

## STUDENT FEES AND REFUNDS PROCEDURE

### 1 INTRODUCTION

The purpose of this procedure is to outline the responsibilities of the University and the student in relation to fees that may be charged to an enrolled student undertaking a programme of study with the University. Charges include, but are not restricted to: Tuition fees, Accommodation fees, other miscellaneous charges

In the event of a student withdrawing from the University prior to the end of their studies, pro-rata fees will be applied for tuition and accommodation unless evidence can be provided for either medical or compassionate grounds. Calculation of these charges is shown below. Any refund of tuition fees and/ or reduction in tuition fee liability is at the discretion of the University of the West of Scotland.

### 2 RESPONSIBILITIES

Fees are chargeable for all tuition and any related services arising as a result of being an enrolled student. It is the responsibility of the student to ensure that funding is in place, or has been applied for in the case of SAAS funded students, prior to enrolment. All fees remain the responsibility of the student until settled in full.

Any student experiencing payment or funding difficulties should contact the Accounts Receivable team on 0141 848 3271. Students experiencing financial hardship are advised to contact the Funding & Advice team at Student Services by emailing [fundingadvice@uws.ac.uk](mailto:fundingadvice@uws.ac.uk) or visiting the Student Link on any campus. Alternatively Students can seek advice from the Students Association at [welfare@sauws.org.uk](mailto:welfare@sauws.org.uk).

It is the responsibility of each student

- to ensure funding is in place sufficient to cover all fees and living costs for the duration of their enrolment with the University
- to ensure that all fees chargeable by the University are paid by the due date
- to advise the University immediately if any fees will not be paid by the due date

Every student is given a UWS student email account in the form of [bannerid@studentmail.uws.ac.uk](mailto:bannerid@studentmail.uws.ac.uk). It is every student's responsibility to check their student email account regularly as important information from lecturers and other staff will be sent to this address.

The University will communicate with students through their student email account to notify any fees due or outstanding, with the expectation that students will respond by paying the fee or will advise the University of any reason for non-payment.

### 3 PROCEDURE

#### 3.1 Tuition Fees

Tuition Fees are payable for all programmes of study at the University. In order to complete the enrolment process all students must satisfy one of the following conditions:

- 1) For those students whose fees are to be covered by Government or Sponsor funding:
  - Student Awards Agency for Scotland funding should be in place for the full fee, or
  - Student Loan Company funding should be in place for the full fee, or
  - A Sponsor purchase order must already have been provided for the full fee
- 2) For self-funded students:
  - The tuition fee can be paid in full at enrolment via the online payment facility, or alternatively
  - A payment plan must be selected during the enrolment process and the required deposit paid via the online payment facility

Any student requiring a Confirmation of Acceptance for Studies (CAS) in order to satisfy UK Visas and Immigration (UKVI) regulations must first pay part or all of the fees (see paragraph 3.2 “Non-EU students” section for more information). In the event of a visa being refused the student may apply for a partial refund of this deposit, after deduction of administration costs.

#### 3.2 Tuition Fee Payment Plans

Payment plans are at the discretion of UWS and may differ according to the specific enrolment circumstances of each student.

Currently self-financing students who are unable to pay in full at the time of enrolment can agree a payment plan based on the following conditions:

- Scottish & RUK students will be required to pay a minimum deposit at time of enrolment with remaining balance to be paid by instalment on 10<sup>th</sup> October – 10<sup>th</sup> April by recurring debit/credit card
- Non-EU students will be required to pay their tuition fees in three instalments with the first being due prior to CAS/Enrolment. Full details can be found on the University website:

<https://www.uws.ac.uk/money-fees-funding/payment-methods-pro-rata-charges/tuition-fees-payment-methods/>

#### 3.3 Accommodation Fees

Accommodation Fees are payable by all students wishing to stay in University Residences. In order to secure a place in a University Residence all students must satisfy the following conditions:

- Make payment of required deposit
- One of the following two payment options must be confirmed:
  - An approved payment plan must be entered into or
  - The balance must be paid in full prior to obtaining the key for your accommodation

## **4 WITHDRAWALS AND TUITION FEE REFUNDS**

### **4.1 Costs of Withdrawal for Students funded by SAAS or tuition fee loan**

Any Scottish or EU undergraduate who is funded by SAAS (Student Awards Agency for Scotland) and who subsequently withdraws or suspends before the SAAS census date of 1st December, will become liable for the fee due for their period of study up to this date. SAAS will not pay any tuition fees to the University if a student leaves before the census date.

