

## **Tuition Fee Policy**

### **1. Introduction**

- 1.1. The University of Worcester (the University) is committed to a fair and transparent policy in respect of charges made to a student of the University (whether they study at the University or a partner organisation).
- 1.2. The University annually charges tuition fees for its programmes of study. The University reviews these fees and its fees policy annually. Tuition fees for students are liable to change year on year reflecting increases in costs of delivery but are set in advance and are available on the University website at [Course Fees](#).
- 1.3. The University will use reasonable efforts to provide students and, where applicable, the student's sponsor(s) (an organisation or employer who is funding the student) with prompt notification of any fees or charges due to the University, along with details of the arrangements for payment.
- 1.4. Defaults on payment are treated seriously and may lead to sanctions being taken against the student, which are described in the University's Debt Management Policy at [Debt Management Policy](#).
- 1.5. In addition to tuition fees, students may be required to pay Charges. These are all costs levied by or on behalf of the University other than tuition fees and may include Charges for accommodation, field trips, bench fees, fines, booking fees, breakage and debt collection.

### **2. Setting Tuition Fees**

- 2.1 The University reviews its fees and its fees policy annually. The Board of Governors has overall responsibility for the University's fee framework.
- 2.2 The University reserves the right to amend and alter its fees following appropriate internal scrutiny and consultation. Changes will only be made as allowed by the terms of this policy.
- 2.3 Tuition fees for the first year of study will be stated in the applicant's offer letter.
- 2.4 Fees are likely to increase between academic years. The upper limit the University may charge undergraduate full and part-time UK and EU students for their tuition fee is currently set by the Government. All other fees are set by the University and where possible these increases will be kept in line with forecast RPIX inflation for the academic year, although the University reserves the right to vary fees by any amount when business conditions, such as delivery costs, make such increases necessary and appropriate.

- 2.5 Students on courses where whole duration fees are published or where year on year fee increases are specified in advance will not have additional fee changes made during the course of their registration unless a break in study occurs.
- 2.6 All fees published by the University are in GBP £ sterling unless stated otherwise.
- 2.7 The University will not raise the fee for modules or a programme of study during the course of an academic year.
- 2.8 The Director of Finance or nominee may vary fees or agree payment schedules.

### **3. Calculating Tuition Fees**

- 3.1 The tuition fee for each student is determined by the subject, the level, the course, the mode of study, the number of academic credits that the student is taking and the student's fee status.
- 3.2 Students who are uncertain of their mode of study or fee status should contact the Admissions Office.
- 3.3 Full-time course tuition fees are charged at a set annual rate and are not calculated in respect of the number of credits being studied, unless a student is repeating modules or qualifies as a new entrant on a full-time course with recognised prior learning.
- 3.4 Part-time course tuition fees are normally based on the number of modules being studied and will be a pro rata of the full-time tuition fee. An additional administrative charge may be included within this fee.
- 3.5 Information about tuition fees is issued to students in their offer letter. Information for all programmes is also available from the University website. The exact tuition fee is calculated once students have registered, when the University has verified information on academic standing, eligibility for scholarships, partial fee waivers, financial penalties, fee status, funding position and other factors.
- 3.6 Students will pay tuition fees according to the fee regime in force at their initial registration on the programme of study, subject only to annual increases. This commitment will hold good for the normal course length plus two years. After this time has lapsed, if for any reason students have not completed their course, including periods of interruption, students will be charged the new fee regime. However, students eligible for tuition fee loans from the SLC under an old fee regime will continue to be charged this fee regime.
- 3.7 If a student is required to retake a module the retake is charged at a full module rate.
- 3.8 The University reserves the right to correct administrative errors and to recover associated shortfalls in fee. The Director of Finance or nominee will consider the impact this might have on a case-by-case basis to determine a payment plan if deemed to be appropriate.

### **4 Deposits**

- 4.1 The University reserves the right to require a deposit towards student tuition fees.
- 4.2 Details of any deposit that a student is required to pay will be set out in the offer letter.

- 4.3 Where a deposit is required a place will not be guaranteed until it is paid, and the University reserves the right to withdraw the offer of a place on the programme without further notice if the deposit is not paid by the date stipulated in the offer letter.
- 4.4 Deposits paid are normally non-refundable, however in exceptional circumstances a refund, after deducting administrative costs of £500, may be considered. Please see the University's terms and conditions for further details: [Terms and Conditions](#).

## **5 Payment of Fees**

- 5.1 Students retain ultimate responsibility for the payment of their fees, even if the fees are paid by a third party. The only exception is for students on programmes that have been directly commissioned by a third party.
- 5.2 All payments made to and from the University in respect of student fees, fines and other charges must be made in £ sterling. Any currency conversion costs or other charges incurred in making a payment or in processing a refund shall be borne by the student or the third party making or receiving the payment and shall not be deductible from the amounts due to the University.
- 5.3 The University does not accept cash for payment of tuition fees. All payments must be made electronically by bank transfer or credit/debit card.

