

TUITION FEES REFUND POLICY 2018/19

The purpose of this document is to provide guidance on when refunds of tuition fees will be made by the College and how they will be calculated, following the withdrawal of a student from study, or suspension of studies. This policy relates to the portion of the tuition fee that is paid directly by the student or by a sponsor. It should be read in conjunction with the undergraduate fee policy. <https://www.abdn.ac.uk/qatar/apply/index.php>.

The Refund Policy is split into 3 sections:

1. Undergraduate Taught Programmes
2. Policy Guidance notes
3. Payment of Refunds

Refunds are calculated according to the programme and duration of study. Section 1 must be read in accordance with Section 2. The College will apply the following rules when calculating fee liability for students who are withdrawn from their studies.

1. UNDERGRADUATE TAUGHT PROGRAMMES

The following outlines how refunds will be calculated.

1.1. FULL-TIME UNDERGRADUATE PROGRAMMES COMMENCING IN THE FIRST HALF-SESSION

Withdrawal date	Fee liability
Up to 30 September	Full Refund
Up to 31 January	60% annual tuition fee will be payable
Thereafter	100% annual tuition fee will be payable/No refund

1.2. FULL-TIME UNDERGRADUATE PROGRAMMES COMMENCING IN THE SECOND HALF-SESSION

Withdrawal date	Fee liability
Up to 31 January	Full Refund
Thereafter	100% of 2 nd half session tuition fee will be payable/No refund

2. POLICY GUIDANCE NOTES

- 2.1. In all cases, any other debt owing to the College will be subtracted from any refund of fees.
- 2.2. Any refund of tuition fees and or reduction in tuition fee liability is at the discretion of the AFG College with the University of Aberdeen.
- 2.3. In the case of students who have left their programme of study refunds will only be made when the College's student withdrawal procedure has been correctly followed and the student is recorded as withdrawn in the University student records system. Retrospective or backdated withdrawals will not normally be permitted. The date of withdrawal will be taken as the date that the notification of withdrawal is received by the student hub or registration department in writing. The date of withdrawal will be used to calculate tuition fee liability.
- 2.4. Where tuition fees are wholly or partially paid by a third party, the refund rules will be superseded by any relevant arrangement agreed by the College, concerning the student and the third party.
- 2.5. All refunds will be made to the bank and account holder (or other financial institution) that originally paid the fee. Refunds are not made in cash.
- 2.6. Students who suspend their studies, or have an approved period of interrupted study, will have their tuition fee liability reassessed according to Section 1.
- 2.7. Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. The College shall consider each case on merit. Details of such cases must be submitted in writing to the Principal of AFG College. Cases based on academic and financial difficulties are not normally regarded as acceptable reasons for any refund or reduction in fee liability. Refunds will be made at the discretion of the Principal.
- 2.8. Complaints about refund decisions or the refund process should be made in accordance with the University's *Policy and Procedures on Student Appeals and Complaints*.
<https://www.abdn.ac.uk/infohub/study/appeals-and-complaints-procedures.php>
- 2.9 This policy does not cover graduation official gown hire and photography.

3. PAYMENT OF REFUNDS

- Please allow a minimum of 4 weeks from requesting a refund to the decision.
- All refunds will be calculated in Qatari Riyals. The College will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.
- Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split.
- Cash refunds are not made.
- Documentary evidence of sponsorship is required before any refund of personal contributions towards fees can be considered. This may include copies of award notices from funding bodies or letters from sponsors confirming details of the tuition support to be provided.
- All refunds will be paid back using the original payment method, i.e. if paid by credit card, the refund where possible will be credited back to that card and if paid by bank transfer, it will be refunded back to the same bank account.