

INTRODUCTION

This Policy provides information and guidance on payment of all fees and fines whilst studying at Brunel University London (the University), including deadlines, sanctions and penalties for non-payment where applicable.

Students, including those whose fees are paid by a third party, are responsible for ensuring that all fees and fines are paid in accordance with this Policy.

Specific terms and conditions apply to the University's bursaries, scholarships and studentships. Please refer to the relevant funding information available online.

For fees purposes students are assessed as home/EU or overseas as determined by the fee status contained in the offer letter. Should a student's fee status be reassessed during their course there is no automatic entitlement to any retrospective fee reduction.

Home/EU Undergraduate student tuition fees are regulated by the UK Government and any increases will be in line with the Government direction. Overseas and Postgraduate Tuition Fees are subject to an annual increase. The University's general policies relating to the setting and payment of course and other fees are set out in [Council Ordinance 11 \(CO11\)](#).

The University publishes its framework of student course level fees, together with the levels of its miscellaneous and sundry fees and charges approved by the Executive Board, for each academic session. Information can be found on the University's website.

This Policy sets out the details relating to the University's course fees and other student fees.

This Policy should be read in conjunction with [CO11](#).

All fees are approved annually by the University's Executive Board.

UK STUDENT FINANCE

UK government student finance for eligible students is processed by the relevant Funding Body:

- Student Finance England
- Student Finance Wales
- Student Finance Northern Ireland
- Students Awards Agency for Scotland

Students should be aware that the amount that they are able to borrow as a tuition fee loan or a post graduate loan will be assessed and verified by the relevant funding body and that the University has an obligation to notify the relevant funding body of any discrepancies or inconsistencies in the details submitted.

Funding entitlements will be notified to the student by the relevant funding body. Where a funding application has not been confirmed to the relevant funding body or confirmation has not been received by the University, the full annual course tuition remains payable by the student. All debts to the University are pursued in accordance with the [University Debt Management Policy](#).

SPONSORED STUDENTS

If a sponsor is paying a student's course fees, the student must produce a letter at enrolment each year confirming the sponsorship's arrangements and amounts. The student will be responsible for any unfunded balance on their account with the University. All debts to the University are pursued in accordance with the [University Debt Management Policy](#).

1. SECTION 1: DEPOSITS, PAYMENTS, DISCOUNTS AND DEBTS

1.1. Deposits for Course Fees

- 1.1.1. For Home/EU applicants, the University may request a deposit.
- 1.1.2. All International applicants assessed as overseas for fees purposes will usually be required to pay a deposit at the point of being made an unconditional offer; this is normally non-refundable. Please view the [Admissions Policy](#) for full details of the deposit refund policy.
- 1.1.3. Where an applicant is required to pay a deposit, the deposit amount is up to 60% of the course fees for the first academic year.

1.2. Payment schedules

- 1.2.1. Course fees not paid directly by the Student Loans Company (SLC) or National Health Service (NHS) are payable as follows for Home/EU students commencing in September or October:
In six instalments, the first being due at or before registration, the remaining five payable each month from November to March inclusive.
- 1.2.2. Course fees not paid directly by the SLC or NHS are payable as follows for Home/EU students commencing in January:
In six instalments, the first being due at or before registration, the remaining five payable each month from February to June inclusive.
- 1.2.3. Course fees for students with an overseas fee status commencing in September or October are payable as follows:
60% of the full annual course fee due at or before registration, the remaining 40% due in January.
- 1.2.4. Course fees for students with an overseas fee status commencing in January are payable as follows:
60% of the full annual course fee due at or before registration, the remaining 40% due in March.
- 1.2.5. For students in receipt of a tuition fee loan from the SLC, the schedules for the payment of course fees will be determined with reference to UK Government legislation and guidance.
- 1.2.6. Students who register at agreed times outside of the normal academic cycle shall pay in similar instalment arrangements to those outlined above, as agreed with the Finance Department.
- 1.2.7. Students enrolling four weeks after their scheduled date for enrolment may not be entitled to pay in instalments.

1.3. Discounted Course Fees

1.3.1. Discounts for graduates of the University

Graduates of the University (those who have achieved their intended award) who are responsible for paying their own course fees in full (self-funding) and are registered for a postgraduate programme of study (including research programmes), the PGCE programme and the Graduate Diploma in Law (CPE) programme, will receive a discount of 15% on the net course fee due (i.e. the course fee after the application of any scholarship or bursary fee waivers).

