Engineering College of Technology.

Higher Education Fees and Refund Policy

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1 Purpose

1.1 This policy outlines the tuition fees, charges and refund arrangements for all higher education programmes delivered by the Engineering College of Technology (ECT). It sets out how fees are determined, published and paid, and explains the circumstances under which commencing and continuing students may apply for a refund of tuition fees.

2 Scope

2.1 This policy applies to UK-based and international students enrolled in a fee-paying higher education programme with ECT. The policy applies to self-funded students and students who are receiving a Tuition Fee Loan from the Student Loans Company or other public funding from the UK government.

3 Objectives

3.1 The objectives of this policy are to:

- Provide clear and accessible information on tuition fees, administrative charges and refund arrangements for higher education programmes delivered by the Engineering College of Technology (ECT).
- Ensure that all fees and charges are compliant with relevant UK legislation and Office for Students (OfS) guidance.
- Set out transparent processes for payment of fees and the circumstances under which full or partial refunds may apply.
- Support students in understanding their financial obligations and entitlements throughout their studies.

4 Implementation

4.1 ECT will charge tuition fees in accordance with the statutory fee limits set for higher education providers without a Teaching Excellence Framework (TEF) award, as defined under the Higher Education and Research Act 2017 and updated annually by the Office for Students (OfS). The current fee limits set by the OfS can be found on their website.

4.2 ECT sets tuition fees for international students based on country of domicile, using classifications aligned with global economic indicators such as the UN Human Development Index. Students from countries classified as ‘developing’ may be eligible for reduced tuition fees to support equitable access to higher education. These classifications and associated fee levels are reviewed annually and published transparently. Home students are charged in accordance with statutory fee limits set by the Office for Students.

4.3 The Head of Academics and Operations is responsible for the implementation of this policy and for ensuring that tuition fees, charges and refund arrangements are communicated clearly across ECT’s higher education community.

4.4 Students are responsible for familiarising themselves with this policy, including tuition fees, payment terms and refund conditions, before enrolling on to an ECT higher education programme.

5 ECT responsibilities

5.1 ECT is committed to ensuring transparency and fairness in its tuition fee and refund practices. ECT will:

- Ensure tuition fees and refund policies are published in advance of each academic year in accordance with relevant legislation.
- Maintain the confidentiality of student financial information in line with ECT's Data Protection and Consumer Protection policies.
- Administer tuition fees and charges accurately and fairly, including issuing enrolment invitations and invoices.
- Provide clear communication regarding payment deadlines, withdrawal dates and refund eligibility.
- Comply with all relevant regulations set by the Office for Students (OfS) and UK consumer protection law.

6 Student Responsibilities

6.1 Students are expected to:

- Review and understand ECT's tuition fees, charges and refund conditions before enrolling on to an ECT higher education programmes.
- Provide accurate and up-to-date information during enrolment and when arranging fee payments.
- Pay all tuition fees by the deadlines set by ECT, whether self-funded or funded through a Tuition Fee Loan or other public funding.
- Supply all necessary documentation and information related to public funding or loans and comply with the terms of those agreements.
- Notify ECT promptly of any changes to their enrolment status, funding arrangements or personal details that may affect fee liability.
- Submit refund requests in accordance with this policy, including any required documentation related to withdrawal.

6.2 Failure to meet fee payment obligations may result in restrictions on access to learning resources, suspension of enrolment or cancellation of registration. ECT also reserves the right to withhold academic awards, transcripts and access to graduation ceremonies until outstanding tuition fee debts are resolved. Students will be notified in writing and given ten working days to pay outstanding fees prior to enrolment suspension.

7 Fees (General)

7.1 Tuition fees are defined as the compulsory charges for tuition set by ECT. These fees are published on the ECT website and confirmed in the Letter of Offer issued to students prior to enrolment.

Tuition Fees and Other Charges:

- Tuition fees are set annually by ECT and apply at the time a Letter of Offer is issued.
- Fees are subject to annual review and may vary by programme, mode of study and student domicile.

- For international online students, fees may be adjusted to reflect the financial context of the student's country of origin, in line with ECT's commitment to equitable access.
- Tuition fees are calculated based on the credit value of each module, where applicable.
- Tuition fees do not include incidental costs, fines or penalties, which are charged separately in accordance with relevant legislation.
- For students funded by Student Finance England, ECT confirms tuition costs to the Student Loans Company (SLC).

