



Refund and Compensation Policy AYE27

Version	Date approved	Approved by	Date of Review
1.1	August 12, 2025	Administration	July 1, 2026

**Mission:**

Selden College exists to graduate faithful Christian men and women who are prepared to act justly, skilfully and magnanimously in each and every office, private and public, in peace and war.

What is this policy document about?

This policy is about what would happen if Selden College ceases to operate or closes down one or more of its programmes of study.

Context:

Selden College aims to offer undergraduate and postgraduate [awards](#). The VP Operations of Selden College has overall responsibility for this policy and it should be read in conjunction with the [Admissions](#) and [Fees](#) policies, [Disciplinary and Complaints Procedures](#) and the Student Protection Plan documentation.

Aim:

Selden College aims to protect the consumer rights of students with this Refund and Compensation policy.

Payment of fees and withdrawal

Fees are due as per the [Fees Policy](#). Fees are not refundable, except in the unlikely event that Selden College ceases to operate or closes down one of its programmes of study. In these cases, the Student Protection Plan will apply.

If, as a student, you decide to withdraw from your programme of study after enrolment, you will be liable to pay the full year's fees.

For the avoidance of doubt, you have the right to cancel your contract within 14 days of the beginning of the contract without giving any reasons. The cancellation period will expire 14 days after the date of your signed acceptance letter. To exercise your right to cancel, you must inform us of your decision to cancel the contract by a clear statement (e.g. a letter sent by post or e-mail).

What happens in the event of programme or provider closure?

In the event of programme or provider closure, the Student Protection Plan would be applied. We will communicate and consult with you verbally and in writing, with a minimum of one term's notice of any significant changes. Wherever possible, we will use protected funds to enable you to complete your programme; this is called a 'teach out' procedure. Where it is not possible to 'teach out', we will offer you support



to transfer to another provider, although as there are no other current Christian liberal arts providers in the UK we recognise this may be problematic.

Fees Refund and Compensation Procedure:

Where it is not possible to 'teach out' and a transfer to another provider *is not* acceptable to you, we will write to you to *offer* a refund of 'unused' fees paid for the 2026-2027 academic year, calculated by reference to the date on which teaching stops. If accepted in writing, the refund of your fees will be paid to the original payee within 14 days.

In this *offer* letter, we will ask you to detail any losses you have incurred or are likely to incur as a result of programme or provider closure, for example, rent, loss of earnings or other maintenance or alternative arrangement costs. We will then write to you again to *offer* you a figure of reasonable financial compensation. If accepted in writing, the figure of agreed compensation will be paid to you within 14 days.

Complaints:

If you are not happy with any proposed outcomes resulting from the implementation of this policy, assuming Selden College remains open, the [Complaints Procedure](#) should be followed in the first instance. The College aims to apply for membership to the Office of the Independent Adjudicator (OIAHE). Once/if that application is successful then you will be able to contact [OIAHE](#) on 0118 959 9813 if you remain unhappy about the College's decisions.

For the avoidance of further doubt, if you believe that Selden College has failed to deliver the agreed Contract for higher education services and that a refund of fees or compensation related to recognisable losses is appropriate, please follow the [Complaints Procedure](#) in the first instance. Written claims for a refund of fees or compensation will be considered on a case by case basis.