

**UNIVERSITY OF THE ARTS LONDON**

# **STUDENT FEES POLICY**

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## A. EXTERNAL STATUTORY AND FUNDING CONTEXT

### Current Position

#### *Undergraduate*

1. The following fee position applies at the point of publication of this policy but is subject to change. Please see the University's website for more details
2. For students who started their course on or after 1 September 2012, institutions are permitted by legislation to charge 'home' undergraduate students fees up to a specified maximum "fee cap" (£9,000 per year in 2016-17), subject to the approval of the Office for Fair Access (Offa).
3. At the point of publication of this policy, educational institutions are required to treat EU nationals who meet certain residence requirements ('EU students') and other specified categories of students in the same way as 'home' students in terms of tuition fee levels and policy.
4. Undergraduate students from the Channel Islands or the Isle of Man ('Islands students') who started their course on or after 1 September 2012 have been charged the same tuition fee rate as 'home' students, in line with an agreement with the relevant Islands education authorities. Full-time undergraduate Islands students are not funded by the Higher Education Funding Council for England (HEFCE). The Islands authorities will only provide financial support to Islands students where these rates are not exceeded. Whilst the agreement with the relevant Islands education authorities remains in place, Islands students will continue to be charged the same tuition fee as 'home' students.
5. There are different fee caps in place for undergraduate part-time students, Erasmus+/study year students and sandwich placement year students.
6. Institutions are permitted by legislation to charge fees over the fee cap to students who do not fall within those specified categories (such as "overseas students") and the institution is free to determine its own tuition fee levels in respect of these students.
7. You can contact the College where you are studying (or to which you are applying) for more information regarding your fee status and the criteria to be met to pay 'home' fees].
8. 'Home' and EU undergraduate students may obtain a Tuition Fee Loan and other student support from the Student Loans Company (SLC). For further details, visit the gov.uk website.
9. 'Home' and EU students undertaking a course at a level which is equivalent to or lower than a qualification already held will not receive any student support under the Government's Equivalent or Lower level Qualifications (ELQ) process. Students in receipt of Disabled Students Allowance (DSA) are exempt from the requirements of the ELQ arrangements.

#### *Postgraduate*

10. There is no legislative fee cap on the level of postgraduate tuition fees (taught or research), and fee levels for these courses will continue to be set by the University on the basis of cost of

provision, market forces and other factors.

11. While tuition fee rates for postgraduate students are not externally determined, it should be noted that where a student is successful in applying for financial support from the Arts and Humanities Research Council (AHRC) the Council will only provide tuition fee support up to a specified level in any particular academic year. Where proof of AHRC funding is provided the University will meet any shortfall.

#### *Further Education Courses*

12. The following fee position applies at the point of publication of this policy but is subject to change.
13. Institutions are not permitted to charge tuition or exam fees to 'home' or EU students under the age of 19 who undertake Further Education (FE) courses which are publicly funded.
14. Not all FE courses offered by the University are publicly-funded, those courses that are not may therefore incur tuition and/or exam fee charges.
15. Where an FE student is aged 19 or over there are circumstances where the Government specifies that students on publicly-funded courses should not be charged a tuition fee.
16. Where those circumstances do not apply and a tuition fee is charged to a Home/EU FE student aged 19 or over on a publicly-funded course, the Skills Funding Agency will specify the maximum amount of tuition fee loan which can be taken out, and the University will take this into account when setting the level of fee for these students.
17. FE 'Islands' Students are not entitled to SFA/EFA funding and so are charged the same fees as overseas students.
18. You can contact the UAL College where you are studying (or to which you are applying) to find out whether your FE course is publicly-funded, the criteria to be met for free tuition, and FE course tuition fee levels.

