Tuition Fee Policy

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Student Finance Contact Details:

Engin Eryilmaz – Income & Commercial Manager  020 8280 0239
Kelly Hardie – Student Finance Officer (A-J)  020 8280 0282
Rashpal Chana – Student Finance Officer (K-S)  020 8280 0285
Sharon Smith – Deputy Income Manager (T-Z and sponsors)  020 8280 0284

e-mail: financehelp@uwl.ac.uk
1. **Aims and scope of the policy**

The University needs a fee policy for student tuition fees which takes account of both the needs of the student, and the University’s need to ensure collection of tuition fees and other fees in an efficient and timely manner. This policy covers all types of fee payers that come under the following headings:

i) Full-time undergraduates from the United Kingdom/EU (‘home’ students) whose fees are funded by the Student Loans Company;

ii) Self payers (ie those who pay all their own fees including International students (ie those who are not ordinarily resident in the UK/EU/EEA);

iii) Sponsored students.

2. **FE students**

Students who are 16-18 year on Learning and Skills Council (LSC) funded courses are not charged tuition fees. To qualify students must be aged 16 years prior to commencement of a course and under 19 years on 31 August in the calendar year the course starts. They must also qualify for home fees (see below). Such students may be expected to pay for material or equipment.

Students who are not eligible for free tuition are either self-payers or funded by the Student Loans Company.

3. **Fee status**

The rules around fee status (ie whether you qualify for home/EU or international student fees are complex. The detailed eligibility criteria can be found on the UKCISA website. Broadly students qualify for home fees if they:

i) Are a UK national or have permanent residence in the UK;

ii) Are an EU national or certain family members of an EU national;

iii) Are a refugee or otherwise been given exceptional leave to remain or humanitarian protection or their child or spouse;

iv) EEA or Swiss nationals working in the UK or certain family members of such workers

v) A child of a Turkish national living in working in the UK

Students’ fee status will be assessed prior to enrolment.

4. **Re-take modules**

Fees will normally be charged for all retake modules as a proportion of the appropriate full time fee. Payment in full is normally required at enrolment.

5. **Discounts**

The University offers some discounts from the full tuition fees. A student is only eligible for one discount where the University has reduced the total fee by the awarding of a bursary, scholarship or any other means. No other discount will be applicable.
6. **Collection of Full-time and Part-time Undergraduate and Postgraduate Home UK/EU tuition fees**

6.1 **Fees paid by Student Loans Company (SLC)**

Where undergraduate students are paying for their course through an SLC Loan, no charges will be made to the student directly provided the University has received official notification from the SLC on or prior to enrolment.

The University will invoice the SLC for the fees. However, the student is still personally responsible for any outstanding debt. Debts may be transferred to the student if the SLC reduces or withdraws a student’s eligibility. If this happens the student will be notified and given the opportunity to enter into a payment plan.

Where the SLC is paying for a course fee in part or full and the University has not received official notification from the SLC, students will be required to either pay the full amount or otherwise set up a University of West London payment plan at the time of enrolment. Upon confirmation of the SLC funding, any payments made will be refunded.

Students will be notified when there is a problem with the SLC making the payment.

6.2 **Self payers for UG, PG home/EU fees**

Full-time and part-time Home/EU Undergraduates and postgraduates will be able to pay their fees in instalments if a University of West London payment plan is set up at the time of enrolment. For students commencing in September, three instalments will be payable as follows:

i) The first instalment payable in October
   
ii) The second instalment payable in January

iii) The third instalment payable in April

For students commencing in January, three instalments will be payable as follows:

i) The first instalment payable in March

ii) The second instalment payable in April

iii) The third instalment payable in September

All postgraduate students with an approved Student Loan are responsible for making all tuition fee payments directly to the University.

6.3 **Study Abroad**

Students studying for one semester will be expected to pay their tuition fees in full before or at enrolment. Students studying the full academic year will be offered a payment plan stated in point 6.2 above.
7 International students

7.1 Non-refundable deposit

All full-time overseas students will be required to pay a non-refundable deposit of £250 to secure their place on the course. They will be required to pay a further deposit of £2750 of the first year fee, payable before a CAS will be issued.

7.2 Payment in Full

The balance can be paid in full on or before the stated enrolment date to qualify for an early settlement discount. This excludes fees of £250 or less, single modules and courses lasting less than an academic year (less than 30 teaching weeks).

7.3 Instalment Option

Students can pay their fees in instalments if a University of West London payment plan is set up at the time of enrolment. Under this plan £3000 must be paid at enrolment and the balance must be paid by a maximum of three instalments. The instalments must be paid on the first day of each month.

For example, a student registering in September would pay 50% prior to enrolment, followed by three instalments: 1 October, 1 November, and 1 December.

