UK Versity
Education That Empowers Lives

SHORT-TERM STUDY VISITOR ADMISSIONS, FEES AND REFUND POLICY

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UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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Policy owner	Registrar
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	12 October 2026

Short-term Study Visitor Admissions, Fees and Refund Policy

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Document control

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Status	Updated
Effective date	12 October 2026
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Owner	Registrar
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	12 October 2026
Applies to	Applicants and learners from outside the UK who come to the UK to study a short course with UK Versity on the Standard Visitor route, or on the Short-term Student (English language) route; UK Versity admissions, finance and teaching staff and recruitment agents
Supersedes	BAC Student Short Term Tuition Fee and Refund Policy V2 (QA-98, July 2018, next review November 2023)
Summary	Explains who can come to the UK to study a short course with UK Versity as a visitor, what UK Versity checks, when it issues a confirmation letter, what you pay, and what refund you receive if your visa is refused or you cannot travel.

Compliance mapping

BAC College Scheme 2023 standards	4.3; 5.3; 5.5; 5.7; 6.1-6.3; 17.1-17.3; 18.1
UK Quality Code 2024 (voluntary)	Principles 9 and 10
OfS conditions (benchmark only; UK Versity is not OfS registered)	C1, C5 (benchmark)
Awarding organisations	All (registration and certification under UKV-QA-07)
Legislation and regulation	Immigration Rules: Appendix V: Visitor, Appendix Visitor: Permitted Activities (PA 17) and Appendix Short-term Student (English language); Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Consumer Rights Act 2015; Digital Markets, Competition and Consumers Act 2024; Money Laundering, Terrorist Financing and Transfer of Funds Regulations 2017; UK GDPR and Data Protection Act 2018

Version history

Version	Date	Change
1.0	July 2018	First issue as BAC Student Short Term Tuition Fee and Refund Policy (QA-98)
2.0	2018	Revision (V2)
3.0	October 2026	Full rebuild: aligned to the current Immigration Rules (Standard Visitor study up to six months at a BAC-accredited institution; Short-term Student English language route); 'visa sponsorship' wording removed; eligible courses limited to in-person study; visa refusal deduction set at £350; 14-day statutory cancellation right protected; refunds aligned with UKV-QA-08; BAC/QAA/OfS mapping and version control. Before publication (12 October 2026): £350 deduction confirmed after solicitor review; ring-fenced client account until the visa decision; 28-day claim period from the UKVI decision; refund kept open during a visa challenge where the learner keeps admissions informed and shares all documents

1. Purpose

UK Versity Online Limited (trading as UK Versity) is accredited by the British Accreditation Council (BAC) as a College. BAC is one of the accreditation bodies named in the UK Immigration Rules, so an international learner may come to the UK as a visitor to study a short course with UK Versity, as long as the Immigration Rules are met.

This policy tells you, before you apply, which courses this applies to, what UK Versity checks, what letter UK Versity provides, what you must pay and when, and what happens to your fees if your visa is refused or you cannot travel. It supports BAC standards 4.3 (full cost before enrolment), 5.3 and 5.5 (checks on applicants), 5.7 (recruitment agents), 6.1 to 6.3 (attendance), 17.1 to 17.3 (support for international students) and 18.1 (fair terms with refunds and a cooling-off period).

2. Scope

This policy applies **only** to applicants who will travel to the UK to study a short course with UK Versity on one of these routes:

- **Standard Visitor (study):** study for up to six months at an accredited institution, under Appendix Visitor: Permitted Activities, PA 17, and Appendix V: Visitor, V 9.1 to V 9.5;
- **Short-term Student (English language):** an English language course lasting between 6 and 11 months at an accredited institution. UK Versity issues letters under this route only for an English language course of that length that it lists in its course information for the year.

It does not apply to learners who study with UK Versity online from their home country, who follow UKV-QA-08 Fees, Payment, Cancellation and Refund Policy only. UK Versity does not hold a Student sponsor licence and cannot sponsor Student visas.

Where this policy does not cover a point, UKV-QA-08 applies.

