

SAE UK Refund Request Guidance

Introduction

This Refund Guidance outlines the terms and conditions under which students studying at SAE Institute UK ("SAE UK") may be eligible for a refund of tuition fees and other related charges. This policy is designed to comply with sector standards and regulations in the UK Higher Education sector.

Before starting the refund application, applicants must check they meet the criteria as stated in the Student Terms & Conditions ("T&Cs"), available on the website at <https://www.sae.edu/gbr/life-at-sae/policies-procedures/>

Eligibility for Refunds

Refund applicants may be eligible for a refund under the following circumstances:

1. **Withdrawal from Programme:** If a student withdraws from their programme within the specified withdrawal period.
2. **Programme Cancellation:** If the institution cancels a programme before it begins or during the Programme.
3. **Exceptional Circumstances:** In cases of serious personal issues, medical conditions, or other exceptional circumstances that prevent the student from continuing their studies.
4. **Overpayment:** If a student has overpaid their tuition fees or other charges.

Application Process

To apply for a refund, students must follow these steps:

1. **Complete the Refund Request Form:** Available from the Campus Manager, Admissions and Compliance, or Student Services Team.
2. **Provide Robust Rationale:** Provide a detailed written statement outlining the reason/s for the refund application.
3. **Provide Supporting Documentation:** Include any necessary documentation to support your claim.
4. **Submit the Application:** Send the completed form and supporting documents to the Finance Team via the Campus Manager either in person, or via email.

Refund Method

- Refunds will be made using the original method of payment whenever possible (to ensure compliance with Anti Money Laundering checks).
- If payment was made by credit/debit card, the refund will be credited back to the same card.
- For payments made by bank transfer or other methods, refunds will be issued via bank transfer to the student's nominated account.

Appeals

If a student is dissatisfied with the outcome of their refund application, they may appeal the decision by writing to the Registry Team (registry_eu@sae.edu) within 14 days of receiving the decision. The appeal should include:

- A copy of the original refund request.
- The decision received.
- Grounds for the appeal and any additional supporting documentation.

The appeal will be reviewed, and a final decision will be made within 20 working days of receipt.

Step by Step Process

The process that should be followed to apply for a refund at SAE Institute UK is that:

Prior to commencement of studies:

- A student requests a meeting with the Admissions & Compliance Team to discuss eligibility for a refund.
- If deemed eligible, the student will complete a Refund Request Form with support provided (if necessary) from the Admissions & Compliance Team.
 - Robust rationale for refund must be provided within the form, and supporting evidence attached if required (in cases such as medical, exceptional or compassionate grounds).
 - If the student is in the country via sponsorship through SAE, evidence of exit from the country must be provided (plane ticket / boarding pass etc.)
- Admissions & Compliance Team submits the form on behalf of the student to the Finance Department, who will confirm details and ratify amount of refund due.
- Finance team prepares and arranges payment aligned to standard payment terms and Refund Method principles.

After commencement of studies:

- A student requests a meeting with the Campus Manager to discuss eligibility for a refund.
- If deemed eligible, the student will complete a Refund Request Form with support provided (if necessary) from the Campus Manager.
 - Robust rationale for refund must be provided within the form, and supporting evidence attached if required (in cases such as medical, exceptional or compassionate grounds).
 - If the student is in the country via sponsorship through SAE, evidence of exit from the country must be provided (plane ticket / boarding pass etc.)
- Campus Manager submits the form on behalf of the student to the Finance Department, who will confirm details and ratify amount of refund due.
- Finance team prepares and arranges payment aligned to standard payment terms and Refund Method principles.

Version Control

Issue Date	Summary of Changes	Review Date
July 2023	New policy	July 2024

- Ends -