#### Anticipated fee increases for undergraduate courses (Home students)

19. At the point of publication of this policy, the Government is considering changing the law to increase the undergraduate fee caps in line with the Retail Price Index excluding mortgage interest payments ("RPIX") measure of inflation. These changes are not yet in force and so we are not yet able to confirm that there will be an increase in these fees or the level of the increase.
20. We do expect that the law will change shortly and, if it does, then the University will increase your tuition fees within the legislative permitted fee caps for all undergraduate courses. Please note that tuition fees payable for each academic year of your programme will be subject to the increase where such an increase is permitted by legislation. If the Government makes the anticipated changes in the law, it is currently expected that full-time undergraduate tuition fees for the 2017-18 academic year will increase from £9,000 to £9,250 and may continue to increase in line with RPIX for subsequent academic years of your programme. Tuition fee rates for part-time undergraduate students are also liable to increase on the same basis. Please see the University website for the most up to date information about 2017-18 fees. If your tuition fees will be increasing we will notify you as soon as possible in writing.

## Anticipated change for EU students

21. EU Students will continue to be charged the same tuition fee as 'home' students whilst the current fee legislation remains in force. As a result of the UK's vote in favour of leaving the EU in June 2016, the University cannot guarantee EU Students who start their course after the 2016-17 academic year that they will continue to be charged 'home' fees for the duration of their course because the Government could change the fee legislation at any stage. Any such change could result in EU Students becoming classed as 'overseas' students.
22. Please note that the level of tuition fees payable by EU students for each academic year of an undergraduate course will be subject to the increase where such an increase is permitted by the fee regulations at that time. If your tuition fees will be increasing we will notify you as soon as possible in writing.

## Further information

23. Fees information should where possible be available before the start of the relevant admissions cycle. Staff involved in marketing and recruitment, student administration, student advice and funding in particular need to be fully aware of fee structures to ensure that prospective students can make admission decisions based on timely, clear and accurate information.
24. The University recognises that some students may want further information or advice about the University's fee policy and how it operates. The Student Advice Service is available to students who would like further advice on this policy, and Fees Managers in each College can also discuss with students particular issues such as requests to pay fees in instalments.

## B. TYPES OF FEE

### Tuition Fee

25. The primary fee payable for a student's course is the tuition fee, and this is the fee which is governed by legislation and may be controlled by the Government or other funding body.
26. The rate of fee charged may vary according to the funding and 'fee status' of the student. Your fee status depends on whether you meet certain criteria. The process of determining which rate of fee is paid by a student is termed 'fee assessment', and is managed by the University's Academic Registry Admissions team. Further information about the fee assessment process is available on the University's website.
27. The course tuition fee is applied to the specified qualification irrespective of mode of attendance unless specifically agreed otherwise. Where a full-time course is also offered on a part-time basis then a pro-rata fee is charged on the basis that (ignoring annual inflationary adjustment) the same overall course fee is paid irrespective of whether the qualification is being studied on a full-time or part-time basis.
28. For some Continuing Professional Development (CPD) courses a fee is charged for each unit of a course rather than for the entire programme. Where this is the case the fee for the smallest unit (usually 10 or 20 credits) will be based on the amount of academic credit associated with that

unit, as a proportion of the total course. Separate fee rates will be calculated for Home/EU and overseas students. This unit fee will then be rounded up to the nearest £10. Fees for larger units with more academic credit will be based on multiples of this unit fee. This means that a student undertaking a full CPD qualification may pay slightly more (due to rounding) than a student undertaking the same qualification on a non-CPD basis.

Other fees which may be charged include the following:

- Examination fee (also known as 'Awarding Body registration fee') – this would be payable by an FE student whose qualification is externally set and validated. This could include courses validated by the University's awarding body (UALAB). Awarding bodies invoice the University for every student registered with them, irrespective of status, and these fees are normally collected at or by enrolment along with tuition fees. Where a student is exempt from the requirement to pay fees (for example a Home/EU FE student aged under 19) then the cost of this fee is funded by the University. HE students are registered for qualifications validated by the University for which no examination fee is due.
- Additional fees – these include 'residential' fees and are covered in section D.

29. Accommodation fees and associated procedures are managed by the University's Accommodation Services and fall outside the scope of this policy.

### C. BURSARIES & SCHOLARSHIPS

30. The University currently offers a number of scholarships, bursaries and other awards which cover all or part of a student's fees. Eligibility criteria vary and depend on the level of the course (postgraduate, undergraduate or FE). The University website should be consulted for further information.