8. Sponsored students

8.1 Home/EU students

Where a course fee is paid for in part or full by an organisation, the student must provide a purchase order or sponsorship letter from the organisation on or before enrolment.

Organisations will be invoiced following the enrolment of a student and payment of fees is due immediately. Where tuition fees are not paid on time, the University reserves the right to charge interest on any overdue debt each month until the debt is paid.

8.2 International students

The requirement for a 50% deposit is waived where international students are sponsored in full by an organisation. However, the University must receive full payment of all fees during or before enrolment from all overseas sponsors.

An overseas student will be unable to enrol until such time as full payment has been received. Such students may then transfer to be a self-payer and may set up an instalment plan as outlined in section 7.3

8.3 Sponsored students’ responsibilities for fees

The student is still personally liable for any outstanding tuition fees. Tuition fee debts may be transferred to the student if the sponsor fails to pay the tuition fees on time. Students will be notified in the event that there is a problem with an organisation
making the payment. Such students may then transfer to be a self-payer and may set up an instalment plan at the University’s discretion.

9. **Self-payers for FE, short courses and other courses**

9.1 **Payment in Full**

Students will be able to pay an early settlement fee if payment is made in full on the day of registration excluding fees of £250 or less, single modules and courses lasting less than an academic year (less than 30 teaching weeks).

9.2 **Instalment option**

Students can pay their fees in instalments if a University of West London payment plan is set up at the time of enrolment. Under this plan the balance must be paid by a maximum of three instalments.

The instalments must be paid on the first day of each month. For example, a student registering in September would pay 50 per cent prior to enrolment, followed by three instalments 1 November, 1 December, and 1 January.

10 **When refunds are payable**

Refunds may be made to students as set out below for the different types of fees payable. Such refunds will only be made where official notification of the withdrawal has been made in accordance with the Academic Regulations. The date of the refund will be when the withdrawal notification has been accepted. Refunds will not be backdated where a student has failed to inform the university.

Refunds will not normally be made to students who have been withdrawn as a result of a disciplinary process or withdrawn by an examination board.

Where fees have not been paid in full, a student will still be liable for any outstanding fees following withdrawal in accordance with the refund policy set out below.

10.1 **Further Education and Short Courses**

There will be no refunds on Further Education short courses, single modules (including Associate modules), courses lasting less than an academic year (less than 30 teaching weeks) or for fees of £250 or less other than when the University cancels a course. Short courses are those designated as such by the University.

10.2 **Deposits**

Where a course stipulates that a deposit is payable in advance such deposits are non-refundable or transferable unless the course is cancelled by the University.
10.3 Refunds Full-time and Part-time Home/EU Undergraduates

For students enrolling in September/October, the structure of refunds upon withdrawal will be as follows, based on the assumption that the fee has been paid in full:

i) Official withdrawals up to 6\textsuperscript{th} January: 75\% of total fee payable may be refunded.
ii) Official withdrawal up to 24\textsuperscript{th} March: 50\% of total fee payable may be refunded.
iii) Official withdrawal after 25\textsuperscript{th} April 2018: 100\% of total fee is payable and no refunds will be made.

Where fees have not been paid in full, only those fees that have been paid may be refunded. For those funded by the Student Loans Company (SLC), refunds will normally be made directly to the SLC.

Where a student is withdrawn from their course, the University will notify the SLC. Please note that the SLC will take immediate action to recover any overpaid maintenance loans from the students.

10.4 Refunds for self-payers including PG, and FE

The structure of refunds upon withdrawal will be as follows, based on the assumption that 100\% of the fee has been paid:

i) Official withdrawal during any part of the first month of the start date of the course: 50\% of the total fee is payable, 50\% refundable.
ii) Official withdrawal during any part of the second or third month of the start date of the course: 70\% of the total fee is payable, 30\% refundable.
iii) Official withdrawal after the third month of the start date of the course: 100\% of the total fee is payable and no refunds will be made.

10.5 Refunds for international students

Refunds to international students will be made as outlined in section 10.4 above. Such refunds to international students will only be made once the University has received a copy of the returning student’s passport displaying a valid re-entry date stamp into their home country.

Where a student commences a course of study with the University and a visa extension is refused by the University, the fee for each attended module will be payable. Other fees may be refunded.

10.6 Deferral of study

Where a student has deferred in accordance with the Academic Regulations, a refund may be made according to the date of deferral as outlined in the refund policy outlined above.

Where a self-paying student defers his/her study to the next academic period and informs the University prior to the end of the first month of study, the 50 per cent of the total fee which is not refundable can be used as part payment against fees for the next academic period if the student returns to study within two years of the deferral date.
The 50% is not refundable or transferable should the student decide not to return. On return from deferral the current year's fees will be charged to all students.