Any English, Welsh or Northern Irish undergraduate electing to take a tuition fee loan and who subsequently withdraws or suspends before the liability dates will become liable for the fee due for their period of study.

### **4.2 Calculation of Fee liabilities for withdrawn Students**

The University will apply the rules shown below when calculating fee liability for students who are withdrawn from University. These rules apply to all students including self-funded and sponsor-funded students in addition to students referred to in paragraph 4.1

<b>Withdrawal date</b>	<b>Fee liability</b>
Within 2 weeks of the start of trimester one or programme start dates for non-standard programmes	No fee
Thereafter	Pro-rata on the number of weeks in attendance

In the case of programmes of study where fees are credit based, or which are designated by the University as distance learning, the fee liability will be calculated on the number of credits for which the student is registered.

### **4.3 Refunds**

Any refund of tuition fees is at the discretion of the University of the West of Scotland.

In all cases, any other debt owing to the University will be subtracted from any refund of fees.

The calculation of any refund which may be due will be based on personal contributions that have been paid for tuition fees less the fee liability

In the case of students who have left their programme of study refunds will only be made when the University's student withdrawal procedure has been correctly followed and the student is recorded as withdrawn in the University student records system. Retrospective or backdated withdrawals will be verified against University attendance records. If this is not possible the date of withdrawal will be taken as the date that the notification of withdrawal is received by Student Administration.

Where tuition fees are wholly or partially paid by a third party, the refund rules will be superseded by any relevant arrangement agreed by the University, concerning the student and the third party.

Where a student undertakes an approved temporary suspension of their studies, tuition fees already paid will not normally be refunded but retained until studies are resumed or permanent withdrawal occurs. Students who suspend their studies remain liable to pay any outstanding fees which may be due at the point of suspension.

#### **4.4 Non-refundable Deposits – International Students**

If a student has received a CAS (Confirmation of Acceptance of Studies) from UWS and thereafter decides not to take up their place a non-refundable fee of £500 will be retained by UWS.

A student will be eligible for a refund (less £500 fee) in the event that they have applied for a visa to study at UWS and this has been refused by the UK Visas and Immigration (UKVI). A copy of the visa refusal letter must be provided to UWS.

The University will review each visa refusal on a case by case basis examining all of the facts before making an informed decision.

#### **4.5 Exceptional Mitigating Circumstances**

Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. The University shall consider each case on merit. Such cases must be submitted in writing to the Accounts Receivable team who shall liaise with the appropriate departments. Cases based on serious medical problems or bereavement (where evidence can be provided) are usually accepted, but academic and financial difficulties are not normally regarded as acceptable reasons for any refund or reduction in fee liability.

Complaints about refund decisions or the refund process should be put in writing and addressed to the Complaints Officer

#### **4.6 Payment of refunds**

All refunds will be calculated in UK Sterling. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.

All refunds will only be made to the bank and account holder (or other financial institution) that originally paid the fee. Payments cannot be made to third parties under any circumstances. Where payment of tuition fees is split between more than one payer, any refund due will be made in proportion to the original split.

All refunds will be paid back by the original payment method, except cash which will be refunded via bank transfer (Refunds are not made in cash)

Documentary evidence of sponsorship is required before any refund of personal contributions towards fees can be considered. This may include copies of award notices from funding bodies or letters from sponsors confirming details of the tuition support to be provided.

Two weeks should be allowed from requesting a refund to receiving it.

#### **4.7 Exclusions**

This refund procedure does not cover the following:

- Accommodation fees –the relevant campus Accommodation team should be contacted.
- Library debts – Information can be obtained from the Campus Library.
- Field trips – The School should be contacted about these
- Purchases made from the UWS Online Store – please refer to the sites 'Terms & Conditions of Sale' or product specific 'Terms'

### **5 COMMUNICATION**

Further information regarding tuition fee and refunds can be obtained by e-mailing the Accounts Receivable team at [ar@uws.ac.uk](mailto:ar@uws.ac.uk), or by phoning 0141 848 3271. To help us deal with enquiries, the student number should be quoted in all correspondence.