### D. ADDITIONAL FEES

31. Most courses at the University charge a tuition fee. However in many areas there are also additional costs incurred by a student when undertaking a course, some (e.g. materials or residential fees) clearly quantified and others (for example those associated with end of year shows) more open-ended. The University recognises that it is important that information about such additional fees should be communicated clearly to applicants and students.

32. There are only be very limited circumstances in which students could be charged additional compulsory fees on top of their tuition fees, for example where a separate residential fee is charged for a particular course.

33. Undergraduate courses are currently subject to a regulated fee, and guidance is provided by the Government as to what fees, if any, can be charged to Home/EU students on top of the tuition fee. No additional fee will be charged to a student unless it complies with the relevant statutory requirements. Where an additional fee is charged it will be at the same rate for all students on that course irrespective of their fee paying status (i.e. Home, EU or International).

## E. COMMERCIAL COURSE FEES (ARTSCOM)

34. London Artscom Limited was established in 1989 as a separate trading arm of the University and provides short courses, consultancy, tailor-made training and study abroad programmes. Artscom courses are offered on a full-cost commercial basis, and receive no Government funding. Courses offered by the University's Language Centre are provided on the same basis.
35. These courses are primarily commercial rather than educational activities, and as such they fall outside the scope of this policy.

## F. INFLATIONARY ADJUSTMENT OF FEES

36. Where a course lasts more than one academic year then unless stated otherwise the University reserves the right to make an inflationary adjustment to the tuition fee payable in the second and any subsequent year of a course. The amount of any increase will be determined by the prevailing or expected inflation factors faced by the University at the time of setting the fee rates for the relevant academic year.
37. Where a student on a one-year course repeats all or part of their course or takes a year out, the fee payable in the subsequent academic year will be increased by the standard inflation factor agreed for that academic year. As a result these students may pay a different fee to those starting their course in that academic year. See section M for further information about the fees for students repeating or taking time out from their studies.
38. The level of any inflationary increase will be capped at a maximum annual increase of 5%. Further information about the potential for inflationary adjustment will be contained in the offer letter sent to the student as part of the application process.

## G. HOW TO PAY FEES

39. Tuition and other fees are charged in £UK (pounds sterling).
40. Payment of fees can be made through the University's secure on-line payment facility which can be found at <http://www.arts.ac.uk/study-at-ual/enrol/fee-payment/> . The student's 11-digit student ID number (provided along with the offer of a place on a course) is required. Off-site payment can also be made by internet banking, or bank transfer by completing the relevant form which accompanies international offer letters.
41. Payment may also be made in person at or before enrolment by MasterCard, Visa, Visa Debit Maestro and Electron cards. Credit card payments cannot be made over the telephone. Payment of fees in cash cannot be accepted. Further information about payment of fees can be found in the 'How to pay your tuition fees' page on the University website.

## H. SPONSORED STUDENTS

42. If an employer or other organisation agrees to pay all or part of a student's tuition fees the University will invoice them for the appropriate amount. Parents, family and friends do not count as sponsors for this purpose. If they pay all or part of a student's fees that student will be treated

as self-financing and will need to pay the fees accordingly.

43. Where a sponsor is paying fees on behalf of a student, confirmation of that sponsorship must be provided before the student may be enrolled without payment.
44. Where a sponsor fails to pay the relevant fees, or withdraws their support at any point during the year, the student will be liable for any outstanding fees.
45. Some non-UK Governments which sponsor students will pay the fees to the student rather than direct to the University. This may be in termly instalments. Where a sponsor's rules require the payment to be made in this way, then as long as there is written evidence of this, and the student undertakes to pay their fees to the University without delay and understands that if this support is withdrawn they will be liable for the full fee, then such an instalment payment arrangement is allowed. Further advice should be obtained from local Fees Managers where necessary.
46. Where a sponsored student (including anyone whose fees are being paid through a non-UK Government loan) withdraws from their course then the sponsor or student will continue to be liable for any fees due as set out in Section M (General Fee policy and procedures)
47. Further information about the procedures to be followed by sponsored students is contained in the 'How to pay your tuition fees' pages on the University website.