Eligible students who are funding their studies with a career development loan, Postgraduate Loan (from the SLC) or a scholarship/bursary fee waiver, are considered self-funding for the purpose of this discount.

Students whose course fees are paid by a third party, either partially or in full, are not usually eligible for the graduate discount. For further information on sponsorships and discounts, please see the Sponsorship Discount Table below.

1.3.2. Early Payment Discount

All students who are responsible for paying their own course fees in full (self-funding) and who pay the full amount of the fees due at or before their scheduled date of registration, will be entitled to a 2% discount on the net course fee due, i.e. after the application of any other discounts to which they may be entitled.

Eligible students who are funding their studies with a Career Development Loan, Postgraduate Loan (from the SLC), or scholarship/bursary fee waiver, are considered self-funding for the purpose of this discount.

Students whose course fees are paid by a third party, either partially or in full, are not usually eligible for the Early Payment Discount.

1.3.3. Fee waivers and discounts are applied in the following order to eligible students:

1. Scholarship/bursary fee waiver applied to the full annual course fee;
2. Graduate discount applied to the net course fee; and
3. Early payment discount applied to the net course fee.

1.3.4. Sponsorship and Discount Table.

Tuition fees paid by	Available discounts
Full sponsorship (100% of the annual tuition fees are paid by a third party, not including family)	
Employer	No discounts apply
Embassy	
National Health Service (NHS) *	
Training and Development Agency (TDA) **	
Brunel University Studentship	
Any other third party	Graduate Discount (subject to eligibility) *** Early Payment Discount (subject to conditions)
Scholarship fee waiver	
Student Loans Company Tuition Fee Loan	Graduate Discount (subject to eligibility) ***
Student Loans Company Postgraduate Master's Loan	
Student Loans Company Postgraduate Doctoral Loan	
US Federal Loan	
US Private Loan	
Career Development Loan	
Partial sponsorship (a proportion of the annual tuition fees are paid by a third party, not including family)	
Employer	No discounts apply
Embassy	
National Health Service (NHS) *	
Training and Development Agency (TDA) **	
Brunel University Studentship (greater than 50% of the full tuition fee)	
Any other third party	Graduate Discount (subject to eligibility) ***
Student Loans Company Tuition Fee Loan	
Student Loans Company Postgraduate Master's Loan	
Student Loans Company Postgraduate Doctoral Loan	
US Federal Loan	
US Private Loan	
Career Development Loan	Graduate Discount (subject to eligibility) ***
Brunel University Studentship (less than 50% of the full tuition fee)	

* NHS funding is only available to students on specific health related courses.

** TDA funding is only available to students on specific courses that lead to a teaching qualification.

*** Students in receipt of the MBA Scholarship fee waiver are not eligible for the Graduate Discount (as specified in the MBA Scholarship Terms and Conditions). These students can only receive the Postgraduate Academic Excellence Scholarship and the Prompt Payment discount in addition to the MBA Scholarship.

Eligible research students will receive the graduate discount on the writing up fee, but not the examination fee.

1.4. Non-payment of course fees

- 1.4.1. A student who fails to pay course fees or instalments thereof, or the reduced fee for writing up*, by the final date prescribed for payment of the fee or instalment, will be reported by the Chief Financial Officer or nominee to the Registrar, or nominee.
- 1.4.2. The University will advise the student in writing of the consequences of default in payment and if no satisfactory response is forthcoming within the specified period in such notification, the Chief Operating

Officer or nominee shall declare the student to be withdrawn from the University with immediate effect. This will result in access to all University services being withdrawn.

- 1.4.3. Should a student's sponsor fail to pay the course fees, the student will be allowed to continue his or her programme while negotiations between the University and the sponsor continue. If, after due process, the University is unable to obtain payment of the fees, or if the sponsor repudiates in writing its offer to pay the fees, the University will regard the student as liable for the fees outstanding for the remainder of his or her programme of study.
- 1.4.4. No student who has been de-registered because of non-payment of course fees will normally be allowed to re-register for the same or a subsequent session unless and until all debts to the University have been settled and a re-registration fee paid. No existing or former student who is in debt to the University will normally be allowed to enrol on a programme of study at the University until the debt is cleared.
- 1.4.5. No student who has been de-registered because of non-payment of course fees will normally be entitled to receive letters from the University until the debt is cleared.