3. Definitions

- **Accredited institution:** an education provider holding valid accreditation from a body named in the Immigration Rules. The British Accreditation Council (BAC) is one of those bodies.
- **Standard Visitor:** a person given permission to visit the UK, either with a visit visa or, for some nationalities, an Electronic Travel Authorisation (ETA) or no prior permission. A visitor may study for up to six months but may not work, extend beyond six months in total, or use the visit to complete a longer course.

- **Confirmation of Acceptance letter:** UK Versity's letter confirming that you have been accepted and have paid for your course, for you to include in your visit or Short-term Student visa application. It is not a sponsorship document.
- **Visa refusal:** a written decision by UK Visas and Immigration (UKVI) refusing your visit visa, ETA or Short-term Student (English language) visa, or a refusal of entry by Border Force on arrival in the UK.
- **Visa refusal deduction:** the fixed amount of **£350** UK Versity keeps from your fees if you receive a refund after a visa refusal under section 8.

4. Policy statement

1. UK Versity is a **visitor-route accredited institution, not a visa sponsor**. It does not "sponsor" visitors and cannot influence a UKVI or Border Force decision.
2. UK Versity issues a Confirmation of Acceptance letter only for a course that is **taught in person at UK Versity's premises in Salford** on fixed dates, that lasts **no more than six months** (or 6 to 11 months for an eligible English language course), and that can be completed within the permitted stay.
3. UK Versity does **not** issue a letter for a course delivered wholly or mainly online, because a visitor must have a genuine reason to study in the UK. A learner on an online course may visit the UK briefly for induction or an exam under section 5.4.
4. Every applicant is told the full fee, the visa refusal deduction and their cancellation rights **in writing before paying**.
5. Visitors may not work or undertake a work placement as part of their course, and must leave the UK at the end of their permitted stay.

5. Admissions

5.1 Who can apply

You can apply if you:

- are aged **18 or over** on the course start date (UK Versity does not accept visitors under 18, although the Immigration Rules allow some routes from age 16);
- meet the entry requirements for the course under UKV-QA-05 Recruitment and Admission Policy, including the English language requirement;
- intend to study the course in person in Salford and to leave the UK at the end of your visit;
- have enough money to pay your fees, travel and living costs for the visit without working.

5.2 Checks UK Versity makes

Before making an offer, the Registrar:

1. checks your identity using your passport;
2. checks your qualifications and English language evidence under UKV-QA-05, which may include UK Versity's own English assessment;
3. arranges an admissions interview by video with the Course Coordinator to confirm that the course suits you and that you understand you will study in person in Salford on the published dates;
4. checks that your course will finish within your permitted stay.

UK Versity will not make an offer where documents appear false or altered, and may report suspected fraud under UKV-QA-33 Anti-Fraud, Bribery and Corruption Policy.

5.3 Recruitment agents

Agents who refer visitor applicants must be approved and contracted under UKV-QA-02 Public Information, Marketing and Agents Policy. Agents must not give immigration advice unless they are legally authorised to do so, must not charge you any fee on UK Versity's behalf, and must give you this policy before you pay. UK Versity checks every document an agent submits.

5.4 Online learners visiting the UK

If you study a UK Versity course online from outside the UK, you may wish to visit the UK briefly, for example for induction, a scheduled exam or a celebration event. On request, UK Versity will give you a letter confirming your enrolment, your course and the date and purpose of the visit. UK Versity does not charge for this letter. Sections 6 to 8 of this policy do not apply to that visit.

6. Fees and payment

1. Your fee is stated in your offer letter and on the course page. There is no separate application fee or deposit.
2. You must pay the **full course fee** before UK Versity issues your Confirmation of Acceptance letter, unless your fees are paid directly by an employer or official sponsor who confirms this in writing.
3. Fees are paid by card or bank transfer under UKV-QA-08. UK Versity does not accept cash.
4. **Your fees are protected until the visa decision.** Fees paid before the Confirmation of Acceptance letter are held in UK Versity's client account. The Financial Controller ring-fences them until UKVI has made its decision on your visa or ETA application, and they cannot be used for UK Versity's college operations during that time. Once your visa or ETA is granted, the fees are released to UK Versity. If your visa is refused, any refund under section 8 is paid from the ring-fenced funds.
5. The Confirmation of Acceptance letter is issued within **5 working days** of full payment and states: your name, date of birth and passport number; the course title, awarding organisation and level; the start and end dates and the in-person timetable and address; the fees paid; and UK Versity's BAC accreditation.

