



## **The Cornwall College Group**

### **Higher Education Campus Programme Closure, Refund and Compensation Procedure**

**2025-2026**

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2	23 March 2018	Debbie Toseland, Amanda Crowle	V1	
3	19 August 2020	Ruth Allen	V2	
4	3 February 2025	Amanda Crowle	V3	Rewrite of the Purpose, applies to and responsibilities. Removal of 3 linked policies.
5	7 May 2025	Amanda Crowle	V4	Inclusion of Board of Governors within responsibility

## 1. Purpose

The College is committed to ensuring that the quality of learning opportunities and the support of students towards achieving the best possible outcomes. Due to the contractual obligations between the applicants, students and the College, in the unlikely event that the College or the Awarding Body or another organisation discontinues or does not provide a programme of study the decision to close a campus or transfer a provision to a different campus will only be made the Principal and CEO based on the following:

- Market rationale
- Strategic and financial implications
- Impact on other programmes in particular progression routes within the College and associated partners (where relevant)
- Impact on current and prospective students
- Impact on delivery team
- Impact on employer relationships
- Impact on students who are either suspended or repeating studies
- Impact on any relationships with partner institutions and/or PSRBs

## 2. Applies to

This procedure applies to the following:

- Offer – holders
- Applicants with deferred places
- Students who have opted to suspend their studies
- Current students on programme

## 3. Responsibility

3.1. **The Principal and CEO:** for the overarching decision to close a Campus or College.

3.2. **The Executive Leadership Team:** for the management of the process of campus closure and compensation to students where appropriate.

3.3. **Strategic Lead for Higher Education:** communicating such changes to affected students/applicants.

3.4. **Finance:** for processing refunds and compensation payments where necessary, via suitable means i.e. Self, Student Loan Company and Employer/Sponsor (in line with how the initial fees were paid)

3.5. **Board of Governors:** to ensure that Governors are kept fully informed of the rationale behind the decisions to close a campus, prior to a closure being enacted.

## 4. Principles of Refunds and Compensation Payments

4.1. In the unlikely event that the College or the Awarding Body or organisation discontinues or does not provide a programme of study or significantly changes the syllabus of a programme, method of delivery or method of assessment of a programme:

- The College will always aim to teach students to the end of their programme unless there is cause to cease teaching midway through due to mitigating circumstances;
- The College will consider and implement any mitigation measures it concludes are reasonable and proportionate in the relevant circumstances, to minimise any disruption to students' studies and experience;
- The College will inform the relevant individuals at the earliest possible opportunity;
- The College will seek to offer the individual a suitable replacement programme at TCCG, subject to the individual student meeting relevant conditions for the programme;
- If the individual does not wish to accept the College's offer of a replacement programme or if the College is unable to offer a replacement programme, an individual will be entitled to withdraw (i) his or her application; or (ii) from the programme (as appropriate) by notifying the College in writing (refer to Discontinuation and Suspension of HE Programmes);
- In the event that the individual student withdraws in the above circumstances, the College will make an appropriate refund of tuition fees, and review any additional payments already made by the student, including any deposits.

## 5. Refunds for students

Should the College take the decision to close a campus site, programme of study or College and the programme of learning must be terminated a student may be eligible for refund.

5.1 Tuition Fees – In the event that a programme of study is terminated before completion of the qualification the Finance Team will be responsible for processing the relevant refund to whomever paid the initial tuition fees. If the student is offered and accepts a transfer arrangement onto a new programme of study within the Cornwall College Group or at an alternative provider, where there is reason for compensation, the costings will be measured and an appropriate payment may be made.

5.2 Accommodation costs - Where a student is locked into an accommodation contract and is forced to withdrawn or transfer to another campus site, the College will offer an appropriate compensation payment where necessary.

5.3 Travel costs - Should the College take the decision to relocate a programme, which may incur additional travel costs for a student, an assessment will be made on the mileage difference and an appropriate amount will be agreed between the student and the College. The payment of additional travel costs for students affected by a change in the location of their programme (for example, students with caring responsibilities whose childcare costs increase significantly, perhaps by transferring from a provider with a subsidised crèche to one without)

5.4 Student Bursaries - Should the College take the decision to close a campus site, programme of study or College and the programme of learning must be terminated a student who has been awarded a College Bursary will receive payments up until that time.

5.5 Maintenance costs - Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study. This may include travel costs, academic materials required and purchased for the sole purpose to meet requirements of the programme of study and fixed accommodation contracts. The amount of compensation payable would be determined case by case and evidence of expenditure would be required. This will also apply to any monies paid relating to any other additional programme costs.

## **6. Process and Documentation**

Complaints Policy

Student Protection Plan

Bursaries

Discontinuation and Suspension of HE Programmes

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