

Student Experience and Protection - Criteria for Payment of Compensation

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Note: All policies must be read in conjunction with all other SOAS policy, procedure and guidance documents. Printed copies of policies may not be the most up to date, therefore please refer to the policy pages on the SOAS external website or intranet for the latest version.

1. Introduction

- 1.1. SOAS's Student Protection Plan commits us to consider claims for compensation on a case-by-case basis, where programmes have closed and students have not agreed to teach out or transfer to another programme internally and have requested external transfer.
- 1.2. The criteria below are divided into two parts: compensation for costs incurred and compensation for distress and inconvenience.
- 1.3. Where an external transfer has been agreed with the student, the student may be eligible for compensation for some of the costs incurred directly as a result of the external transfer. These students would not usually be considered for compensation for distress and inconvenience.
- 1.4. Where no arrangements have been agreed with the student, they may be eligible for compensation for distress and inconvenience but would not be considered for compensation for costs incurred.
- 1.5. UG, PGT and PGR students are eligible to claim compensation.
- 1.6. Foundation Year students whose chosen undergraduate programme is no longer available are not eligible to claim compensation. In our terms and conditions for Foundation Year students it is specified that their choice of undergraduate programme to progress onto after the Foundation Year is subject to availability.

2. Compensation for costs directly incurred as a result of the external transfer

Category	Amount	Description / Notes
Relocation expenses	Stand-alone refund up to a maximum of £500 on the production of relevant receipts.	Expenses for relocation to another university, including travel costs. This will not usually apply to transfers to other universities in London. The upper limit will usually be reserved for international relocation.
Visa	Stand-alone refund up to a maximum of £674 on the production of relevant receipts.	Refund of additional visa-related costs incurred by the student directly as a result of the external transfer. This will usually include the cost of a new visa application (up to £524) and a contribution towards the Immigration Health Surcharge of £150. The student may also incur costs associated with the requirement of applying for a new visa from outside of the country.
Tuition fees	Differential up to a maximum of £500	The difference between the tuition fees paid by a student at SOAS and the fees charged by their new institution. The School will only consider covering this cost where no teach-out and/or internal transfer options have been offered. In calculating tuition fees to be paid SOAS will take into account any external funding to which the student will lose access as a direct result of transfer.
Bursaries	Differential up to a maximum of £500	The difference between the bursaries received by the student at SOAS and any bursaries offered by their new institution.
Childcare	Differential up to a maximum of £200	The difference between the childcare grant received by the student at SOAS and the equivalent offered by their new institution; and any evidenced

		difference in childcare costs as a direct result of transfer.
Special adjustments	Stand-alone payment up to a maximum of £200	Payment to cover any gap in service and/or equipment relating to disability support, mental health support, counselling or other special adjustments which SOAS is already providing to the student.

3. Compensation for distress and inconvenience

- 3.1. Consideration of compensation for distress and inconvenience will be in line with the OIAHE's putting things right guidance. They are not outlined here as these are reviewed regularly by the OIAHE. Information can be found here: <https://www.oiahe.org.uk/about-us/reviewing-complaints/what-happens-when-a-student-complains-to-us/putting-things-right/>

4. Other possible costs to the School (not paid directly to student)

- 4.1. Accommodation: Where a student needs to change accommodation as a result of an external transfer and the provider refuses or fails to release the student from their contract, the School will take over the contract with the accommodation provider from the student and find a resolution with the provider (e.g. by filling the vacated room with another student).