## I. INSTALMENT PAYMENT

48. University policy is that the fee due for a particular academic year should be paid in full at or by the start of the academic year. Where the fee is to be paid by a sponsor or Student Loans Company (SLC) loan then evidence of this must be provided at or by the enrolment date for the course.
49. Tuition fees may be paid in instalments for postgraduate courses (including Graduate Diplomas) that last longer than 30 weeks. Further information can be obtained from the University website.
50. From 2016-17 onwards special arrangements have been made for students who are self-funding for one academic year as a result of previous study. This applies to UK undergraduate students in receipt of maintenance funding and who have to pay their own fees for one year of a BA course because their 'previous study' means that they cannot take out an SLC loan for that year. These students will have automatic approval for payment of their fees in instalments during their self-funded year on the basis of one third of the fee each term, payable after receipt of the termly maintenance grant payment.
51. Paying fees in instalments does not affect a student's liability for the full tuition fee for the relevant academic year in the event of withdrawal from the course. See Section M (General fee policy including withdrawal and refunds) below for further information.
52. Where a student paying in instalments takes a full or partial year out from their course then fees will continue to be collected under the terms of that instalment arrangement. However in exceptional circumstances (which could include where the year out is taken due to financial difficulties) the student can request suspension of the instalment arrangements until they return to their course. This should be discussed with the local Fees Manager if it is a standard postgraduate payment plan. If it is a specific payment plan which has been approved by the Fees

Policy Group then the University's Credit Control team should be contacted in the first instance.

## J. FEE DISCOUNTS

53. Students starting a postgraduate Masters course at the University (i.e. MA, MSc, MRes) are entitled to a progression discount on the tuition fee payable (split equally between years if a course lasts more than one year) if they have previously successfully completed an undergraduate level or postgraduate Diploma/Certificate course at the University. Further information can be obtained from the University website.
54. From the 2016-17 academic year this scheme has been extended to overseas students.
55. Students in receipt of a Vice-Chancellor's Scholarship or a Postgraduate Support Scheme Scholarship are not also entitled to a progression discount.

## K. FEE REMISSION/CONCESSIONARY FEES

56. Fee Remission and Concessionary Fee Status apply to Home/EU Students on the Foundation Diploma in Art and Design (FAD) course only.

### *Fee Remission*

57. In 2016-17 all eligible Home/EU students aged 19 or over on the FAD course are entitled to take out FE loans, and fee remission will no longer be available for these students. However Home/EU FAD students from low-income households who would previously have been entitled to fee remission will instead be entitled to a bursary to the value of the fee remission.
58. In 2016-17 Home/EU students from a low income households on the FE Foundation in Performance course at Drama Centre London will be entitled to 50% Fee Remission. No other fee remission arrangements are currently in place.

### *Concessionary Fee status*

59. Home/EU Students on the FAD course aged 19-23 and who do not already have a full Level 3 qualification do not have to pay tuition fees (Concessionary fee status). Awarding body registration fees and any additional fees are still payable in full.
60. Please see the Further Education Tuition fees page on the University website for the current position on concessionary fee status. [hyperlink to be provided]

## L. FEE DEPOSITS

61. Overseas fee-paying students are required to pay a deposit to secure their place on a course. The balance of the tuition fee due is payable on or by enrolment in the usual way. Further information is contained in the International Fees and Money page on the University's website.
62. This deposit is non-refundable. Should a student not start a course having accepted an offer of a place the deposit will be retained, except where, at the absolute discretion of the University,

there are considered to be significant extenuating circumstances. Such refund requests are considered under a procedure determined by the University Secretary and Registrar.

63. Where the University agrees to refund the deposit an administration fee of £50 will be retained. Students who are being sponsored by an official financial sponsor as defined by the UK Visa & Immigration (UKVI) may request a deposit waiver by sending evidence of their sponsorship with their Offer Acceptance Form.
64. Where a student joins a different UAL course to the one for which they originally accepted an offer of a place, they may put their deposit towards the fees for that course (this does not apply to short courses or English Language courses). If a student is allowed to defer their place, their deposit may be carried forward to the next academic year.

