



General Regulations

CONTENTS

Part I: GENERAL	4
1.1 Scope of Regulations	4
1.2 Definitions	4
1.3 Transitional Provisions	4
1.4 Overriding Requirements	5
1.5 Communications, Meetings, & Chair's Actions	5
Part II: ACADEMIC GOVERNANCE	6
2.1 Academic Senate	6
2.2 Academic Committees	6
2.3 Academic Organization	6
2.4 Faculty	7
2.5 Students	7
Part III: ACADEMIC CREDIT AND DEGREES	8
3.1 Award Of Degrees	8
3.2 Academic Credit	8
3.3 Requirements for Awards	9
3.4 Posthumous Degrees	9
3.5 Honorary Degrees	10
3.6 Degree Certificate and Transcript	10
3.7 Graduation Ceremony	10
3.8 Rescinding of Degree Awards	
Part IV: PROGRAMME APPROVAL, MANAGEMENT AND ENHANCEMENT	11
4.1 Programme Approval	11
4.2 Outline Validation	12
4.3 Programme Design	12
4.4 Final Validations	12
4.5 Programme Modifications	13
4.6 Annual Review	14
4.7 Periodic Review	14
4.8 Programme Closure	15
Part V: ADMISSIONS	16
5.1 Marketing and Public Record	16
5.2 Admissions	16
5.3 Special Needs and Accommodation	17

5.4 Admissions Complaints	17
Part VI: MATRICULATION, ENROLMENT AND REGISTRATION	19
6.1 Matriculation	19
6.2 Enrolment	19
6.3 Registration	19
6.4 Length of Study	20
6.5 Leave of Absence	20
6.6 Unofficial Withdrawal	21
6.7 Voluntary Withdrawal	21
6.8 Dismissal	21
Part VII: CONDUCT POLICY AND DISCIPLINARY ACTION	23
7.1 Non-Academic Student Code of Conduct	23
7.2 On-Campus Non-Academics Violations	23
7.3 Off-Campus Non-Academics Violations	24
7.4 Disciplinary Committee	24
Part VIII: APPEALS	25
8.1 Appeals	25
8.2 Non-Academic Appeals	25
Part IX: GENERAL REGULATIONS AND POLICIES	26
9.1 Non-Academic Student code of Conduct Policy	26
9.2 On Campus Non-Academic Violations	26
9.3 Off Campus Non-Academic Violations	26
9.4 Hazing	26
9.5 Internships	26
PART X: TUITION, PAYMENT & REFUND POLICIES	27
10.1 Cancellation Prior to Registration	27
10.2 Cancellation after Start of Class	27
10.3 Refund Eligibility	28
10.4 Method of Refund	28

PART I: GENERAL

1.1 Scope of Regulations

The scope of the ALU General Regulations is the governance and operation of degree programmes [Programmes] across the African Leadership University [the Institution], covering, as of 2019, ALU Rwanda and the ALU School of Business. In this context a Programme is any programme that leads to the award of a higher education qualification [Degree Award] or to the granting of academic credit.

The Academic Regulations and any changes to them are approved by ALU Academic Senate (Rwanda). The Quality Assurance team reviews the Academic Regulations on at least an annual basis and propose changes to the Academic Senate.

1.2 Definitions

“Local Requirements” are those defined by the government and regulatory bodies in a region or country in which a Campus operates, including the education laws and regulations of Mauritius and Rwanda.

“Subject area” means an academic discipline, interdisciplinary field or area of professional practice.

“School” means the organizational units within the Institution responsible for the marketing and delivery of Programs, for example Undergraduate programs.

“Head of College” means the designated Head of the College in Mauritius or Rwanda.

“Dean” means the individual responsible for the delivery of one or more Programs on a Campus. The responsibilities for a specific Program may be delegated to other Campus staff, typically an Associate Dean, or a Program Director or Program Manager when the Program is run at a single Campus

“Academic Senate” may refer to the Academic Senates of ALC, ALU Rwanda or both.

“Registry” means the academic administration function that keeps student records.

“Student Handbook” means the Institution, School, Campus, Programme and Course information provided to students in one or more printed or online documents that describe the Programme and available Courses, as well as describing study in the Institution, School and Campus.

“Course Syllabus” means the information provided in a document to students studying a specific Course, which is typically held online in a virtual learning environment.

1.3 Transitional Provisions

The Academic Regulations supersede the previous Academic Regulations and equivalent general regulations, policies and handbooks at ALU with effect from 1 January 2019.

For programs on which students matriculated before 1 January 2019, previous Program Regulations continue to apply until modified and communicated to students. Programme Regulations are considered at any Periodic Review or Major Modification and at that time made compliant with the Academic Regulations, with any derogations then explicitly approved.

If a programme is validated by another higher education institution [Validating University], the Programme Regulations are approved by both the Institution and the Validating University in accordance with its own procedures. Programme Regulations comply with the Academic Regulations except where the Validating University requires otherwise. In the event of a conflict between the Academic Regulations and the regulations of a Validating University for a specific Programme, the Academic Regulations take precedence in relation to internal matters and those of the Validating University take precedence in relation to academic delivery and the award of the degree.

1.4 Overriding Requirements

In the application of the Academic Regulations to the academic management of the Institution and any Program:

- Where there is an overriding obligation to meet the requirements of national legislation or higher education regulation, the requirements of such legislation or regulation take precedence over the *Academic Regulations*.
- The *Academic Regulations* take precedence over *Programme Regulations* and other documents such as handbooks except where derogations are explicitly documented.

1.5 Communication, Meetings and Chair's Action

Unless explicitly stated otherwise, (i) 'in writing' includes electronic communication such as e-mail, (ii) any committee, panel or other meeting [meeting] may be face-to-face and/ or virtual, (iii) the quorum for any meeting is half of its members, (iv) a simple majority of those present and voting can make a decision with a casting vote of the chair in the event of a tie, (v) if urgent decision-making is required, the chair may take chair's action on any non-controversial matter between meetings, reporting this to the next meeting, (vi) the chair may obtain a decision by correspondence provided that a majority of the members of the meeting agree in writing.

PART II: ACADEMIC GOVERNANCE

2.1 Academic Senate

The Academic Senate is the ultimate academic authority of the institution with powers delegated by the Vice Chancellor. The Academic Senate also has oversight of (i) the academic mission and strategy, and (ii) the planning and delivery of the educational provision of the institution.

The powers of the Academic Senate are delegated by the Vice Chancellor. The Vice Chancellor approves the Senate's terms of reference and composition. The Vice-Chancellor, or designee, may nominate two members of the Academic Senate.