### **UK/EU (settled and pre-settled status)**

- 5.4 UK/EU settled and pre-settled status students undertaking study lasting one or more academic year, may apply for a tuition fee loan from the Student Loans Company (SLC) in accordance with published guidelines. Students may also choose to make a full or partial contribution to their fees at the time of registration. Students may be required to provide the University with evidence that they have applied for a tuition fee loan from the SLC and that their application has been accepted. If the SLC withdraws financial support or refuses to pay all or part of a student's tuition fees, the student will be responsible for the fees and must pay promptly. Students who require funding from the SLC must apply for funding for each academic year.
- 5.5 UK/EU settled and pre-settled status students not eligible for or not electing to take out an undergraduate tuition fee loan are normally required to pay their fees in one of the following ways:
- in full at registration,
  - in six equal instalments by credit/debit card starting on the 1<sup>st</sup> day of the month following the course start date as detailed below (3 instalments if studies completed within 1 Semester)
  - or 3 instalments if a student is in receipt of a Post Graduate Loan from Student Finance England in line with the Loan payment dates.

<b>For courses starting in</b>	<b>First payment</b>	<b>Last payment</b>
September	1st October	1st March
October	1st November	1st April
November	1st December	1st May
December	1st January	1st June
January	1st February	1st July

February	1st March	1st August
March	1st April	1st September
April	1st May	1st October
May	1st June	1st November
June	1st July	1st December
July	1st August	1st January
August	1st September	1st February

- 5.6 Part-time students studying for individual modules, or full-time students re-taking modules are required to pay the module fee in full within 30 days of the module start date.
- 5.7 Where fees are to be paid by a third party, students are required to provide written evidence of this funding before or at the point of registration so that the third party can be invoiced. If this is not supplied the student will be invoiced the fee and will need to arrange payment. In the event that a third party fails to pay or fails to make timely payment, the student will be invoiced the outstanding fee.
- 5.8 If a student is late in registering the payment plan will be amalgamated to meet the remaining instalment dates and the end date is NOT extended to compensate. For example: all tuition fees must be paid on or before the 1<sup>st</sup> March for students who start in September or all tuition fees must be paid on or before the 1st July for students who start in January.

#### **International and EU non settled /non pre settled status students**

- 5.9 International and EU non settled/non pre settled status students are required to pay their tuition fees as follows:
- a) in full at registration, or
  - b) Semester 1 starts: 50% prior to Semester 1 (30th September) or before re-registration whichever is earliest and 50% prior to Semester 2 (31st January)
  - c) Semester 2 starts: 50% prior to Semester 2 (31st January) or before re-registration whichever is earliest and 50% prior to Semester 1 (30th September)
- 5.10 Students on fast-track or other programmes with non-standard dates may have different payment terms and, if applicable, these will be detailed in the student's offer letter.
- 5.11 Fees for pre sessional courses are required to be paid in full prior to the commencement of the course.

#### **6. Scholarships and Fee Bursaries**

- 6.1 Full details of all Bursaries, Scholarships, Loans and Grants are provided on our Scholarships webpages at: [Home Scholarships](#) and at [International Scholarships](#).
- 6.2 A 15% study abroad discount is available to students from a partner University studying an undergraduate course full time for one year or one semester.
- 6.3 A 20% alumni discount is available for University graduates (first degree or above) on the published fee for the first and subsequent years of any full-time MA/MSc/MBA/MPhil or PhD programme(s)

excluding graduate entry medicine. This discount does not apply to students progressing from a Foundation Degree/Higher National Diploma as they are not a first degree.

- 6.4 A 15% staff family discount is available for any student studying a full time undergraduate or postgraduate programme, excluding graduate entry medicine, who has an immediate family member working directly for the University. The staff member must be a permanent member of staff having worked (full or part-time) for the University for at least one calendar year prior to the award of the discount. Where a programme lasts more than one academic year, this discount is applicable for the first and subsequent years but will cease to apply if the family member leaves the employment of the University. For the purposes of this section, an immediate family member means the students':
- a) brother or sister
  - b) parent or child
  - d) husband, wife or civil partner.
- 6.5 A 15% discount is available to all staff employed at a partner organisation. The staff member must be a permanent member of staff having worked (full or part-time) for the partner organisation for at least one calendar year prior to the award of the discount. Where a programme lasts more than one academic year, this discount is applicable for the first and subsequent years but will cease to apply if the member of staff leaves the employment of the partner organisation.
- 6.6 A 50% discount is available to staff employed at a partner organisation directly involved in the delivery of a University of Worcester programme, where the programme is related to the employee's role. The staff member must be a permanent member of staff having worked (full or part-time) for the partner organisation for at least one calendar year prior to the award of the discount. Where a programme lasts more than one academic year, this discount is applicable for the first and subsequent years but will cease to apply if the member of staff leaves the employment of the partner organisation.
- 6.7 A student is only eligible for one of the above discounts in any one academic year.  
A £500 early payment discount is available to International students who pay the full fee due to the University before 30<sup>th</sup> September Semester 1 starters or 31<sup>st</sup> January for Semester 2 starters.
- 6.8 Payments generated by the University including bursaries and expenses, will only be made to UK bank accounts, the details of which are digitally provided by the student. The student is responsible for ensuring these details are accurate and up-to-date at all times

