



**MLA
COLLEGE**



REFUND AND COMPENSATION POLICY

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1. Introduction

MLA College will issue refunds and/or compensation, where appropriate, to students who withdraw from their Programme, wish to cancel a payment or in other situations covered by this policy. This policy applies to students who are registered with MLA College (the trading name of Marine Learning Alliance Ltd).

Any refund will depend on the timing of the withdrawal, the student's Programme, and where applicable, the particular circumstances of the case, as outlined in this document.

2. Fees which may be fully refundable

In this policy, Fees means:

- i. Programme Fee
- ii. Residential fees (Hydrography programmes only)
- iii. Fees for Module Repeats

Fees may be refunded in the following circumstances:

a. Cancellation of Payment within the cancellation period

Fees are normally fully refundable if a student cancels the purchase in the permitted cancellation period ("Cancellation Period"). The cancellation terms in relation to the student contract are also set out in the [Student Terms and Conditions](#).

The Cancellation Period will normally be from the fee payment due date (4 weeks prior to the start of the scheduled programme) and up to 7 days prior to the scheduled programme start date.

To cancel the Fee payments within the Cancellation Period, a student must clearly inform the College of their decision to cancel via email to info@mla-uk.com. The date that the College receives a student's notice of their decision to cancel is the Cancellation Date.

You have the right to interrupt your studies or withdraw from the Programme up to 30 days from the Programme start date. You will be granted a full refund of the fees paid for the Programme in this period less an Administration Fee of £100.

If you choose to withdraw from the programme and/or module after 30 days or more from the Programme start date, then you will not be entitled to any refund, and you may be liable to other academic sanctions as outlined in the MLA and Plymouth University Academic Regulations.

If a student has made any Fee payment, or any Fee payment has been made on their behalf (excluding payments of non-refundable fees), the student may subsequently cancel the payment within the Cancellation Period. In this case, the College will provide a full refund as soon as reasonably possible but in any event: within 30 days of the Cancellation Date.

Any refund will normally be made using the same means by which the Fees were paid, and any additional charges incurred by MLA College during the original receipt of fees, such as international bank charges or PayPal charges, will normally be deducted from any refund balance.

b. Exceptional circumstances

There may be special circumstances (e.g., changes to personal circumstances) that may lead you to consider interrupting your studies. Any such case will be considered on its own merit and any decision taken will be at the discretion of the College. Details and any supporting evidence should be provided to info@mla-uk.com

c. Advance payments

Programme Fees paid in advance to the College may be refunded where:

- i. A student notifies us that they will be discontinuing their Programme at the College and Fees in respect of pre-paid modules for which the student has not registered remain on the student's account.

- ii. A student's registration period has come to an end and the student chooses not to extend their registration period, or the College declines an extension to the registration period, and Fees remain on the student's account and will remain unused.

The College may offer a refund, at its sole discretion, where it has cancelled the registration of the student on academic grounds, or for the student's breach of MLA College or University of Plymouth regulations or policies. Where applicable, any credit balance will be returned to the payor. Please also refer to [section 7](#) in respect of sponsorship and loans, and [section 8](#) in relation to scholarships and bursaries.

3. Fees that are non-refundable

The withdrawal or suspension by MLA College of an elective (or option) module/course does not constitute grounds for a refund. There may be occasions when an elective (or option) module/course is not offered, but the academic credit available through the modules/courses offered will always meet the requirements of the qualification and therefore no refund will apply.

4. How to request a refund

All requests for refunds must be made in writing via email to: info@mla-uk.com

5. How refunds are applied

If Fees were paid by Debit or Credit Card, the refund will only be made to the person (including an individual or an organisation) who made the original payment. Where the College is unable to make the refund to the Debit or Credit Card concerned, an alternative method will be used. This may require provision of further information by the student.

Refunds for domestic and international bank transfers will be made via our domestic BACS or an international payment mechanism determined by the College. They will be made to the bank account used (where possible) and the student's local bank will make any currency exchange necessary from GBP. The College is not liable for any variance due to foreign exchange rate fluctuations. Any charges borne by MLA College on the receipt of funds to cover tuition fees will normally be deducted from the balance of any refund.

6. Debit balances

Students remain liable to pay any outstanding fee debt, unless the College directs otherwise.

7. Payments from an official sponsor or Educational Loan Provider

Any payments made by a sponsor directly to the College subsequent to the student's withdrawal from the Programme or cancellation of registration by the College will be returned to the sponsor. Students will remain liable to return any payment of stipends or loans to their sponsors or loan providers where these payments have been made directly to the student.

8. Payments of Scholarships and Bursaries

Scholarships and bursaries administered by the College are credited directly to the student's nominated bank account.

In the case of a student withdrawing from the Programme or cancellation of registration by the College, the scholarship or bursary will be suspended from the point of withdrawal or cancellation, and any credit balance will be deducted from any due fee refunds or MLA College will invoice for the return of the funds if already paid to an individual. returned to the awarding body.

9. Discontinuation of a Programme following registration

In exceptional circumstances, the College may discontinue a Programme on which a student has already commenced. In such circumstances the College will endeavour to provide advance notice of such discontinuation and to offer the Programme for a period of up to 5 years or until the last student has completed their studies, if this is sooner. If, following such advance notice, the College is unable to offer the Programme for a period of up to 5 years or until the last student has completed their studies, if this is sooner, then the College will recommend a suitable alternative programme.

If a student does not wish to embark on the recommended alternative programme, the College will refund Programme Fees paid to date.

10. Students required to attend Residential Programmes

The arrangements for residential programmes are complex for individuals and MLA College with the scheduled dates set up to a year in advance alongside the respective financial commitment. In recognition of that complexity, in the event that a student is unable to attend the scheduled Residential Programme the following refund process will apply:

- a. Cancellation up to six months prior to the scheduled date of the residential programme MLA College will provide a full refund of fees paid.
- b. Cancellation up to 3 months prior to the scheduled date of the residential programme MLA College will provide a 50% refund of fees paid.
- c. Cancellation up to 30 days prior to the scheduled date of the residential programme no refund will be provided.

11. Material changes to a Programme

In circumstances where the College determines that it is necessary to make a material change to a Programme which is likely to have a significant impact on a student's studies, the College will consult with students before any final decision is made, consider any concerns, and will assess these against the needs of the wider student body. Where a student is unhappy with the material change(s) to their Programme, they may withdraw, and the College may refund Programme Fees paid to date.

12. Complaints

If a student is dissatisfied with this policy, they should address their concerns in the first instance to the Rector, MLA College via info@mla-uk.com

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