



“Enabling Students to Accomplish their Academic Goal”

Fees, Refunds and Compensation Policy

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1. Introduction

Bellmont College is committed to ensuring that students receive clear information about tuition fees, additional costs, refund arrangements and compensation options before they make important decisions about their studies. Students invest significant time, personal commitment and financial resources in higher education, and decisions about fees, refunds and compensation are handled transparently, consistently and with care. *(CAP2 Belmont College Consumer Protection Policy and Implementation Framework; QGP6 Belmont College Information Governance, Public Information and Transparency Policy)*

Bellmont College currently works with Liverpool Hope University and is seeking Office for Students approval for its own funding arrangements. Under the current partnership model, Liverpool Hope University remains responsible for matters reserved to it as awarding partner, while Belmont College provides local teaching, support, registry, communication and operational services within the agreed partnership arrangements. *(LHU Liverpool Hope University Student Terms and Conditions; LHU Liverpool Hope University Academic Partnership Handbook)*

Future regulatory, partnership or funding developments may result in changes to Belmont College arrangements, including how tuition fees are charged, how student contracts operate, or how refunds and compensation are administered. Any such changes are managed through Belmont College governance framework and student protection arrangements so that student interests continue to be protected and students receive clear information before decisions affect them. *(CAP1 Belmont College Student Protection Plan and Policy; QGP2 Belmont College Management, Committee Structure, Organogram and Terms of Reference)*

The policy therefore operates both for the current Liverpool Hope University collaborative provision and for any future arrangement in which Belmont College takes more direct responsibility for student contracts, fee administration, funding, refunds, compensation or student protection. It does not replace Liverpool Hope University regulations where those regulations apply, and it does not remove any statutory rights students may have.

2. Purpose of the Policy

The purpose of this policy is to provide a clear, consistent and student-centred approach to fees, refunds and compensation. It explains how Belmont College informs students about fees and additional costs, how fee liability is considered, how refund or compensation requests are assessed, and how decisions are monitored through Belmont College committees.

The policy supports fair pre-contract information, protects students from unfair financial disadvantage where a material issue arises, and helps staff make proportionate decisions based on evidence. It also supports continuation of study wherever possible before financial redress is considered. *(RAP2 Belmont College Student Contract; CAP1 Belmont College Student Protection Plan and Policy)*

In practice, this policy supports applicants and students to understand the financial implications of enrolment, withdrawal, suspension, transfer, interruption of study, material programme change, disruption, complaint or appeal. It also ensures that recurring themes are considered through the quality assurance, risk and governance routes set out in the Belmont College handbook. *(QGP1 Belmont College Quality Handbook; LTP9 Belmont College Attendance, Retention and Submissions Policy)*

3. Scope

This policy applies to higher education provision delivered by Belmont College and to the full student journey, from enquiry and offer through to enrolment, study, completion, withdrawal, interruption, transfer, complaint, review or institutional change. *(RAP1 Belmont College Recruitment, Selection and Admission Policy; RAP2 Belmont College Student Contract)*

The policy applies to prospective students, applicants, enrolled students, students studying under Liverpool Hope University collaborative provision, students who withdraw, suspend or transfer, former students with an active refund, compensation, complaint or appeal matter, sponsors or third-party fee payers where relevant, and staff or third parties acting on behalf of Belmont College in relation to fees, information, refunds, compensation or student support.

Where a student is registered under Liverpool Hope University contractual, financial or academic arrangements, the relevant University regulations and processes apply to matters reserved to Liverpool Hope University. Belmont College explains how the local Belmont College process interacts with the University process and supports students to access the correct route. (*LHU Liverpool Hope University Financial Regulations; LHU Liverpool Hope University Academic Regulations; LHU Liverpool Hope University Student Complaints Policy and Procedure*)

4. Regulatory and Legal Framework

This section consolidates the legal, regulatory and sector reference points that inform this policy. They are considered collectively and are not repeated under each topic.