2.2 Academic Committees

Through Academic Committees reporting to it, the Academic Senate maintains oversight of academic standards and quality, teaching, learning and assessment, admissions, curriculum development and research and scholarship activities. The Academic Senate delegates responsibility for the development and monitoring of specific areas of academic strategy and operation to its committees and subcommittees.

The Academic Senate approves and maintains an Academic Governance Framework that includes (i) details of the Academic Committee structure, and (ii) the membership and terms of reference of each Academic Committee. Academic Committees may appoint sub-committees to undertake part of their work.

The following Academic Committees are part of the Academic Governance Framework and undertake specific roles in the Academic Regulations:

- Academic Standards and Quality Committee
- Curriculum Committee
- Admissions Committee

The Academic Governance Framework ensures that there is faculty and student representation and/ or participation in Academic Committees. The Academic Senate balances this representation with ex-officio and/ or appointed members who bring appropriate expertise and authority to the Academic Committee.

Appointed members of Academic Committees are appointed by the Academic Senate and may be external members from outside the Institution. Should a vacancy arise, the Chair (or co-Chair) of the Academic Senate may appoint an interim member of an Academic Committee in consultation with the Chair of the Academic Committee. Any such interim member is formally appointed if agreed at the next meeting of Academic Senate.

Elected members are elected by defined constituencies. The Secretary to the Academic Board establishes election processes and runs elections that enable all eligible to participate equally in nominations and voting.

Academic Committees keep records of their agenda, papers and minutes. Minutes are sent to the next appropriate meeting of the Academic Committee to which it reports, at which the Chair (or designee) reports on any significant decisions or issues.

2.3 Academic Organization

The Institution is organized on the basis of Programmes. The Executive Vice President appoints the academic leadership of the Institution, including a Dean of Faculty for the Institution and Head of College.

Programmes are responsible for the design, delivery and quality management. For each Programme, a Director may be appointed by the Dean, Head of College or designee.

2.4 Faculty

Faculty are appointed by one or more Programmes, may work at one or more campuses, and may teach on one or more Programmes. The definition of faculty includes both those employed on time-based employment contracts [employed faculty] and faculty employed on the basis on work undertaken [adjunct faculty]. There is no tenure system. In general, employed and adjunct faculty have the same opportunities to participate in the Institution including academic governance and faculty development.

The role of faculty is to:

1. Conduct teaching, learning and assessment
2. Keep up-to-date with scholarship and practice in their areas of specialization
3. Participate in the wider Institution, including academic governance and links with the business and academic worlds
4. Contribute to the design, enhancement and review of courses and programs

The Academic Senate decides on the system of academic titles across the Institution, in particular, academic appointments and honorary titles such as Professor, Adjunct Professor and Lecturer. The Dean of Faculty conducts a regular process for applications for academic appointments. A definitive record of titles and appointments is maintained by the Secretary to the Academic Senate. Such titles are open equally to employed and adjunct faculty.

The Dean of Faculty, or designee, invites faculty to participate in regular faculty meetings. These and other mechanisms are used to inform and consult faculty on enhancements within Courses, Programmes and the Institution.

The Dean of Faculty may appoint faculty as Subject Leads to coordinate the faculty involved in Subject Areas and to enhance the academic quality of courses in the Subject Area.

2.5 Students

Students are active participants in their own learning experience. Students also have the opportunity to contribute more widely as:

- Elected members of Academic Senate (pending)
- Student Representatives for each Programme
- Membership of the SRC and student societies
- Panel members for Programme Validation and Periodic Review

Student feedback is regularly obtained in ways that enable direct feedback on their experience, including but not limited to: (i) surveys, (ii) meetings with Heads of College, Deans and Programme Directors and (iii) informal access to faculty and staff.

In any meeting where the cases of individual students or faculty are being discussed or the chair considers that the item is 'reserved business', the chair may ask any students to withdraw from that part of the meeting. This is noted in the minutes of the meeting.

PART III: ACADEMIC CREDIT AND DEGREES

3.1 Award of Degrees

Each programme has the following:

- Programme Name: a descriptive name for the programme used in marketing and program documentation
- Award Title: the formal name of the degree awarded on successful completion of the programme and recorded on the Degree Certificate

The Programme Name reflects the content and level of the programme in a way that is consistent with the Award Title, the curriculum and higher education practice in the UK, Mauritius or Rwanda.

The Award Title follows the UK, Mauritius or Rwanda requirements for degrees, whenever possible being consistent with typical higher education practice globally.

3.2 Academic Credit

A Programme is composed of Courses defined in the Programme Specification. Academic Credit is awarded for the achievement of the Learning Outcomes of a Course.

All Academic Credit specifies both:

- The Level of Study
- The number of credits, based on the notional hours of learning activity required for the achievement of these learning outcomes

The following Levels of Study are used for Academic Credit defined in the UK Framework for Higher Education Qualifications and compatible with the Higher Education Council (Rwanda) and Tertiary Education Council (Mauritius):

- Level 3: US freshman level undergraduate/ UK school year 13
- Level 4: US sophomore level undergraduate
- Level 5: US junior level undergraduate
- Level 6: US senior level undergraduate/ UK bachelor degree with honors
- Level 7: postgraduate – Masters (also postgraduate certificate and diploma)
- Level 8: postgraduate – doctoral

The following types of Academic Credit are awarded using the conversions specified below:

- 'UK Credit': a measure of Academic Credit equivalent to 10 estimated notional hours of learning activity of any type.
- 'Rwandan Credit': a measure of Academic Credit equivalent to 10 estimated notional hours of learning activity of any type.

Where learning does not follow the pattern of a full-time programme with weekly classes, at least an equivalent amount of learning hours is undertaken for each Credit awarded. This approach is used for other patterns of study and non-learning including blended learning, laboratory work, internships, work-based learning, projects and experiential learning.

3.3 Requirements for Awards

Degrees meet the relevant requirements of at least one of the following:

1. The *UK Quality Code*, including the *Framework for Higher Education Qualifications*

2. *The National Qualifications Framework of the Rwandan Higher Education Council*
3. *The Quality Code of the Mauritian Tertiary Education Council*

The following Award Titles require the following minimum levels of Academic Credit (including Transfer Credit) and minimum numbers of credits at the Level of Study of the Degree Award. Where Credits are not at the Level of Study of the Degree Award, they are at Level of Study immediately below that of entry into the Degree (for example at Level 6 on entry into a Masters program). *Program Regulations* may specify higher levels of credit.

