

## **Incoming Electives Refund Policy**

### **Purpose**

The aim of this policy is to outline fair and equitable conditions for the approval of refunds for the QMUL Visiting Students' (Incoming) Electives programme.

### **Scope**

This policy will apply to the Visiting Students' (Incoming) electives programme only.

### **Principles**

QMUL understands that circumstances may change and a student plan may not be achievable. As an institution unforeseen circumstance may also arise that lead to unexpected changes in schedule. In order to recognise these eventualities and provide a measure of protection should they occur, QMUL has a formal refund policy for its Visiting Students' (Incoming) Elective programme

### **Objectives**

With these principles in mind, the objectives of this policy are to

- Incorporate conflict management principles when resolving concerns over the issue of refund
- Implement a refund process that is accessible and simple to follow
- Treat all applications for refund in a fair and equitable manner for all parties involved
- Advise student in advance of their right to a refund

### **Condition for Approval of Refunds**

An enrolment form along with the payment of the Administration fee constitute a binding contract.

The administration fee of £250 is non-refundable.

The Visiting Students' (Incoming) Elective fees are to be paid for prior to commencement of the course, during the specific application round.

Refund requests must be submitted in writing to [smd-incoming-electives@qmul.ac.uk](mailto:smd-incoming-electives@qmul.ac.uk) no later than 2 weeks after proposed start date. Any requests received after this time will not be considered.

#### **1. Refund of £250 administration fee**

1.1 The £250 administration fee is non-refundable under any circumstance. This is used to support the administrative work that is involved in the Incoming Elective programme.

1.2 Applicants who have unsuccessful applications will be eligible for a refund of the placement fee, but will not be permitted to claim a refund on the £250 administration fee.

#### **2. Refund of placement fee**

2.1 Applicants who are unable to attend their elective due to issues with their visa permissions (i.e. cancellation/refusal of visa), will be eligible for a refund of the placement fee only.

2.2 Applicants who are unable to attend their elective for reason other than visa issues, or having an unsuccessful application, will only be considered for a weekly elective fee refund in the event of:

- Death of parents/siblings (with evidence)
- Outbreak of disease (with evidence)

2.3 Applicants who have unsuccessful applications will be issued a refund automatically, within 4 weeks of being notified of their unsuccessful application, however, all other refund requests must be made by the applicants following the process listed under point 3.

2.4 If your elective placement is deferred for whatever reason, you will not be due a refund.

### 3. Refund of placement fee process

3.1 Refund requests must be made in writing to the Incoming Electives Administrator on [smd-incoming-electives@qmul.ac.uk](mailto:smd-incoming-electives@qmul.ac.uk).

3.2 All refund requests must be accompanied with evidence of reasons for withdrawal from elective placement.

3.3 All refund requests will be dealt with in a timely manner, however, please allow up to 4 weeks to receive the funds back.

3.4 All refunds will be issued to the same payment card from which the payment was initially made.

3.5 All decisions for request of refunds made are final, however, applicants do have the right to appeal. All appeals must be made in writing to the [smd-incoming-electives@qmul.ac.uk](mailto:smd-incoming-electives@qmul.ac.uk) no later than 20 working days from our initial decision. A response will be sent to the candidate within 14 working days.

QMUL reserves the right to cancel/postpone programs. Every effort will be made to ensure applicants for cancelled courses are placed on the next available program. Wherever possible, enrolled students will be given at least 2 weeks notice in the advent of a course being postponed or cancelled. In the event that a course is cancelled or postponed by QMUL a full refund will be available to all applicable students less the £250 administration fee.

This policy is to be made available to students and prospective students on the website <http://www.smd.qmul.ac.uk/undergraduate/london/learning/electives/visiting/index.html>