



In partnership with



# Withdrawal and Refund Policy

## WITHDRAWAL AND REFUND POLICY

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<b>Prepared by</b>	<b>President and Executive Board Member Project and Compliance Lead</b>		
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<b>Custodian</b>	<b>Academic Registry</b>		

### Revision History

<b>Revision No.</b>	<b>Revision Date</b>	<b>Section No.</b>	<b>Remarks</b>
1.0	August, 2022	All Sections	New Document

### Dissemination

Through OUC Student Support Service Portal and website to all OUC students and staff.

### Internal Control and Validation

To ensure compliance with this policy and procedure:

- The Dean, Academic Affairs is responsible for the implementation.
- The Academic Registry will maintain the control and compliance.

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## **1.1. Policy Objective**

- 1.1.1. Oryx Universal College (OUC) advice to students who are considering withdrawal from their studies with a guideline to students, and the process to be followed.
- 1.1.2. This Policy outlines how College facilitates the withdrawal along with the obligations about portal access, studies and support as granted to a student of the respective programme.
- 1.1.3. The College will provide students with clear guidance and instruction early in their programme of study on the appropriate preparation for programme change, withdrawal and refund.
- 1.1.4. This policy also ensures that students, who use or have access to, or gained credentials shared by the college understand and comply with the rules governing the processing of information during their withdrawal from studies.

## **1.2. Scope and Statement**

- 1.2.1. Students when signing the enrolment form agree to abide by the rules and regulations of the College policies and procedures.
- 1.2.2. Students need to declare all the platforms, systems and shared links are active and following the submission of withdrawal form will be made inactive.
- 1.2.3. OUC's Academic Registry will be responsible to validate the request and refer student to his/her personal tutor and/or student councilor for first level support and advice.
- 1.2.4. Academic Registry will administer the complete record and cases of withdrawal along with Student Admission and Finance Department. Academic Registry will also facilitate and liaise with the LJMU's withdrawal process and procedures.
- 1.2.5. Academic Registry will be the central point of contact for any reference and information as requested for the withdrawal and refund.

### 1.3. Definitions

<i>Transfer</i>	Cases in which student requests to move and switch to another educational institute – either LJMU or other universities.
<i>Expelled</i>	Cases in which student is banned from attending college due to the outcome of a decision from panel on the grounds of discipline, academic misconduct and/or legal offences.
<i>Refund</i>	A refund is a sum of money which is returned to the student in case they have paid an amount higher than the amount they are supposed to have paid to OUC for the services consumed.
<i>Payable</i>	A payable is created if a student owes a sum of money for services availed or products utilized, that has not yet been paid for by the student.
<i>Leave of Absence</i>	Approved break from the study for students for various reasons.

### 1.4. Abbreviations

OUC	Oryx Universal College
LJMU	Liverpool John Moores University
SP	Study Periods

### 1.5. Possible reasons for withdrawn

- 1.5.1. Students deciding to withdraw from their programme of study should be supported to explore other options as available to them.
- 1.5.2. This policy is to highlight the option for student and the withdrawal is not seen as a last resort.
- 1.5.3. Students withdrawn from their academic programme do so for variety of reasons:
  - 1.5.3.1. wishes to withdraw from their programme
  - 1.5.3.2. wishes to transfer out of OUC to UK either in LJMU or to a different institution
  - 1.5.3.3. required to withdraw due to academic failure
  - 1.5.3.4. expelled as the outcome of a student disciplinary process, a criminal convictions or for academic misconduct.
  - 1.5.3.5. required to withdraw as an outcome of the fitness to study/practice processes
  - 1.5.3.6. required to withdraw due to failure to abide by university regulations (e.g., non-payment of fees)

