



AVID COLLEGE
GATEWAY TO  LIFELONG LEARNING

COMPENSATION AND REIMBURSEMENT POLICY

Policies can be established or altered only by the Academic Board
Procedures may be altered by the Rector

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AVID COLLEGE, 2022

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Dr. Suneena Rasheed

Rector



Compensation and Reimbursement Policy

AVID COLLEGE
GATEWAY TO LIFELONG LEARNING

Approved Date: November 19, 2022

1. STATEMENT

To ensure the best outcomes for students and create a positive learning environment, Avid College is dedicated to offering top-notch service and program delivery. The college is dedicated to fostering collaborative and collegial learning environments by taking all required steps to swiftly and fairly resolve complaints on college operations, with reference to The Maldives Higher Education Act (2021/7; clause 27) and our own pertinent rules and regulations.

This Compensation and Reimbursement Policy (CRP) intends to ensure that complaints made by students of Avid College are taken seriously and, if they are found to be true, the recompenses are addressed in a way that protects their interests to the extent that the College is able to do so.

2. SCOPE

This policy applies to the Finance Department of Avid College who are assigned to oversee and manage finance of various face-to-face and e-learning study programs offered at Avid College. Hence, the Finance Department and students who are responsible for managing finance of the study programs must fully familiarize themselves on the aspects covered through the CRP.

The scope of this PCP includes general principles pertinent to compensation procedures for students including program fee reimbursement and alternative arrangements in case of discontinuation of accredited programme(s), closure and deregistration. This PCP is written apropos of the Section 20 of MQA's Regulation for Programme Accreditation (Regulation No: R-77/2022).



3. DEFINITION OF TERMS

For the purpose of comprehending the CRP, the distinction between ‘Refund’ and ‘Compensation’ is defined as follows:

3.1. Refund: A refund is the repayment of sums paid to the Avid College by a student or an appropriate reduction in the amount of sums owed to the college in the future by the student. This includes program fees, registration fee, and convocation fee etc.

3.2. Compensation: Compensation is the loss for which the student will be compensated due to a recognizable loss. This typically falls into one of following two categories:

3.2.1. paying the student back for any unnecessary out-of-pocket expenses incurred for the request of the college and which were paid to a third party other than the college; or providing financial aid to the student.

3.2.2. A sum paid to make up for a material disadvantage suffered by the student as a result of the college failing to execute its obligations in an appropriate manner.

Compensation might come in the form of a monetary reimbursement, discount, or other benefit, nevertheless, it can additionally include other practical remedies such as an apology, a gesture of goodwill, or a re-evaluation that do not necessarily include a refund or money.

4. GENERAL PRINCIPLES

4.1. We are dedicated to communicating simply and promptly and treating students ethically, honestly and fairly to the college and students.

4.2. The student's loss may be deemed to have been minimized by other arrangements before determining whether compensation is the most appropriate course of action. The student is always obliged to present evidence of the harm sustained.

4.3. Compensation may be an appropriate course of action, but it will not be considered until the outcome of a complaint or grievance is known.



4.4. Compensation may be an appropriate course of action if a student believes that their individual circumstances have not been fully factored in when raising their concern or grievance after exhausting the related policies and procedures of the College have failed to deliver the appropriate learning opportunities.

4.5. The college will advise students and provide reasonable solutions if a study program offered by the Avid College is discontinued or the college closes in midst of the program, impacting the students' ability to complete their enrolled study program. In such circumstance, Avid College will return program fee payments based on the percentage of study time that was actually completed.

4.6. Compensation will not be applied for those circumstance whereby if the registration of a student was terminated due to any of the following circumstances: at students' request; during the duration of the normal program completion; due to poor student conduct, non-payment of program-related fees, academic misconduct, academic failure, or other similar issues.

4.7. To put the student back in the situation they were in prior to the circumstances of the complaint, practical remedies can be utilised. This could entail (but is not limited to) providing re-assessment, running a process again without prejudice or faults, or providing a new opportunity for evaluation.

4.8. The student's distress and inconvenience as a result of the circumstances will also be taken into consideration by Avid College. Given below are the bands of compensation. The following band is merely a guide, since particular circumstances and reasonable grievances

An indication of compensation bands	
<i>Type of inconvenience</i>	<i>Compensation</i>
4.8.1. Moderate	Up to MVR 500
4.8.2. Substantial	Between MVR 501 and MVR 2,000
4.8.3. Severe	Between MVR 2001 and MVR 5,000

4.8.1. Moderate

- a) Avid College or its' staff did something that caused some grief and difficulty (e.g. less than six months).



- b) Minor incompetence, carelessness, or unfair handling of a complaint by the college that added needless suffering and annoyance.
- c) Significant delays that were unreasonable or unavoidable (e.g., lasting more than six months) and that caused in some stress and inconvenience.
- d) Moderate delays (less than six months) or other procedural issue when there is proof the student was seriously harmed.
- e) Although the student suffered no immediate academic consequences as a result of the College's decision, it did cause some hardship and inconvenience.

