

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)?

Academic Year	Complaints Received Requesting Tuition Fee Refund
18/19	2
19/20	2
20/21	4

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