## **7. Temporary or Permanent Withdrawal and Refunds**

- 7.1 Students have the right to withdraw from a programme of study and Academic Regulations relating to withdrawal can be found at: [Taught Courses Regulatory Framework](#)
- 7.2 Those wishing to withdraw from a Research degree can find the Regulations relating to withdrawal here: [Research Degrees Regulatory Framework](#)
- 7.3 Once a student has registered on a programme of study, they are expected to complete that programme within the normal study periods unless they withdraw temporarily or permanently from the University.
- 7.4 A student who wishes to withdraw temporarily or permanently from the University should do so by completing an on- line Withdrawal Form and submitting it to the University's Student Records Office. The date of last attendance will be the date the University is notified of the student's withdrawal by the completion of the online Withdrawal Form.

- 7.5 Students are entitled to a refund of any over-payment of tuition fees. Refunds will be returned to the originating source of monies using the UK banking and credit card merchant regulations. If the originating source is an International bank account this can result in delays due to the banking refund system. Refunds of tuition fees paid on a student's behalf by a third party will be made to that third party.
- 7.6 Students who withdraw before the start of the programme, with the exception of students who have paid a non-refundable deposit, may be eligible for a full refund of any tuition fee paid for that year, providing that prior to the commencement of the programme written notification has been received by the University
- 7.7 Any refund of tuition fees as a result of a student's temporary or permanent withdrawal from their studies will be conditional on the student having officially notified the University as described above. Tuition fees are liable up to the date the withdrawal request is received, failure to do so will result in full liability of fees for the relevant academic year.
- 7.8 Students who temporarily withdraw will be charged the published course tuition fee for the academic year they return to study.
- 7.9 Students who withdraw from a programme within the first two weeks of the start date of the programme, with the exception of students who have paid a non-refundable deposit, will receive a full refund.
- 7.10 Students who withdraw from the programme after the first two weeks of the start date of the programme, with the exception of students who have paid a non-refundable deposit, will receive a refund which will be calculated from the date the withdrawal request is received in line with the table below. Failure to notify the University will result in full liability of fees for the relevant academic year.
- 7.11 Charges applied will be as follows:

<b>Withdrawal Date</b>	<b>Percentage of Fee Charged</b>
<b>a) Home / EU settled and pre settled</b>	
<b>Full time</b>	
Day 1 – Day 14 of Term 1 (Exc induction week )	0%
Day 14 to end of Term 1	25%
Day 1 of Term 2 to end of Term 2	50%
Day 1 of Term 3 to end of Term 3	100%
<b>Part time</b>	
Day 1 – Day 14 of module	0%
Day 14 to end of module	100%
<b>b) International</b>	
<b>Full time</b>	
Day 1 of Semester 1 to end of Semester 1	50%
Day 1 of Semester 2 to end of Semester 2	100%
<b>Part time</b>	
Day 1 – Day 14 of module	0%
Day 14 to end of module	100%

- 7.12 Charges for Postgraduate Research Students (MPhil, MRes, PhD and Professional Doctorate) will be applied on a pro-rata basis, using number of months in attendance.
- 7.13 Students registered on short courses or stand-alone modules and who withdraw after the first two weeks of the start date of the programme are liable for 100% of the tuition fee from registration.
- 7.14 Any outstanding bursary or scholarship payments or similar benefits will not be paid to students who withdraw from the programme of study or interrupt their studies.
- 7.15 The University cannot guarantee continuation on the same bursary or scholarship or similar benefits following a period of temporary withdrawal. Where a student withdraws any scholarship will be removed in full.
- 7.16 Students who believe that they are eligible for a refund should put a request in writing to [creditcontrol@worc.ac.uk](mailto:creditcontrol@worc.ac.uk). The University reserves the right to charge an administration fee when processing refunds.

## 8. **Complaints**

- 8.1 Students should contact the Director of Finance in writing or by email to [creditcontrol@worc.ac.uk](mailto:creditcontrol@worc.ac.uk) if they have a concern regarding the following:
- incorrect application of this Policy, or
  - the accuracy of the fee they are being charged, or
  - the decision about the termination of studies and cancellation of registration with the University on financial grounds.
- 8.2 Students who remain dissatisfied may bring a complaint under the University's Complaints Procedure by presenting relevant evidence to support their concerns. Information regarding the student complaints procedure can be found at: [Complaints](#)