## M. GENERAL FEE POLICY AND PROCEDURES

65. Fees are payable in full at or by enrolment unless evidence of sponsorship is available or the student is entitled to pay their fees in instalments (see section I).

### *Refunds*

66. There is no general entitlement to a refund of tuition fees once a student has started their course, except in the case of overpayment or receipt of sponsorship after payment of the fees by the student or where the University has committed to giving a refund under the student terms and conditions [of enrolment]. Refunds for other reasons will only be made in specific circumstances as set out below.
67. Where a fee refund is agreed it will be made payable to the individual or organisation that originally paid the fees. If a third party paid a fee deposit on behalf of an applicant or student then any refund is made to that organisation. To comply with money laundering regulations refunds can only be made to the bank account from which the original payment was made.

### *Early withdrawals within first three weeks of course*

68. Where a student withdraws from their course during the first three weeks of the first year of study the University will waive any tuition or associated fee liability relating to attendance on that course. Where this results in the payment of a refund to the student an administrative charge may be payable.
69. Further information is provided as follows:
  - a) This applies to students starting a new course only, and so students starting the second or third year of a course are not covered by this policy.
  - b) Direct entrants to the second or third year of a course are included, as are students starting a top-up BA course.
  - c) This **does not** apply to Artscom, Language Centre or other uncertificated courses or to certificated short courses lasting for 15 weeks or less. It **does** apply to all levels of course: FE, undergraduate and postgraduate. It also applies to full-time as well as part-time students and covers self-paying students.
  - d) This applies to all categories of student: Home, EU and International. For International students the entitlement to a refund does not cover any deposit payable. Existing arrangements determining whether a deposit may be refunded are unchanged.

- e) Where a student joins a course after the normal course start date the three-week period starts from the date upon which the student starts attending the course.
- f) If a student does not complete the formal enrolment process until after starting to attend a course the three week period starts from the point of first attendance on the course, not the enrolment date.
- g) Where the first week of a course includes a “Freshers’ Festival” or similar activity then this week is included in the three-week period covered by this policy.
- h) This policy only covers students who start their course and then withdraw from the course.  
**It does not affect the existing requirement for students to pay their tuition fees in full (or provide evidence of sponsorship) on or by enrolment, and it does not in any way sanction an extended deadline for the payment of fees.**

*Withdrawal after three weeks of course*

70. It is currently University policy for a student who withdraws three weeks or more after starting their course to be liable for the full year’s fee, except in specified circumstances as set out below:

- a) Where a student with an SLC tuition fee loan withdraws from their course, the University will only receive the relevant proportion of the SLC fee loan triggered by the student’s attendance on the specified census date(s). For example the University will only receive the Spring term fees payment if the student is continuing to attend during that term. The fee liability of an SLC-sponsored student who withdraws from their course will therefore be restricted to the amount of fee payable by the SLC, and the student will not be liable to pay the balance of the course fee not met by the SLC. This applies equally to FE students taking out an FE SLC loan.
- b) Where an International student is prevented from continuing on a course due to refusal of their visa application.
- c) Where a student is prevented from continuing on a course due to medical or other exceptional reasons, or where a curriculum-related student complaint against the University has been upheld. In both these situations the relevant Dean must endorse and submit a refund request to the University Secretary and Registrar for consideration.
- d) In the unfortunate event of the death of a current student there is an entitlement to a full refund of any tuition fees paid by the student for the academic year in question. The normal requirement to produce evidence will be waived where it would be inappropriate in the University's reasonable opinion.

71. The ‘SLC loan exception’ (paragraph 71a above) also covers a situation where a student can demonstrate that they have applied for SLC fees support but not yet received it. As long as the student can produce evidence to show that they have *applied* for SLC support then they can be treated in the same way as those whose fees are being paid by SLC. In these situations, even if the student withdraws from the course before any payment of fees could be made, they would not become personally liable for the payment of any fees if they withdraw from their course as long as they can show that they had applied to the SLC for fees support.

72. Application for SLC support does not automatically exempt a student from fees liability where that application would be expected to be unsuccessful, for example in the case of an international or ELQ student.