ECT's Tuition Fee Principles:

- All essential electronic learning resources required to complete a module or programme (excluding reference textbooks) are included in the standard tuition fee.
- Some reference texts or specialist materials may need to be purchased separately by the student. These will be listed in the Programme Handbook and ECT will aim to keep associated costs to a minimum.
- Where a module includes an examination, the standard tuition fee covers one attempt. Additional attempts will incur a separate fee, which will be outlined in the Programme Handbook and communicated in the students' results letter.

Tuition fees exclude incidental charges, fines or penalties, which are managed under separate policies.

Non-tuition fees

7.2 Non-tuition fees that are payable by the student include:

- Recognition of Prior Learning assessment fee.
- Request for official transcript where it is requested before completion of the programme.
- Request for a replacement degree certificate.

The fees payable for these items can be found on ECT's website.

8 Publication of Fees

8.1 ECT is committed to ensuring that tuition fees and associated charges are published clearly and accessibly. Tuition fees for each academic year are:

- Published on the ECT website prior to the start of the admissions cycle.
- Confirmed in the Letter of Offer issued to each student.
- Included in relevant programme documentation, such as the Programme Handbook.

8.2 Any changes to published fees will be communicated to affected students in a timely manner. ECT reviews tuition fees annually and reserves the right to adjust fees in line with regulatory guidance, institutional policy and economic factors such as inflation.

9 General terms and conditions

9.1 Students should read and understand ECT's Higher Education Fees and Refund Policy before making any tuition fee payments.

- Students who accept an offer of admission are required to pay their tuition fees (in full or by instalment) by the published payment deadline.
- Students receiving a Tuition Fee Loan from the Students Loan Company, or other public funding, will have their tuition fees paid in accordance with the terms of their funding agreement.
- Students who withdraw from their programme within 14 calendar days of their enrolment on Undergraduate programmes, or 28 calendar days on Postgraduate programmes, will not be liable for tuition fees and will receive a full refund of any fees paid.
- After the cooling-off period, tuition fee liability will be calculated based on the student's withdrawal date and in accordance with the liability points outlined in the refund section later in the policy.
- Information on tuition fees, incidental charges, fines and penalties is published on ECT's website. Students are encouraged to check this regularly for updates.
- Administrative fees, incidental charges, fines and penalties are non-refundable.
- Tuition fees are subject to change and may be adjusted annually in line with institutional policy, regulatory guidance or inflation.
- Students retaking entire modules are required to pay the applicable tuition fee before the start of the module.

10 Fee Payment Options and Conditions

10.1 ECT allows all students the option to pay their tuition fees for current modules upfront or in instalments. These options are available in order to alleviate the financial stress on students.

10.2 Rules that apply for payments are as follows:

- For module enrolment to proceed, the first instalment or upfront payment must be received on the required payment date prior to the start of the module(s).
- Students can only begin the programme/module(s) if the instalment or upfront payment has been received. Late payments may result in automatic deferral for the study period, with modules instead being resumed in the next available study period.
- For those students paying by instalments, payment dates will be set ahead of time and provided to the student at the start date of the study period.
- Fees not paid by the due date will result in a student's suspension, or withdrawal, from the programme, and may also result in:
    - Restricted access to online learning resources
    - Withholding of module results
    - Ineligibility to re-enrol for the next academic year
    - Limited access to transcripts
    - Delay or inability to graduate from ECT

9.3 Reinstatement of the above items occurs only when the payment is received.

11 Non-refundable Fees and Charges

11.1 Administrative fees and incidental charges, fines and penalties are non-refundable and are additional to tuition fees.

11.2 The *Fee Schedule* shows non-refundable fees and charges, noting that fees and charges may vary from time to time. The ECT website has a complete list of these fees and charges included with the *Fee Schedule*.

12 Cooling-Off Period

12.1 In accordance with UK consumer protection law, students have a cooling-off period during which they can change their mind, withdraw from their programme, and cancel their contract. This period starts once they receive their offer and ends 14 calendar days for undergraduate programmes, or 28 calendar days for postgraduate programmes, from the date of enrolment.

12.2 If a student cancels within this period, they will not be liable for any tuition fees and will receive a full refund of any fees already paid.

12.3 To exercise this right, students must notify their Learning Support Officer (LSO) in writing within either the 14-day (UG) or 28-day (PG) period. Refunds will be processed in accordance with the procedures outlined in the refund section of this policy.