** Writing up is the period of time where the student has completed their research and is preparing their thesis.*

1.5. Debts to the University and Conferment of Awards

- 1.5.1. For information on the treatment of students with debts, please see [CO11](#).

2. SECTION TWO: COURSE FEES, ABEYANCE / WITHDRAWALS AND HARDSHIP

2.1. Abeyance / Withdrawals and Reduction of Course Fees

- 2.1.1. There is no entitlement to a reduction of course fees after enrolment for any student who takes abeyance or withdraws from their programme of study more than two weeks after the start date of the course.
- 2.1.2. At the discretion of the Registrar, the course fees (excluding any deposit) may be determined as follows:

Withdrawal in weeks 1 and 2	No course fee due
Withdrawal in weeks 3 to end of vacation 1	25% of annual course fee due
Withdrawal from start of Term 2 to end of vacation 2	50% of annual course fee due
Withdrawal at start of Term 3	100% of annual course fee due

University Week Numbers are available [here](#).

- 2.1.3. Where payment of course fees has been received by the University that is in excess of the final course fee liability, the balance may be refunded. Please view the [Admissions Policy](#) for full details of the deposit refund process.
- 2.1.4. Similar arrangements will be applied for some students who commence a programme of study other than at the beginning of the relevant academic year.
- 2.1.5. Students undertaking short courses are not generally entitled to a reduction in course fees.
- 2.2. Hardship and Remission of Course Fees.
- 2.2.1. For information on course fees and the treatment of students in hardship, please see [CO11](#).

3. SECTION THREE: CHARGING COURSE AND OTHER COURSE-RELATED FEES

3.1. Undergraduate Student Course Fees

- 3.1.1. Course fees for a sandwich placement year (excluding sandwich placement year abroad) are £1,000 and are charged in the third year of the programme (thick/thin sandwich) or in the third or fourth year of Integrated Masters** programme (thick sandwich) depending on when the placement is undertaken.
- 3.1.2. Final year course fees for integrated masters students will a maximum of £6,330 determined by the start year for the current programme of studies.

** Integrated Masters Programmes currently available are MEng, MMath or MSci.

- 3.1.3. Self-funding students with a European or overseas fee status who enter BSc Physiotherapy or BSc Occupational Therapy from September 2017 may be charged a placement fee in the year that they commence the clinical placement as outlined in the 'additional costs' link in the offer letter.

3.1.4. Placement and Mobility Fees.

Definitions of placement year and mobility years abroad (placement or study).

- A placement year is where a student undertakes a work placement for either a full year (a thick sandwich placement – minimum 24 weeks) or for part of a year in two separate years (a thin sandwich placement – totalling a minimum of 24 weeks over two years).
- A mobility scheme is where the student will be undertaking part of their programme (either studying or work placement) at a location outside the UK as part of a mobility scheme approved by Brunel University London.
- For the purpose of mobility, a full-year abroad is where the student spends less than ten weeks in an academic year at their home university and is either *studying* at an institution abroad or on *work placement* abroad for a minimum of 24 weeks.
- A part-year is where the student is based at their home university for ten weeks or more in an academic year, and is either *studying* at an institution abroad or on *work placement* abroad for four to 23 weeks.

