

Tuition Fee Policy

1.0 Introduction

The University of Northampton (UON) is a Higher Education Corporation charity and follows a Tuition Fee Policy to clearly outline how Tuition Fees are set, how they are to be paid and any deposits required.

This document describes the UON's Tuition Fee policies and how they are to be applied to all students studying at the University and at applicable partner institutions.

2.0 Ownership

This policy is managed by the Income Team and owned by the Department of Finance and Planning on behalf of UON.

3.0 Organisational Scope

This Policy applies to all students whose fees are payable to the University and to other applicants where applicable.

4.0 Policy Statement

This Policy's objectives are as follows:

The Fees and any additional charges applicable to each course, mode of study, and student tuition fee status for each academic year are published on the University's website and can be found by following the appropriate links at

<https://www.northampton.ac.uk/study/courses>

The required proportion of fees must be paid before students enrol with the University or at enrolment. In addition to Fees, Students may be required to pay extra charges. The terms and conditions applying to these charges will be advised separately to students and will be published on the course finder notes on the website.

Students must pay their fees in accordance with the required schedule of payment as and when they become due throughout their period of study, other than by the written consent of the University.

Any student with overdue fees may be subject to sanctions applied by the University, which might include:

- Withholding of University services and being prevented from using University resources including the library and online learning resources.
- Limitations to site access, including access to the library and onsite classes.
- Being prevented from attending a graduation ceremony.

- Termination of registration, meaning that the student may not complete their course.
- Withholding of any award certificate to which the student might otherwise have been entitled.

Any debt owed to the University remains outstanding and payable regardless of a student's status, until cleared. It therefore extends to periods after a student has completed or ceased their course of study and is no longer enrolled at the University.

Any student with queries about the content of this policy should contact the Income Team for assistance (income@northampton.ac.uk).

This policy has precedence over any reference to tuition fees within other University policies or publications.

5.0 Key Principles

This policy has been designed to show how UON sets Tuition Fee's and to outline how students and relevant partners are expected to pay. It will also detail how the University deals with refunds.

6.0 Fee Setting

6.1 The University Leadership Team approves tuition fees annually for each academic year.

The tuition fee for undergraduate home students, both full time and part time, is currently set by the Government.

6.2 A schedule of tuition Fees is published annually on the University's website for reference by students and applicants. Details of any payment-related fee discount arrangements are also published on the University website.

6.3 Fees are set according to a number of criteria.

These include:

- Mode of Study, e.g., full-time, part-time (normally pro-rated to the number of academic credits to be studied in the year), sandwich/placement, distance learning or blended learning, and individual arrangements such as may apply to short courses.
- Student residency and/or domicile status, e.g., Home, International, or 'Channel Islands'.
- Level of study, i.e., Undergraduate, Postgraduate or Research level.

6.4 All non-standard tuition fees may be subject to inflationary increases in line with Consumer price Index (CPI) to reflect rising delivery costs, subject to any regulatory cap on fee levels.

Fees for International Students are also subject to inflationary increases in line with Consumer Price Index (CPI), updated tuition fees will be published on the UON website at least three months before the start of the next academic year.

- 6.5 Fees charged will be based on the information declared by the applicant at application. The applicable tuition fee may be adjusted at enrolment if any additional relevant information is disclosed. These fees then apply when applicants complete their enrolment at the University and become students of the University.
- 6.6 This Policy applies to all students enrolled 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 with Partner Institutions under a sub-contract agreement.
- 6.7 Unless stated otherwise, students will be liable for tuition fees in future years of enrolment at the level approved by the University for each subsequent year. Fees may be subject to future inflationary increases (for international students) in subsequent years and applicants will be notified of likely future increases at the point of admission.
- 6.8 The University reserves the right to correct administrative errors and to recover any associated shortfall in tuition fees but will consider exceptional mitigating circumstances on a case-by-case basis to determine a payment plan if deemed appropriate.

7.0 Payment of Tuition Fees and Charges

- 7.1 A student's fee status must be determined by Admissions in order to be able to enrol on a course. Any student's status that remains undetermined at the time of enrolment will be refused enrolment.
- 7.2 A student is personally responsible for the on-time payment, of all tuition fees and charges incurred in their name. This also applies to students funded by third parties, such as the SLC, Government or non-governmental sponsor. If a sponsor does not pay the University, or a student is declined funding from the SLC, the student becomes liable for their tuition fees. This applies for all undergraduate and postgraduate tuition fees. Fees must be paid in accordance with mode of study as detailed in the University Student Debt Management Policy. This policy can be found at the University website under the Student Finance section at <https://www.northampton.ac.uk/about-us/governance-and-management/management/university-policies-procedures-and-regulations/>
- 7.3 Undergraduate home full-time students are required to pay a minimum of 50% of their tuition fees before enrolment and the balance in 2 further instalments (as per the University's Student Debt Management policy) or in line with Student Loan Company arrangements. Undergraduate home part-time students also have the option of paying in accordance with a payment plan whereby 25% of

the tuition fee is paid before enrolment followed by 7 instalments, dates will be advised by the University. This option is dependent on the length of study and fee amount.

