

Rajitlal Institute of Management Sharjah (RIMS)

# Fees and Refund Policy

Version 1.0 (2025)

Policy Authorized by Responsible Officer

Dated on: 11/08/2025



## **Purpose of the Policy**

To communicate and detail the circumstances in which RIMS will comply with the terms of its funding agreements, where the agreements stipulate conditions regarding fees and charges. This includes assumptions about contributions to fees and charges by students and employers made by the funding bodies or any tuition fee paid by overseas students

RIMS will refund course fees within the scope of this policy. Fees within scope include those paid for:

- Full-time tuition fees including fees for registration and examinations
- Part-time tuition fees including registration and examination fees
- Fees for full cost programs of study

## **Policy Objectives**

This policy is intended to provide RIMS students, staff and other stakeholders with accurate information on when fees are payable or a reduction in tuition fees can be obtained when enquiring about a course offered by RIMS. This also includes how the RIMS may provide support, financial and otherwise, to students where fees are a barrier to study.

To ensure that RIMS operates accurate monitoring and receipt of courses costs, charges and refunds which are compliant with the guidance outlined by all our stakeholders and funding organisations.

To ensure that tuition fees are competitive and good value for money for all RIMS students.

To ensure that prospective students and other interested stakeholders, such as parents and employers, are given accurate and up-to-date information about tuition fees and any other charges before a prospective student has accepted an offer from RIMS on a course.

## **Fees and Charges**

Tuition fees and other expenses are chargeable, unless appropriate remission or financial support is available. Chargeable fees are made up of the following:

- Tuition fees, awarding body registration fees, RIMS administration fees, examination or certification fees and other course related costs.
- Cost of materials and equipment, including study material, necessary to complete the course and access to RIMS study facilities.

- Access to the internet relevant to their course of study, careers advice, wellbeing, pastoral advice, examination and photocopying.

Students are also be liable to pay any examination re-sit costs, or retake costs for course modules/units and the costs of any required educational field trips and visits.

RIMS's fees may also include the costs of any licenses or disclosure and DBS checks necessary to achieve the qualification and the cost of overdue, lost or damaged items borrowed from RIMS, replacement ID cards, locker keys or other equipment that are fully refundable except in cases of damage or theft.

Students without reduction or remission of fees who are self-funding are liable to pay full course fee including all examinations and costs. These are payable at the time of enrolment at the RIMS

Payment is required before attendance at the first session of a course or entry for any examination or award of any qualification. Payment may be made by bank draft, bank transfer, cash or cheque.

## **Students applying on Loan and SLC funding**

Where a Student Finance Loan (from the Student Loans Company - SLC) for higher education is being used to pay the fees for a course it is the responsibility of the student to ensure that this is approved in a timely fashion and the application must be begun before the start of the course.

Where a SLC funding is at the status of approved awaiting signature, the student must provide the loan declaration form to the RIMS before they will be allowed to enrol and attend the course.

All students applying for an SLC loan remain liable for the full cost of fees until the loan is fully approved by the Student Loan Company (SLC) and the RIMS, and payments have been authorised by the SLC.

If a student has applied for an Advanced Learner Loan but has not yet received confirmation of the approved loan, then they will be allowed to enrol and commence learning only if they set up an instalment plan and make an agreed deposit at the time of enrolment. The deposit will be refunded upon the student obtaining an approved loan confirmation.

If SLC payments stop being paid for a student immediately after they withdraw the student then becomes responsible for paying the remaining fees owed to the RIMS.

Sponsored students must provide a valid sponsorship letter from their sponsoring organisation before their enrolment can be completed. Should the

student's sponsor fail to pay all or part of the fees due, these will become the responsibility of the individual student.

The student must complete a direct debit mandate at the time of enrolment for all instalment plans. If a direct debit instalment defaults then the debt immediately becomes liable in full from the student.

All fees and debts are collectable by the RIMS and the RIMS will issue reminders to pay. The RIMS will engage debt collecting agencies to collect fees outstanding where all other recovery options have been exhausted. The RIMS reserves the right to take legal action where all other attempts to collect outstanding debts have failed.