3.1.5. Placement and mobility fee table for Home/EU and Overseas fee payers

Type of Study	Special Fee in relevant year (otherwise £9,250 per year)	Description
Home/EU fee payers		
Full-time study in the UK		
Thick sandwich (i.e. work placement in year three, or year four for Integrated Masters)	£1,000	This is the agreed fee for a thick sandwich placement and will be charged regardless of the number of placements undertaken in the same academic year
Thin sandwich (i.e. work placements in years two and three)	£1,000	This fee is charged in the year of the latest placement (usually year three) where the full tuition fee is charged for the first placement (usually year two)
Full-time study or work placement on a mobility scheme		
Three or four year programme with a <u>full-year</u> of <u>study</u> abroad (a full-year is a minimum of 24 weeks abroad)	£1,385 (maximum)	This is the tuition fee for the academic year in which the study abroad is undertaken
Three or four year programme with a <u>part-year</u> of <u>study</u> abroad (a part-year is four to 23 weeks abroad)	£5,625	This fee is 50% of the full tuition fee for an academic year, plus £1,000 for administrative costs
Thick sandwich placement year abroad (i.e. work placement in year three, or year four for Integrated Masters)	£1,385 (maximum)	This is the agreed fee for a thick sandwich placement and will be charged regardless of the number of placements undertaken in the same academic year
Thin sandwich placement year abroad (i.e. work placements in years two and three)	£1,385 (maximum)	This fee is charged in the year of the latest placement (usually year three) where the full tuition fee is charged for the first placement (usually year two)
Overseas fee payers (otherwise the standard fee applies)		
Full-time study in the UK		
Thick sandwich (i.e. work placement in year three or year four for Integrated Masters)	£1,000	This is the agreed fee for a thick sandwich placement and will be charged regardless of the number of placements undertaken in the same academic year
Thin sandwich (i.e. work placements in years two and three)	£1,000	This fee is charged in the year of the latest placement (usually year three) where the full tuition fee is charged for the first placement (usually year two)
Full-time study or work placement on a mobility scheme		
Three or four year programme with a <u>full-year</u> of <u>study</u> abroad (a full-year is a minimum of 24 weeks abroad)	To be confirmed	This is the tuition fee for the academic year in which the study abroad is undertaken
Three or four year programme with a <u>part-year</u> of <u>study</u> abroad (a part-year is four to 23 weeks abroad)	£8,700 <i>if full fee is</i> £15,400 £9,425 <i>if full fee is</i> £16,850 £10,360 <i>if full fee is</i> £18,720	This fee is 50% of the full tuition fee for an academic year, plus £1,000 for administrative costs
Thick sandwich placement year abroad (i.e. work placement in year three, or year four for Integrated Masters)	£1,385	This is the agreed fee for a thick sandwich placement and will be charged regardless of the number of placements undertaken in the same academic year
Thin sandwich placement year abroad (i.e. work placements in years two and three)	£1,385	This fee is charged in the year of the latest placement (usually year three) where the full tuition fee is charged for the first placement (usually year two)

Where a maximum fee is quoted, the fee charged will be determined by the start year of the current programme of study.

3.1.6. Part-time undergraduate course fees

Home/EU undergraduate students studying on-campus in a part-time mode are charged 75% of the relevant full-time course fee in the first four years of study. Any subsequent years or parts of years that fall within the normal period of study for the programme carry a zero fee.

3.2. Postgraduate taught student course fees

3.2.1. Part-time students studying on campus are charged 50% of the full-time fee for the programme in each of years one and two. Any subsequent years or parts of years that fall within the normal period of study for the programme carry a zero fee.

3.2.2. Postgraduate students who entered their programme before September 2018 will be charged a placement fee usually at the end of the taught period, once the student has secured an approved placement.

3.2.3. Postgraduate students entering their programme from September 2018 will not be charged a placement fee.

3.2.4. Self-funding students with a European or overseas fee status who register for MSc Pre-registration Occupational Therapy or Physiotherapy programmes from September 2017 will be charged a placement fee in the year that they commence the clinical placement, as outlined in the 'additional costs' link in the offer letter.

3.2.5. Distance learning students on courses directly managed by Brunel University London and not a third party are charged on a credit-based pro-rata basis. Students are liable for the full module (or block) fee once any course materials for that module (or block) have been dispatched or released online. Returned materials are not usually accepted.

3.3. Postgraduate Research student course fees

3.3.1. The full course fee will be due for all students up to their expected submission date, irrespective of when the student actually submits their thesis.

3.3.2. A reduced fee is charged for the period between the expected submission date and the maximum submission date.

3.3.3. The reduced fee is valid for a maximum of twelve months and cannot be adjusted within this period.

3.3.4. Research students who entered their course before 1 September 2010 and who are conducting their research away from the University on a full-time basis will be charged a normal full-time fee in the first academic year and the part-time fee in subsequent years that are not designated as 'writing up'.

3.3.5. Research students who entered their course before 1 September 2010 and who are conducting their research away from the University on a part-time basis will be charged one-third of the full-time fee in any year that is not designated as 'writing up'.

3.4. Associate Students

3.4.1. Associate students on taught programmes are charged on a credit-based pro-rata basis or at a short course rate for the modules (or blocks) being undertaken. The module fees can be found here.

3.4.2. Students who register for a degree programme having previously undertaken one or more modules (or blocks) at Brunel University London will be charged a course fee for the degree programme on a pro-rata basis by band for the number of credits attempted as part of the degree programme.