Requirement	Relevance to this Policy
Office for Students initial condition C5: Treating students fairly	Requires fair treatment of students, including clear information, fair terms and fair processes for refunds, compensation and complaints.
Office for Students ongoing condition C1: Consumer protection law	Requires compliance with consumer protection law in information, contracts, changes, complaints and redress.
Office for Students ongoing condition C2: Student complaints scheme	Requires students to be made aware of the external student complaints scheme operated by the Office of the Independent Adjudicator.
Office for Students ongoing condition C3: Student protection plan	Requires student protection arrangements that address risks to continuation of study and student interests.
Office for Students ongoing condition C4: Student protection directions	Requires compliance with any regulatory directions made to protect students if serious risks arise.
Office for Students B conditions on quality and standards	Supports the link between academic delivery, resources, support, assessment and student outcomes when considering remedies.
Competition and Markets Authority expectations for higher education providers	Expect providers to give accurate material information, use fair terms and operate fair complaints and redress processes.
Consumer Rights Act 2015	Requires services to be provided with reasonable care and skill and prevents unfair terms in student contracts.
Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013	Requires relevant pre-contract information and cancellation rights to be explained where they apply.
Higher Education and Research Act 2017	Provides the statutory framework for higher education regulation in England and the role of the Office for Students.
UK Quality Code for Higher Education	Provides sector expectations for academic standards, quality, student engagement, collaborative working and enhancement.
UK GDPR and Data Protection Act 2018	Require personal, financial and casework data to be handled lawfully, fairly, securely and transparently.

Requirement	Relevance to this Policy
Equality Act 2010	Requires fair treatment, non-discrimination and reasonable adjustments for disabled students and applicants.
Office of the Independent Adjudicator Good Practice Framework	Supports fair, timely, accessible and evidence-based complaint handling and redress.
Liverpool Hope University partnership requirements	Apply where Liverpool Hope University is responsible for terms, fees, academic regulations, complaints review or student protection.

5. Principles of Fairness

Bellmont College applies fairness, transparency, accessibility, consistency and proportionality when administering fees, refunds and compensation. Students receive clear information before enrolment, decisions are based on relevant evidence, and reasons are recorded so that decisions can be explained and reviewed where appropriate. *(CAP2 Belmont College Consumer Protection Policy and Implementation Framework)*

Student protection is the first priority where a risk to delivery or continuation arises. Belmont College considers teach-out, alternative delivery, additional academic support, revised assessment arrangements, transfer support or replacement learning opportunities before considering refunds or compensation as a remedy. *(CAP1 Belmont College Student Protection Plan and Policy; BCP3 Belmont College Business Continuity Plan)*

Decisions take account of equality, disability, wellbeing and accessibility considerations. Reasonable adjustments are provided where needed so that students can access information, request support and participate in decision-making processes fairly. Where Liverpool Hope University partnership arrangements apply, Belmont College works with Liverpool Hope University to support fair and timely outcomes. *(SWP2 Belmont College Equality, Diversity and Inclusion Policy; SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy; SWP4 Belmont College Mental Health and Wellbeing Policy)*

6. Fee Information and Student Contracts

Tuition fee and additional cost information is material information. Belmont College provides applicants and students with clear information about tuition fees, additional compulsory costs, funding routes, payment expectations, refund arrangements, complaint routes and the responsibilities of Belmont College and Liverpool Hope University where partnership provision applies. *(QGP6 Belmont College Information Governance, Public Information and Transparency Policy; RAP1 Belmont College Recruitment, Selection and Admission Policy)*

Before enrolment, students are informed how fees are charged, who invoices or collects fees, whether fees are paid by the Student Loans Company, a sponsor, an employer, the student or another approved payer, and what happens if a student withdraws, suspends, transfers or changes study mode. Where Liverpool Hope University financial arrangements apply, Belmont College signposts students to the relevant University requirements and supports them to obtain advice. *(RAP2 Belmont College Student Contract; LHU Liverpool Hope University Financial Regulations)*

The admission process requires accurate applicant information, eligibility checks and clear communication of any registration, administration, external examination or awarding-body fees. Where Belmont College requires an initial registration fee or deposit, the amount, purpose and refund status are explained before the student commits. *(RAP1 Belmont College Recruitment, Selection and Admission Policy; RAP2 Belmont College Student Contract)*

Bellmont College own provision (*Bellmont College Admissions Terms and Conditions for Belmont College Student Admission (Appendix C)*): Where Belmont College is responsible for its own provision, a completed Application Form for Admission is required before an applicant can be assessed for suitability. The application is accompanied by an initial non-refundable registration fee of £250, or equivalent, unless a different amount has been approved and clearly communicated in writing.

Following acceptance on a course, students are normally required to pay 50% of the tuition fee for that course, unless Belmont College approves a different deposit or instalment arrangement. All tuition fees are either paid in full before the course commences or covered by an approved payment plan before the student begins the course. Where official documentation or paperwork is issued to the applicant, admission is deemed complete and the student is treated as having agreed to follow the course and to pay the tuition fees due under the applicable contract.

Registration, administration, external examination and awarding-body fees are separate from tuition fees unless the offer, fee schedule or student contract states otherwise. Applicants are informed before commitment which costs are included in tuition fees and which costs are paid separately to Belmont College or to an external body.