7. Your 14-day right to cancel

Your enrolment is a contract made at a distance, so you have the legal right to cancel within 14 days, starting on the day after UK Versity confirms your enrolment, without giving a reason, under UKV-QA-08, section 6. If you cancel within those 14 days, you receive a **full refund** of everything you have paid, less only a proportionate amount for any teaching you asked to start during the 14 days. **The £350 visa refusal deduction never applies to a cancellation within the 14-day period.**

8. Refunds if your visa is refused or you are refused entry

8.1 When a refund is due

After the 14-day cancellation period, UK Versity refunds your fees **less the £350 visa refusal deduction** if:

1. UKVI refuses your visit visa, ETA or Short-term Student (English language) visa application for your course, or Border Force refuses you entry on arrival; and
2. you have not started the course in person; and
3. the refusal was not caused by false, forged or misleading documents or information, deception, a previous breach of UK immigration conditions, or failure to disclose information you were required to disclose.

The £350 covers the admissions assessment, checks, the issue of your Confirmation of Acceptance letter and the processing of your refund. UK Versity never keeps more than the fees you have paid.

8.2 When no refund is due under this section

If the refusal was caused by any of the reasons in section 8.1 point 3, no refund is due under this section. UK Versity may report the matter under UKV-QA-33 Anti-Fraud, Bribery and Corruption Policy. Your fees are then dealt with under UKV-QA-08, section 7, and you may use the unused value as a course credit towards any UK Versity course, including an online course.

8.3 How to claim

Email accounts@ukversity.co.uk with the subject "Visa refusal refund" within **28 days** of the date of the UKVI visa decision (or of the Border Force refusal of entry) and include:

- a copy of the UKVI refusal notice, or the Border Force refusal of entry notice;
- a copy of the identity page of your passport;
- your Confirmation of Acceptance letter or offer letter;
- evidence that you are outside the UK, for example a passport page showing your exit or a flight ticket, where you were refused entry.

If you reapply for a visa for the same course, tell UK Versity. Your enrolment can be moved to a later in-person start date once at no charge, and the refund claim period starts again from any later refusal.

8.3A If you challenge the visa decision

Most visit visa refusals carry no full right of appeal. If you do challenge a refusal, for example by an appeal on human rights grounds, an administrative review where one is available, or a judicial review, your refund can be kept open until the challenge is decided, but only if:

1. you tell the UK Versity admissions team in writing (admin@ukversity.co.uk, subject "Visa challenge") within the 28-day claim period in section 8.3 that you are challenging the decision;
2. you keep the admissions team informed and updated at each stage of the challenge; and
3. you share with the admissions team every document relating to the challenge, including the grounds you submit, any correspondence with UKVI, the tribunal or the court, and the final decision.

The 28-day claim period then runs from the date of the final decision on your challenge. If you do not keep the admissions team informed and share the documents, your refund under this section lapses 28 days after the original UKVI decision. Your fees stay ring-fenced while a challenge that meets these conditions is open.

8.4 Decision and payment

1. The Financial Controller decides your claim within **5 working days** of receiving all the information. If more information is needed, you will be told what is needed and the time starts again when it arrives.
2. Approved refunds are paid within **14 days** of the decision, to the person or organisation that paid the fees, by the original payment method or by bank transfer to verified bank details (UKV-QA-08, section 10). UK Versity does not refund in cash and does not pay interest.

