

# The Minster Centre Student Protection Plan and Financial Compensation Policy

## 1. Scope

- 1.1 The Minster Centre abides by the professional standards required by UKCP and BACP as well as the requirements of a registered charity. These include a requirement to maintain and actively review a risk register and to make provision to ensure that trainees registered on courses provided by the Minster Centre can complete their courses in the event of institutional breakdown or some other major disruptive event.
- 1.2 The Minster Centre is committed to ensuring that students are able to complete their course at the Centre. The Minster Centre has substantial reserves and has designated a fund within these reserves to provide for such an eventuality. Furthermore, The Minster Centre recognises that our courses could not easily be delivered by another institution and have accordingly made provision to fund the teaching out of a course in the very unlikely event that we decided to discontinue it. The level of this designated fund is reviewed at least annually.
- 1.3 This policy sets out the terms of financial compensation that The Minster Centre will consider paying to students who are affected by the unlikely withdrawal of a programme of study by the Centre.
- 1.4 This policy only applies to situations where The Minster Centre is ceasing to deliver an academic programme of study before registered students of that programme have completed their studies. The Minster Centre will always aim to 'teach out' students to the end of their programme even when a decision has been taken to close an academic programme and to cease admissions to it. This policy will only apply where The Minster Centre determines that it is not possible to teach a student through to the end of their academic programme because of closure of a course.
- 1.5 In the unlikely event of The Minster Centre not being able to 'teach out' students on a programme that is being discontinued, students will be offered the opportunity to transfer to another programme at The Minster Centre. Where there is not a suitable alternative programme, the Centre will consider supporting students to transfer to a suitable programme at another Institution. If this results in additional costs for those students, The Minster Centre will also consider supporting students with these additional costs. This policy sets out the terms for this.
- 1.6 In the unlikely circumstances where The Minster Centre ceases to deliver an academic programme of study, and students have already commenced study on that programme, the Centre will consider financial compensation for affected students where no 'teaching out' or alternative course can be found and students are forced to withdraw.

**1.7** This policy covers all students of The Minster Centre. It covers: students in receipt of a tuition fee loan from the Student Loans Company; students who pay their own tuition fees; and students whose tuition fees are paid by a sponsor. In all cases, tuition fees and other costs will only be refunded to the original fee-payer/sponsor (whether Student Loans Company, individual student or sponsor of a student).

**1.8** This policy will be reviewed on an annual basis.

## **2. Tuition Fees covered**

### **2.1 Programme discontinuation resulting in student withdrawal**

In the unlikely event that The Minster Centre should not be able to “teach out” current students on a discontinued programme of study, students (or their sponsor or the Student Loans Company) will be offered a refund of fee payments made towards that programme of study in the year of the discontinuation, when the student is required to withdraw from The Minster Centre as a result of the programme discontinuation. The refund of fees will only apply to tuition fee costs incurred in the year in which the academic programme ceases to be offered.

### **2.2 Programme discontinuation resulting in student transferring to an alternative programme at The Minster Centre.**

Where a programme is discontinued and students transfer to an alternative programme of study at the Centre with tuition fees different from the original course, the Centre will charge students the lower of the two fees for their continuing studies. Where the fees of the new programme are less than those of the discontinued programme, the Centre will refund or adjust future fees already paid in accordance with the Tuition Fee Refund Policy. If a student is transferring to an alternative programme at the Centre following discontinuation of their original programme but suffers a disrupted year as a result (i.e. not able to complete that year’s programme of study due to discontinuation of provision and that year of study will not count towards completion of the new qualification), any tuition fees already paid for the affected year will be refunded.

### **2.3 Programme discontinuation resulting in student transferring to an alternative programme at another Institution**

Where a programme is discontinued and students transfer to an alternative programme of study at another Institution, The Minster Centre will utilise student transfer arrangements to enable a transfer to the new Institution. Where the transfer involves students receiving ‘credit’ at the receiving institution through an approved prior learning mechanism for study undertaken at The Minster Centre, no refund will be offered in relation to the elements of study which count towards that credit. Refunds of tuition fees incurred at The Minster Centre will be provided in respect of elements of study which do not receive credit for future study at a receiving institution.

Where the transfer to another institution involves a disrupted term or year of study that does not count towards the new qualification, The Minster Centre will refund the tuition fees for the disrupted period of study.

### 3. Bursaries

#### 3.1 Student bursaries

Minster Centre bursaries cover fees. Where a student is in receipt of a bursary from The Minster Centre and their programme is discontinued The Minster Centre will maintain the bursary on a suitable alternative programme at the Centre, if one exists. Students whose bursaries cover full remission of fees will have all their fees covered on the alternative programme. Students whose bursaries cover part fees will receive a reduction on alternative fees sufficient to ensure they do not have to pay more in fees. If no suitable alternative programme exists The Centre will not be able to provide a bursary to study at another institution.