7. Fee Liability, Payment and Changes in Study Status

Fee liability is considered in accordance with the applicable student contract, fee schedule, Liverpool Hope University financial regulations or any other approved written arrangement. Students remain responsible for ensuring that the relevant payer, including the Student Loans Company, sponsor, employer or student, pays the fees due.

Where a student has difficulty paying, Belmont College supports early communication so that the matter can be reviewed before it escalates. Liverpool Hope University information also emphasises early contact with its finance teams where Liverpool Hope University arrangements apply. Fee decisions are not used to disadvantage students unfairly, but unpaid fees are managed consistently and in line with the applicable contract and regulations. (*LHU Liverpool Hope University Financial Regulations; RAP2 Belmont College Student Contract*)

Situation	Policy Approach	Evidence / Record Used
Withdrawal	Fee liability is reviewed from the official withdrawal date recorded through the relevant Belmont College and/or Liverpool Hope University process. Non-attendance alone does not end fee liability.	Withdrawal notification, student record, attendance record, Liverpool Hope University record where applicable, finance record.
Suspension or interruption	Students are advised about known financial implications before the suspension or interruption is confirmed wherever reasonably possible.	Approved suspension/interruption record, advice record, academic record, finance record.
Transfer	Students considering transfer receive advice on tuition fee liability, funding entitlement, student finance and continuation of study.	Transfer advice record, correspondence, student finance information, partner confirmation where applicable.

Situation	Policy Approach	Evidence / Record Used
Change of study mode	A move between full-time and part-time study is reviewed because fee liability, funding and timetable arrangements may change.	Approved change record, student record update, programme advice, funding record.
Student Loans Company or sponsor payments	Approved refunds or adjustments are normally returned to the original payer or handled in line with funding and sponsor requirements.	Payment records, sponsor correspondence, Student Loans Company records, refund approval record.
Initial registration fee or deposit	Any registration fee, deposit or external fee is explained before commitment, including whether it is non-refundable or separate from tuition fees.	Application form, offer communication, fee schedule, receipt, student contract record.
False or omitted information	Where an applicant or student provides false, misleading or incomplete information, Bellmont College reviews admission, registration, fee liability and any refund outcome fairly and with evidence.	Application evidence, verification record, correspondence, decision record, committee escalation where required.
Late payments and bank charges	Late payment issues are managed through the applicable payment plan, finance process and any written arrangement approved by Bellmont College or Liverpool Hope University.	Payment plan, finance correspondence, account record, written agreement.
Application and registration under Bellmont College own provision	A completed Application Form for Admission and an initial non-refundable £250 registration fee, or equivalent, are required before applicant suitability processing can proceed. The amount, purpose and refund status are explained before commitment.	Application form, admissions checklist, fee schedule, receipt, offer communication, student contract record.
Acceptance payment and payment plan	On acceptance, students normally pay 50% of the tuition fee. Bellmont College may agree a different deposit or instalment plan, but tuition is paid in full or covered by an approved payment plan before the course starts.	Offer letter, acceptance record, invoice, receipt, payment plan, finance correspondence.

Situation	Policy Approach	Evidence / Record Used
Official documents and completion of admission	Where official documentation or paperwork has been issued to the applicant, admission is treated as complete and fee liability is considered in line with the applicable student contract and refund rules.	Admission documents, issued paperwork log, correspondence, student contract, finance record.
External examination or awarding-body fees	Registration, examination or external awarding-body fees are not included in tuition fees unless expressly stated. Applicants are responsible for any separate fees payable to Bellmont College or an external examining body.	Fee schedule, awarding-body fee information, invoice, receipt, applicant communication.
Programme, timetable or fee changes under Bellmont College own provision	Bellmont College may change timetables, regulations or fee structures where necessary and may cancel a programme if resources or student numbers mean that delivery is not financially viable. Students are offered appropriate communication, alternative courses or refund options where required.	Change record, student communication, risk assessment, alternative course offer, refund approval record.
Student obligations affecting fee liability	Students are expected to comply with relevant Bellmont College policies, attendance requirements and conditions of enrolment. Failure to meet contractual conditions may lead to withdrawal or cancellation and may affect remaining fee liability.	Student contract, attendance record, policy records, warning correspondence, withdrawal or cancellation record.