	Level of Study of Degree	Minimum Credits (US/UK)	Minimum Credits (US/UK) at Level of Study of Degree
Bachelor	6	120 UG/ 600 UK	18 UG/ 90 UK
Postgraduate Diploma	7	15 PG/ 60 UK	10 PG/ 40 UK
Postgraduate Certificate	7	30 PG/ 120 UK	24 PG/ 96 UK
Master	7	45 PG/ 180 UK	45 PG/ 180 UK
Doctorate	8	135 PG/ 540 UK	90 PG/ 360 UK

Programme Regulations may permit study of Courses at a higher Level of Study than that of the Degree, together with criteria of academic performance required to Register for such Courses.

Degree Awards are made only when all of the following conditions are met:

1. The minimum volume and level of Academic Credit has been awarded in an approved combination of Courses specified in *Programme Regulation*
2. Any other requirements specified in *Programme Regulations* have been met, such as a Cumulative.
3. The student is in good standing as an Enrolled Student with no outstanding Honour Code issues or outstanding tuition-related fees
4. The Degree Award is recommended by the Assessment Board for the Programme and confirmed by Academic Senate

Programme Regulations ensure:

- A. At least 6 UG or PG credits of Courses integrate learning across the Subject Area of Courses in the Programme ['Capstone Courses']
- B. Programme Learning Outcomes are met by any approved combination of Courses

Students may request a delay in their Degree Award in order to complete further Courses permitted by *Programme Regulations*, for example to obtain a Specialization or Major. *Programme Regulations* may specify a maximum number of credits that can be studied.

Programme Regulations may permit Exit Awards when a lower volume of Academic Credit has been awarded in an approved combination of Courses that meets the requirements for the Award Title. Exit Awards meet the general requirements for the Degree Award. Student Enrolment ends when an Exit Award is made.

3.4 Posthumous Degrees

Posthumous degrees are conferred if a student dies having completed a programme successfully. Posthumous degrees may also be awarded if the programme was near completion and it is clear that in normal circumstances the student would have met the conditions for the Degree Award. Posthumous degrees are accepted on the student's behalf by a parent, spouse or other appropriate individual.

3.5 Honorary Degrees

The honorary degree with the Award Title of Doctor of Humanities and the Award Initials of HHD may be awarded to recipients in recognition of their services to the professions, business or the Institution.

All honorary degrees are proposed by the Academic Senate and confirmed by the Vice Chancellor.

3.6 Degree Certificate and Transcript

Academic Senate approves the format of Degree Certificates that include:

1. Student name
2. Award Title
3. Awarding institution
4. Degree Classification (if higher than a pass)
5. Major(s) or Specialization (if any)
6. Date

The Academic Senate approves the format of the Transcript which forms a record of the student's studies meeting the requirements of the Bologna Accord's Diploma Supplement. This includes details of the Programme, together with a record of all Courses and Course Grades (including all re-takes, failures and withdrawals), together with their location(s) and mode(s) of study.

Degree Certificates and Transcripts are available to students once the Academic Senate has made a Degree Award. Duplicate copies [for which a reasonable charge may be made] are available on request from the relevant Registry.

A Certificate of Attendance is available on request to a student who fails to complete a Program, which documents the student's period of study at the Institution.

3.7 Graduation Ceremony

Graduation Ceremonies are held so that each student has the opportunity to be awarded the Degree Certificate in person. The award of degrees is by the Vice Chancellor or senior member of the Institution.

1. Students must wear the academic dress of ALU at a Graduation Ceremony. The academic dress of ALU is specified by the Academic Senate.
2. In line with the practice of 'Commencement', Programme Regulations may permit a Graduation Ceremony to be open to those who have not yet completed all the requirements for the Degree Award but who have no more than 15 UG or 6 PG credits remaining to be awarded. No Degree Certificate is awarded in such circumstances.
3. The School posts Degree Certificates and Transcripts not presented in person at a Graduation Ceremony to the student's address on their student file.
4. Honorary degrees may be awarded at a Graduation Ceremony or at a special ceremony.

3.8 Rescinding of Degree Awards

In exceptional circumstances (such as major Academic Misconduct discovered after the award was made), the Academic Senate may rescind a Degree Award. In these circumstances the Chair of the Academic Senate informs the Vice Chancellor of the rescinding of the Award. Honorary Awards can only be rescinded by the Vice Chancellor.

PART IV: PROGRAMME APPROVAL, MANAGEMENT AND ENHANCEMENT

4.1 Programme Approval

Programme approval at ALU has two aspects:

1. Business Approval
2. Academic Validation

Business Approval is the decision by the ALU Executive Committee to allocate financial and other resources to the Programme including marketing, recruitment, academic, faculty and staff resources. The Executive Committee may require the Vice Chancellor (or designee) to obtain its approval before a Programme is marketed.

Academic Validation is the decision by a Curriculum Committee that the Programme has Definitive Program Documentation and plans that satisfy:

- A. *Academic Regulations*
- B. Other Institutional standards and policies
- C. Local Requirements
- D. Requirements of other countries where the Programme is delivered
- E. Relevant accreditation standards
- F. Other resource needs such as learning resources and facilities

The process to be followed is:

- A. Business Approval
- B. Outline Validation, plus external approvals (if required)
- C. Final Validation

If the Business Approval decision on a Programme is revised, the Academic Validation process is reviewed in the light of the changed decision.

A Program may not be marketed until after Outline Validation and any required external approvals such as those from Tertiary Education Council (Mauritius), High Education Council (Rwanda) and other regulatory bodies. No student is Matriculated on a Programme before Final Validation.

Programme are Validated for a period of up to 6 years. A Periodic Review is held to permit Validation for a further period of up to 6 years.

Modifications to a Programme that make any material change to Definitive Program Documentation are approved by the Curriculum Committee (or a sub-committee defined in the Academic Governance Framework).

The Curriculum Committee maintains a record of the Definitive Program Documentation it has approved as well as any Modifications to Definitive Program Documentation. Schools maintain the master copy of Definitive Program Documentation used in preparing information for students, together with copies of the documentation issued to students Registered on a Course.