- 7.4 Postgraduate, part time and distance learning home students are required to pay either 50% of their tuition fees upon enrolment as above and the other 50%, 3 months later or 25% upon enrolment and seek permission to pay the remainder according to an instalment plan. In considering whether to grant permission for an instalment plan, the University will take into consideration: the individual's financial standing within the University, including any previous payment history the nature of the debt; the size of the debt, and the student's current proposed level of study.
- 7.5 Alternatively, Postgraduate home students in receipt of a SLC postgraduate loan may choose to register a debit or credit card on enrolment for payment of their fees, payment may be made in three instalments in line with the receipt of funds from the SLC.
- 7.6 All students determined as International/Overseas at point of enrolment must pay a deposit prior to the commencement of their programme. Full-time International students requiring visa sponsorship must pay a deposit to obtain a Confirmation of Acceptance for Studies (CAS) and for the University to agree to sponsor their studies in the UK. This deposit is non-refundable – see section 11. The deposit amount is reviewed annually and will be advised at application stage.
- 7.7 International applicants who provide satisfactory evidence of sponsorship are exempted from paying the deposit. However, if the student sponsorship is for less than 50% of the tuition fee, a deposit will still be required. The balance will then be required in 2 further instalments; the dates of the instalments will be advised by the University after enrolment.
- 7.8 International students who are required to study on a part time basis at any point with the University, will be required to pay 50% before enrolment and the balance on a date specified by the University. International part-time students may also have the option of a payment plan of 25% before enrolment followed by 7 instalments, dates will be advised by the University. This is dependent on the length of study and fee amount.
- 7.9 Any student that has not had their application for funding approved by student Finance England (SFE) at the time of enrolment will be referred to the finance team to determine eligibility for the tuition fee loan. If the student has had previous study in Higher Education of more than one year, they would not be able to enrol without a tuition fee loan being approved. The applicant must either provide evidence at the point of enrolment of the SLC's approval of funding or that a plausible application for SLC funding has been submitted. This does not apply to students who are seeking funding from the SLC where

payments will be made directly to the student for onward remittance to the University e.g., for postgraduate loans; such students will be considered by the University to be self-funding. Students who have applied to the SLC must be aware that paragraph 7.2 will apply if such funding is not granted.

- 7.10 Any student funded by a sponsor, such as Government, an employer or an organisation in their home country, must produce written evidence of the sponsorship terms on corporate letterhead or an official purchase order, and an email address to which invoices and correspondence can be sent. If the information provided is acceptable to the University, the student may ask the University to invoice their sponsor for payment on the agreed date(s). Students remain personally liable for ensuring that fees are paid, even if these are to be paid by a sponsor, and hence if for any reason the agreed terms of payment by a sponsor are not met, then students must be aware that paragraph 7.2 will apply. If a student pays their fees to secure registration but later produces a sponsor's letter acceptable to the University, a refund may be due to the student. The amount of the refund will be dependent on the amount of the tuition fees due, less the sponsor contribution. Any sponsor who agrees to fund a student's tuition fees also agrees to abide by the University of Northampton's standard payment terms of 28 days from invoice date.
- 7.11 Separate fee considerations apply to Higher and Degree Apprenticeship courses by agreement with sponsoring employers and within the Government-approved framework for such provision. As such, student enrolments on these courses lie outside the remit of this Tuition Fee Policy.
- 7.12 The University has the right to refuse any student's enrolment where fees have not been paid for self-funding students or where the University deems them ineligible for support from SFE.

8.0 Help and Advice on Payment

- 8.1 The Finance Income Team can provide information on tuition fee matters and can, if required, refer students to other University services for detailed or complex queries.
- 8.2 Students who are encountering difficulty in paying an agreed tuition fee instalment on time should consult the Credit Control Team and seek advice and guidance. For other advice and assistance in relation to hardship, students should consult the Financial Guidance team in the first instance.
- 8.3 Students should refer to the University's website for information on support, including bursary and scholarship arrangements.

