



# ***Refund Policy***



## Table of Contents

|                                                          |          |
|----------------------------------------------------------|----------|
| Scope.....                                               | 2        |
| <b><i>Grounds for Refunds.....</i></b>                   | <b>2</b> |
| <b><i>How Refunds are Calculated.....</i></b>            | <b>3</b> |
| <b><i>Compensation for other relevant costs.....</i></b> | <b>4</b> |
| <b><i>Other Courses Refunds.....</i></b>                 | <b>5</b> |
| Part-Time Drama School.....                              | 5        |
| Short Courses for Professional Actors.....               | 5        |
| Youth Academy.....                                       | 5        |
| Events.....                                              | 6        |



## Scope

This Refund Policy regarding tuition fees and other relevant costs applies mainly to students who are in on the full-time degree course.

**Provisions are also outlined later in the 'Other Course Refunds' section for students in:**

The Youth Academy  
The Part-Time Drama School  
The Short Courses for Professional Actors

It applies to students in receipt of student loans, those who pay their own tuition fees, and students whose fees are paid by sponsors.

If you are considering, or have decided to take leave of absence, withdraw entirely or transfer to another higher education provider, you will need to know how this will affect your tuition fees. This policy provides essential information on tuition fee refunds.

A refund relates to the repayment of sums paid by a student to the Studio or an appropriate reduction in the amount of sums owed in future by the student to the Studio. This could include tuition fees or other course costs.

Compensation will relate to some other recognisable loss suffered by a student. This normally falls into two categories, either a) recompensing the student for wasted out of-pocket expenses they have incurred which were paid to someone other than the Studio or b) an amount to recompense for material disadvantage to the student arising from a failure by the Studio to discharge its duties appropriately.

The Studio would generally expect a student to have been through the institution's internal complaints procedure before making any application for compensation. The Studio's complaints procedure can be found here:

<https://collectiveactingstudio.co.uk/wp-content/uploads/2022/12/Complaints-Procedure.pdf>

Deposits for Course fees will not be refunded unless in exceptional circumstances which will be assessed by the Studio on a case-by-case basis.

## Grounds for Refunds

a) Tuition fees will be refunded in the following instances:

- **Student withdrawal from the course** (either by the student or initiated by the Studio).

- **Interruption of studies**, except in cases where your period of leave of absence ends in the same academic year.

For more information, please see the Studio's Interruption of Study policy.

b) Tuition fees will not be refunded in the following instances:

- **The withdrawal from a unit or module does not of itself constitute grounds for a refund.** Tuition fees typically cover the annual provision of teaching, academic support and other services in respect of 120 credits for undergraduate students (total number of credits taken by undergraduate students each academic year) and 180 credits for postgraduate taught students (total number of credits taken by postgraduate taught students each academic session). Whilst there may be occasions when students may not be able to access some modules, the total number of credits will remain unaffected and therefore no refund will apply. If you think you may be entitled to a tuition fee refund, please contact the Finance Office. (For part-time students, please see particularly the relevant part of section 2.)

## How Refunds are Calculated

The following applies to all degree students:

| Withdrawal dates                                                                                                                                 | Liability            | Refund                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------------------------------------------------------------|
| <b>Within the first two weeks of officially starting the course (the "Cooling-off period", with Day 1 being the official course start date).</b> | 0% of tuition fees   | Full refund                                                                 |
| <b>Between the 3rd week and the 4th week of officially starting the course</b>                                                                   | 25% of tuition fees  | Where payment made by student.<br>Payment less 25% of full tuition fees     |
| <b>Between the 5th and the 8th week of officially starting the course</b>                                                                        | 50% of tuition fees  | Where payment made by student.<br>Payment less<br>50% of full tuition fees. |
| <b>After the 9th week of officially starting the course</b>                                                                                      | 100% of tuition fees | No refund                                                                   |



Please note that:

- SLC-funded undergraduate students should be aware that the Studio will notify instances of leave of absence and course withdrawal, alongside with changes in fees to Student Finance England or the equivalent funding body;
- SLC-funded Undergraduate students who change their course part-way through an academic year should contact the Academic and Registry Officer for advice on how this will affect their fees.

### Compensation for other relevant costs

- **The payment of additional travel costs for students affected by a change in the location of their course**

The Studio will pay additional travel costs for students affected by an unpublished change in the location of the course/programme if the change of location takes place within the current academic year in which the student is studying. Where this is the case, payment will be made based upon the mileage from the previous home campus of the student concerned and will apply until the end of the teaching period within the current academic year.

- **Commitments to honour student bursaries**

Where externally-funded bursaries are withdrawn as a consequence of unexpected external factors, the Studio will honour the bursary until the end of the current academic year.

- **Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study**

Compensation for maintenance costs and lost time will only be paid with regard to credits studied which cannot be certificated by the Studio and will be paid on a pro rata basis.

- **Compensation for tuition and maintenance costs where students have to transfer courses or provider**



Compensation for tuition and maintenance costs where students have to transfer course or provider will be undertaken in situations where it is clear that the student has suffered loss and the Studio is deemed responsible for the transfer requirement.

## Other Courses Refunds

### Part-Time Drama School

For **Part-Time Drama School students**, liability extends to 0% of termly fees within the first two weeks of the term's start date. Thereafter, students are liable for 100% of the cost of the term, except in the following circumstances:

- If you are cast in a professional production that requires you to be away from class for more than two weeks, you will be granted permission of absence and refunded for the classes you miss.
- If you are asked to leave the Part-Time Drama School due to disciplinary reasons, you will be offered a full refund for the remainder of the term.

### Short Courses for Professional Actors

For all **Short Courses for Professional Actors** you can receive a full refund or exchange when 72 hours-notice is provided (minus processing fees). When less than 72hours-notice is provided, you will be liable for 100% of the class fee.

This does not affect your statutory rights.

### Youth Academy

For **Youth Academy students**, liability extends to 0% of termly fees within the first two weeks of the term's start date. Thereafter, students are liable for 100% of the cost of the term.

### **How Refunds are Applied**

If fees were paid by debit or credit card or a direct bank transfer, the refund will be made to the same account.

The method of refund will be determined by the amount of tuition fees paid and owed up to the point of application. Therefore, subject to individual circumstances, a refund can be:

- a direct refund of tuition fees already paid



- a reduction in the tuition fees due
- a tuition fee debt reduction

If there is any other kind of interruption to your studies, and you need to know how this Policy will affect you, please contact the Studio's Academic and Registry Officer on: [office@collectiveactingstudio.co.uk](mailto:office@collectiveactingstudio.co.uk)

### Events

All tickets purchased for our events are non-refundable after a 48-hour cooling-off period from the time of purchase. Processing fees are non-refundable in all circumstances.

**How Refunds are Applied** (within the 48-hour cooling-off period) If fees were paid by debit or credit card or a direct bank transfer, the refund will be made to the same account.

The method of refund will be determined by the amount of ticket fees paid and owed up to the point of application. Therefore, subject to individual circumstances, a refund can be:

- a direct refund of ticket fees already paid (excluding processing fees)
- a reduction in the ticket fees due
- a ticket fee debt reduction