73. Where a student's fees are being paid partly through a SLC loan and partly through up front payment then only the element of the fees paid through a SLC loan will be covered by paragraph 71a above.
74. Paragraph 71a above also applies to Home or EU FE students who are entitled to take out a SLC tuition fee loan which would potentially cover their tuition fees.
75. Anyone not covered by these exceptions (for example continuing students paying their own fees or sponsored students) will continue to be liable for the full fee if they withdraw from their course.

#### *Referrals and re-sits*

76. Where a student is referred by an exam board and given more time to resubmit their work without needing to attend classes or receive further tuition there is no separate tuition fee payable. However where a student needs to re-sit all or part of a course then the relevant fee needs to be paid. This is calculated on the basis of the academic credit value of the repeated study in relation to the full academic year.
77. The fee rate used for this calculation is subject to inflationary adjustment – see section F for more information.

#### *Suspension of studies (full/partial year out)*

78. There may be circumstances in which a student may request a full or partial year out from their studies. Where such a request receives academic approval then as long as there is no repeated study the tuition fee originally paid will be held over to cover the delayed period of study. Any inflationary adjustment to the standard fee due for the delayed year of study will need to be paid. See section F for more information.
79. There is no automatic entitlement to a refund of any tuition fees paid in respect of a part of the course covered by the suspension of studies. However in line with paragraph 53 above, in exceptional circumstances (which could include where the year out is taken due to financial difficulties) the student can request a refund of the element of the fee already paid which covers the period of suspended study. This should be done through submitting a request to the local Fees Manager. Where this is exceptionally agreed the refund will be calculated on the basis of any terms for which no attendance has been made. Any outstanding fees would need to be paid in full (including any relevant inflationary adjustment) before the student can resume their studies.
80. Where any repeated study is involved when a student returns from a full or partial year out then the relevant fee (pro rata to the current fee) will be payable. Where an FE student repeats a period of study the awarding body registration fee does not normally have to be paid again.

#### *Transfer to another UAL course*

81. Where a student transfers mid-year to a different course within the University then the fee paid will be apportioned between the relevant schools/colleges. Where the rate of fee for both courses is the same then no further fee is payable by the student. Where the rate of fee for the two courses is different then a pro rata calculation will be carried out for each period of study and the student either asked to pay the balance due, or refunded, as appropriate. The same will

apply where a student changes their mode of study (i.e. where a full-time student moves to the part-time version of the same course).

82. The same principle applies where a student moves to another course at the University but does not join at the same point (for example leaves mid-course and then starts a new course at the beginning). Any tuition fee paid for the former course will be apportioned on the basis of actual study undertaken, and any remaining funds can be carried forward to contribute towards the fees for the new course.
83. Where a student takes time out from a course (partial or full year out) and then decides to request a transfer to a different UAL course then the position is the same as in paragraphs 82 and 83 above. However this only applies where it has already been agreed that the student may take time out from their course. Where a student withdraws from a course and then applies to join a different UAL course the fee liability for the first course is the same as with any other student withdrawal.

#### *Transfer to a course at another institution*

84. Where a student transfers mid-year to a course at a different institution then that institution may request that an appropriate proportion of the fees is transferred to them to cover tuition for the remainder of the academic year. Such a request will be agreed to where the 'receiving institution' undertakes to reciprocate in future where necessary. Any student in this situation should consult their local Fees Manager in the first instance.
85. Where the transferring student has taken out an SLC loan to cover their tuition fees then the fees will continue to be paid to the institution where the student is studying on each specified termly 'census date'. Fee income will not be apportioned between institutions in these circumstances.

#### *Joining a course after the start*

86. There is no entitlement to a reduction in the fee due where a student joins a course later in the relevant term. However in the unlikely event of a student joining a course a full term after the start of the course (for example joining an autumn term start course in January) then they would not be charged a tuition fee for any term during which they had not yet started their attendance on the course.

#### *Courses spanning more than one academic year*

87. Where a course spans two sessions (e.g. running from January to December), annual fees should be charged based on the fee for the session in which the student enrolls, e.g. a full-time postgraduate student who enrolls on a one-year course in January 2017 would be charged for the course ending December 2017 at the 2016-17 rate.