4.2 Outline Validation

Outline Validation is the approval of the Programme Specification for the proposed Programme. The Curriculum Committee assesses the proposed Programme against criteria including:

- A. Fit with the Institution's and School's strategy and academic portfolio
- B. Appropriate naming of the Degree Award, as well as any Major(s) or Specialization
- C. Academic standards and the likely quality of student experience
- D. Coherence and currency of the curriculum
- E. Regulatory and accreditation requirements

The Curriculum Committee may:

- A. Give Outline Validation without conditions and with immediate effect
- B. Give Outline Validation with conditions that must be satisfied before Outline Validation is effective, normally through Chair's action
- C. Require a revised proposal to be submitted to a future meeting
- D. Reject the proposal

Before Outline Validation, external regulatory, accreditation and other bodies may be consulted regarding the proposed Programme. Following Outline Validation, formal external approval may need to be obtained prior to marketing of the Programme.

4.3 Programme Design

The Dean of Faculty (or designee) appoints a group of faculty members ('faculty design team') to design the Programme in detail. The faculty design team organizes the preparation of revised Definitive Program Documentation, draft Student Handbooks and Definitive Course Documentation.

The Program Specification is subject to change during the detailed development of the Programme. Material changes are reported to the Curriculum Committee for approval.

Dean of Faculty (or designee) proposes Final Validation of the Programme to the Chair of the Curriculum Committee, who makes arrangements for Final Validation.

4.4 Final Validation

Final Validation of a Program has three stages: a. Submission of proposed Definitive Program and Course Documentation Including:

- A. An updated Program Specification
- B. A Master Course Syllabus for every Core Course
- C. A representative selection of master Course Syllabi for Elective Courses
- D. Student Handbook(s)
- E. Information on proposed faculty, student support and other resources
- F. Validation Panel review of the Program
- G. Decision by the Curriculum Committee

The Curriculum Committee appoints a Validation Panel to scrutinize the proposed Definitive Program and Course Documentation. The Panel comprises:

- A. An experienced Chair, who normally is a member of the Curriculum Committee
- B. Two faculty members not involved in the proposed Program
- C. External member(s) with experience of the Subject Area of the Program and Regulatory requirements in the US and/ or UK
- D. A student or recent alumnus
- E. A secretary to the Validation Panel

The proposed Definitive Program and Course Documentation must be submitted in full at least two weeks before the date of the Validation Panel meeting. This meeting may be physical or virtual.

The Dean of Faculty and Programme Design Team are invited to present the proposed Programme and discuss the Programme, its curriculum and resourcing with the Panel. The Validation Panel may invite others to attend all or part of its meeting for discussions or as observers.

The Validation Panel reviews the content and delivery of the Program, the quality of the Definitive Program and Course Documentation, the likely student experience and the sufficiency of faculty, student support and other resources required. At Course level, the Validation Panel focuses on new and modified Courses rather than further reviewing Courses that have already been approved.

The Validation Panel recommends to the Curriculum Committee:

- A. Whether or not to give Final Validation to the Program:
- B. With or without conditions to be met before Final Validation is effective
- C. With or without recommendations to be considered by the School and Program
- D. Any commendations for the Program

The proposed duration of Validation – for up to 6 years, with documented reasons if a shorter duration is proposed.

The Secretary to the Validation Panel produces a formal record of the Validation Panel meeting to be submitted to the next Curriculum Committee meeting.

The Curriculum Committee makes the decision on Final Validation. Unless it has good reason to decide otherwise, it accepts the judgements made by the Validation Panel including any conditions and recommendations.

The Curriculum Committee monitors progress in meeting conditions and considering recommendations arising from Final Validation.

4.5 Programme Modifications

Modifications are a material change to a Programme or Course that affect the Definitive Programme and Course Documentation. Any change to a Programme (or Courses within the Program) that requires a material change to the Programme Specification ('Programme Modification') is approved by the Curriculum Committee.

Before a Modification is approved that materially affects the student experience or conflicts with Published Information provided before and during the Programme, students affected by the Modification (and/ or student representatives) are consulted.

The approval of the Modification is recorded in the minutes of the Committee and the Definitive Program and Course Documentation updated. Should proposed Modifications to a Programme exceed 25% of the content of the Programme in any academic year, a Periodic Review is required.

4.6 Annual Review

Each year, the Dean (or designee) reviews each Programme or a group of related Programmes in the format of an Annual Academic Review defined by the Curriculum Committee. This covers:

- A. A critical review of achievements and challenges during the previous year
- B. A record of the main actions taken as a result of the previous Annual Academic Review and other reviews by regulators and accreditors
- C. The main changes in the Programme in the previous year and any anticipated future changes
- D. Analysis of admissions
- E. Analysis of progression, completion and student achievement
- F. Analysis of student and other stakeholder (e.g. employer) feedback
- G. External Examiner feedback and actions taken
- H. Priorities and targets for the coming year

The Annual Academic Review is considered by the Academic Senate, as well as by relevant Academic Committees.

4.7 Periodic Review

Before the end of the period of Validation of a Program, the Dean (or designee) proposes a Periodic Review of the Programme to the Chair of the Curriculum Committee, who makes arrangements for Periodic Review. Before the Periodic Review is conducted, the Dean confirms that there is ongoing Business Approval for the Program.

The Dean organizes an internal review of the Programme involving faculty and other stakeholders, which produces a Periodic Review Report.

Periodic Review of a Programme has three stages:

Submission of the Periodic Review Report and Definitive Program and Course Documentation including any proposed Modifications with updated versions of:

- A. Program Specification
- B. Master Course Syllabus for every Core Course
- C. A representative selection of master Course Syllabi for Elective Courses
- D. Student Handbook(s)
- E. Information on proposed faculty, student support and other resources
- F. Periodic Review Panel review of the Program
- G. Decision by the Curriculum Committee

The Curriculum Committee appoints a Periodic Review Panel with a composition similar to a Validation Panel, except that the student member is an Enrolled student or recent alumnus of the Programme. The Periodic Review Panel undertakes a similar process to that of a Final Validation with an emphasis on future enhancement of the Programme.

The Periodic Review Panel recommends to the Curriculum Committee:

1. Whether or not to continue Validation of the Programme:
2. With or without conditions to be met before Validation is renewed
3. With or without recommendations to be considered by the School and Programme
4. Any commendations for the Programme
5. The proposed duration of Validation – for up to 6 years, with documented reasons if a shorter duration is proposed.

The Secretary to the Periodic Review Panel produces a formal record of the Validation Panel meeting to be submitted to the next Curriculum Committee meeting.

The Curriculum Committee makes the decision on Validation. Unless it has good reason to decide otherwise, it accepts the judgements made by the Periodic Review Panel including any conditions and recommendations.

The Curriculum Committee monitors progress in meeting conditions and considering recommendations arising from Periodic Review.