Changes in fee liability are communicated clearly and proportionately. Where a change affects a cohort, the matter is reviewed through the relevant operational and governance route so that communication, mitigation and student support are coordinated. (*CAP1 Bellmont College Student Protection Plan and Policy; BCP2 Bellmont College Risk Management Policy*)

8. Refunds

A refund is the return or reduction of tuition fees or other charges that have been paid or charged. Refunds may arise because a student withdraws, suspends, transfers, overpays, is charged incorrectly, is affected by a material disruption, or receives a remedy following a complaint or review. (*RAP2 Bellmont College Student Contract; LHU Liverpool Hope University Financial Regulations*)

For withdrawal, suspension, transfer or interruption, Bellmont College applies the relevant fee liability rules. Under the current partnership with Liverpool Hope University, the University financial regulations may determine the fee charged where Liverpool Hope University is responsible.

Bellmont College does not duplicate or override those regulations; it supports students to understand the relevant route and provides local records where required.

Refund decisions normally consider the official date of withdrawal or interruption, the applicable contract or regulations, whether the student accessed teaching or support, who paid the fees, whether an overpayment occurred, whether exceptional circumstances are evidenced, and whether any partner university procedure applies.

Bellmont College own provision withdrawal rules (*Bellmont College Admissions Terms and Conditions for Belmont College Student Admission (Appendix C)*): Where Belmont College is responsible for its own provision and the relevant offer or student contract applies Belmont College admission terms, the following withdrawal and refund position normally applies: the initial registration fee of £250, or equivalent, is non-refundable; students who withdraw up to two weeks before the course commences may receive a tuition fee refund less the applicable administration fee; students who withdraw between one week before the start date and up to 13 days after the start date may claim a 50% tuition fee refund less the applicable administration fee; and no tuition fee refund is normally available after 14 days from the course start date.

Students notify the Admissions or Registry team in writing, normally by email, where they wish to withdraw or request a refund. Where Belmont College has issued original documents, receipts or other official paperwork, students may be required to return those documents within three months of issue or within three months of the withdrawal notification, as applicable, before the refund is finalised.

Where a student withdraws after the course has commenced, Belmont College may apply a 20% administration and documentation charge where administration or paperwork has been issued on request. After 14 days from course commencement, the student is normally liable for the full tuition fee. Where evidenced extenuating circumstances apply and the student withdraws before the scheduled end date, Belmont College may consider a proportionate tuition fee charge on a case-by-case basis.

Where disruption is caused by a material institutional, operational, academic or partnership issue, Belmont College first considers whether continuation can be preserved through teach-out, alternative delivery, additional support, adjusted assessment arrangements, transfer support or replacement learning opportunities. Refunds are considered where those mitigations are not available, not reasonable, or do not adequately address the disadvantage experienced. (*CAP1 Belmont College Student Protection Plan and Policy; BCP3 Belmont College Business Continuity Plan*)

Examples of circumstances where a refund may be considered include overpayment, incorrect charging, course closure where teach-out is unavailable, loss or material change to an awarding arrangement with no suitable continuation route, material change to delivery or location that cannot be mitigated, or material inaccurate information on which the student reasonably relied. (*CAP2 Belmont College Consumer Protection Policy and Implementation Framework; QGP6 Belmont College Information Governance, Public Information and Transparency Policy*)

9. Compensation

Compensation is a financial remedy for reasonable and evidenced loss directly caused by a failure to preserve continuation of study or to provide a service reasonably expected. Compensation is considered case by case and is not automatic. It is normally considered after other appropriate remedies have been explored.

Compensation may be considered for reasonable additional travel, unavoidable accommodation costs, unused services paid for in advance, reasonable academic materials or equipment costs, or other evidenced costs directly caused by a material failure or disruption. Compensation is not normally awarded for speculative loss, disappointment without evidence, inconvenience without

measurable impact, or issues caused mainly by the student's own decision not to engage with available support.

Where Liverpool Hope University is responsible for the relevant matter, Bellmont College supports students with local information and signposting while respecting the University process. Where Bellmont College is responsible for the relevant local service or decision, Bellmont College records the evidence, reasons and outcomes and monitors themes through its committees. (*LHU Liverpool Hope University Student Protection Plan; QGP1 Bellmont College Quality Handbook*)

10. Requests, Evidence and Decision-Making

Students can request a refund or compensation by contacting the Registry team, Student Support team, or by using the relevant complaint or review route. Bellmont College explains what evidence is needed and helps students identify the correct process where the matter involves Liverpool Hope University responsibilities.

A request normally includes the student name and number, programme and year of study, the amount or remedy requested, the reason for the request, the relevant date of withdrawal, suspension, transfer or disruption, copies of correspondence, payment evidence, evidence of additional costs or losses, and details of any mitigation already offered.