9.0 Consequences of Failing to pay Fees and Charges

- 9.1 Detailed guidance on the consequences of failure to pay fees and charges as they fall due, including withdrawal of student enrolment can be found in the

Student Debt Management Policy under clause 6.3.2 'sanctions imposed for non-payment of tuition fees', which can be found at the Student Finance section of the University website at: <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>

10.0 Withdrawing, Changing Course or Mode, Repeating Study and Interruption of Study

- 10.1 The University has detailed policies and guidance in respect of withdrawing from study (including as permitted within the statutory 14 day cooling off period), changing course or mode, repeating study and interruption of study, guidance can be found in the Student Finance section of the University website at; <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>
- 10.2 The sections of this policy relating to refunds of fees and charges will apply to any student who decides to withdraw from their course. Students contemplating withdrawal are recommended to discuss any fee implications with the Income Department first, or an International Student Support officer (international students). Students who fail to do so may unwittingly become liable to additional fees and charges.
- 10.3 Students who transfer course or interrupt their studies are recommended to contact the Academic Advice Team for guidance, they may be required to pay a different tuition fee, and funding from the SLC or other sponsors is likely to be affected. This includes students who become enrolled on a different course or move to a different registration point within the same academic year or who obtain agreement to a change in their mode of study (e.g., from full time to part time studies).
- 10.4 Students wishing to repeat a study module should refer to the Financial Implications of Repeating Modules policy which can be found on the Student Finance section of the University website at; <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>

11.0 Refunds of Fees and Charges - General

- 11.1 Refunds will not be made except as specifically provided within the Withdrawal Policy and where appropriate, the separate rules and regulations applying to any charges, including those charges relating to accommodation and graduation. This applies equally to any fees and/or deposits that may be paid by students before the point of enrolment.
- 11.2 A student withdrawing from their course remains fully liable for the Fees due at the point of enrolment, as per the withdrawal policy, whether the student is self-funding or where a sponsor pays tuition fees.

11.3 Separate rules apply to students whose tuition fees are funded by the SLC. Ordinarily the University will not seek recovery of tuition fees from such students who withdraw in accordance with the University's own processes for withdrawal. However, students doing so should note that the SLC may recover monies due under their loan and should contact SLC for early guidance.

12.0 Refunds of Fees and Charges – International Deposits

12.1 When there is a change of circumstance (listed below), full refunds will be issued to the original payee only. Applicant refunds may be subject to a £100 administration charge which will be deducted from the amount refunded.

- No offer is made by the University after the applicant has paid the deposit.
- The applicant does not meet the academic conditions included in the conditional offer made by the University.
- The University retracts the applicant's offer for any reason, with the exception of a retraction due to a fraudulent, non-genuine or negligent application on the part of the student or agent.
- The applicant's visa is refused, with the exception of a refusal due to a fraudulent non-genuine or negligent application on the part of the student or agent.
- The applicant pays a tuition fee deposit but later their fee status is assessed as home during applicant stage.
- The applicant fails the University's pre-session course and cannot progress to their main course of study.
- The applicant is unable to travel due to exceptional circumstances such as a pandemic (such as COVID-19) or related events. However, where an applicant registers fully on the course and undertakes remote or alternative forms of learning, where this may be permitted, the deposit will not be refunded.

12.2 Once the CAS has been issued, the deposit becomes non-refundable, subject to the points above. Any tuition fees paid in excess of the deposit will be refunded.

12.3 Applicants will not be entitled to a refund of the deposit in any of the following circumstances:

- The applicant fails to complete the University enrolment process, online registration and official identification check.
- The applicant's visa is refused due to a fraudulent, non-genuine or negligent application on the part of the applicant or agent.
- An applicant fails to evidence the requirements as set out in 12.1 i.e. provision of visa refusal documentation.

- An applicant is issued with a CAS, fails to enrol, is known to have travelled to the UK and is unable to satisfactorily evidence return to their home country.
 - The University withdraws the CAS and/or application due to fraudulent activity on the part of the applicant/student or agent.
 - The university considers the application not to be the application of a genuine student.
- 12.4 If the University is informed of, or suspects fraudulent payment activity, it will take appropriate action in accordance with the Anti-Money Laundering Policy. The University will assess each case individually. In circumstances of payment fraud, be it wittingly, or unwittingly, the University reserves the right to reject an application, withdraw a Confirmation of Acceptance for Studies (CAS) or de-register a student from the course without further recourse. In such cases, the University will comply with the prevailing statutory legislations applicable.
- 12.5 If the applicant has deferred to a later start date and then decides to withdraw, the deposit is non-refundable subject to the exceptions stipulated in paragraph 12.1.
- 12.6 Applicants are entitled to a refund of their tuition fees paid, minus a non-refundable amount of £1,000, provided that the University has not issued their Confirmation of Acceptance for Studies (CAS) in the following circumstances:
- The applicant decides not to accept the conditional or unconditional offer after paying the deposit.
 - The applicant doesn't provide all offer documentation required in order to meet all requirements of the offer (e.g. qualification certificates, UKVI Student Route eligibility check).

