



WTC
REFUND AND
COMPENSATION POLICY

AUGUST 2021

WTC Refund and Compensation Policy	
Purpose	To protect the interests of students and enable them to recoup that portion of their fees if they are unable to complete their studies in the event of a material change in circumstances.
Enquiries	Enquiries about the Refund and Compensation Policy should be directed to the Finance Director (Catherine Catto) at fd@wtctheology.org.uk
UKPRN	10030973
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Author	Chief Operating Officer
Approved by	Board of Trustees
Next Review	October 2022
Staff member responsible for update	Finance Director

1. Introduction

WTC is a not-for-profit, interdenominational, charismatic theological college with the vision of taking rigorous and accessible Kingdom Theology into the heart of the local church.¹ Our goal is to equip and empower people of all ages and backgrounds for leadership, mission, and discipleship and, through this, to effect personal and community transformation. We offer part-time, university-accredited qualifications in theology to around 210 students per year.² We work in partnership with local churches who share our vision and where our local learning communities (Hubs) are established.

Our courses are delivered via a pioneering blend of in-person teaching, web learning and video-conferencing. All WTC students start the academic year with a five-day, residential, intensive teaching block in September (held at the University of Nottingham), with a second Residential in early January. Students then study in local Hubs for the remaining twenty weeks of the academic year. This model enables our students to study locally around their existing commitments. We welcome students from all church streams, but most of our students are drawn from the independent church sector, which has no dedicated theological colleges.

The aim of this Refund and Compensation Policy (RCP) is to clarify WTC's policy for students who withdraw from their courses mid-year. The RCP accompanies WTC's Student Protection Plan as well as being relevant for any student withdrawing from a course mid-academic year.

WTC is a values-led organisation. This means that our values guide every aspect of college life and teaching, and this RCP has been formulated in alignment with our values which are on the [website](#).³

The policy is available for students on MyWTC portal, and applicants will be made aware of the RCP when their place to study is confirmed, and any updates to the plan will be communicated in writing to existing students each year.

2. Fees and Fee Information

[Fees](#) are set by the Board following an annual review, and are published on the website.⁴ The document [Facts About Fees](#)⁵ details what the fees cover, how they are charged, as well as containing information about bursaries and other potential sources of financial support for students to pay their fees. This document also details the financial implications of taking an Interruption of Studies (IoS) or withdrawing from your programme.

¹ WTC is a registered charity (No 1123573) and a company limited by guarantee (Reg No 6506007).

² The University of Chester validates all WTC degrees and qualifications.

³ <https://wtctheology.org.uk/about-us/vision-values/>

⁴ <https://wtctheology.org.uk/courses/fees-faqs/>

⁵ https://wtctheology.org.uk/wp-content/uploads/2020/12/2021_Facts-about-Fees_01.pdf

3. Refunds and Compensation Policy

It is the college's general policy to charge fees up to the end of the term in which a student ceases their programme. We do not expect students taking an IoS or withdrawing mid-year to pay fees for the whole year for which they are registered, except for validation fees or similar fees incurred by WTC on the student's behalf.

3.1. Non-refundable deposit

To confirm a place to study and enroll at the start of the academic year, a non-refundable deposit (10% of the fees) must be paid. This is not refundable, even if you withdraw during or just after the September Residential, as it covers the Residential costs which WTC has paid. .

3.2. Withdrawal from your course mid-academic year

If you withdraw from your course before completing a full year, you will be required to pay the full term's fees for the term in which notice is given plus a £100 administration fee.

Amounts payable for withdrawal at different times of the academic year are detailed in [Facts About Fees](#).

3.3. Taking an IoS

It is possible to take a study break mid-way through your course. There is a £100 administration charge for this. If you have paid for a whole year and then take a break mid-way through, the fees for that term must be paid in full, but an amount will be refunded for subsequent terms. If you return to your studies the following academic year, you will pay the fee level you would have paid if you had not taken an IoS. If you re-commence your studies later than the following academic year, you will pay the current fee level on your return.

3.4. Refunds of overpaid fees

Any refunds due of overpaid fees are made within the normal statutory cancellation period of 14 days after the agreement on the amount owing has been confirmed in writing (email).

Where student fees are being paid in part or full by a sponsoring body, the refund can be made direct to that body in accordance with their procedures. Where student fees are being paid in part or full by another individual, WTC will make the refund to the student and it is up to them to refund their funder.

3.5. Currency

Refunds will be made in British pounds sterling (GBP) electronically into the relevant bank account.

3.6. Student Loans

Students in receipt of student finance and/or DSA who are withdrawing or taking an IoS need to notify SFE/SFNI and make arrangements with them to enter a Change of Circumstance request so that funds can be stopped from the end of

the term in which the student is withdrawing in line with student finance processes.

Currently WTC student loans are administered by Chester University, so WTC will liaise with Chester to ensure receipt to the college of any outstanding student finance up to the point at which student studies cease.

3.7. Bursaries

Bursaries awarded by WTC Central (i.e. not from external funders or Hub bursaries) are subtracted from student fees for the year in which they are awarded. Students who withdraw or take IoS mid-academic year in which they have been awarded bursaries do not receive any compensation for the value of the bursary which they have not used. This money is retained by WTC.

Bursaries are awarded for one academic year. Should students taking an IoS return to study with WTC, they will need to apply for another bursary.

4. Compensation for Disruption to Studies caused by WTC

Compensation for outstanding fees commensurate with the costs of delivering courses and programmes which are not delivered because of any disruption to studies caused by actions taken by WTC (as outlined in the Student Protection Plan) will be paid to affected students whose studies are curtailed.

If students transfer to another institution to continue their studies elsewhere, refunds of the overpaid fees can either be paid to the individual students or to the new institution, whichever the student wishes.

5. Courses which are being discontinued

Students on a course which will be discontinued after they have finished their studies, will continue to be liable for all tuition fees relating to the original programme for as long as it is provided by WTC, including teach-out periods. No refunds or compensation will be due.

6. Delivery of Refund and Compensation Policy

WTC undertakes to maintain sufficient funding to enable refunds and compensation in line with this policy to be made to students who qualify in the event of risks outlined in the Student Protection Plan materialising. This will be achieved through cash reserves or insurance.

7. Review of Refunds and Compensation Policy

The RCP will be reviewed annually by the Board of Trustees in discussion with the Executive Team and an updated version posted on the MyWTC student portal and made available to staff.