4.8 Programme Closure

Any proposed closure of a Programme is approved by the ALU Executive Committee and the Vice Chancellor.

Both the Vice-Chancellor and Academic Senate are informed in advance of any proposed closure of a Programme. Academic Senate approves the transitional arrangements associated with any Programme closure.

Matriculation of students for the Programmes affected by the closure stops. Any students offered admission but not Matriculated are informed of the closure, together with suggestions of alternative Programmes at the Institution or elsewhere. Any deposits or similar payments are returned to those affected and application fees refunded.

Except for exceptional circumstances (for example loss of facilities or death or serious illness of key faculty) or when the number of Enrolled students is too low for an effective educational experience, no Programme is closed to Enrolled students during the normal length of study for the Programme unless appropriate opportunities are provided to obtain a comparable Degree Award at the Institution or elsewhere.

If students are affected by closure of a Programme, the Institution uses its best endeavors and make reasonable efforts to enable Enrolled students to complete their studies on another Programme or by transfer to a suitable alternative programme at another institution.

Where reasonable alternatives cannot be provided, the Institution refunds an appropriate proportion of tuition fees paid for the Programme.

If it is necessary to terminate the Enrolment of a student, or an Enrolled student Withdraws from a Programme affected by a closure, Assessment Boards consider whether any Exit Awards can be made in line with Programme Regulations. Transcripts are available to the student.

PART V: ADMISSIONS

5.1 Marketing and Public Record

Information provided by ALU to potential applicants and other interested parties in brochures, on the internet and through other channels about the Institution and Programmes ('Public Information') presents an accurate, up-to-date picture of the Institution and Programmes. Public Information complies with TEC and HEC Requirements and Part C of the UK Quality Code.

Public Information about the Institution includes contact details for further enquiries.

Public Information promoting a Programme includes sufficient information about the programme to enable informed decision-making about whether to consider making an application. More detailed information may require provision of contact details which can be used to maintain contact with the potential applicant.

No Programme is marketed until it has obtained: (i) Initial Academic Validation from the Curriculum Committee, (ii) any required approvals from HEC or TEC, and (iii) any other required approvals.

Until the Programme has Final Academic Validation, Public Information includes a statement that the Programme is marketed subject to Final Academic Validation that forms a normal part of UK Requirements.

Programmes operate processes that ensure that Public Information is checked before it is published and that the final version is signed off by the Head of College (or Dean of Faculty or designated substitute). If an error is subsequently identified, it is corrected when feasible and any material discrepancy brought to the attention of applicants who could be adversely affected.

5.2 Admissions

Programmes promote applications through a variety of channels, both internal and external. This 'recruitment function' seeks to generate formal applications from well-qualified candidates with the ability and resources to complete the programme. The 'recruitment function' promotes the Institution and its Programmes accurately at all times. It meets UK and Local Requirements in how it conducts its operations, including registration of individuals and/ or groups with regulatory authorities if required.

Admissions to Programmes are based on published Admissions Criteria in the relevant Programme Specification. Decisions are made by an 'admissions function' which form is part of the academic staff of a School, independent of the 'recruitment function'. Admission is only permitted when there is a reasonable expectation that an applicant is able to fulfil all the requirements of the Programme and achieve the standard for the Degree Award.

In the event that the staff from the 'recruitment function' believe that an admissions decision has not taken into account all the information available, a review is requested and the 'admissions function' can obtain further information from the applicant, for example by an interview. If the issue remains unresolved, it is escalated to the Dean of Faculty for final decision.

Applicants are responsible for providing evidence, authenticated if requested, in support of their application such as:

- A. Past academic achievement such as qualification certificates
- B. Employment and other experience or achievements
- C. English language competency and test results
- D. Results of other tests such as SAT
- E. Personal academic and character references
- F. Interviews

Applicants may be required to undertake further tests or other forms of assessment, to write personal statements or original papers related to the Programme.

Admission to an undergraduate Programme normally requires a high school leaving certificate or equivalent with specified grades or grade point average. Admission to a postgraduate Programme normally requires a bachelor degree or equivalent with specified grades or grade point average. The Admissions Committee approves the specific requirements and a list of international equivalents to ensure fair treatment of applicants from diverse backgrounds.

In cases where a student does not have the academic qualifications normally required for admission, account may be taken of the length and level of professional experience of the applicant as well as any professional learning undertaken. If this assessment demonstrates that the applicant is likely to be able to participate successfully in the Programme, an exception may be made. Such exceptions are recorded on the applicant's file.

Applicants may be required to disclose any unspent criminal convictions or similar which might inhibit their ability to study successfully or adversely affect the running of the Degree programme, for example limiting the ability to undertake international travel. With such applications, care is taken to balance the interests of the applicant with those of the Institution and other students.

Scholarships and other forms of financial assistance are described in Public Information, together with the criteria used to decide their award which are consistently applied.

A successful applicant is offered a place on the Program or on a waiting list for a Program.

Any offer may state that there is a waiting list for the Programme

The applicant must sign and return the offer letter, accepting any such conditions, as well as any associated other terms and conditions after which the applicant has an 'accepted offer'.

The School reserves a place for all applicants who have an accepted offer and meet the associated conditions for Programmes, provided there is no waiting list.

Offers are normally made for a specific Programme start date. If a student requests a change of start date, the School considers this request but is under no obligation to grant the request.

Should there be a material change in a Programme after an offer has been made, the prospective student is informed in good time so that an informed decision can be made whether to continue to accept the offer of a place.

5.3 Special Needs and Accommodations

All applications for admission to a Programme are treated in an equal manner. All decisions are made based on the applicant's likely ability to succeed in the programme as well as potential benefit from, and contribution to, the Programme. Admissions Criteria and processes are fair and open, applied consistently and with no discrimination on the grounds of race, gender, age, religious or political belief.

Applications from individuals with special educational needs or disabilities are welcomed and reasonable accommodations made to support such applicants. If reasonable accommodations made by the Institution would be insufficient to enable the student to study successfully, the application is rejected.

5.4 Admissions Complaints

The Institution is committed to providing fair and efficient admissions for Programmes. Applicants are not disadvantaged in any way if they use this Admission Complaints Procedure.

An Admission Complaint is a serious concern about the admissions process that affected the complainant's application. The grounds for an Admissions Complaint are:

- A. Irregularity in admissions processes
- B. Inconsistency with Institution policies such as those for diversity
- C. New information that was not available at the time of the application

Any Admission Complaint must be in writing accompanied by any evidence and is only accepted from the applicant. It must be submitted by the earlier of: (i) 30 days after the decision on the application, (ii) the Matriculation date for the Programme.