For Bellmont College's own provision, withdrawal and refund requests are sent in writing to the Admissions or Registry team. Bellmont College may ask for evidence of the withdrawal date, payment, extenuating circumstances and the return of original documents, receipts or official paperwork issued as part of admission within the required three-month period before a refund is processed.

Decision-makers consider the applicable contract, regulations, fee schedule and partnership arrangements; whether the student received clear information; whether the student has been treated consistently with similar cases; the duration and impact of the issue; the support and mitigation offered; any equality or wellbeing considerations; and whether the claimed loss is reasonable, evidenced and directly linked to the issue. (*CAP3 Bellmont College Complaint and Appeal Policy and Procedure; BCP7 Bellmont College General Data Protection and Regulation GDPR Policy*)

Refund and compensation decisions are recorded in writing with reasons. Records are retained securely and used, where appropriate, for trend analysis, committee oversight and improvement actions. (*BCP6 Bellmont College Information Security and Cybersecurity Policy*)

11. Student Support, Communication and Accessibility

Bellmont College recognises that fee, refund and compensation matters often arise at stressful points in a student journey. Students receive clear written information, signposting to relevant routes, and access to academic, wellbeing, disability or professional services support where this is relevant.

Communication is adapted where reasonable adjustments are required. Where a cohort is affected by disruption, Bellmont College coordinates communication through programme teams, professional services and the committee route so that students understand the issue, the available mitigation and the route for questions or concerns. (*SWP1 Bellmont College Reasonable Adjustment and Special Considerations Policy; SWP4 Bellmont College Mental Health and Wellbeing Policy*)

Student representatives and Student Staff Committee routes are used where a collective issue affects the student experience. Feedback from students informs action planning and review through the Quality Committee and Academic Committee routes. (*QGP1 Bellmont College Quality Handbook*)

12. Complaints, Reviews and External Redress

A student who is dissatisfied with a refund or compensation decision may request a review or raise a complaint under the relevant process. Belmont College explains the reasons for the decision, the evidence considered, any amount awarded or refused, the review route, and the timescale for using that route. *(CAP3 Belmont College Complaint and Appeal Policy and Procedure)*

Where the matter relates to an academic decision, progression or award outcome, the student may need to use the academic appeal route rather than the refund or compensation process. Belmont College signposts students to the correct procedure and avoids asking students to duplicate concerns unnecessarily. *(CAP5 Belmont College Academic Appeals Policy; LHU Liverpool Hope University Academic Regulations)*

For Liverpool Hope University collaborative provision, students normally use the relevant Belmont College local process for services delivered by Belmont College. Where the Liverpool Hope University procedure permits review after the Belmont College route is complete, Belmont College explains how the University review route works and the relevant timescale. Where internal routes are complete and the matter is eligible, students are informed about external redress through the Office of the Independent Adjudicator. *(LHU Liverpool Hope University Student Complaints Policy and Procedure)*

13. Roles and Responsibilities

This policy is implemented through clear operational, academic and governance responsibilities. Staff work collaboratively so that students receive consistent advice and decision-making is supported by accurate records.

Role / Body	Responsibility
CEO	Provides executive accountability for implementation, resources, escalation and student-centred decisions.
Head of Quality and Operations	Owns this policy, coordinates quality assurance, monitors themes and reports relevant matters through Quality Committee and Academic Committee routes.
Head of Academic Programmes	Leads academic quality, standards, delivery, assessment, support, teach-out, transfer and academic-impact advice.
Head of Professional Services	Oversees admissions, registry, student support, records, communications and operational casework across the student lifecycle.
Head of IT and Human Resources	Supports secure digital systems, data handling, staff recruitment, staff development and employment practices.
Programme Coordinator	Coordinates programme delivery, engagement, academic support, assessment administration and escalation of delivery issues.

Role / Body	Responsibility
Finance, Registry and Admissions teams	Maintain fee, payment, enrolment, withdrawal and correspondence records and provide operational advice for case decisions.
Student Support and Wellbeing teams	Provide guidance, signposting, reasonable support and referral routes where personal circumstances affect engagement or access to a request.
Academic team and Module Tutors	Provide information on delivery, attendance, engagement, assessment, academic support and impact on learning where relevant.
Students and applicants	Provide accurate information, read fee and contract information, engage with advice, notify changes promptly and provide evidence for requests.
Liverpool Hope University	Retains responsibility for matters reserved to it under collaborative provision, including University terms, financial regulations, academic regulations and review routes.