## **Fee Refunds and Compensation**

RIMS fees refund and compensation policy is set out below. It includes putting appropriate arrangements in place for students where there is a risk that they may not complete their studies. Also set out below are the circumstances under which the RIMS will refund fees, including tuition fees, and other related costs met by students.

This Fees Payment and Refund Policy should be read alongside RIMS's Student Protection Plan and Terms and Conditions. These form a contract between the RIMS and a student and are available on the RIMS website at [www.rajitlal.com](http://www.rajitlal.com)

RIMS has a clear refund policy which details the terms of refunds and compensation that the RIMS would consider paying a student should a higher education course of study be cancelled by the RIMS. The refund policy covers all higher education students studying at RIMS, including, as appropriate:

- Students in receipt of a tuition fee loan from the Student Loans Company
- Students who pay their own tuition fees
- Students whose tuition fees are paid by a sponsor.

The circumstances under which RIMS would give a refund are as follows:

- If the RIMS has cancelled a course, or the course has been cancelled within three weeks of its start date a full refund of all fees will be given
- If a student withdraws from a course before the first class a full refund of all fees will be given
- If the wrong fee has been charged by the RIMS the excess will be fully refunded.

The circumstances in which RIMS would make a partial refund are as follows:

- Where a course is less than 12 weeks in duration, partial refunds will be provided if any of the above criteria for eligibility for refunds apply.
- Where a student has been attending a class for more than three weeks, a partial refund will be given
- Where the student withdraws or is unable to attend due to ill health and can supply a medical certificate.

If a payment is made by credit/debit card, then the refund will be made directly back to the same credit/debit card. All other refunds are payable by crossed cheque or bank transfer. Cash refunds will not be made under any circumstances.

## **Withdrawals, Course Cancellation and Course Transfers**

All requests for refunds should be submitted in writing to the Admin of RIMS (email: [admin@rajitlal.com](mailto:admin@rajitlal.com)).

A student withdrawing from a programme of study, on a temporary or permanent basis, within three weeks of the commencement of the course will be entitled to have their tuition fee refunded in full.

After three weeks following enrolment/re-enrolment fees may, in exceptional circumstances, be refunded at the discretion of the RIMS. All requests for refunds should be submitted in writing.

A student withdrawing from a course, on a permanent or temporary basis, eight weeks or longer after the course has commenced will not be entitled to a refund and will be liable for the full year's tuition fees.

Where a course is cancelled by RIMS refund of fees will only be given in the following circumstances:

- Where the RIMS cancels the course, the RIMS will refund the course fee and there will be no administration charge applied.
- Once confirmation of a course cancellation has been received students can claim a full refund except where an alternative course has been offered and accepted by the student. Here fees paid will be transferred to the new course. Any overpaid fees will be refunded at the time of course transfer.

Where a student has taken a loan from the Student Loan Company the SLC will claw back any appropriate fees, which could be costs that have been incurred by the RIMS in enrolling a student. Examination costs, registration fees and purchased materials cannot be refunded to the student, even if they withdraw from the course prior to the start, unless the course is cancelled by the RIMS.

Where a student transfers to another course at the RIMS, the student will need to sign to confirm their transfer. Where there is a subsequent additional cost, a discussion must take place with the student and senior management of the RIMS to confirm payment methods. Once this has been confirmed the student can be enrolled onto the new course. Where there is a reduction in course costs then a refund of these costs may take place.

All refund requests will be considered on an individual basis after the student has discussed the circumstances regarding the withdrawal from the course with the senior management team, if withdrawal from the course is appropriate.

A refund form must be completed and signed by the student and must be submitted in writing, along with any evidence, to the senior management team for approval. If approved the refund will be processed by the senior management team

The RIMS Dean and Director will review each claim on a case-by-case basis and will take into account the recommendations of the senior management team, Partnerships and other stakeholders.

All Students have the right of appeal on refund decisions and this should be made in writing to the Dean of the RIMS. Where a student is not satisfied with the RIMS's response to an appeal the student should use the RIMS's complaints procedure, which is available on the RIMS's website.