Any Admission Complaint is sent to the Chair of the relevant Admissions Committee. The Chair confirms the eligibility of the Admission Complaint, organizes any necessary investigation and formally decides the validity of the Admission Complaint as well as any lessons learned as feedback to Enrolment and Admissions staff. There is no further appeal or review process.

PART VI: MATRICULATION, ENROLMENT AND REGISTRATION

6.1 Matriculation

Students Matriculate when they start their studies at ALU. Matriculation is completed when the student has:

1. Met any outstanding admissions requirements
2. Paid all tuition and related fees due
3. Agreed in writing any terms and conditions for the Programme
4. Signed the Honour Code (or equivalent)
5. Completed any other requirements specified in Programme Regulations

6.2 Enrolment

Once Matriculated, students are Enrolled on a Programme. Enrolment continues without lapse subject to:

- A. Satisfactory academic performance as specified in Programme Regulations
- B. Good standing as a student without Suspension or Dismissal
- C. Consistent participation in learning and assignment submissions
- D. Payment of all tuition and related fees due
- E. The Maximum Enrolment Time for the Programme
- F. The Maximum Time after Matriculation for the Programme
- G. Any other requirements specified in Programme Regulations
- H. Attendance Requirements

Enrolment lapses if, but not limited to, the following occur:

- A. A student is Suspended as a result of Misconduct
- B. Health or other circumstances of the student have changed to the extent that reasonable accommodations made by the Institution are insufficient to enable the student to complete his/her studies.

If Enrolment lapses, the School informs the student in writing of the lapse of Enrolment and any requirements for the student to continue to be Enrolled.

Enrolment is terminated if, but not limited to, the following occur::

- A. A student is Dismissed
- B. The student voluntarily Withdraws from the Program
- C. Enrolment has lapsed for a period of 45 consecutive days and conditions for continued Enrolment have not been met

Program Regulations may require that students re-Enroll periodically or after a Progression point.

Without the written permission of the Dean or Head(s) of College, no student can be Enrolled on more than one Program at a time, whether at the Institution or externally.

6.3 Registration

To participate in learning activities, submit assignments and obtain Academic Credit, students register for specific courses. Registration may be automatic (e.g. for core courses) or elective (i.e. for elective courses). Schools communicate arrangements for Registration on Core and Elective Courses to students during the Programme.

Only an Enrolled student may Register for Courses and in accordance with Programme Regulations. The Transcript records all Courses for which the student Registered including those in which the student did not participate in learning and/ or

submit assignments. Programme Regulations may specify a period after the start of a Course in which it can be 'dropped' with no record on the Transcript.

On Programmes with the option of studying at a different campus, Schools operate a system of Registration for Rotation specified in Programme Regulations. Programme Regulations may specify academic and other criteria for a student to Register for Rotation and for Courses at the Rotation campus.

6.4 Length of Study

Unless specified otherwise in Programme Regulations, the Maximum Enrolment Time for the Programme is double the normal length of the Programme in the Programme Specification (e.g. 40 months). The Maximum Enrolment Time excludes any periods of Leave of Absence.

Programme Regulations may specify that students are required to obtain formal authorization from the Dean or Rector to extend their studies beyond the normal length of the Program in the Programme Specification. The Dean or Rector notifies the Programme or General Assessment Board of authorization and rejection of such requests.

Students are notified in writing of the outcome of a request. If a request is authorized, this may be subject to reasonable conditions. The notification includes a statement that their Programme may be modified, for example:

- A. Availability of Core and/ or Elective Courses
- B. Availability of Majors or Specializations
- C. Timing and/ or location of Courses
- D. Specific requirements for the Degree Award

The Maximum Time after Matriculation is the absolute maximum length of time after the date of Matriculation for which the student may remain Enrolled. This is:

- A. 5 years for postgraduate and non-bachelor undergraduate programs
- B. 8 years for bachelor and doctoral programs

If the student exceeds the Maximum Enrolment Time or the Maximum Time after Matriculation, Enrolment is terminated automatically. Students may not Register for further Courses and must submit any Assignments for Courses on which they are Registered at the next assignment deadline.

6.5 Leave of Absence

Students may request Leave of Absence for a period of up to one year at a time. During Leave of Absence:

- A. Student enrolment lapses
- B. No fees are payable
- C. There is no access to Institution or Programme facilities, learning resources and teaching

There no automatic right to Leave of Absence. Students are required to obtain formal authorization from the Dean or Head of College for a Leave of Absence. The Dean or Head of College notifies the Programme or General Assessment Board of authorization and rejection of such requests.

Students are notified in writing of the outcome of a request for Leave of Absence. If a request is authorized, this may be subject to reasonable conditions. The notification states:

- A. There is no guarantee that completion of the same Programme on which the student was Enrolled is possible
- B. Re-Enrolment on the Programme may involve the repeat of previous Courses, taking of new Courses or other academic activity to enable a transition back into the Programme
- C. Fees for Courses after of re-Registration are payable at the rate in force at the time of re-enrolment
- D. If Programme has been modified or closed, the School makes reasonable efforts but no guarantee to:

- a. Enable completion of the Program with a different combination of Core and/ or Elective Courses, or
- b. Offer a suitable alternative Programme including full or partial Transfer Credit for Courses already passed, or
- c. Identify a suitable external program and assist in the transfer to that program

At least 30 days before the end of the Leave of Absence (or earlier if required by Program Regulations), the student must notify the Dean whether:

- A. A further Leave of Absence is requested
- B. The student intends to re-enroll in which case the Dean authorizes the arrangements for re-enrollment including any changes to the Programme on which the student was Registered and the meeting of any conditions for re-enrollment.

6.6 Unofficial Withdrawal

An unofficial withdrawal is determined to have happened when the school has not received a notice from the student that the student has ceased or will cease attending school.

At ALU, a student is considered to be an unofficial withdrawal if, without approval for a leave of absence, the student exceeds applicable local immigration limits for absenteeism or after violating ALU's attendance policy fails to communicate with the administration after repeated attempts at communication.

The student's withdrawal date is determined to be the last day the student did any of the following: attended class, participated in an online session, took a test, or submitted an academic assessment.

6.7 Voluntary Withdrawal

Similar to a 'Leave of Absence', there are no automatic rights to a 'Voluntary Withdrawal'. Students are required to obtain formal approval from the Dean, and students will be notified in writing of the outcome of a request. Students are classified as a 'Voluntary Withdrawal' rather than a 'Leave of Absence' if they are currently on Academic Probation at the time of the leave request. Regulations governing a 'Leave of Absence' apply, as well as any additional requirements as decided by the Dean, or designee.