13 Withdrawal from a Programme

13.1 Students who decide to withdraw from their programme of study, must:

- Complete and submit a Programme Withdrawal Form.
- If applicable, complete and submit a Refund Request Form
- Send the completed form(s) to the Learning Support Officer (LSO) via email.

13.2 A withdrawal will only be considered effective once it has been received and acknowledged by the LSO.

13.3 For details on refund eligibility, refer to Table 1 – 'Refund Eligibility for Students' later in this policy.

13.4 Students withdrawing due to special circumstances may be eligible for a refund of tuition fees already paid. See the section titled 'Special Circumstances for All Students' below for further information.

13.5 For students funded by the Student Loans Company (SLC), the last date of attendance will be confirmed only once the withdrawal has been formally approved. Tuition fee liability and any applicable refunds will be calculated based on this date, in accordance with SLC liability points.

14 Deferral of a Programme

14.1 Deferral of a programme is available to new students who have received a letter of offer but wish to postpone the start of their studies. The deferral process is outlined in ECT's *Deferral, Interruption, Termination and Withdrawal Policy.*

14.2 Applications for deferral will be assessed on a case-by-case basis. If approved, any tuition fees already paid may be:

- Held in credit until the revised start date, or
- Refunded, depending on the timing of the deferral request and the student's eligibility under this policy.

14.3 If a student subsequently notifies ECT in writing that they do not intend to take up their deferred place, the refund will be processed in accordance with the conditions outlined in the Withdrawal section of this policy.

15 Interruption to Studies

15.1 Continuing students who wish to interrupt their studies should withdraw as per the guidelines above. At the time the student returns to studies they must contact the Learning Support Officer to have their enrolment reactivated. Upon re-joining, a re-joining fee will apply.

15.2 Continuing students who re-join a programme must do so within twelve months.

15.3 Interruption to study by students after the initial payment date can only be done in special circumstances and in all cases, prior approval must have been granted by ECT.

15.4 For students who interrupt or withdraw from their studies, the percentage of refundable ('unused') fees will be calculated based on pro-rata methods, taking into consideration factors such as the programme in which the student is enrolled, the timing of the student's withdrawal, and the period of the student's participation in the programme.

16 Applying for a Refund

16.1 Students who believe they are eligible for a refund must complete a Refund Request Form and submit it to the Learning Support Officer (LSO) via the online form. If the refund relates to a withdrawal or deferral, the relevant forms as stated in the ***Deferral, Interruption, Termination and Withdrawal Policy*** must also be submitted and completed in full, along with any supporting documentation.

16.2 Refund applications should be submitted as soon as possible following the event that gives rise to the refund (e.g. withdrawal, deferral or interruption to studies). Late applications may be considered at ECT's discretion.

16.3 For students receiving a Tuition Fee Loan from the Student Loans Company (SLC):

- Refunds will be calculated in line with the liability points set out by the SLC.
- The student's last date of attendance, confirmed upon withdrawal or interruption approval, will determine the applicable liability and refund amount.
- Any refund issued will be paid directly to the SLC, not to the student.
- Students should be aware that receiving a refund from ECT does not automatically cancel or reduce their loan liability. They are advised to contact the SLC directly to confirm any changes to their loan balance.
- Students may apply for retrospective SLC fee relief via the Compelling Personal Reasons process.

16.4 If a student does not submit a Refund Request Form, any tuition fees paid may be held as credit toward future enrolment, subject to confirmation by the student.

16.5 Students will be notified of the outcome of their refund application within 14 calendar days of receipt of a complete application.

