

Tuition Fees Policy*

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**Sources of help and information for students can be found at
paragraph 4 of this Policy**

Policy control

Approved by

VCEG

1. Purpose

1 Background

- 1.1 The University of Bedfordshire (“the University”) is set up constitutionally as a charitable body, operating sustainably as a not-for-profit organisation. It reviews and publishes its fees annually, including Tuition Fees (“Fees”) and other charges (“Charges”).
- 1.2 This Tuition Fees Policy is intended to make clear to students and others how all major aspects of Fee setting and collection will operate, alongside arrangements for recovery and penalty in event of financial default and the basis upon which refunds may be made in certain circumstances.

2. Policy

2 Principles

- 2.1 This Policy applies to all students whose fees are payable to the University, and to applicants where applicable, and any staff member who registers as a student. It does not apply to individuals registered on apprenticeship courses.
- 2.2 The Fees applicable to each course, mode of study, and student tuition fee status for each academic year are published on the University’s website at:
<https://www.beds.ac.uk/howtoapply/money/fees> .
- 2.3 As may apply to Postgraduate Research degree students only, any Pre-approved Extension period (“PEP”) fee constitutes ‘Fees’ for purposes of this Policy.
- 2.4 Fees must be paid before students register with the University or at registration, subject to paragraph 5.3¹
- 2.5 In addition to Fees, Students may be required to pay Charges. Charges would include the following:
 - i) Additional course costs, i.e. costs that the students may necessarily incur in order to meet the requirement of study. Details of these can be accessed via the webpage for each course.
 - ii) Accommodation costs
 - iii) Library fines e.g. for overdue book loans
 - iv) As may apply to Research Graduate School students, Bench Fees, as notified in the University’s Offer letter and accepted by the student, for use of specialised facilities and/or equipment
 - v) Debt-collection costs
 - vi) Administrative charges
 - vii) Any other liabilities to the University incurred by the student

The terms and conditions applying to these Charges will be advised separately to students, and such terms and conditions will have precedence in the event that they appear to conflict with this Policy. In the event that no separate terms and conditions are advised or they do not appear to address a particular matter then this Policy will apply to those Charges.

¹ Registering with the University is the process by which an individual is confirmed as a student of the University

Fee. These fees then apply when applicants complete their registration at the University and become students of the University.

3.6 This Policy applies to all students registered on a course of the University taught and/or supervised by University staff or those contracted by the University to do so, including students who may be studying at the campuses of Partner Institutions.

3.7 Unless published to the contrary at the outset of a course, students will be liable for the Fees in future years of registration as may be approved by the University for those future years, in line with the criteria set out at paragraphs 3.3 and 3.4 above.

3.8 The University reserves the right to correct administrative errors and to 1.1 (o)--13.13 9.96 66 631ni oh do ssite().

- 5.4 Students who are undertaking cross-stage study will be liable for the full payment of their Fees for the level of study into which they have progressed, in accordance with the principles set out at paragraph 5.1, notwithstanding that they are continuing to study units for a prior level too.
- 5.5 Students who complete a compressed course such that their registration onto the next level of study is less than twelve months from their original registration date will be liable for the full payment of their Fees for the level of study into which they have progressed if they are self-funding or sponsored students. The only exception will be for students undertaking compressed courses whose Fees are being paid in full by direct payment to the University, e.g. by the SLC.
- 5.6 Students whose Fees are paid by the SLC directly to the University will be adjusted, having regard to external rules as to the timing of payments. For example the SLC will only make payment for one year of study in any twelve month period, and therefore payment to the University for students who have undertaken a compressed course will not match the profile of study in the subsequent years. This will also affect the timing of maintenance loan payments from the SLC to such students.
- 5.7 A student wishing to rely upon SLC funding for payment of their fees directly to the University must provide evidence at the point of registration of either the SLC's approval of funding or that a plausible application for SLC funding has been submitted. This shall not apply to students who are seeking funding from the SLC where a plausible application for SLC funding has been submitted.

6 Consequences of Failing to pay Fees and Charges

6.1 If a student fails to make an agreed payment for Fees on its due date, the student will be considered to be not in Good Financial Standing, will become immediately liable for payment of the full balance of their Fees. They will not normally be permitted to establish a new payment arrangement and may be subject to further action by the University, such as termination of registration as a student, and/or referral to a debt collection agency. A student whose debt is referred to a debt collection agency will become liable for Charges in addition to the balance of the debt owing to the University.

