



## **Refund and Compensation Policy**

### **Introduction**

This policy sets out the circumstances in which Matrix will refund tuition fees and other relevant costs to students and provide compensation where necessary if Matrix is unable to provide continuation of study on its BSc (Hons) course.

Matrix was established in 2001 and has a track record of audited financial statements with a strong balance sheet and a healthy cash balance. Controls are in place to monitor expenditure and manage cash flow on a monthly basis. We have no overdraft, loans or debts. Matrix should therefore be in a position to meet compensation when it is deemed appropriate in accordance with this Policy.

This policy should be read alongside the Matrix College Student Protection Plan and the Matrix College Terms and Conditions.

### **Course Closure**

In the unlikely event of Matrix being unable to continue its current provision we would do all we could to ensure the continuation of the students' studies by continuing to 'teach out' the ongoing courses. If teach out designation was not possible students would be helped to transfer onto an alternative course with a designated provider.

If teaching out the course was not possible and the Matrix College Student Protection Plan is activated, Matrix will generally refund all fees paid for the current level of the affected course (for instance, Matrix would refund all course fees paid for Year 2 of the BSc (Hons) if it was cancelled at this stage of a student's studies, but students would not be refunded for Year 1 if this had been successfully completed).

Where appropriate, Matrix will also consider financially compensating students where they suffer demonstrable, material financial loss (see information on compensation below). This may happen in the following circumstances:

The course is cancelled whilst a student is studying on it.

Students have to travel to our alternative venue if there are insufficient student numbers to run the course at one venue.

Matrix has to find alternative premises due to extreme disruption and the new premises are unsuitable for a student due to particular individual circumstances.

There may be circumstances where a student's place on the course is withdrawn (see Matrix College Fitness to Study Policy and Procedure). In that case all fees will remain payable as set out in Matrix College Terms and Conditions.

If a student chooses to withdraw from the course within the 'cooling off' period, a full refund will be given.

The Matrix College Terms and Conditions strongly advise all students to take out insurance against loss of fees due to illness or injury or other emergency. It is a student's responsibility to notify Matrix of any pre-existing medical conditions during the application process.

Where a student has suffered extreme personal hardship and is able to submit evidence to that effect, the Management Team will consider whether an exception should be allowed to the Matrix College Terms and Conditions. Matrix reserves the right to refund any fees paid for study time not actually undertaken, but this is decided on a case by case basis and is entirely at the discretion of Management Team.

### Compensation

Compensation will only be made for circumstances that are as a direct result of situations set out in Matrix College Student Protection Plan and students must evidence that they have suffered material financial loss as a direct consequence of a situation in the plan.

In reviewing compensation, the College will always take into account individual circumstances and will particularly look at the impact on any family and caring responsibilities.

The level of compensation offered will normally be benchmarked against decisions made by the Office of the Independent Adjudicator (<http://www.oiahe.org.uk/>), although where payable, compensation will be agreed with students through an arbitration process and this will normally include the presence of a student (usually a student representative) in the relevant meeting(s).

If a student is required to study at a different location or with an alternative provider, the College will look at the student's new journey to the new venue and take into account both additional mileage and increased travel time, as well as the student's evidence of consequential losses as a result of changing venue and will pay reasonable compensation. Matrix strongly advises all students to insure their travel arrangements (trains and hotel bookings) against cancellation, as the College cannot offer compensation for the actual cost of travel or hotel bookings incurred.

Matrix would generally not pay compensation if it lost validation from the Middlesex University and had secured validation with an alternative University.

Document name	Refund and Compensation Policy		
Owner	Principal	Review Lead	Quality Manager
Approving Committee	Ops Team		
Last review	December 2025	Next review	April 2026
Amendments since last review	Detail of Revision	Date of Revision	Revision approved by
	Version control added Further in-depth review in 2026	December 2025	Ops Team