6.8 Assessment Withdrawal

Students may be required by the Assessment Board or the Office of the Dean to withdraw if certain academic requirements are not met and/or prohibit progress in a programme. In such circumstances, the student will receive notification of the decision of the Assessment Board or Dean via the Office of the Registrar. In such circumstances the Registrar will formally withdraw the students using the last date of the preceding term. The student's visa sponsorship will cease (if applicable).

6.9 Dismissal

A student may be Dismissed with immediate effect if the student:

- A. Through academic performance in accordance with Programme Regulations is unable to Progress to the next stage of the Programme

- B. Is Dismissed as a result of a decision of an Assessment Board
- C. Has exceeded the Maximum Enrolment Time
- D. Has exceeded the Maximum Time after Matriculation
- E. Is Dismissed by the Dean for Academic Misconduct
- F. Is Dismissed for violations of the Honour Code or other Misconduct

Following Dismissal, Enrolment is terminated and the student is no longer entitled to access the facilities, faculty and other resources of the Institution. In all cases listed above, a Transcript is available to the student on request that gives the reason for Dismissal.

A Dismissed student has no entitlement to a refund of tuition or other fees, except where explicitly stated in terms and conditions or as a result of Local Requirements.

The Dean of Faculty (or designee) notifies the student in writing of Dismissal including:

- A. The reasons for, and date of, Dismissal
- B. The consequences of Dismissal, including those for fees and Degree Award
- C. A statement that the student has no right to resume the Programme
- D. Any other matters, such as outstanding financial obligations

The student may appeal in writing to the Dean or Head of College. Valid grounds for an appeal are:

- A. Procedural error sufficient to affect the Dismissal
- B. Substantive bias in decision-making in the Dismissal
- C. New evidence that was not available at the time of Dismissal
- D. Disproportionate penalty for Misconduct

For further information, see Appeals Policy.

PART VII: Conduct Policy & Disciplinary Action

7.1 Non-Academic Student Code of Conduct Policy

By accepting admission to and enrolling at the ALU, students are obligated to align with the values of ALU, the Honour Code, Student Housing & Residence Life rules and any other Programme rules or regulations.

Any member of the ALU community may file a formal complaint against a student or against a student group alleging violation(s) of the the Honour Code or equivalent Code of Conduct. There is no time limit on reporting violations of the Honour Code, and anonymous complaints are permitted. A report of alleged misconduct should be made to the Chair of the Disciplinary Committee, together with any evidence and the names of others who may be able to assist (e.g. witnesses). Making malicious or knowingly false allegations of Misconduct is itself Misconduct.

Disciplinary Action may be taken in circumstances including, but not limited to:

- A. A breach of the Honour Code (or equivalent code of conduct)
- B. A violation of Programme Regulations or other Institution policies or regulations, for example IT or Drug policies
- C. Behaviour that disrupts or interferes with the running of the Institution (academic or non-academic), including student societies and accommodation
- D. Reasonable suspicion of fraud, deceit or dishonesty in relation to the Institution (e.g. falsification of application documents)
- E. Arrest or conviction of a criminal act that could affect the reputation of the Institution and/ or the functioning of the Institution as an educational community
- F. Unjustifiable infringement of freedom of thought and expression in the Institution, or obstruction of others in the Institution
- G. Behaviour in a manner which brings the Institution into disrepute (without prejudice to the right to fair and justified comment and criticism)
- H. Behaviour in a way which causes, or is likely to cause, injury or damage to people or property within the Institution
- I. False, frivolous, malicious or vexatious complaints

The unexcused failure of a student to appear and/or respond to the disciplinary process will not prevent ALU from proceeding with disciplinary proceedings.

In exceptionally serious cases, the Chair of the Disciplinary Committee may reserve the right to exercise her/his authority of interim suspension pending the outcome of Disciplinary Action. A Suspended student may not attend classes, enter the Campus or use other facilities such as IT services. The Enrolment of a Suspended Student lapses.

The Chair of the Disciplinary Committee notifies the student of the allegation and arranges for an investigation of the alleged Misconduct including obtaining evidence from relevant parties. The student has the opportunity to make a written response to any allegations, including any extenuating circumstances.

7.2 On-Campus Non-Academic Violations

On-campus violations of the Honour Code will usually result in internal disciplinary action, although in some instances the institution may call upon external authorities and file charges or claims. In particular, misconduct by members of ALU or others that inflicts or threatens to inflict personal injury or serious damage to property, that severely impairs essential functions of ALU, or that cannot be adequately handled by the institution, may - at the discretion of the Chair of the Disciplinary Committee or other senior administrator - be reported to local authorities.

Allegations of on-campus violations by persons who are, for whatever reason, withdrawn, suspended, whose degrees have been withheld, or on leave of absence from ALU will be evaluated before these persons may resume studies. The results of such investigations may have an effect upon a student's eligibility for re-registration or re-enrollment.

7.3 Off-Campus Non-Academic Violations

While ALU does not, in principle, impose disciplinary action for off-campus violations, judgments about these incidents will be assessed on a case-by-case basis. Discretion in such matters will rest with the Head of College, Dean of Faculty or other senior administrator.

7.4 Disciplinary Committee

The Disciplinary Committee is composed of members of ALU staff and is responsible for addressing matters pertaining to issues of misconduct at ALU.

The Disciplinary Committee decides whether Misconduct took place on the basis of 'balance of probabilities'. The Disciplinary Committee will oversee the investigation process and deliver its response which may or may not include a penalty depending on the outcome of the investigation. .

Penalties as result of Misconduct may include, but are not limited to:

- A. Reprimand: a written warning to a student, added to a student's permanent record (for a fixed period or indefinitely), including notice that further Misconduct will result in more severe penalties.
- B. Apology: a formal letter of apology, either private or public, to an individual or organization within or outside the Institution
- C. Restitution: a full and complete reimbursement for damage to, or destruction of the property of the Institution or others.
- D. Termination of Institutional financial aid and/or scholarship support
- E. Suspension, for a fixed period of up to one academic year
- F. Dismissal, to be confirmed by the Head of College

If Misconduct took place the student, may be placed on Disciplinary Probation for a given period in line with university's procedures. Disciplinary Probation may include conditions such as:

- A. Restricted access to Campus and/ or Institution facilities and events
- B. Termination of Institutional employment
- C. Required participation in specified activities
- D. Loss of privilege to represent the Institution
- E. Not holding office in Institution-approved organizations
- F. Denial of campus rotation for a specified time

PART VIII: Appeals

8.1 Appeals

A student may appeal against a Disciplinary Committee decision, Academic Integrity Decision or Assessment Board decision if the student feels there may have been:

- A. Sufficient procedural error
- B. Substantive bias in decision-making
- C. New evidence that was not available at the time of a Disciplinary Committee or Academic Integrity Committee hearing
- D. Disproportionate penalty

8.2 Non-Academic Appeals

A student may request, in writing, to the Head of College an appeal with valid grounds for dissatisfaction with a Committee outcome.

