

# Annex B6: Guidance Notes for Refund and Compensation Claims

These guidance notes are intended to support students submitting a refund or compensation claim. They explain eligibility criteria, the application process, and how claims are assessed under the Refund and Compensation Policy (C3.2).

## 1. Who Can Submit a Claim?

Any current or recently withdrawn student who has experienced material disruption to their studies as a result of actions or failures by Mortha Halls of Ivy (MHI), and who has paid fees directly to the institution, may be eligible.

## 2. What Circumstances Are Covered?

Common circumstances include course closure, prolonged interruption of teaching, or loss of a key service that significantly affects student learning and progression. Refer to the policy for full details.

In line with our Student Protection Plan, these guidance notes ensure that any disruption to studies is addressed transparently and fairly. Students will be supported through academic and welfare services where needed during the process of making a claim.

## 3. What Counts as Material Disadvantage?

You must demonstrate that you suffered a measurable academic or financial impact as a result of the disruption. This could include additional travel or accommodation costs, loss of learning time, or inability to complete your qualification as planned.

Refunds relate to tuition fees or charges already paid, while compensation may include reimbursement for additional expenses or the value of lost learning opportunities. Where both apply, students will be informed of the distinction to ensure clarity.



#### **4. What Do I Need to Submit?**

You will need to complete the Annex B4: Refund or Compensation Request Form and attach supporting documents, such as: email correspondence, receipts, course documentation, or medical evidence, if applicable.

#### **5. How Is My Claim Assessed?**

Claims are reviewed by a panel led by the Academic Registrar and Finance Director. The panel considers the nature of the disruption, the adequacy of mitigation offered, and the supporting evidence provided.

#### **6. How Long Does the Process Take?**

You should receive an initial response within 5 working days and a full decision within 20 working days. Complex cases may take longer.

In cases where a decision cannot be reached within 20 working days, students will receive an update explaining the reason for delay and an expected timeline for resolution. Communication will be maintained throughout to minimise uncertainty.

#### **7. What If My Claim Is Rejected?**

You have the right to appeal using the Annex B5: Refund and Compensation Appeals Form within 20 working days of receiving the outcome. Details of the internal and external complaints routes will be provided with the decision letter.

These guidance notes, together with the Refund and Compensation Policy and Student Protection Plan, will be made available on the Mortha Halls of Ivy website and in student handbooks. Students may also contact the Academic Registrar's office for further advice and guidance when completing a claim.