Our Reference: 2576

FOI Request dated 28/02/2022 as follows –

Please could I have the following data broken down by academic year? And please could I have information for the last five academic years (16/17-20/21)?

1. How many students each year have requested a refund for their tuition (whether they received it or not)?
2. What were the reasons given by the students asking for a refund? (partial or in full)
3. How many students asked for a refund for poor quality of teaching specifically?
4. How many refunds or partial refunds have been issued and please state a reason for each?
5. How many staff members/lecturers have been disciplined (received a warning for example) for poor quality of teaching?
6. How many staff members/lecturers have been dismissed for poor quality of teaching?

Response

Please could I have the following data broken down by academic year? And please could I have information for the last five academic years (16/17-20/21)?

1. How many students each year have requested a refund for their tuition (whether they received it or not)?

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Complaints Received Requesting Tuition Fee Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>18/19</td>
<td>2</td>
</tr>
<tr>
<td>19/20</td>
<td>2</td>
</tr>
<tr>
<td>20/21</td>
<td>4</td>
</tr>
</tbody>
</table>

2. What were the reasons given by the students asking for a refund? (partial or in full) - Reasons Given – Poor communication, Value for Money, Content not in line with expectation.
3. How many students asked for a refund for poor quality of teaching specifically? None
4. How many refunds or partial refunds have been issued and please state a reason for each? None
5. How many staff members/lecturers have been disciplined (received a warning for example) for poor quality of teaching? **Total = 0**
6. How many staff members/lecturers have been dismissed for poor quality of teaching? **Total = 0**

If you are unhappy with how your request has been handled you have the right to ask for an internal review.