3.5. Members of staff registered for Brunel awards

3.5.1. Full-time members of staff who register for any University award on a part-time basis will be exempt from course fees where the Vice-Provost and Dean of their College or the Chief Operating Officer (or nominee) believes that the programme of study will be of benefit to the member of staff's current or future employment with the University.

3.5.2. Part-time members of staff who register for any University award on either a full-time or part-time basis, will receive a pro-rated reduction in course fees (based on full-time equivalent hours in their employment contract), where the Vice-Provost and Dean of their College or the Chief Operating Officer (or nominee)

believes that the programme of study will be of benefit to the member of staff's current or future employment within the University.

- 3.5.3. All staff will be charged examination fees where applicable.
- 3.5.4. If employment with the University ceases during the period of registration for a programme, the student becomes liable for the payment of course fees from that point onwards.
- 3.5.5. The number of places available to staff on this basis may be limited for particular programmes

4. SECTION FOUR: OTHER FEES AND CHARGES

4.1. Reassessment Fees, and Fees for Repeated Study: Undergraduate Students

- 4.1.1. Where a student is reassessed on a failed module, no reassessment fee is charged.
- 4.1.2. Where the Board of Examiners requires the student, or a student chooses, to repeat or substitute the study of module(s) or study block(s) in the next academic year, a pro-rata course fee will be charged for this repeated or substituted study, unless extenuating circumstances have been accepted by the appropriate Board or Panel.
- 4.1.3. Where extenuating circumstances have been accepted by the appropriate Panel and Board, no course fee will be charged for the module(s) or study block(s) where extenuating circumstances apply.
- 4.1.4. Where a student is required to repeat the NCTJ accreditation examination a resit fee is charged.

4.2. Resubmission and Reassessment Fees, and Fees for Repeated Study: Postgraduate Taught Students

- 4.2.1. Where a student is required to resubmit the dissertation, a resubmission fee applies.
- 4.2.2. Where a student is reassessed on a failed taught module, no reassessment fee is charged.
- 4.2.3. Where the Board of Examiners requires the student, or a student chooses, to repeat the study of module(s) or study block(s) in the next academic year, a pro-rata course fee will be charged for this repeated study, unless extenuating circumstances have been accepted by the appropriate Panel and Board.
- 4.2.4. Where extenuating circumstances have been accepted by the appropriate Panel and Board, no course fee will be charged for the module(s) or study block(s) where extenuating circumstances apply.
- 4.2.5. Where a PGCE student is reassessed on a placement, a reassessment fee is charged.
- 4.2.6. Where a student repeats the NCTJ accreditation examination, a resit fee is charged.

4.3. Resubmission and Reassessment Fees: Postgraduate Research Students

- 4.3.1. No fee is charged for the initial examination of a thesis, with the exception of PhD by publication or higher doctorates, where an examination fee applies.
- 4.3.2. Where a student is required to resubmit the thesis for examination, a resubmission fee applies.

4.4. Reassessment Fees Brunel Language Centre

- 4.4.1. Where a student repeats the Brunel English Language Test (BrunELT), a reassessment fee is charged.

4.5. Accommodation Fees

- 4.5.1. Please refer to [CO11](#).

4.6. Non-payment of Fees, Fines and Charges

- 4.6.1. Library fines and charges for services and lost books will be regarded as debts to the University, and in the case of non-payment, a defaulter will be excluded from all further use of the Library until such debts have been paid.
- 4.6.2. Any other charges raised on students by the University, including charges for lost equipment, car parking, library fines, or fines imposed under disciplinary or health and safety regulations, shall be regarded as debts to the University.

