

Reason	Deposit	Tuition Fees for Current Term/ Semester	Tuition Fees for Next Term/ Semester	Tuition Fees for Future Terms/ Semesters	U18 Supplement (if applicable)
Student withdraws from their studies at any time after entering the UK and/or after the first day of their first term:					
Due to exceptional circumstances (#1)	Subject to your own insurance claim	x	Subject to your own insurance claim	Subject to your own insurance claim	x
With no exceptional circumstances	x	x	x	x	x
Unable to progress to next stage of study /programme due to failure to achieve stated pre-sessional outcome level	x	x	x	x	x
CEG withdraws or terminates the student’s studies due to any of the following:					
<ul style="list-style-type: none"> - Serious misconduct - Attendance issues (other than for material medical reasons) - Academic performance - Misrepresentation of personal circumstances - Non-payment of fees - A change in UK legislation or regulation which affects the student’s right to study in the UK (other than the revocation or suspension of OnCampus’ Student Route Sponsor licence – for which, please see below) 	x	x	x	x	x
<ul style="list-style-type: none"> - Due to you claiming asylum 	We reserve the right to retain all fees paid and require you to pay all future tuition fees if you claim asylum and you subsequently withdraw from (including before enrolling) or do not attend your studies – this will depend on the circumstances of your specific case.				

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OnCampus ceases to operate, enters insolvency or administration, or loses its OfS registration, and continuation of study (teach-out or transfer) cannot be preserved					
	✓ Refundable (pro-rata for undelivered portion)	✓ Refundable (pro-rata for undelivered portion of current term)	✓ Refundable (full refund of fees paid)	✓ Refundable (full refund of fees paid)	✓ Refundable (pro-rata for undelivered portion)
CEG discontinues a course after it has started and a teach-out arrangement cannot be provided					
	✓ Refundable (pro-rata for undelivered portion)	✓ Refundable (pro-rata for undelivered portion of current term)	✓ Refundable (full refund of fees paid)	✓ Refundable (full refund of fees paid)	✓ Refundable (pro-rata for undelivered portion)
OnCampus Student Route sponsor licence is suspended or revoked and the student cannot continue studies or transfer to another licensed sponsor					
	✓ Refundable (pro-rata for undelivered portion)	✓ Refundable (pro-rata for undelivered portion of current term)	✓ Refundable (full refund of fees paid)	✓ Refundable (full refund of fees paid)	✓ Refundable (pro-rata for undelivered portion)
CEG makes a material change to a course which the student does not accept, and the student withdraws as a result					

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Accommodation
Where the student also has accommodation with CEG, any refund of the accommodation fees will be payable in accordance with the refund policy set out in the Residential Licence Agreement.

(#1) Exceptional circumstances for withdrawal are at the discretion of your insurance company and may include: Illness which prevents the student from studying and close family bereavement etc. Evidence will be required.

In the event a Student is temporarily or permanently excluded from their course or the Centre, no refund will be made of Fees (whether paid or payable) and Fees in lieu of notice will be charged.

Students must provide CEG with copies of any letters, notices or documents from UKVI relating to any refusal, administrative review or otherwise, within 48 hours of their receipt, if a refund is requested.

We aim to make any refunds within 28 days of receiving full refund paperwork – Bank charges pertaining to any refund will be payable by the beneficiary. Refunds can only be made to the original fee payer and original account.

Refund calculation for provider-initiated events

Where OnCampus is responsible for a refund under the rows headed 'OnCampus ceases to operate / market exit / provider failure' above, refunds will be calculated as follows:

- Tuition fees for the current term or semester will be refunded on a pro-rata basis, calculated by reference to the proportion of teaching days in that term or semester that have not yet been delivered at the date of the relevant event or decision.
- Tuition fees already paid for any future term or semester not yet commenced will be refunded in full.
- Any deposit paid will be refunded in respect of the undelivered portion of the programme.

Compensation for additional losses (international students)

In addition to any tuition fee refund under this policy, international students who have suffered additional financial losses as a direct consequence of a provider-initiated event covered in this policy (including visa application fees, travel costs, and accommodation costs that cannot be recovered) may submit a claim for compensation. Claims must be supported by reasonable evidence and will be assessed on a case-by-case basis. OnCampus will not be responsible for indirect or consequential losses.

Claims process and timelines

Where a provider-initiated refund or compensation entitlement arises, OnCampus will write to all affected students within 10 working days of the relevant decision or event (or as soon as practicable where the situation is fast-moving), setting out: (i) what has happened; (ii) your entitlements; (iii) the evidence required; and (iv) the claims process.

Claims should be submitted within 30 days of receiving that notification (or such longer period as OnCampus may allow). OnCampus will acknowledge claims within 10 working days and aim to issue a decision within 30 working days of receiving all required evidence.

All refunds will be returned to the original fee payer and original account, in compliance with applicable anti-money laundering requirements. Where fees have been paid by a third-party sponsor, employer, agent or government body, OnCampus will work with the relevant party to process refunds appropriately.

Disputes

If you are dissatisfied with the outcome of a refund or compensation claim, you may raise a formal complaint through our Student Complaints Procedure (refunds@ceg-uk.com). If your complaint is not resolved through that process, you may refer the matter to the Office of the Independent Adjudicator for Higher Education (OIA) at www.oiahe.org.uk, which provides a free and independent complaints scheme.