

Compensation and Refund Policy

1.0 Purpose

This policy has been designed to cover the terms under which Regent Institute Middle East (RIME) will make refunds and provide compensation to learners. The Policy covers compensation concerning events whereby the institution can no longer preserve the continuation of study for learners, either on a permanent or temporary basis and where a learner submits a withdrawal application.

2.0 Policy Statement

RIME is committed to:

- sharing timely and accurate information as required to meet the aims of this policy
- communicating with stakeholders so they are aware of programme withdrawal measures being implemented and any actions required of them as a result
- ensuring that all communication is clear and accurate.

3.0 Scope

RIME defines the difference between Refund and Compensation as:

A **Refund** relates to the repayment of the sum paid by a learner to RIME or an appropriate reduction in the amount of sum owed in future by the learner. This could include tuition fees, other course costs, or accommodation costs.

Compensation relates to any other recognisable loss suffered by the learner. This normally falls into two categories, either:

- a) recompensing the learner for any appropriate out-of-pocket expenses they may have incurred, which were paid to someone other than RIME.
- b) an amount paid to recompense for any appropriate material disadvantage to the learner that arose from a failure by RIME to discharge its duties appropriately.

4.0 Procedure

All refunds will be processed within 30 business days on receipt of a formal email.

The learner must ensure they provide their full name and learner ID as reference or send a copy of their Emirates ID. All refunds will be processed through bank account transfer or by account payee cheque only. No cash refund will be processed.

Withdrawal before commencement of classes

If for any reason, a learner opts to withdraw from the institution after accepting the offer letter (which acts as a legal contract), then they have a right to cancel their offer until the date of commencement of classes and request a refund. A 100% refund of tuition fee, any recreation fees paid and/or security deposit will be made in the case a learner withdraws before commencement of classes. Application fees of AED 2000 are non-refundable. The refund shall be processed after due completion of withdrawal procedures by the institution. In the absence of a written notification of withdrawal to the Admissions Office, the learner shall be assumed to be enrolled and in attendance and as such they will be liable for the payment of tuition fees for the registered course.

Withdrawal after commencement of classes

If the learner decides to withdraw from a course after being inducted, then they must notify the admissions department in writing of their decision. In the absence of written notification of withdrawal, the learner shall be assumed to be in attendance and as such liable for the payment of tuition fees for the academic semester. All refund requests must be sent in writing to the institution. Application fees are non-refundable under any circumstances. In the case where the fees have not been paid in full, any deposit paid will be adjusted against outstanding fees and only the balance, if any, will be refundable. If the deposit falls short, the post-dated cheques will be retained and encashed to clear off the outstanding dues. In the case fees have been paid in full, the security deposit and visa deposit will be refundable after due completion of procedures by the institution.

New or current learners availing special discounts, waivers, or financial aid in between the course, under special management discretion, are not eligible for any refunds in any case.

The eligibility criteria for refund after commencement of classes shall be as follows:

Withdrawal Time	Percentage of tuition fees refundable
During induction week	50%
Within 30% of Class Delivery	30%
After 30% of Class Delivery	0%

Refund of deposits after completion of course

The security deposit will be refunded once a learner completes the course, provided all outstanding fees and dues are cleared and the certificates are collected from the institution. The visa and passport deposit for learners sponsored by the institution will be refunded only after their visa is cancelled and proof of exit from the UAE or proof of a new valid UAE visa is submitted. All deposits will be refunded by bank account transfer or by account payee cheque only.

5.0 Monitoring

The Service Quality Review Team who will monitor the implementation of this policy include:

Staff Members Involved

Senior Management Team

Staff Members

Learners

6.0 Review

This Policy will be reviewed annually by the RIME Senior Management Team.

It may also be reviewed in case of any substantial change to the regulatory environment or other, whichever is earlier.

For advice and support contact the Admission Office.

Policy Information

Purpose	Policy Information
Title	Compensation and Refund Policy
Document Number	0169/50
Purpose	The purpose of this policy is to determine the terms under which RIME will make refunds and provide compensation to learners. The Policy covers compensation concerning events whereby RIME can no longer preserve the continuation of study for learners, either on a permanent or temporary basis and where a learner submits a withdrawal application
Audience	Staff; Learners
Category	Compliance
Next review date	March, 2024

Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	26/9/2022	Policy approved by RIME Governance Committee
2.01	AH	QAC	20/3/2023	Policy approved by Quality Assurance Committee