17 Summary of Refund Eligibility

17.1 Table 1 provides a summary of circumstances when a refund may be available for students.

Table 1: Refund Eligibility for Students

Circumstance	Refund Eligibility	Process
Withdrawal within cooling-off period (UG: 14 days, PG: 28 days)	Full refund of any fees paid	Notify LSO in writing (email acceptable) within the cooling-off period
Withdrawal after cooling-off period (no special circumstances)	No refund	Submit Withdrawal Form; refund not applicable unless special circumstances apply
Withdrawal after cooling-off period with approved special circumstances	Partial refund possible (subject to funding type and timing)	Submit Refund Request Form & Withdrawal Form + supporting evidence
Withdrawal by SLC-funded student after cooling-off period	Refund calculated based on SLC liability points; refund paid to SLC	Submit Withdrawal Form; last date of attendance determines liability; refund paid to SLC
Withdrawal by self-funded student after cooling-off period	Refund calculated based on payment schedule and liability percentage	Submit Withdrawal Form & Refund Request Form; refund paid to student
Deferral before programme start	Full refund or credit held, depending on timing and student preference	Submit Deferral Request Form; notify ECT if not taking up deferred place
Deferral after programme start	Refund eligibility based on timing and liability points	Submit Deferral Request Form & Refund Request Form; refund processed per withdrawal conditions
Interruption to studies (approved)	Refund or credit may apply based on timing and participation	Submit Interruption Request Form & Refund Request Form; pro-rata calculation may apply
Enrolment cancelled by ECT due to non-payment, misconduct, or fraud	No refund	Student may appeal or apply under special circumstances if applicable

Special Circumstances for Refunds (See also Table 2)

17.2 ECT recognises that students may face exceptional circumstances that prevent them from completing their studies. In such cases, a refund may be considered even if the student withdraws outside of the cooling off period, provided the circumstances meet with criteria outlined below.

Eligibility Criteria

17.3 To be considered for a refund under special circumstances, the student must:

- Still have been enrolled in the module after the cooling-off period.
- Not successfully completed the requirements of the module.
- Submit a written application using the Refund Request Form, accompanied by a Withdrawal Request Form and relevant supporting evidence.

Definition of Special Circumstances

17.4 Special circumstances must:

- Be beyond the student's control and not due to their actions or inaction.
- Be unusual for the student and not part of normal life events.
- Make it impractical for the student to complete the programme requirements.
- Have occurred on or after the cooling off period or worsened after that date such that their full impact was not previously apparent.

17.5 Examples of acceptable special circumstances include (but are not limited to):

- Medical: new or worsening medical conditions that prevent continued study.
- Family/Personal: bereavement, serious illness in the family or significant personal hardship.
- Employment: unexpected changes in employment status beyond the student's control.
- Other extenuating circumstances: legal obligations, caring responsibilities, military service, accidents or natural disasters.

17.6 Special circumstances do not include:

- Lack of awareness of this policy or relevant regulations and legislation.
- Failure to follow correct procedures,
- Academic progress below expectations.

17.7 Refunds under special circumstances are granted at the discretion of ECT.

Supporting Documentation

17.8 Applications must include:

- Documentation in English or certified translations.
- Original or certified copies of relevant documents.
- Medical certificates detailing the condition (if applicable).
- Statutory declarations where relevant.
- A detailed account of the circumstances, including dates and impact.
- Any additional documentation requested by ECT.

Applicability by Funding Type

17.9 Refunds under this policy apply to all students; however, funding arrangements may affect eligibility:

- Self-funded and sponsored students: eligible for refunds under this policy, subject to ECT's discretion and supporting documentation.
- SLC funded students:
  - Refunds after SLC liability points are subject to SLC regulations.
  - ECT may only issue a refund if it also repays the relevant portion to the SLC and adjusts the student's liability accordingly.
  - Refunds will be paid directly to the SLC, not to the student.
  - Students should note that receiving a refund from ECT does not automatically cancel or reduce their loan liability with the SLC.
  - Students are advised to contact the SLC directly to confirm any changes to their loan balance.

Table 2: Refunds that may apply under special circumstances for all students

Circumstances	Refund	Process
Withdrawal from a programme due to special circumstances beyond the control of the student. See 'Special Circumstances for All Students' section in this policy.	Possibility: Subject to funding type and compliance with SLC regulations where applicable[1].	A student may submit a request for special circumstances, if eligible, using the appropriate forms (see above), or may lodge an appeal[2].
Withdrawal from a programme after the cooling-off period.	No	A student may submit a request for special circumstances, if eligible, using the appropriate forms (see above), or may lodge an appeal[2].
ECT cancels a student's enrolment due to reasons of unsatisfactory progress, misconduct, lack of attendance or a student has provided fraudulent or misleading information.	No	A student may submit a request for special circumstances, if eligible, using the appropriate forms (see above), or may lodge an appeal[2].
ECT cancels a student's enrolment due to non-payment of tuition fees or other fees and charges.	No	A student may submit a request for special circumstances, if eligible, using the appropriate forms (see above), or may lodge an appeal[2].
After submitting a formal complaint in accordance with the *Student Complaints Policy.*	Possibility: : Subject to funding type and compliance with SLC regulations	Complete and submit a *Student Complaint Form*, together with relevant evidence; AND a *Refund Request Form*.

