

Incoming electives refund policy

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Introduction

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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 at the Malta Campus.

Scope

This policy applies to the Visiting Students' (Incoming) Electives programme at Queen Mary University of London, Malta Campus only.

Principles

QMUL understands that circumstances may change, and a student's plan may not always be achievable.

As an institution, unforeseen circumstances may also arise that lead to unexpected changes in schedule. In order 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 at the Malta Campus.

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 along with the payment of the Administration Fee constitutes a binding contract.

The Application Fee of €250 is **non-refundable**.

The Visiting Students' (Incoming) Elective fees are to be paid prior to commencement of the Elective Placement.

Refund requests must be submitted in writing to VSE-Malta@qmul.ac.uk no later than **2 weeks** after the proposed start date. Any requests received after this time will not be considered.

1. Refund of €250 Administration Fee

- 1.1 The €250 Application Fee is non-refundable under any circumstances. This fee supports the administrative work involved in the Visiting (Incoming) Electives programme.
- 1.2 Applicants who have unsuccessful applications will be eligible for a refund of the placement fees but will not be permitted to claim a refund on the €250 Application Fee.

2. Refund of Placement Fee

- 2.1 Applicants who are unable to attend their Elective due to issues with their Visa permissions (i.e. cancellation/refusal of Visa) will be eligible for a refund of the placement fee only.
- 2.2 Applicants who are unable to attend their Elective for reasons other than Visa issues, or having an unsuccessful application, will only be considered for a weekly Elective Fee Refund in the event of:
 - Death of parents/siblings (with evidence)
 - Outbreak of disease (with evidence)
- 2.3 Applicants who have unsuccessful applications will be issued a refund automatically, within 4 weeks of being notified of their unsuccessful application. All other refund requests must be made by applicants following the process listed under point 3.
- 2.4 If your Elective placement is deferred for whatever reason, you will not be due a refund.
- 2.5 Applicants who are unable to attend their Elective Placement due to health service strikes, will be considered for an Elective Placement Fee refund relative to the amount of days lost.

3. Refund of Placement Fee Process

- 3.1 Refund requests must be made in writing to the Electives Administrator on VSE-Malta@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 four 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 VSE-Malta@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

- 4.1 Queen Mary 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 two weeks' notice in the event of a programme being postponed or cancelled.
- 4.3 If in the event that a programme is cancelled or postponed by Queen Mary University of London Malta Campus, a refund of the Elective Placement fee will be available to all applicants. This will not include the €250 administration fee.

5. Refund Form

To request a refund, students must complete and submit the Malta Campus Refund Form. A link to the form will be made available on our website. Please contact the Electives Administrator if you require further guidance.

Email: VSE-Malta@qmul.ac.uk & Fees-Malta@qmul.ac.uk

This policy is to be made available to applicants and students on the following webpage:

Contact information

Email: VSE-Malta@qmul.ac.uk