



## Incoming Electives Refund Policy

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## Introduction

Review	Yearly
Approval/Adopted	
Original Distribution of draft for comment	Admissions Manager
Related Policies and Documents	None
For particular attention of	Admissions Manager Head of Admissions Admissions Officer Applicants
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Replaces	Incoming Electives Refund Policy 2023

The purpose of this document is to outline fair and equitable conditions for the approval of refunds for the QMUL Visiting Students' (Incoming) Electives Programme.

## Scope

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This policy will apply to the Visiting Students' (Incoming) Electives programme only.

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# Principles

QMUL understands that circumstances may change, and a student plan may not be achievable. As an institution, unforeseen circumstances may also arise that lead to unexpected changes in schedule. To recognise these eventualities and provide a measure of protection should they occur, QMUL has a formal refund policy for its Visiting Students' (Incoming) Elective programme.

# Objectives

With these principles in mind, the objectives of this policy are to:

- Incorporate conflict management principles when resolving concerns over the issue of refund
- Implement a refund process that is accessible and simple to follow
- Treat all applications for refund in a fair and equitable manner for all parties involved
- Advise students in advance of their right to a refund

# Condition for Approval of Refunds

An application form and the Administration Fee payment constitute a binding contract.

The Administration Fee of £300 is **non-refundable**.

The Placement Fee is required within 10 working days from the written date of the offer confirming the placement.

Placement Fee refund requests must be submitted in writing to [smd-incoming-electives@qmul.ac.uk](mailto:smd-incoming-electives@qmul.ac.uk) no later than **2 weeks** after the proposed elective start date. Any requests received after this time will not be considered.

## 1. Refund of £300 Administration Fee

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- 1.1 The £300 Administration Fee is non-refundable under any circumstances. This is used to support the administrative work that is involved in the Incoming Electives programme.

## 2. Refund of Placement Fee

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- 2.1 Applicants who have applied for immigration permission in accordance with the Standard Visitor Visa requirements to undertake an Elective Placement but has been refused, the refusal notice must be provided to the Visiting Elective Team via email by the applicant. **Placement Fees will not be refunded if a student is found to have provided false information to QMUL or if the application for immigration permission is denied because the student previously breached immigration conditions, committed some other criminal offence or used deception.**

- 2.2 Applicants who are initially refused entry clearance (immigration permission) to travel to the UK and successfully appeals, but the appeal is not obtained in time to start on the agreed date of their Elective Placement at Queen Mary, documentary evidence would need to be provided by the student to be considered.
- 2.3 If an applicant cannot apply for a visa because Queen Mary cannot issue a Certificate of Acceptance for Studies.
- 2.4 Applicants who are unable to attend their elective placement for reasons other than Visa issues, will only be considered for an Elective Placement Fee Refund in the event of:
  - Death of parents/siblings (with evidence)
  - Outbreak of disease (with evidence)
- 2.5 Students whose placements are shortened or cancelled due to NHS strikes will be considered for an Elective Placement Fee refund relative to the number of days lost.

### **3. Refund of Placement Fee Process**

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- 3.1 Refund requests must be made in writing to [smd-incoming-electives@qmul.ac.uk](mailto:smd-incoming-electives@qmul.ac.uk)
- 3.2 All refund requests must be accompanied with evidence of reasons for withdrawal from the Elective Placement
- 3.3 All refund requests will be dealt with in a timely manner, however, please allow up to 4 weeks to receive the funds back
- 3.4 All refunds will be issued to the same payment card from which the payment was initially made
- 3.5 All decisions for request of refunds made are final, however, applicants do have the right to appeal. All appeals must be made in writing to the [smd-incoming-electives@qmul.ac.uk](mailto:smd-incoming-electives@qmul.ac.uk) no later than 20 working days from our initial decision. A response will be sent to the candidate within 14 working days.

### **4. Cancellation/Postponement**

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- 4.1 QMUL reserves the right to cancel/postpone programmes. Every effort will be made to ensure applicants for cancelled courses are placed on the next available programme.
- 4.2 Wherever possible, enrolled students will be given at least 2 weeks' notice in the event of a programme being postponed or cancelled.
- 4.3 If a programme is cancelled or postponed by QMUL, a refund of the Elective Placement fee will be available to all applicants. This will not include the £300 administration fee.

This policy is to be made available to applicants and students on the following webpage:  
<https://www.qmul.ac.uk/fmd/study/undergraduate/electives/visiting/>

Email:

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