[1] Refunds for students funded by the SLC are paid directly to the SLC, not to the student.

[2] See 'appeals' section below

	where applicable1.	Tuition fees may be refunded in full or in part, depending on the outcome of the grievance process.

18 Payment of Refunds

18.1 Refunds will be paid within 28 days of receipt by ECT of a complete and approved *Refund Request Form*. Incomplete forms or applications without sufficient supporting documentation may cause delays in processing refunds.

18.2 Refunds will be paid:

- In English pounds.
    - If the tuition fee was paid by credit card within the last 12 months, the refund will be credited to the credit card from which the fee was initially paid.
- Directly to the person who entered into the contract with ECT as the registered provider, unless written permission has been given to make the payment to another person.

18.3 Any international transfer fees for payments to international bank accounts will be borne by the student. ECT will record the transaction in the Student Record File.

18.4 In cases of institutional, or programme closure, refunds will be issued in accordance with the Student Protection Plan which can be located on the ECT website.

19 Appeals

19.1 If a student is dissatisfied with the outcome of a refund application, they may submit a written appeal within 14 calendar days of receiving the decision. Appeals should include any new or additional evidence not previously considered.

19.2 Appeals will be reviewed by a designated senior member of staff not involved in the original decision. Students will be notified of the outcome of their appeal within 14 calendar days.

19.3 If the student remains dissatisfied, they may pursue further resolution through ECT's ***Student Complaints Policy***, or, where applicable, the Office of the Independent Adjudicator (OIA).

20 Legal rights and obligations

20.1 This policy does not remove the right of students to take further action under UK consumer protection laws nor does it prevent students from pursuing other legal remedies.

20.2 This policy does not remove the obligation of ECT to adhere to any requirements applicable to providers in relation to the Tuition Fee Loans, grants and/or other public funding for students by the UK government.

21 Definitions

Admission: The process for admitting an applicant into a programme at ECT, following a successful application and acceptance of the offer of a place by the applicant in the programme; admission is part of the enrolment process.

Applicant: A person who applies for a place in a programme at ECT; an applicant becomes a student upon enrolment.

Deferral: An agreement to allow an applicant to defer taking up the place that has been offered in an ECT programme until a later time.

Enrolment process: An applicant wishing to study with ECT begins the enrolment process by applying for admission.

Fee Schedule: Published on the ECT website, the Fee Schedule shows tuition fees, incidental charges, fines, and penalties

Module: a standalone learning unit (or unit of study) that covers a component of a course of study and has defined content, learning outcomes and specific assessment tasks, with a combination of modules making up a programme. The modules successfully completed are indicated in a student's record. A programme could include different types of modules: students must complete all compulsory modules on a programme; they are able to select ones from a list of elective modules that could be included in a programme; and pre-requisite modules must be completed before students can attempt the modules for which pre-requisite modules are indicated.

Offer: The offer of a place on an ECT higher education programme to a successful applicant.

Payment Date: The official date when payment for a module(s) is required.

Programme: a sequence of learning and teaching activities - generally consisting of a number of modules - that is formally structured and leads to an award in the form of a qualification, credits or some form of recognition for learning achievement. The term is commonly used as an alternative for 'course.

Programme entry requirements: The requirements that an applicant must satisfy to be admitted into a particular programme, that are additional to the general entry requirements.

Start Date: The official date that the teaching period of a module commences.

Tuition Fee: The compulsory fees for tuition that are determined by ECT.

Tuition Fee Loan: This loan to the student to cover tuition fees is paid directly to the training institution and must be repaid by the student to the UK government that provided the loan.

Withdrawal: A formal procedure where a student decides to discontinue a programme without the intention of returning or discontinues a module with the intention of enrolling in it at a later date.

22 Accountabilities

22.1 The Governance Board is responsible for approval and annual review of this policy.

22.2 The policy is to be implemented via induction and training of staff and distribution to students, potential students and ECT's community via the website, other publications and at student orientation.

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Approving Body	Governance Board
Policy Custodian	Head of Academics and Operations
Policy Contact	Compliance and Risk Manager

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Revision History

Version	Date	Description of key changes
1.1	Dec 2023	Align the document to the quality assurance practices in UK universities
1.2	Apr 2024	Minor editorial corrections
1.3	Dec 2025	Amalgamation of the Fee and Refund Policy alongside updates to ensure regulatory compliance