5. SECTION FIVE: REFUNDS

- 5.1. Tuition Fees – Undergraduate and PGCE Students (includes students with Home / EU, Overseas or Islands fee status)
- 5.1.1. *Refunds of Course fees Where the Student is in Receipt of UK Student Finance*
Where a student is in receipt of UK student finance and makes a change to their course of study at Brunel University London which has a financial implication (for example, moving from full time to part time study), the University will notify the relevant funding body of this change; this may result in a reassessment of the student's funding entitlement. Should the student's funding entitlement be reduced the relevant funding body will automatically make any adjustment to the finance paid directly both retrospectively and in the future as required to reflect this change, to the University. Please refer to the Terms and Conditions of your funding body.
- 5.1.2. *Refunds of Course fees for Self-Funding Students*
Where a self-funding student has a credit balance on their University student financial account, they are entitled to request a refund from the University. Students are able to do this via the Student Centre. Refunds will normally be processed within 14 days from the date of the request. Refunds are usually made to the originating account after any outstanding charges have been deducted.
- 5.1.3. *Refunds of Course fees for Sponsored Students*
Sponsored students are required to notify their sponsor of any change to their course, including those that could affect the course fee. Where a student is sponsored and the sponsor has a credit balance on the student account, the sponsor is entitled to request a refund from the University, in writing, via the Student Centre or by contacting the Finance Department. Refunds will normally be processed within 14 days from the date of the request. Refunds are usually made to the originating account after any outstanding academic related charges have been deducted. Accommodation fees will be dealt with separately.
- 5.1.4. *Refunds of Tuition Fee Deposits*
The University maintains a separate policy for the refund of tuition fee deposits, which can be seen [here](#).
- 5.1.5. Where a student with Home/EU fee status on an undergraduate or PGCE programme transfers to another provider or institution before the end of the academic year (or any period of study for which a tuition fee is paid), by their own choice or decision, no refund of tuition fees applies in respect of the remainder of that academic year (or period). The University has, however, the authority to allow an *ex gratia* adjustment as it sees fit, and without precedent.
- 5.1.6. Where a student with Home/EU fee status on an undergraduate or PGCE programme transfers to another provider or institution before the end of the academic year (or any period of study for which a tuition fee is paid), as a result of the University being in breach of the University terms and conditions, or unable to provide continuance of study, a refund of tuition fees will be applied in respect of the remainder of that academic year (or period) or, if paid in advance, fully refunded.
- 5.2. Tuition Fees – PGR Students (includes students with Home/EU, Overseas or Islands fee status)
- 5.2.1. If the student withdraws from / interrupts their study (i.e. takes a period of abeyance) on or after the final registration date for PGR students, the tuition fee liability and refund will be calculated on a monthly pro rata basis as a proportion of the annual fee.
- 5.3. Tuition Fees - Modular attendance (includes students with Home/EU, Overseas or Islands fee status)
- 5.3.1. Where students register for individual modules (i.e. part-time distance or e-learning), the tuition fee for each module must be paid in full prior to the commencement of the module.
- 5.3.2. No refund will be applicable after the module has started, as normally the module course and reading materials, and lecture notes will have been issued. Requests for refunds prior to the start of a module will be referred to the relevant College for consideration.
- 5.4. Postgraduate Submissions

- 5.4.1. For PGT students who submit their final dissertation/project module, no refund of tuition fees applies in respect of the remainder of the term in which submission is made, as the student will have received full supervision for their research at this time.
- 5.4.2. For PGR students who submit their thesis/dissertation for examination early, tuition fees will be adjusted accordingly and any refund due will be calculated on a monthly basis. No refund of tuition fees applies in respect of the remainder of the month in which the submission is made.
- 5.5. Important Refund Information for Current Students
- 5.5.1. Students must not intentionally overpay their tuition, accommodation fees and related charges and costs due to the University in order to circumvent any government regulation or restriction and maybe considered under Senate Regulation 6 – Student Conduct (Academic and Non-Academic) if they do.
- 5.5.2. Refunds are not processed against individual receipts where there is an overdue balance on the student account, but are applied to any outstanding balance. The University is not able to act as a clearance account and must abide by Money Laundering Regulations 2007 and 2015.
- 5.5.3. Please be aware that all refunds are returned to the account from which payment was made. The refund will be processed and returned via the same method by which the payment was made. For fees that are paid by credit/debit card in person or online, refunds due to the student will be credited back to the card that made the original payment. In the event that the tuition fee payment(s) were made by a sponsor, the University reserves the right to refund the relevant fee proportion to the sponsor. The University will not act as a clearance account and abides by the relevant proceeds of crime and money laundering legislation (Proceeds of Crime Act 2002, and the Money Laundering Regulations 2007 and 2015).
- 5.5.4. All refunds will be calculated in £ Sterling but may be refunded in the currency of the original payment. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred. No refunds will be made in cash and no interest is paid on returned deposits or overpayments.
- 5.5.5. Once the University receives notification of withdrawals, interruptions, mode or course changes submitted via the student portal (eVision), and only when all account adjustments have been made and are reflected on the student account and the refund has been approved by the Finance Department, the monies due will be refunded within 14 days.
- 5.5.6. Special conditions apply to refund of payments made via Professional Career Development Loans, US Direct Loans and Canadian Educational Loans, due to the operating regulations of these funding schemes. It is a condition of the University's participation in these funding schemes that refunds are only processed in accordance with the relevant regulations.