14. Governance and Committee Oversight

Bellmont College implements, monitors and reviews this policy through its governance and committee structure. Operational matters are managed by the relevant teams and the Senior Management Committee. Academic quality risks and enhancement actions are reported through the Quality Committee to the Academic Committee. Strategic, resource, regulatory or high-risk matters are escalated to the Board of Directors and, where relevant, the Audit and Risk Committee. (*QGP1 Belmont College Quality Handbook; QGP2 Belmont College Management, Committee Structure, Organogram and Terms of Reference*)

The Belmont College quality framework describes a three-tier quality model covering strategic governance, monitoring and assurance, and operational delivery. This policy uses that model to ensure that fee, refund and compensation matters are not treated only as individual finance issues but also as indicators of student experience, communication, delivery, support, risk and enhancement. (*QGP1 Belmont College Quality Handbook*)

Committee / Body	How it Implements and Monitors this Policy
Board of Directors	Maintains ultimate oversight of student protection, financial sustainability, regulatory compliance, risk and high-risk refund, compensation or disruption matters.
Audit and Risk Committee	Reviews audit, internal control, risk, business continuity, financial sustainability and regulatory assurance where relevant.

Committee / Body	How it Implements and Monitors this Policy
Academic Committee	Maintains academic oversight where themes relate to standards, quality, assessment, student outcomes or partner responsibilities.
Senior Management Committee	Coordinates operational implementation, resources, communications, case escalation and cross-team decisions.
Quality Committee	Monitors student-facing information, feedback, complaints themes, delivery issues, enhancement actions and implementation evidence.
Recruitment, Admissions and Registry Committee	Monitors applicant information, offer communication, fee information, enrolment records, withdrawal dates and registry processes.
Learning and Teaching Committee	Considers learning, teaching, assessment, support and delivery issues that may affect continuation, mitigation or remedies.
Student Staff Committee	Provides a student voice route for collective issues about delivery, information, support or disruption.
Liverpool Hope University partnership routes	Shares matters reserved to Liverpool Hope University through relevant operational, academic or strategic partnership routes.

The monitoring cycle uses student enquiries, refund and compensation requests, complaints, withdrawal data, engagement information, student feedback, partner updates, risk reports and action logs. Where a theme is identified, the relevant committee agrees ownership, actions, timescales and reporting. The Head of Quality and Operations coordinates the scheduled policy review, with earlier review where a legal, regulatory, funding, partnership or operational change affects the policy.

15. Conclusion

Bellmont College manages fees, refunds and compensation in a fair, transparent and evidence-based way. Belmont College protects student interests by providing clear information, supporting continuation of study wherever possible, considering refunds and compensation proportionately, and monitoring outcomes through its committees.

The policy supports current collaborative provision with Liverpool Hope University and remains adaptable to future regulatory, funding or partnership developments. Belmont College keeps students informed about changes that affect them and continues to place student interests at the centre of decision-making.

Appendix A. Student Journey Quick Guide

Stage	What Students Can Expect	Committee Assurance	Evidence / Record
Before applying	Clear course, fee, funding and additional cost information is published and kept under review.	Recruitment, Admissions and Registry Committee; Quality Committee	Published course information, fee information, website checks, prospectus or offer information.
Offer and enrolment	Students receive relevant fee, contract, registration, payment and partner information before enrolment.	Recruitment, Admissions and Registry Committee; Senior Management Committee	Application record, offer correspondence, student contract record, induction information.
Bellmont College own provision admission	Students receive clear information on the application form, £250 non-refundable registration fee, 50% acceptance payment, payment plan options, separate examination or awarding-body costs and refund rules before commitment.	Recruitment, Admissions and Registry Committee; Senior Management Committee	Application form, admission terms, offer letter, fee schedule, receipts, payment plan, induction record.
During study	Students receive teaching, assessment, support and resources reasonably expected for the programme.	Learning and Teaching Committee; Student Staff Committee; Quality Committee	Attendance records, VLE engagement, module evaluations, student feedback, support logs.
Change in status	Students receive advice about withdrawal, suspension, transfer, funding and fee implications.	Professional Services; Registry; Senior Management Committee where required	Withdrawal/interruption forms, advice records, finance record, partner record where applicable.
Programme or delivery change	Bellmont College considers communication, mitigation, teach-out, transfer and support before financial remedies.	Quality Committee; Academic Committee; Senior Management Committee	Change proposal, risk assessment, student communications, action plan, partner decision where applicable.
Request for refund or compensation	The request is reviewed with evidence, relevant regulations, student circumstances and any mitigation already offered.	Head of Quality and Operations; Head of Professional Services; Senior Management Committee where required	Request form/email, payment evidence, correspondence, decision record, equality/support evidence where relevant.

