

Policy on Refunds to Students

Approved by SMB 6th June 2005

1 Why refunds are needed

Refunds occur due to the student's account being in credit. During the normal course of activities credit balances may occur as a result of a number of scenarios.

1.1 Credit balances that are refundable to the payer

1.1.1 Accidental

- o Accidental duplicate payment, eg by sponsor and by student
- o Under some circumstances fee adjustments may be credited to the student's account if they withdraw from the University.

1.1.2 Intended

- o Battels deposit credit at the end of the student's stay in University accommodation

- 2.1.1 Ensure whether all charges due to the account have been levied correctly.
- 2.1.2 Refer to anti fraud/money laundering regulations.
- 2.1.3 Consider the financial security of the payment.
- 2.1.4 Take into account the administration costs involved.

2.2 When normal refunds become payable

Accidental The student or sponsor may specifically request a refund once the nature of the overpayment has been identified. The refund is made to the payer.

Battels Refunds are generated automatically at the end of each academic year.

2.3 Other refunds

Where a refund is requested to be made to a recipient other than the original payer of the funds, consideration of these requests must be within the context of what service the University is being asked to perform. The University does not, and should not, operate as a personal bank for its customer for a number of reasons. It is not an