13.0 Compensation for non-provision of academic services

- 13.1 In the event that the University is unable to preserve continuation of study for a student on a course, appropriate alternative provision will be provided either on another course at the University, or if necessary, provision at another academic institution within the UK wherever possible and practical. Any reasonable additional tuition fees or travel costs within the UK over and above those incurred by the student in attending their current academic provision will be reimbursed and other additional expenses owing to the change in provision will be reimbursed by agreement.
- 13.2 If it proves impossible to agree suitable alternative provision between the student and the University, discussion on the appropriate refund of tuition fees and any compensation for maintenance costs and lost time will be undertaken with the student concerned or their sponsor. Where an alternative qualification

to the original planned award is granted, compensation will be reduced accordingly.

- 13.3 If a student remains dissatisfied with the outcome of the discussions, they will be advised to complain via the University's Student Complaints Policy, which will provide an independent review of the proposals made. In the event that agreement still cannot be reached between the parties on reimbursement of expenses or compensation, the student will be encouraged to refer the matter to the Office of the Independent Adjudicator who will provide independent guidance on the level of refund and compensation required.
- 13.4 The University will not seek to recover any student bursary already paid in respect of study that the University is unable to continue to provide. If the student is provided alternative provision of study, at the University or elsewhere, any remaining amounts to be paid under the student bursary shall be paid.
- 13.5 The University holds professional indemnity and public liability insurances and has substantial cash reserves evidenced and audited in the University's annual financial statements. In the event that compensation is required under this policy, the University will ensure that its cash reserves are sufficient to make any compensation payments due or obtain further financing to settle any agreed compensation liabilities.

14.0 Compensation – In the Event of Industrial Action by University Staff

- 14.1 The University is committed to maintaining academic standards and the quality of the student learning experience during periods of industrial action to ensure students are not academically disadvantaged. Where possible, the University will implement appropriate contingency arrangements to ensure the continuation of students' studies. These may include, but are not limited to:
- Rescheduling or adapting missed teaching sessions and assessment activities.
 - Making learning materials available through digital platforms.
 - Replacing or supplementing affected content with an alternative provision.
 - Adjusting submission deadlines.
 - Adjusting assessment strategies and marking arrangements to ensure timely progression and award decisions.
 - Using alternative marking arrangements where feasible.
- 14.2 Where industrial action has resulted in disruption that cannot be mitigated, such as undelivered teaching, missed supervision, delayed assessment feedback, or postponed graduation, the University will identify the affected cohorts or students.

- 14.3 Affected students will be invited to raise a student complaint via the University's Student Complaints Policy and financial compensation will be considered **only where** industrial action results in demonstrable financial or academic disadvantage, and mitigation has not restored students to their expected position.
- 14.4 Financial compensation will not be offered where the University has provided alternative academic learning provisions, alternative assessment or progression mechanisms.
- 14.5 The University may, at its discretion, offer financial compensation where it determines that a student or cohort has experienced material disruption to their studies.

15.0 Institutional Partners

Further Education Colleges

- 15.1 National arrangements for undergraduate tuition fees apply to the setting of tuition 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 tuition fees are routed through the University (including Fees payable on a student's behalf by the Student Loans Company or other sponsor organisation). For tuition fees charged directly by the College, students should consult the respective College Finance Office for information.

Other Institutional Partners

- 15.2 This policy will not apply to students registered directly at Partner institutions with teaching provision that may have been franchised to the Partner by the University or validated by the University. Terms and conditions relating to tuition fees in such cases will be those of the relevant Partner Institution unless they specifically refer to this policy as part of those terms and conditions.

16.0 Staff as Students

- 16.1 The University is committed to the development of its staff and encourages them to study for qualifications as appropriate to their role. The fee arrangements for these are outside the scope of this policy and are covered by the University's staff development policies and procedures.

17.0 Complaints

- 17.1 In the event of any matter of interpretation or application of this policy, students should first contact the Finance Income Team. Any student unsatisfied with the outcome, may bring a complaint under the University's Complaints Procedure.

Information regarding the student complaints procedure can be found at;
<https://www.northampton.ac.uk/about-us/governance-and-management/management/university-policies-procedures-and-regulations/complaints-form/>

18.0 Associated Documents

Debt Management Policy

University Withdrawal Policy

Student Handbook

19.0 Equality Impact Assessment

A full Equality Impact Assessment has been completed and is included under Appendix 1. There is no adverse equality impact within this policy. All responses to breaches of rights will be dealt with in accordance with this Policy, Procedure, and relevant Appendices irrespective of an individual's specific characteristics.

20.0 Version Control

Version	Author	Date	Updates
V2	C Stephen / J Baines	August 23	New format
V3	C Stephen / J Baines / M Haines	June 24	Complete Revision
V4	J Baines	February 26	6.4 / Section 9 / 12.1 / 14.0