6. SECTION SIX: COMPENSATION.

- 6.1. In the event that the University fails to comply with its obligations to you under the student contract, it will be responsible for any loss or damage you suffer that is a foreseeable result of the University's breach of the contract or its negligence. However, the University will not be responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it was an obvious consequence of the University's breach or if it was contemplated by you and the University at the time the contract was entered into.
- 6.2. In considering whether it is appropriate to provide financial redress to a student to compensate them for reasonable costs or loss they have incurred, which is a foreseeable result or is a direct result of non-compliance by the University with its obligations, or in circumstances in which the University is no longer able to preserve a student's continuation of study, the University will consider, on a case-by-case basis:
- the particular circumstances of the matter;
 - the nature and reasonableness of the costs or loss which the student has incurred (for example, as relevant, additional costs such as reasonable travel costs or reasonable costs associated with the student's transfer to another programme of study or institution, or in connection with a bursary); and

- the context in which the costs or loss arises (for example, the implementation by the University of its Student Protection Plan in circumstances where the University is no longer able to preserve continuation of the student's study).
- 6.3. Students will be required to submit written evidence in support of a request for financial redress, which should be submitted using the Student Complaint procedure.
- 6.4. Alteration to the location of study or placement location:
- 6.4.1. The University makes all reasonable efforts to deliver the programmes of study, research opportunities and other services and facilities as specified in the University's offer. In certain circumstances, the University may be required to alter the location of study or placement. In such cases, the University will notify the affected students at the earliest opportunity. The Student Protection Plan provides further detail.
- 6.4.2. In cases where the student does not wish to accept the alternative arrangements, they may request to withdraw from the course. In such circumstances, please see Section 2 of this document for the applicable reduction of course fees.
- 6.5. Where the University is unable to preserve the Continuity of Study:
- 6.5.1. The University will consider a reasonable and adjusted request for compensation, as outlined in 6.2, where it is unable to preserve the continuity of study.
- 6.5.2. The University will not normally offer compensation where it has not been possible to maintain continuity of study due to events outside our reasonable control.
- 6.6. Maintenance Costs:
- 6.6.1. The University will consider a reasonable and adjusted request for compensation for maintenance costs where it has been necessary to alter the location of study.
- 6.6.2. The University will not normally offer compensation for maintenance costs where it has not been possible to maintain continuity of study due to events outside our reasonable control.
- 6.7. For further information, please refer to the University's [Terms and Conditions](#).

7. SECTION SEVEN: STUDENT BURSARIES & STIPENDS.

- 7.1. Bursaries: The University's commitment to honour student scholarships and bursaries is set out in the terms and conditions for [undergraduate awards](#) and for [postgraduate awards](#).
- 7.2. Stipends for Postgraduate Research Students:
- 7.2.1. Student stipend payments are paid monthly in arrears in line with staff payroll, unless the stipend is from an externally funded source whereby the payment structure may be different and will be specified in the conditions in the offer letter for the studentship.
- 7.2.2. Abeyance (temporary withdrawal): A student who takes a period of abeyance and is in receipt of a studentship, will cease to receive payments during this period. Payments will be reinstated upon confirmed return from abeyance.
- 7.2.3. Maternity and sickness payments will be in line with the terms and conditions of the studentship.
- 7.2.4. Where a student is in breach of the Code of Conduct and is suspended or excluded from the University, any monies paid on stipend payments in advance will need to be repaid to the University.
- 7.2.5. Students must be fully enrolled to receive stipend payments.

8. SECTION EIGHT: EXCLUSIONS.

- 8.1. This policy is not applicable in the following circumstances:

- 8.1.1. Where a student has been de-registered from the University for non-payment of course fees as set out in section 1.4 of this document.
- 8.1.2. Where a student is in breach of the Code of Conduct and is suspended or excluded from the University.

9. SECTION NINE: GENERAL DATA PROTECTION REGULATION (GDPR) AND FINANCIAL RECORDS.

- 9.1. Financial records are retained by the University for seven years after a student graduates or leaves the University.