9. Other situations

Situation	What happens
You cancel within 14 days of enrolment	Full refund under section 7 and UKV-QA-08, section 6

Situation	What happens
Your visa is refused or you are refused entry (section 8.1)	Refund of fees less £350, claimed within 28 days of the UKVI decision
You challenge the visa refusal (section 8.3A)	Refund kept open while you keep the admissions team informed and share all documents; claim within 28 days of the final decision
Your visa is granted but you decide not to come, or you leave the course early	UKV-QA-08, section 7 applies (course credit schedule; no cash refund after 14 days)
Serious illness, bereavement or a serious unforeseen event stops you travelling or studying	You may apply for a cash refund under UKV-QA-08, section 8 (exceptional circumstances)
UK Versity cancels or changes the in-person course, or cannot deliver it as described	Full refund of the fees for the part not delivered, with no £350 deduction (UKV-QA-08, section 9 and UKV-QA-04)

10. While you are studying in the UK

1. **Induction and support:** before you travel, UK Versity sends you pre-arrival information on the course timetable, venue, travel, accommodation options and local support. You receive an induction on your first day and can contact the Welfare Officer throughout your course (UKV-QA-11 Learner Induction, Management and Support Policy).
2. **Attendance:** you must attend all scheduled in-person sessions. UK Versity records attendance at every session and follows up any unexplained absence on the same day. UKV-QA-12 Attendance and Engagement Policy applies to all other engagement matters.
3. **Visitor conditions:** you must not work, undertake a work placement or study a different course, and you must leave the UK by the end of your permitted stay. UK Versity cannot extend your stay or issue a letter for a further visit to complete a longer course.
4. **Registration and certification:** UK Versity registers you with the awarding organisation and claims your certificate under UKV-QA-07 Registration and Certification Policy.

11. Disputes and appeals

If you disagree with a refund decision, write to the Financial Controller at accounts@ukversity.co.uk within 10 working days of the decision, with any new evidence. If you remain dissatisfied, use UKV-QA-24 Complaints Policy and Procedure. Your statutory rights are not affected.

12. Roles and responsibilities

Role	Responsibilities
Registrar	Admissions checks; arranging interviews; tracking visa decisions and any challenges, and keeping the challenge documents; offer letters; Confirmation of Acceptance letters; records of eligibility checks
Financial Controller	Fee collection; holding visitor fees in the ring-fenced client account until the visa decision; refund decisions and payments; refund calculations
Course Coordinator	Admissions interviews; in-person timetable, pre-arrival information and induction
Welfare Officer	Support for visitors during their stay
Tutors	Recording attendance at every session

Role	Responsibilities
Quality Manager	Monitoring agents and annual review of visitor admissions and refunds
Principal and Director of Education	Approval of courses offered to visitors; decisions on exceptional circumstances refunds (UKV-QA-08, section 8); any report under UKV-QA-33

13. Awarding organisation requirements

Visitor learners are registered, assessed and certified on the same basis as all other UK Versity learners, under UKV-QA-07 Registration and Certification Policy and the registration windows of each awarding organisation (ATHE, Pearson, OTHM Qualifications, Ascentis, NCFE and IFA Direct). A course offered to visitors must be one UK Versity is approved to deliver in person.

14. Related policies and legislation

- UKV-QA-02 Public Information, Marketing and Agents Policy
- UKV-QA-04 Learner Protection and Qualification Withdrawal Policy
- UKV-QA-05 Recruitment and Admission Policy
- UKV-QA-07 Registration and Certification Policy
- UKV-QA-08 Fees, Payment, Cancellation and Refund Policy
- UKV-QA-10 Learner Agreement
- UKV-QA-11 Learner Induction, Management and Support Policy
- UKV-QA-12 Attendance and Engagement Policy
- UKV-QA-24 Complaints Policy and Procedure
- UKV-QA-29 Data Protection and Records Retention Policy
- UKV-QA-33 Anti-Fraud, Bribery and Corruption Policy
- Immigration Rules: Appendix V: Visitor; Appendix Visitor: Permitted Activities; Appendix Short-term Student (English language); Introduction (definition of Accredited Institution)
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013; Consumer Rights Act 2015; Digital Markets, Competition and Consumers Act 2024
- BAC Accreditation Handbook and College Scheme 2023 standards

15. Monitoring and review

The Registrar keeps a record of every visitor application, letter issued, visa outcome and refund. The Quality Manager reviews these records and agent performance each year and reports to the Academic Board. This policy is reviewed annually and whenever the Immigration Rules, BAC requirements or consumer law change. UK Versity checks the Immigration Rules before each in-person intake.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by (policy owner)	Registrar	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	12 October 2026

Stage	Name and role	Date
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027