Stage	What Students Can Expect	Committee Assurance	Evidence / Record
Complaint or review	Students receive reasons for the decision and the correct internal, partner or external redress route.	Quality Committee; Academic Committee where academic matters arise	Complaint record, review outcome, Completion of Procedures information where applicable.

Appendix B. Refund and Compensation Consideration Matrix

This matrix supports consistent case-by-case decision-making. It does not replace individual judgement, statutory rights, Liverpool Hope University requirements or the need to consider student circumstances.

Issue	Possible Response	Evidence Normally Required
Overpayment or incorrect charge	Refund or account correction to the original payer.	Invoice, payment record, student account record, sponsor or Student Loans Company record.
Withdrawal within applicable liability period	Fee recalculation in line with the applicable Bellmont College or Liverpool Hope University rules.	Official withdrawal record, withdrawal date, finance record, Liverpool Hope University record where applicable.
Bellmont College own provision: withdrawal up to two weeks before course start	Tuition fee may be refunded in full less the applicable administration fee. The initial £250 registration fee, or equivalent, is non-refundable unless a different written term applies.	Withdrawal email, official withdrawal date, payment record, fee schedule, student contract, administration fee record.
Bellmont College own provision: withdrawal between one week before start and 13 days after start	A 50% tuition fee refund less the applicable administration fee may be considered. The matter is processed as a withdrawal and any separate non-refundable registration fee remains non-refundable.	Withdrawal email, official withdrawal date, attendance record, payment record, finance calculation.
Bellmont College own provision: withdrawal after 14 days from course start	No tuition fee refund is normally available and full tuition fee liability normally applies. Where evidenced extenuating circumstances apply before the scheduled course end date, Bellmont College may consider a proportionate tuition fee charge.	Withdrawal record, attendance and engagement data, medical or other evidence, finance record, decision record.

Issue	Possible Response	Evidence Normally Required
Official documents, receipts or paperwork issued by Bellmont College	Refund processing may require the return of original documents, receipts or official paperwork within the required three-month period before the refund is finalised.	Issued document log, returned documents, correspondence, receipts, refund approval record.
Suspension or interruption	Fee adjustment, deferral, payment plan or confirmation that liability remains payable depending on the applicable rules.	Approved suspension/interruption record, finance record, academic record.
Course closure with teach-out available	Continuation support is normally prioritised; targeted reimbursement may be considered for evidenced additional costs.	Teach-out plan, communication record, timetable, student support record, evidence of additional costs.
Course closure without suitable continuation route	Refund and/or compensation may be considered after alternative options have been explored.	Student protection plan action, transfer exploration, decision record, finance record, student evidence.
Programme cancellation under Bellmont College own provision due to viability	Students are offered alternative courses where appropriate. Where no suitable alternative is available or accepted, a refund of tuition and registration fees paid may be considered in line with student protection and refund rules.	Cancellation decision, student communication, alternative course offer, student response, finance record, refund decision.
Material change to delivery location	Mitigation or compensation may be considered where the change causes reasonable and evidenced additional cost.	Change record, student communication, travel evidence, timetable, equality impact consideration.
Material IT or campus disruption	Replacement learning opportunities, deadline flexibility, support or targeted remedy may be considered depending on impact.	Incident log, VLE/system record, communications, alternative learning arrangements, attendance/engagement data.
Misleading or materially inaccurate information	Correction, apology, support, refund or compensation may be considered depending on reliance and impact.	Published information, version history, offer correspondence, student statement, decision record.
Failure to provide expected support	Remedial support, review of service, complaint outcome, refund or compensation may be considered depending on evidence.	Support logs, appointment records, complaint record, action plan, student evidence.
Student personal circumstances	Exceptional review may be considered where evidence supports a fair adjustment to the normal position.	Medical or other evidence, wellbeing/support records, extenuating circumstances evidence, decision record.

Issue	Possible Response	Evidence Normally Required
Dissatisfaction without evidenced loss or service failure	Explanation, signposting or complaint route may be appropriate; refund or compensation is not normally awarded.	Decision record, communication history, complaint advice, evidence review.
Matter reserved to Liverpool Hope University	Bellmont College signposts and supports the student while respecting the applicable University route.	Partner communication, University process information, local evidence supplied to the student or University.