10.7 Transfers to a different course

Students who wish to transfer to another course within the University which has been agreed by the School or College should submit an official transfer form. You will be charged for all modules you have completed on the course you are transferring from. Part completed modules will be charged pro-rata. If any additional payments have been made these will be carried over to your new course.

Where there is a difference in tuition fees the relevant adjustment will be made and invoiced/refunded as necessary.

11 Sanctions for non-payment

11.1 The right to levy penalties for non-payment

It is a term of the contract with the University that the student will ensure that all tuition fees and other expenses relating to the course are paid. Where the student has failed to pay their fees/ expenses in accordance with the contract, the University reserves the right to impose penalties.

In all cases the University will ensure that the penalty is proportionate to the student’s default.

11.2 Tuition fee debt

As part of the enrolment process, students are required to complete the University’s financial procedures. Students unable to do so will not be enrolled on any course under any circumstances, unless previously agreed by the Director of Finance or his or her nominated deputy.

11.3 Part enrolled status

Students who have undertaken their online enrolment but who have not paid their fees, entered a payment plan or provided documentation from the SLC or a sponsor will have a part enrolled status and their status will be time limited.

The University will not issue student status letters or release student loans prior to students completing the financial part of the enrolment process. Students who have not completed their enrolment by 31 October (or 28th February for January starters) will have their access temporarily suspended resulting in no access to the University buildings or its facilities. Students will then have seven days to contact the Student Finance team (see above) in order to address this issue. Students who fail to contact Student Finance will be withdrawn from their course.

Students who have been engaging with the University while they are part enrolled period will be subject to the normal fee liability as per section 10.3 and 10.4 and will be charged fees for this period even if they subsequently withdraw.
11.4 Prior year debtors

A prior year debtor is a student who has attended the University during a previous academic year and whose fees, in full or in part, have remained unpaid. Prior year debtors cannot normally enrol on any course until such time as all debts have been paid.

11.5 Failure to make scheduled payments

Where a student has not paid an instalment by the due date, the student must immediately contact the Student Finance team (see above) to advise the University why the debt has not been paid. Access to the University buildings and facilities will be temporarily suspended three days after a missed instalment date and immediately following a dishonoured payment.

If a student fails to contact Student Finance, avoids contact from Student Finance or defaults on a revised payment plan, they will be recorded on the system as a debtor, and access to the University and facilities will be temporarily suspended until the situation has been resolved. In these circumstances, the University reserves the right to withhold transcripts and certificates.

In the event of a debt remaining unpaid at the start of the second semester, following a period of suspension of facilities, students will be withdrawn from their course.

In exceptional circumstances only, it may be possible to reschedule the debt via a payment plan.

Students who have previously defaulted on a payment plan may be refused the opportunity to pay by instalments (at the sole discretion of the University).

11.6 Graduation and degree certificates

A student who has outstanding tuition fee debt to the University will not be permitted to attend any graduation or awards ceremonies and certificates and transcripts will be withheld until all tuition fee debts to the University are paid in full.

12 Other Debts

In addition to tuition fees, students may be a debtor of the University in respect of:

i) Library fines/Unreturned books
ii) Equipment fines
iii) Accommodation fees
iv) Access to Learning Fund loans
v) Late enrolment fees

Where a student has outstanding debts in one of the categories above, normal credit control procedures will apply, see policy below.

Where a student has failed to pay their debt within 14 days of the final payment date, the student will be refused access to the relevant service, eg a student who fails to pay a Library fine will not be permitted to access the Library.
If the payment is not made by this date, the University will write to the student informing them that the matter will be treated as an alleged breach of the Code of Conduct.

Full details of the Code of Conduct, Procedures and penalties for breach are published on the University website.

13 Credit Control Policy

All outstanding debt is subject to normal credit control procedures, as well as specific sanctions stated in this policy. The Student Finance Team will endeavour to resolve the situation with the student before taking any action.

To collect outstanding tuition fee debt from self-funding students using University’s credit control processes and procedures this will include:

1) Contacting defaulters by phone.
2) Negotiate payment of tuition fees face to face and via phone/post
3) Set up payment plans ensuring that all information is recorded onto the system.
4) Personal interviews with students who have defaulted.
5) Finance clinics held throughout the year
6) Send first and second letters informing student of the outstanding debt on a monthly basis.
7) Issue Notification of Intents once debt has become 2 months overdue.
8) Pass to a University nominated debt collection agency
9) Issue summons as required.

As outlined above any outstanding debts will be passed to a University nominated debt collection agency.

If the debt collection agency are unable to recover the outstanding debt, a County Court Summons will be issued to recover all outstanding debts, including other debts such as outstanding accommodation fees or library fines etc. The University will seek to recover all additional costs.

14 Right of Appeal

Any student who considers that their case has not been dealt with fairly and that they have been withdrawn may make an appeal to the University under the Appeal Regulations set out in the Academic Regulations.