The Head of College may appoint an Appeal Committee with members who have not previously been involved in the case. The student may be asked to attend a meeting with the Appeal Committee which can be face to face if feasible or by video or telephone conference.

The Appeal Committee may review the outcome of the Disciplinary Committee considering the Misconduct, the evidence and process by which it was handled.

The Appeal Committee may:

- A. Investigate to provide further evidence
- B. Consult with the student and other involved parties either individually or together
- C. Propose alternative penalties

PART IX: GENERAL REGULATIONS & POLICIES

9.1 Non-Academic Student Code of Conduct Policy

By accepting admission to and enrolling at the ALU, students are obligated to align with the values of ALU, the Honour Code, Student Housing & Residence Life rules and any other Programme rules or regulations.

Any member of the ALU community may file a formal complaint against a student or against a student group alleging violation(s) of the the Honour Code. The unexcused failure of a student to appear and/or respond to the disciplinary process will not prevent ALU from proceeding with disciplinary proceedings. There is no time limit on reporting violations of the Honour Code, and anonymous complaints are permitted.

ALU reserves the right to exercise its authority of interim suspension upon notification that a student is facing criminal investigation or if the conduct and surrounding circumstances reasonably indicate that the continued presence of the student on college premises (including all/any premises leased by ALU) may pose an imminent danger, risk or substantial harm to other members of the community, or to campus property.

9.2 On-Campus Non-Academic Violations

On-campus violations of the Honour Code will usually result in internal disciplinary action, although in some instances the institution may call upon external authorities and to file charges or claims. In particular, misconduct by members of ALU or others that inflicts or threatens to inflict personal injury or serious damage to property, that severely impairs essential functions of ALU, or that cannot be adequately handled by the institution, may - at the discretion of the Head of College, Dean of Faculty, or other senior administrator - be reported to local authorities.

Allegations of on-campus violations by persons who are, for whatever reason, withdrawn, suspended, whose degrees have been withheld, or on leave of absence from ALU will be evaluated before these persons may resume studies. The results of such investigations may have an effect upon a student's eligibility for re-registration or re-enrollment at ALU.

9.3 Off-Campus Non-Academic Violations

While ALU does not, in principle, impose disciplinary action for off-campus violations, judgments about these incidents will be assessed on a case-by-case basis. Discretion in such matters will rest with the Head of College, Dean of Faculty or other senior administrator.

9.4 Hazing

Hazing may include, but is not limited to, any action taken or situation that either intentionally or unintentionally endangers the mental or physical health, safety, or welfare of any person within the community, or that destroys or removes public or private property, for the purpose of initiation, participation, admission into, affiliation with, or as a condition of continued membership in a group or organization.

Participation or cooperation by the person(s) being hazed does not excuse the violation.

9.5 Internships

PART X: TUITION, PAYMENT & REFUND POLICIES

10.1 Tuition and Payment Policy

All tuition and fees for the academic year must be paid prior to the start of classes unless the student has enrolled in an installment plan. If the student's account is past due, ALU may assess late fees based on the outstanding balance due.

In the event that the student's account is past due, the school reserves the right to suspend all student privileges, including participating in classes and events until the financial obligation to ALU has been met.

Continuous non-payment may result in dismissal from ALU.

The following is a non-exhaustive list of potential ramifications for non-payment. Please work with the ALU finance team to ensure your payments are timely:

1. **Registration Block:** Student is blocked from registering for courses
2. **Finance Hold:** A hold placed on the student account that restricts the release of grades, transcripts and diploma. Students can continue to take courses throughout the programme.
3. **Finance Suspension:** Finance Hold plus Registration Block to enroll and attend future terms at ALU. Students can complete the existing term.
4. **Finance Dismissal:** Finance Hold, Finance Suspension plus student is removed from class and dismissed from the programme.

10.2 Refund Policy

If a student withdraws from a programme the following refund principles will apply:

	Request Period	Percentage Refunded
Tuition	Before start of an academic term	100% of amount paid
	Between first and 14th day of an academic term	70% of amount paid
Meal Plan	Before the start of the academic year	100% of amount refunded
	Between first and 14th day of an academic term	70% of amount refunded
Housing	Before the start of the academic year	100% of amount overpaid
	Between first and 14th day of an academic term	70% of amount refunded

Note:

- Insurance and medical check-up costs are non-refundable as these are remitted to third parties.
- All refunds are paid net of any amounts owed to the company and are subject to administrative fees
- All overpayments, ie more money is paid than invoiced, are refunded 100%
- Any refunds processed after the 14th day of an academic term will be applied as credit not as a cash refund, unless the student is permanently withdrawn from ALU
- The Head of College will advise on any other refund decisions in exceptional circumstances

10.3 Refund Eligibility

Refunds can be requested by students provided they have the written consent or permission of the remitter of the funds. The remitter of the funds will be determined as the remitter stated on the proof of payment submitted by the student.

All transaction fees associated with refunds will be the responsibility of the recipient, i.e. bank charges and other fees that may be incurred during the process of issuing the refund will be deducted from the refund amount.

Note: *Refund requests from students will need to be confirmed by the remitter of the funds as determined above. Without this confirmation, the refund will not be processed. Requests for refunds under \$300 will be processed only as credit, not as payments.*

The following payments are eligible for a refund:

- A. Tuition Payments and Overpayments
- B. Meal Plan Payments and Overpayments
- C. Housing Payments and Overpayments

Note: *Line items found on student invoices which are not mentioned above are non-refundable.*

10.4 Method of Refund

Credit Note - Student's account is credited with an amount that can be applied to future invoices.

Bank transfer - Funds will be transferred into the bank account provided in the request. Charges associated with the transfer will be passed on to the student/the recipient of the funds.

Cash - Cash refunds may be issued for refunds which do not exceed \$50, or its equivalent in local currency.