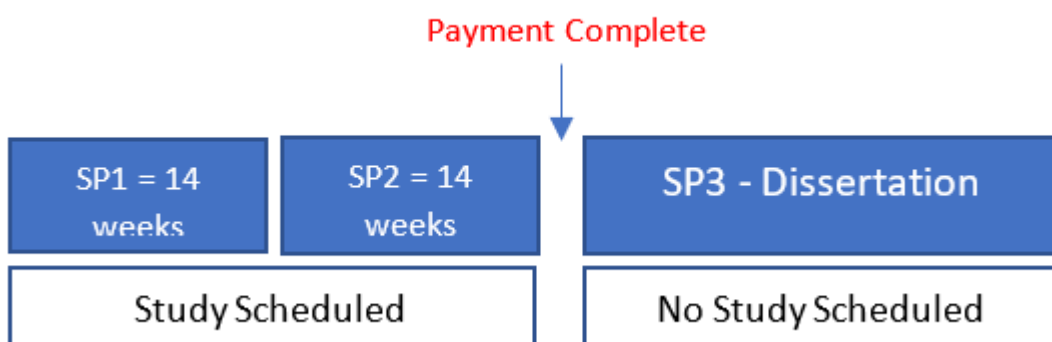
- 1.5.3.7. required to withdraw due to external compliance issues
- 1.5.3.8. fails (or ceases) to attend their programme or fails to arrive to study
- 1.5.3.9. Death of a student

## **1.6. Domain of Implementation**

- 1.6.1. All students considering withdrawal from their studies should seek academic advice from:
  - 1.6.1.1. Programme Coordinator
  - 1.6.1.2. Module Leader
  - 1.6.1.3. Tutor
  - 1.6.1.4. Personal Tutor
- 1.6.2. The student should seek guidance as soon as possible before making the decision to withdraw.
- 1.6.3. Advice, guidance, and details relating to withdrawal can also be sought from Office of the Academic Registry.
- 1.6.4. If following the advice, the student wishes to proceed with withdrawal, they should confirm their decision with reasons by sending an email to [registry@oryx.edu.qa](mailto:registry@oryx.edu.qa).
- 1.6.5. In reply to students email of reason for withdrawal, the Academic Registry would send them steps, guidance, and forms as appropriate to proceed with withdrawal request.
- 1.6.6. Students' decision of withdrawal may also be communicated to competent authorities if they seek any information regarding the student status upon request.
- 1.6.7. Once the student is submitting the completed forms the withdrawal process can start and the relevant departments are notified for the update of student's request and status.
- 1.6.8. Once the student has been withdrawn from the programme, they do not normally have access to Study Systems and are not permitted to submit coursework or sit exams / assessments.
- 1.6.9. Withdrawn students will be considered at the next assessment board and credit awarded as applicable.

## 1.7. Student Withdrawal Charges

- 1.7.1. All Undergraduate and post-graduate students Fees will be charged on a weekly basis for the proportion of the programme competed from the programme start date to the formal date of withdrawal, based on a 28-week academic year.
- 1.7.2. The total number of weeks for the purpose will be calculated based on the number of active weeks the students is expected to study during each of the semesters in an academic year, attending lectures on campus (despite the programme being conducted over 3 Study Periods (SP) with the 3rd SP being dedicated to dissertation work).
- 1.7.3. The total number of weeks means if the student is expected to study only during SP1 and SP2, and if there is no study scheduled in SP3, the Total Number of Weeks = No. weeks in SP1 + No. weeks in SP2.
- 1.7.4. As elaborated below, the total number of weeks with scheduled study is 28 weeks. The student is expected to have fulfilled all their financial obligations by the end of their scheduled study weeks. As shown below:



- 1.7.5. If the total chargeable amount is less than the non-refundable deposit (i.e., QAR 10,000) paid during the registration, then the student is charged the total amount of the non-refundable deposit, and that amount will be deducted from the calculated refund.
- 1.7.6. Please refer to the scenarios in next section (see section 1.8) for further clarification of student liability in case of a withdrawal.

## 1.8. Withdrawal Scenarios

### 1.8.1. Scenario 1 (Based on full payment of the Annual Tuition Fees)

1.8.1.1. **EXAMPLE A:** In the case that the total amount payable by the student at the time of withdrawal is less than the non-refundable deposit.