Appendix C: Bellmont College Admissions Terms and Conditions for Bellmont College Student Admission

Please READ carefully the following Terms and Conditions before signing the application form for

1. Bellmont College will provide the student(s) with information and guidance on its offered education provision. An introduction/induction to BC, accredited academic qualifications on offer, learning facilities and educational programmes. Students will have access to learning programmes in a safe, healthy, learning environment and an excellent learning system to manage face-to-face and blended learning tutorials. Assessment by suitably qualified staff, an efficient timetable and adequate support is in place for all learning programmes subject to BC educational resources.
2. A completed Application Form for Admission is required together with payment of the initial **NON-REFUNDABLE** of £250 fee or equivalent towards Registration before assessment of applicant's suitability processing can proceed.
3. Upon acceptance on a chosen course, students are required to make a payment of 50% of the tuition fee for the course. *At the BC's discretion students may be allowed to pay a deposit towards full course tuition fee but all tuition fees MUST either be paid in full before commencement of the course or a payment plan set up prior to beginning the course.* Where official documentation/paper work are issued to the student applicant(s), admission for a course is deemed complete and is viewed by the BC as an abiding agreement with the student to follow the courses and to pay the full tuition fee.
4. Tuition fees are non-refundable after 14 days from the course start date for the admission cohort for which admission is held. Students who withdraw their application before the commencement of their course will have their tuition fee refunded less administration fee TBC by BC admission office, provided that; initial notification to the admission team was emailed in the stipulated time as indicated below. All original documents and receipts issued by the BC are returned within 3 months from issuing date.
5. All courses including courses (less than 6 months)- Tuition fees are refundable under the following conditions: Students who withdraw their application up to **two weeks** before the commencement of their course will have their tuition fee **fully refunded less Administration fee**. Students who withdraw their application between **one week** before the start and up to 13 days after the start of their course can claim a **50% refund less Administration fee**. **No refund** can be claimed after 14 days from the course start date. This will be processed as withdrawer!
6. Tuition fees are non-refundable after 14 days of commencement of the course. In the event that students withdraw their application for admission after the commencement of their course. BC reserves the right to apply a 20% charge for any administration and documentation/paper work issued on request. BC will refund back to students the balance of their tuition fee* provided that all original documents/paperwork issued by the BC are returned within 3 months of the notification of withdrawal. Students are reminded, that they are liable for full tuition fee upon withdrawing after 14 days of course start, and on withdrawal with notification of extenuating circumstance you are liable for a proportionate tuition fee charge TBC by BC in case of withdrawal from the course before its scheduled end date.
7. At the discretion of the BC Principal, students may be allowed to pay their fees by instalments. Late payments and Bank charges are however to be met by the applicant if no prior arrangements are made with the BC.
8. Bellmont College (BC) reserves the right to accept, withdraw, amend its offer or terminate registration at any stage of the programme should they discover that the applicant has made a false statement/examination results or omitted significant information during the enrolment process.
10. The registration/examination fees are not included to the Tuition Fees. The applicant shall pay extra fees towards the external examining body.
11. The BC reserves the right to change the timetables of any course, make changes in regulations, and alter tuition fees* structure or, if resources and/or students fail to maintain financial viability, cancel a programme **without prior notice** to the student. In such rare instances students will be offered alternative courses or a refund of the full tuition as well as registration fees.
12. The applicant undertakes to:
 - a. Conform to BC policies and procedures on enrolment, payment of fees*, examinations, smoking, health and safety, equal opportunities, code of behaviour, disciplinary and complaints; etc.
 - b. Take responsibility to ensure the fulfilment of all parts of this Contract whilst engaged in activities associated with the BC provision.
 - c. Accept responsibility for their learning with the support of a named tutor; assessor, mentor
 - d. Abide by the BC attendance requirements which will be agreed at the start of the programme (attend classes regularly 15 hours per week day-time study and tutorials punctually) making sure that attendance shall not fall below 90% or one weeks without notice (unless through ill health in which case must bring supporting medical certificates) as failure to do so will result in a dismissal from BC and forfeiture of any remaining fees;
 - e. Use the BC facilities (computer equipment, printers etc) for authorised purposes only and with prior permission from the BC.
 - f. Accept action recommended by the BC provision as a result of not fulfilling the above conditions, including the cancellation of this Contract resulting in withdrawal from the BC provision if any of the above conditions are not met.

*** Fees are subject to change at Bellmont College discretion in line with cost of provision!**

DECLARATION

I have carefully read all information above and undertake to honour my part by the signing of this contract.

Signature of the Applicant or their Representative:

Date:

Bellmont College Fees, Refunds and Compensation Policy					
Version	Date	Author(s)	Amendments	Approved by	Next review
1	March 2026	Head of Quality and Operations	New Document	Board of Directors	March 2027