6.2 A student whose registration is terminated will not be permitted to continue studies on their course, receive any award certificate, or attend a graduation ceremony. They will remain liable for payment of the debt and any associated Charges. An international student whose registration is terminated will have their visa sponsorship withdrawn and their case will be reported to UK Visa and Immigration Service (UKVI). Students whose registration has not been terminated but who owe money relating to other Charges will not be prevented from graduating but will remain liable to the University.

8 Refunds of Fees and Charges

- 8.1 Refunds will not be made except as specifically provided in this Policy (including the Annex) and where appropriate, the separate rules and regulations applying to any Charges, including in relation to accommodation and graduation. This applies equally to any Fees and/or deposits that may be paid by students before the point of registration.
- 8.2 Ordinarily the University will not seek recovery of Fees from such students who withdraw in accordance with the University's own processes for withdrawal and, where applicable, the SLC's 'HEI Services Guidance Note'². However students doing so should note that SLC may recover monies due under their loan and should contact the SLC for early guidance.
- 8.3 Subject to the other provisions of this section, refunds will be considered in accordance with the terms of the Annex.

9 Institutional Partners

- 9.1 The ambit of this policy is as set out at paragraph 3.6. The Fee arrangements for students at Further Education Colleges or Other Institutional Partners are as follows:
- i) **Further Education Colleges.** National arrangements for undergraduate Fees apply to the setting of Fees of higher education programmes based in the partner Further Education Colleges of the University. This Tuition Fee Policy applies where Funding Body Grants and Fees are routed through the University (including Fees payable on a student's behalf by the Student Loans Company or other sponsor organisation). For Fees charged directly by the College, Students should consult the respective College Finance Office for information. Scholarships and bursaries for University Students based in Further Education Partner Colleges (where they are applicable), are distributed locally and the College Finance staff should be consulted rather than the Student Loans Company or the University. In cases of serious concern about charges or dispute about Fees, however, matters should be raised with the Centre for Academic Partnerships of the University.
 - ii) **Other Institutional Partners.** This Policy will not apply to Students studying at Partner institutions on teaching provision that may have been franchised to the Partner by the University or validated by the University, including any franchised and/or validated students at Partner institutions where mixed model delivery is in place. Terms and conditions relating to fees for franchised and/or validated students (including where mixed model delivery is in place) will be those of the relevant Partner Institution unless they specifically refer to this Policy as part of those terms and conditions.

10 Staff as Students

- 10.1 Fees and Charges and payment terms for courses at the University taken by members of staff are the same as for all other students. Staff may refer to the intranet for the Training – Assisted Study and Request for CPD Policy, and the Staff Postgraduate Research Degree Policy.

11 Complaints

- 11.1 In the event of any matter of interpretation or application of this Policy, students may bring a complaint under the University's Complaints Procedure. Information regarding the student complaints procedure can be found at:
<https://www.beds.ac.uk/student-experience/academic-information/complaints/> .

² http://www.heiinfo.slc.co.uk/media/5858/he_i_services_-_courses_service_term_dates_guidance_note_-_2014.pdf

- 7 As statutorily required, applicants receiving an offer of a place on a course will have a 14 day cooling-off period within which they may reject the offer and formally request a refund of any fees actually paid by them to the University. The cooling-off period will normally be deemed to start from the date of the Offer Letter and it is therefore normally expected that the cooling off period will have expired prior to registration. However where, exceptionally, the cooling off period does not expire prior to registration, then the Fees and Charges applied during the 14 day cooling off period will normally be waived by the University.
- 8 Refunds are made by the Finance Department following receipt of notification and authorisation. Refunds may take up to 4 weeks to be processed to allow adequate time to confirm that the monies being refunded have been received and will not be reclaimed by the bank or credit/debit card company used by the student to make the payment e.g. in the event of insufficient funds being available on the Student's account.
- 9 The requirement of the UK Money Laundering Regulations (MLR) will apply to all refunds as current in the University's interpretation at the time a request for a refund is processed by the University. In the event of any conflict between the MLR and this Policy, the Finance Department's interpretation of the MLR and of its interaction with this Policy shall have precedence.
- 10 As required by the MLR, refunds shall be made to the same source as that from which the original payment was received and using the same payment mechanism, except for payments made from UK bank accounts where refunds will normally be made by cheque. Any refunds of payments made to the University in cash will normally be made to a bank account in the student's home country. Further assurances about the legitimacy of any financial transaction may be sought and the student may be required to provide additional documentary evidence before a refund can be made.

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