WTC
REFUND AND COMPENSATION POLICY

AUGUST 2026

WTC Refund and Compensation Policy	
Purpose	To protect the interests of students and enable them to recoup that portion of their fees if they are unable to complete their studies in the event of a material change in circumstances.
Enquiries	Enquiries about the Refund and Compensation Policy should be directed to the Finance Controller (Sam Hannis) at fc@wtctheology.org.uk
UKPRN	10030973
Legal Address	16-17 Clarence Parade, Cheltenham, GL50 3PA
Author	DIrector of Operations
Approved by	Board of Trustees
Next Review	October 2026
Staff member responsible for update	Finance Director

1. Introduction

WTC is a not-for-profit, interdenominational, charismatic theological college with the vision of taking rigorous and accessible Kingdom Theology into the heart of the local church.[1] Our goal is to equip and empower people of all ages and backgrounds for leadership, mission, and discipleship and, through this, to effect personal and community transformation. We offer part-time, university-accredited qualifications in theology to around 220-240 students per year, and a non-validated, on-line Foundations in Theology course.[2]

Our programmes are delivered via a pioneering blend of in-person teaching, web learning and video-conferencing. All WTC students start the academic year with a five-day, residential, intensive teaching block in September (held at the University of Nottingham), with a second, four-day, Residential in early January. Students study in local learning communities ('Hubs') for the remaining twenty weeks of the academic year. This model enables our students to study locally around their existing commitments. We welcome students from all church streams, but most of our students are drawn from the independent church sector, which has no dedicated theological colleges.

The aim of this Refund and Compensation Policy (RCP) is to clarify WTC's policy for students who withdraw from their courses mid-study. The RCP accompanies WTC's Student Protection Plan as well as being relevant for any student withdrawing from a course mid-academic year.

WTC is a values-led organisation. This means that our values guide every aspect of college life and teaching, and this RCP has been formulated in alignment with our values.

The policy is publicly available on the website and for enrolled students on the student portal (MyWTC), and applicants are made aware of the RCP when they are offered a place to study at WTC. Any updates to the policy will be communicated in writing to existing students each year.

Please also refer to the Cancellation and Refund clause in the Student Contract.

2. Fees and Fee Information

Fees are set by the Board following an annual review, and are published on the website for the current academic year, and (after January of each year) for the following academic year. The Facts About Fees document details what the fees cover, how they are charged, the maximum amount by which they will increase for students with programmes longer than two years, as well as containing information about bursaries and other potential sources of financial support for

[1] WTC is a registered charity in England Wales (No 1123573), Scotland OSCR (Scottish Charity Commission – No. SCO53913) and a company limited by guarantee (Reg No 6506007).

[2] Birmingham Newman University validates all WTC degrees and qualifications. Some WTC students have chosen to remain with our previous validating university - Chester University which has committed to supporting the partnership until all enrolled students have completed their programmes of study.

students to pay their fees. This document also details the financial implications of taking an Interruption of Studies (IoS) or withdrawing from your programme.

3. Refunds and Compensation Policy

3.1. Deposit

To confirm a place to study and enrol at the start of the academic year, a non-refundable deposit (£450) must be paid. The Student Contract with WTC begins on the date of confirmation of their place on receipt of the deposit by WTC.

3.2. Cancellation Period

Students have the right to withdraw from their studies without liability up to 14 days after the first day of their first September Residential. (See also clause 12 of the Student Contract). If a student withdraws, all their tuition fees will be refunded. However, the £450 deposit covers the accommodation and boarding costs of the Residential, and is therefore not refundable.

3.3. Withdrawal from your course mid-academic year

We do not expect students taking an Interruption of Studies (IoS) or withdrawing mid-year to pay fees for the whole academic year, unless they are withdrawing in the final term of the academic year. However, validation fees or similar fees incurred by WTC on the student's behalf are payable for the year.

If the student withdraws from their course before completing a full year, they will. be required to pay up to the level of fees as set out in the Facts about Fees policy relevant to their date of withdrawal, plus a £100 administration fee.

Amounts payable for withdrawal at different times of the academic year are detailed in Facts About Fees.