4.8.2. Substantial

- a) Avid College was unsuccessful to do something that caused substantial distress and inconvenience (e.g. more than six months).
- b) Errors in the procedure that led to inconvenience and distress but had no impact on the result.
- c) Proof of events leading to a justifiable perception of bias during an internal process.
- d) Serious administrative errors that disadvantaged the student.
- e) Significantly mishandling a complaint that resulted in or caused a significant delay (e.g., over six months) that was unjustified or avoidable and that affected the student negatively.
- f) Although the student suffered no immediate academic consequences as a result of the inappropriate decision by the college, it still caused the student substantial distress and hardship.

4.8.3. Substantial

- a) In accordance with pertinent equalities legislation, Avid College has not adequately assessed its obligations or adopted rules and regulations stipulated by the Maldives Higher Education Act and its' related policies and guidelines.
- b) The decision made by the College regarding the complaint's substantial aspect was irrational and caused great distress and hardship for the student.
- c) Logically sound and concurrent evidence to imply that the student suffered from illness as a result of something caused by the college or due to a great



negligence of the college. Procedural faults that, if they had not happened, it may have led to a different conclusion.

- d) Major administrative error, procedural flaw, delay or other breaches of natural justice in the college's internal process that disadvantaged the student.
- e) Serious interference or bias during the college's internal deliberation of a complaint or appeal.
- f) Serious and unsolved delays leading to great injustice and discrimination for the student.
- g) Where the student has been seriously disadvantaged but a practical remedy is inappropriate or impossible.

5. MANAGING COMPENSATION CLAIMS

Whilst managing the compensation claims, specific circumstances of each event or case will be taken into consideration, as well as the potential influence of the student's own actions, conduct, or behaviour. In order to effectively manage compensation claims, the college will consider following circumstances:

5.1. Avid College offered the students particular commitments regarding the delivery of the program.

5.2. Avid College delivered critical information that was agreed upon with the students at the time the Letter of Offer and Program Acceptance Form were issued.

5.3. Avid College offered guided learning in a way that gives students a fair and reasonable opportunity to acquire the required level of understanding of the study program.

5.4. Avid College facilitated students to achieve the learning outcomes for the enrolled program.

5.5. The student met their own responsibility to minimise any impending losses. For an example, the college has followed their own processes in delivering the study program by informing them about quality assurance processes and relevant information regarding the teaching and learning process.



5.6. Avid College provided efficient service in relation to program accreditation, supervision clearance and awards.

5.7. Avid College provided alternative solutions or arrangements that were put in place for students to lessen potential losses so that the students are still not at a disadvantage.

5.8. If a complaint is filed owing to a learning experience disruption that is beyond of the student's control, such as disruption of the study program due to an unforeseen situation the college kept students informed at every step of the way. Students were cognizant of any changes and how such unforeseen situations would affect them by keeping them constantly and regularly informed.

5.9. Avid College ensured this CRP, program fee and other fees are publicly available to all students and prospective applicants. Therefore, students are well informed that they can seek compensation and refund when and where relevant and necessary.

5.10. A compensation for a student may not exceed his or her enrolled program fee. Under no circumstance the College shall pay full program refund. Reimbursement fee shall be returned after deducting for the time the student enrolled in the study programme as per section 6 of this CRP.



6. REIMBURSING PROGRAM FEE

6.1. Program Registration Fee will not be reimbursed even if a student have not attended a class or resumed his/her studies after a successful registration process.

6.2. Students of Avid College can make payment either semester basis or in instalments. Avid College stringently apply the following procedure for reimbursing program fee for the programs offered by the college:

REIMBURSING PROGRAM FEE		
<i>Payment Options</i>		
Reason	Semester Payment	Instalments
Withdrawing from the program	If an enrolled student wishes to withdraw from the program, Avid College will reimburse the program fee of the semester on the basis of the following criteria: (a) Equal to or before 10% of the hours of teaching to be provided during the semester have been provided, Avid College will retain up to 30% will retain up to 50% of the semester fee of the program (b) after 10% but before 30% of the hours of instruction to be provided during the semester have been provided, Avid College of the semester fee of program (c) and after 30% of the hours of teaching to be provided during the semester have been provided, Avid College will retain/collect all of the program fee of the semester.	The monthly payment cannot be reimbursed if a student has attended even a single class. However, students are liable to (a) make full semester payment to Avid College if s/he withdraws from the study program after 30% of the hours of teaching to be provided during the semester have been provided; (a) make 50% semester payment to Avid College if s/he withdraws from the study program after 10% but before 30% of the hours of teaching to be provided during the semester have been provided.



6.3. Avid College will not reimburse any payment, if the information and documents provided in the application during the registration is later found to be ambiguous or forged.

6.4. Refunds required under this policy will be reimbursed to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days of the date Avid College receives a student's Withdrawal Form or Deferral Form.

7. REVIEW PROCEDURE

- a. This policy will be reviewed every TWO years and, if necessary, amended to ensure that it is kept up to date.
 - b. The policy will be made available to all staff and students at induction, on the College website and to other interested parties on request.
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