue and complete their studies at the school. It is however important to explain how the school will refund or compensate students if such events occur.

This policy covers the following three scenarios:

1. where a student withdraws from a course
2. where the school makes a change to a course
3. where the school is unable to continue offering tuition.

Statutory 14 Day Cooling-Off Period

If you accept the School's offer by means of distance communication (i.e. there has been no face-to-face contact between the School and you at the time you accept the offer) you have a legal right to

cancel the Contract at any time within 14 days from the date the Contract is formed i.e. from your payment of the deposit. ("Cancellation Period"). You do not have to give a reason for cancellation. You must inform The School of your decision to cancel within the Cancellation Period in writing to us. This can be via email or by post to the following:

Email: Filmschool@raindance.co.uk

Postal address: Raindance Film School
10a Craven Street,
London
WC2N 5PE

If you call to inform the Admissions Office/International Office of your decision to cancel the offer of a place to study at The School, you must also confirm in writing either by email or letter.

Cancellation Before Enrolment

Students are entitled to a full refund within 7 days of the course start-date. If you withdraw before the start of the course but outside of the 7-day window, you may still receive a refund, but a 20% administration fee will be deducted from your deposit.

Withdrawing during the academic year

Once the academic year has started, you will be required to pay some or all the tuition fees, depending on what stage you withdraw, as follows:

Date	Percentage of tuition fees you will have to repay
From the first day of term	25%
From the first day of the second term	50%
From the first day of the third term	100%

Self-funding students who pay monthly will still be required to pay the percentage of fees as above. The monthly instalment plan is offered as a facility to help manage your finances. You will still be required to pay for the remainder of the term if you withdraw part way through. Students receiving finance will automatically be charged the correct amount providing they have been informed on time. The Student Loans Company pays the above percentage of tuition fees at the beginning of each term.

Conditions of offer not being met

If you have received a conditional offer but did not achieve the conditions set, you must notify the school within 14 working days of receiving your results that you have been unsuccessful in meeting the conditions. We will refund the full amount paid, including your deposit on presentation of the official documentation showing the results achieved.

International Students:

Unsuccessful Visa Application

If you are an international student requiring a Tier 4 Student visa and your application is unsuccessful, you will be entitled to a full refund for the full amount paid including your deposit,

upon presentation of the official documentation from your local embassy or consulate and a copy of your visa application at least 7 days prior to the course start date.

If you fail to adhere to visa conditions

If you are an international student on a Tier 4 Student visa, you will not be entitled to a refund of your course fees if you are withdrawn from the course due to non-compliance of your visa conditions. The school will revoke sponsorship for your studies if you do not meet the conditions set by UK Visas and immigration.

Changes to the course

There may be times when the school needs to change or modify a course. Any such decisions will be made with careful consideration and in the best interest of the students as well as the school. The decision to change a course will be made before the course commences. Students will be notified as soon as possible and will be entitled to a full refund including any deposit made if they are not satisfied with the alternative provisions they have been offered.

Non-Continuation of Study

Withdrawal of Course before it has commenced

There may be times where the school may find it necessary to discontinue a Course or to combine the course with other courses of study. If the School decides to take such action prior to the Course commencing, then it will notify students as soon as reasonably possible and offer students the opportunity to apply for a full refund of any fees paid.

Withdrawal of Course after it has commenced

There may be times where the school may find it necessary to discontinue a Course or to combine the course with other courses of study after the Course has commenced. In these circumstances, the school will make every attempt to

- offer students a place on an alternative course/pathway at the school or
- assist students in joining another course at an alternative provider or
- if required, offer a refund of the fees paid.

Compensation

If the school is required to award compensation under the provisions of the Student Protection Plan, it will ensure that any compensation will be tailored to consider the needs of different students.

The school will follow the guidance set out by the Office for Students and the Office of the Independent Adjudicator, to ensure that any proposed compensation returns the student to the position that they would have been in had the circumstances not occurred.

Any compensation payments deemed appropriate would consider “actual financial loss”. Living expenses are normally not compensated, as the student would have to pay for general living expenses such as food and accommodation whether they were studying. Student will be expected to have been through the internal complaints procedure prior to considerations for compensation being awarded.

Compensation will be considered on a case-by-case basis, but may be triggered through:

- compensation for additional travel costs for students affected by a change in the location of their course
- 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 are required to transfer courses or education provider.
- commitments to honour student bursaries.
- compensation where the school is unable to deliver material components. The school will maintain cash reserves which would be sufficient to provide refunds and compensation

General

This Refund and Compensation Policy is linked to Raindance Film School's Student Protection Plan and forms an important part of the school's Student Contract Terms and Conditions. It will be reviewed from time to time with those documents.

Complaints

If you wish to complain about our refund and compensation policies, you can follow the school's complaints procedure as set out in the course handbook. If you are not satisfied with the proposed outcomes, you can raise the issue with the Office of the Independent Adjudicator, at <http://www.oiahe.org.uk/>.