3.4. Taking an Interruption of Studies

It is possible for a student to take a study break mid-way through their course. From September 2026, an annual registration fee will be required each year that a student is on an IoS. This fee is included in their initial Tuition fee balance, but will be due each subsequent year that a student continues to take an IoS. This will entitle the student to retain access to MyWTC, Moodle and WTC library online resources for that academic year, as well as to have one 30 min appointment with a Faculty member and two 30 min appointments during the year with the Learning Development Tutor.

If the student has paid for a whole year and then takes a break mid-way through, the fees up to the level as set out in the Facts about Fees policy relevant to their date of withdrawal must be paid in full, but an amount will be refunded for subsequent terms. If the student returns to their studies the following academic year, they will pay the fee level they would have paid if they had not taken an IoS.

If the student re-commences their studies later than the following academic year, they will pay the current fee level on their return.

3.5. Refunds of overpaid fees

Any refund due of overpaid fees is made within the normal statutory cancellation period of 14 days after the agreement on the amount owing has been confirmed in writing (email).

Where student fees are being paid in part or full by a sponsoring body, the refund can be made direct to that body in accordance with their procedures. Where student fees are being paid in part or full by another individual, WTC will make the refund to the student and it is up to them to refund their funder.

3.6. Currency

Refunds will be made in British pounds sterling (GBP) electronically into the bank account that the student requests..

3.7. Bursaries

Bursaries awarded by WTC (i.e. not from external funders or Hub bursaries) are subtracted from student fees for the year in which they are awarded. Students who withdraw or take IoS mid-academic year in which they have been awarded WTC bursaries do not receive any compensation for the value of the bursary which they have not used. This money is retained by WTC.

Bursaries are awarded for one academic year. Should students taking an IoS return to study with WTC, their bursary does not automatically continue to another academic year. They will need to apply for another bursary in the year they return to study.

WTC will honour in full all WTC bursaries awarded to students who fulfil their academic requirements for the year in which the bursaries are awarded.

3.8. Location of programme delivery

WTC's programme delivery medium means that students study in their home location with the exception of the two Residential teaching weeks which are delivered at Nottingham University. Students on the specialist Church Planting and Leadership (CPL) track of the Graduate Diploma attend three 24 hour Mini-Residentials in their second year.

Travel costs to and from local Hubs, the Residential weeks and the CPL Mini-Residentials are not included in the fees and are the students' responsibility. (This is made clear in the Facts About Fees document referenced in the Student Contract).

Fees paid to WTC include the cost of board and lodging for the two Residential weeks' teaching and for the Mini-Residentials. If students wish to travel to the Residentials or Mini-Residentials a day early, or stay longer, these costs are the

student's responsibility. Apart from this there are no maintenance costs involved in studying with WTC.

3.9. Foundations in Theology course (on-line)

Students undertaking the Foundations in Theology course are required to confirm attendance in advance by paying either the full fees, or a deposit. If a student drops out of studying, they should inform WTC straightaway. Their fees are only refundable at the discretion of WTC and depend on the circumstances and timing of the withdrawal - and will account for the number of sessions elapsed at the time of withdrawal.

4. Compensation for Disruption to Studies caused by WTC

Compensation for outstanding fees commensurate with the costs of delivering programmes which are not delivered because of any disruption to studies caused by actions taken by WTC (as outlined in the Student Protection Plan) will be paid to affected students whose studies are curtailed.

If students transfer to another institution to continue their studies elsewhere, refunds of the overpaid fees can either be paid to the individual students or to the new institution, whichever the student wishes.

5. Programmes which are being discontinued

Students on a programme which will be discontinued after they have finished their studies, will continue to be liable for all tuition fees relating to the original programme for as long as it is provided by WTC, including teach-out periods. No refunds or compensation will be due.

6. Delivery of Refund and Compensation Policy

WTC undertakes to maintain sufficient funding to enable refunds and compensation in line with this policy to be made to students who qualify in the event of risks outlined in the Student Protection Plan materialising. This will be achieved through cash reserves or insurance.

7. Review of Refunds and Compensation Policy

The RCP will be reviewed annually by the Board of Trustees in discussion with the Senior Executive Team. The current version is posted on the website, and on student, staff and Faculty portals.