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*UCFB and GIS are trading names of University Campus of Football Business Limited

- 1.1. This document outlines how UCFB|GIS will deal with the resolution of refund and compensation requests made by its students. The measures contained in this Statement are in addition to the protection that all students have under consumer protection law and does not affect your consumer rights.
- 1.2.

- 3.5. This statement also takes into account the following legislation and guidance:
- (i) Consumer Rights Act 2015 (CRA)
 - (ii) Higher Education and Research Act 2017 (HERA)
 - (iii) Office of Independent Adjudicator (OIA)
 - (iv) Quality Assurance Agency (QAA) guidance
 - (v) Compensation and Refund Policies - Developing Good Practice, UUK, (April 2018)
- 4.1. UCFB|GIS is committed to providing its students with a high-quality educational experience. The following principles underpin all cases where refunds or compensation are to be considered:
- x Fair
 - x Consistent
 - x Clear and accessible
- 4.2. UCFB|GIS considers refunds and compensation to be remedies of last resort and it remains committed to supporting all students to continue and complete their programmes. UCFB|GIS will take all steps it can to mitigate the impact on students of any disruption to and/or discontinuation of study, such as providing additional learning opportunities or repeating parts of a programme.
- 4.3. UCFB|GIS will always endeavour to teach students to the end of their programmes, including in situations where a decision has been taken to close a programme - for further details please see the SPP of UEL and BNU.
- 4.4. This statement does not relate to refunds or compensation that may arise in relation to other services offered by third parties,