#### *Foundation degree students progressing directly to BA study at UAL*

88. Where a student undertakes a foundation degree course at UAL and progresses without a break on a UAL top-up BA course or onto the final year of a UAL BA course then the tuition fee payable for the BA course will be calculated on the basis that the student is undertaking a single three-year programme of study and not starting a new course. This will apply equally to Home, EU and overseas

students. Students in this situation will normally need to successfully complete a foundation degree bridging course before starting the BA course.

#### *Erasmus and other exchange students*

89. Students on 'incoming' Erasmus exchange programmes (Home/EU or overseas) are not charged a tuition fee. The same applies to incoming students on non-Erasmus exchange programmes, unless the relevant exchange agreement says otherwise.
90. Home/EU students on "full year" outgoing Erasmus and non-Erasmus exchange programmes are charged a tuition fee (£1,350 in 2016-17). Students on any other outgoing Erasmus and non-Erasmus exchange programmes are treated as standard students and therefore normally charged the full fee for the course.
91. For purposes of Erasmus or non-Erasmus exchange programmes a 'full year' is defined as a year in which the aggregate of any one or more periods of full-time study at the University is less than 10 weeks. The administrative arrangements for these schemes are complex and further advice should be sought from local Fees Managers or other College staff where necessary.

#### *Student liabilities and non-payment of fees*

92. In order to progress or complete their University education satisfactorily, students should meet all obligations associated with the University, College and course in full.
93. The obligations associated with the University, the College and the course include the following:
  - Payment of all fees related to the course
  - Payment of any Residence fees or accommodation charges
  - The return of any borrowed property, including books, visual aids and equipment or payment of compensation if the property has been lost
  - Repayment of any loans, e.g. hardship loans, made by the University
  - Any academic requirements.
94. A student failing to comply with these obligations will be regarded as having outstanding liabilities, unless such obligations have been discharged or explicitly excused. Procedures for managing student debtors are documented separately.
95. A student with outstanding tuition fee liabilities may be excluded from learning activities until payment or explicit agreement has been effected. Where a student does not pay their outstanding tuition fee liabilities to the University within a reasonable time, the University reserves the right to expel them from the University, terminate the Academic Contract between them and the University and to not allow them to attend graduation (where relevant) at the end of their course. Although having an outstanding liability will not affect the assessment process, it will affect a student's ability to progress to the next year of their course or to receive their certificate or transcript.

#### **N. EXCEPTIONAL FEE PAYMENT ARRANGEMENTS**

96. Any student experiencing financial difficulties during the course of the academic year should consult the Student Advice Service in the first instance. Where this leads to a request for exceptional fee payment arrangements this should be discussed with their local Fees Manager.

Where supported by the College exceptional fee payment requests are submitted to the University's Fee Policy Group.

*Political difficulties affecting payment of fees*

97. There may be some students who encounter difficulty with the payment of their fees through political or other reasons beyond their control. This could for example potentially apply to students from Ukraine or Syria. Any student in such a situation should discuss their case with their local Fees Manager.

O. COMPLAINTS AND APPEALS

98. Where a student or applicant is dissatisfied with their fee assessment (i.e. Home, EU, Islands or Overseas) then they should request a written reason for their assessment from local Admissions staff. If they then wish to challenge the basis for the assessment they should contact the Head of Admissions in the University's Academic Registry.
99. Where a student or applicant is dissatisfied with their level of fee they have been asked to pay, or wishes to make a complaint about a fee-rated matter, they should raise the matter with their local Fees Manager in the first instance. If dissatisfied with the outcome the student should invoke the University's complaints and appeals procedure, which is set out on the University's website.
100. Where a student or applicant wishes to appeal against a decision of the Fees Policy Group they should seek advice from their local Fees Manager who would explain the grounds for appeal and the process. The grounds for allowing an appeal are extenuating circumstances or material irregularity. The appeal would go to the Dean of Students for consideration and the student would be notified of the outcome within 14 days of the submission of the appeal.