

# Policy on Refunds to Students

Approved by SMB 6<sup>th</sup> June 2005

## 1 Why refunds are needed

Refunds occur due to the student's account being in credit. During the normal course of activities credit balances may occur as a result of a number of scenarios.

### 1.1 Credit balances that are refundable to the payer

#### 1.1.1 Accidental

- Accidental overpayment by the student, or
- Accidental duplicate payment, eg by sponsor and by student
- Under some circumstances fee adjustments may be credited to the student's account if they withdraw from the University.

#### 1.1.2 Intended

- Battels deposit credit at the end of the student's stay in University accommodation

### 1.2 Credit balances that are not refundable

#### 1.2.1 Payments in advance

Some students or sponsor choose to pay several years' tuition fees in advance in order to benefit from discounted price schemes.

### 1.3 Other credit balances

In exceptional circumstances, a student may have a supportable reason to request that excess monies paid to their University student account by a third party be refunded to the student themselves.

## 2 Refund requests

### 2.1 Issues that affect refund requests

Matters that must be taken into consideration when considering a refund include the following.

- 2.1.1 Ensure whether all charges due to the account have been levied correctly.
- 2.1.2 Refer to anti fraud/money laundering regulations.
- 2.1.3 Consider the financial security of the payment.
- 2.1.4 Take into account the administration costs involved.

### 2.2 When normal refunds become payable

Accidental      The student or sponsor may specifically request a refund once the nature of the overpayment has been identified. The refund is made to the payer.

Battels              Refunds are generated automatically at the end of each academic year.

### 2.3 Other refunds

Where a refund is requested to be made to a recipient other than the original payer of the funds, consideration of these requests must be within the context of what service the University is being asked to perform. The University does not, and should not, operate as a personal bank for its customer for a number of reasons. It is not an appropriate role for a Higher Education establishment, and is costly to the University in the operational costs incurred in processing transactions. However, it is reasonable that a small degree of latitude be permissible in the event of exceptional circumstances.

In the event of a refund being requested to be payable to the student where the funds were originally received by a third party, the following restrictions will apply:

2.3.1 Supporting evidence

There must be full supporting documentation to support why the request is being made.

2.3.2 Value

The value of the refund amount must not exceed £1,000.

2.3.3 Assurance

The student must sign a declaration giving personal assurance of the genuine nature of the request.

2.3.4 Administration charge

In order to recompense the University for its processing such a transaction, a fee per transaction of 5% will be deducted from the funds being processed. This will be in addition to any specific direct costs raised by the banks in connection with the transaction.

2.3.5 Authorisation

Such payments may only be processed following signed approval by the Academic Registrar, or in their absence by the Deputy Director of Finance.

### **3 Method of payment**

Previously the default method of payment of refunds has been by cheque. However, with immediate effect the method of payment will be by BACS transfer. As BACS transfers can only be made to UK bank accounts, international students will be required to keep their UK account open after their departure from the University in order for the battels refund to be possible to that account.

In the event that there is reason for payment to be made by means of refund to a credit card, the refund must be to the same card number that was used for the original credit to the account. If that is not the case, then the request for a refund must be considered within the restrictions outlined in 2.3.

### **4 Exceptions**

Any and all exceptions to the above may only be authorised by the Director of Finance and Corporate Services or an appropriately designated deputy.