1	Total fees paid	QAR 95,000
1a	- Tuition Fees	QAR 90,000
1b	- Facilities and Amenities Fees	QAR 5,000
2	Number of chargeable weeks (Based on active Semester 1 & Semester 2)	28 weeks
3	Amount payable per week (QAR 95,000 / 28 weeks)	QAR 3,393
4	Weeks attended by the student	2 weeks
5	Amount payable at the time of withdrawal	QAR 6,786*
6	Total amount of <b>Refund</b> calculated as per policy (QAR 95,000 – QAR 10,000)	QAR 85,000

1.8.1.2. Since the amount payable by the student at the time of withdrawal is less than the non-refundable deposit, the student will be charged the total amount of the non-refundable deposit and it will be deducted from the calculated refund.

1.8.1.3. **EXAMPLE B:** In the case that the total amount charged to the student is more than the non-refundable deposit.

1	Total fees paid	QAR 95,000
1a	- Tuition Fees	QAR 90,000
1b	- Facilities and Amenities Fees	QAR 5,000
2	Number of chargeable weeks (Based on active Semester 1 & Semester 2)	28 weeks
3	Amount payable per week (QAR 95,000/28 weeks)	QAR 3,393
4	Weeks attended by the student	6 weeks
5	Amount payable at the time of withdrawal	QAR 20,358*
6	Total <b>Refund</b> calculated as per policy (QAR 95,000 – QAR 20,358)	QAR 74,642



1.8.1.4. Since the amount payable by the student at the time of withdrawal is higher than the non-refundable deposit, the actual amount is considered when calculating the refund.

## 1.8.2. Scenario 2 (Based on a student studying under an approved Payment Plan)

<b>1</b>	<b>Total fees paid based on Semesterly Instalment plan</b>	<b>QAR 50,000</b>
<b>1a</b>	- <i>Semesterly Instalment</i>	<i>QAR 45,000</i>
<b>1b</b>	- <i>Facilities and Amenities Fees</i>	<i>QAR 5,000</i>
<b>2</b>	Number of chargeable weeks (Based on active Semester 1 & Semester 2)	28 weeks
<b>3</b>	Amount payable per week (QAR 95,000 / 28 weeks)	QAR 3,393
<b>4</b>	Weeks attended by the student	18 weeks
<b>5</b>	Amount payable at the time of withdrawal	QAR 61,074
<b>6</b>	Total <b>Payable (by the student)</b> calculated as per policy (QAR 61,074 – QAR 50,000)	QAR 11,074

## 1.9. Tuition Fee – Refunds

- 1.9.1. If a student takes Leave of Absence or withdrawals from their programme before completion, they may be entitled to a refund of tuition fees if they have paid all (or a proportion) of the fee themselves.
- 1.9.2. When a student leaves their programme, expected tuition fees will be recalculated dependent on the type of programme the student was attending, and the formal date the student left the course.
- 1.9.3. Students should request refunds in writing, and ensure they have returned their university ID card
- 1.9.4. Refunds will only be made to the same payee or account as the original payment, and usually by the same payment method.

## **1.10. Sponsored Students (excluding Student Loans Company)**

- 1.10.1. Refunds are only made to sponsors at the request of the sponsor and are calculated in identical fashion to a student refund.
- 1.10.2. When sponsor contributes a proportion of the fee, any refund will be made to the student in the first instance (until the refund exceeds the student's personal payment) unless the sponsor has specified that they will pay a percentage of any fees due.

## **1.11. Advice and Information**

- 1.11.1. The OUC Academic Registry Staff are available to advise, guide and provide information to Students on matters such as concerns about refunds, withdrawal, exceptions etc. If students wish to contact, they can do so at Academic Registry.
- 1.11.2. Further Information on this Policy and Refund Procedures are available on the College's Webpages at <https://www.oryx.edu.qa/policies/> or by contacting the Academic Registry via telephone numbers +974 4021 0000 or via email at [registry@oryx.edu.qa](mailto:registry@oryx.edu.qa).
- 1.11.3. Further information and contact details are available on the College Web pages at <https://www.oryx.edu.qa/>.