

Tuition Fees Policy*

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Policy control

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* to apply from 27 September 2018 until further notice

1. Purpose

1 Background

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

2. Policy

2 Principles

- 2.1 This Policy applies to all students whose fees are payable to the University, and to applicants where applicable, and any staff member who registers as a student. It does not apply to individuals registered on apprenticeship courses.
- 2.2 The Fees applicable to each course, mode of study, and student tuition fee status for each academic year are published on the University’s website at <https://www.beds.ac.uk/howtoapply/money/fees> .
- 2.3 As may apply to Research Graduate School students only, any Pre-approved Extension period (“PEP”) fee constitutes ‘Fees’ for purposes of this Policy.
- 2.4 Fees must be paid before students register with the University or at registration, subject to paragraph 4.3¹
- 2.5 In addition to Fees, Students may be required to pay Charges. Charges would include the following:
 - i) Additional course costs, i.e. costs that the students may necessarily incur in order to meet the requirement of study. Details of these can be accessed via the webpage for each course.
 - ii) Accommodation costs
 - iii) Library fines e.g. for overdue book loans
 - iv) As may apply to Research Graduate School students, Bench Fees, as notified in the University’s Offer letter and accepted by the student, for use of specialised facilities and/or equipment
 - v) Debt-collection costs
 - vi) Administrative charges
 - vii) Any other liabilities to the University incurred by the student

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

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

- 2.6 Students must be in Good Financial Standing with the University throughout their period of study. 'Good Financial Standing' means not owing money to the University other than by the written consent of the University.
- 2.7 A student who is not in Good Financial Standing may be subject to action by the University, which might include:
- i) Withholding of University services and being prevented from using University resources.
 - ii) Being prevented from entering University premises, including any graduation ceremony venue.
 - iii) Termination of registration, meaning that the student may not complete their course.
 - iv) Withholding of any award certificate to which the student might otherwise have been entitled.
- 2.8 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 registered at the University.
- 2.9 Any student uncertain of the meaning of any part of this Policy, or unable to read it, should contact the Student Information Desk ("SiD") for assistance.
- 2.10 Other than in relation to specific terms and conditions relating to Charges, in the event of any apparent conflict between this Policy and any other document or publication from the University, this Policy has precedence.

3 Setting Tuition Fees

- 3.1 The Board of Governors approves Fees annually for each academic year. Fee-setting authority is however delegated to the Vice Chancellor for some minor awards and Short Courses. Short Courses are generally defined as those bearing no academic credit or a total of academic credit which does not qualify for a recognised award of the University.
- 3.2 Schedules of Fees are published on the University's website for reference by students and applicants. Details are also published of any payment-related Fee discount arrangements.
- 3.3 Fees are set according to a number of criteria. These include:
- i) 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 year-out, distance-learning or blended learning, and individual arrangements such as may apply to short courses.
 - ii) Student residency and/or domicile status, e.g. UK/EU, International, 'Islands', and Equivalent or Lower Qualification (ELQ), as may apply to UK/EU students wishing to undertake a second course in the UK at an academic level no higher than they have previously studied.
 - iii) Level of study, i.e. Undergraduate, Postgraduate or Research level.

Published Fee schedules are intended to be readily understood for any student's or applicant's circumstances, but enquiries may be referred to the University's Admissions Department (admission@beds.ac.uk) if necessary.

- 3.4 Fees for International Students will normally be fixed at the annual rate notified at the point of admission for the expected duration of their course.

- 3.5 Offer letters to applicants quote information about their Fees for their first year of study. This will be based on the information declared at application but the applicable Fee may be adjusted at registration if any key fact has not been taken into account previously, e.g. that the student has studied at the same level previously and so be liable for ELQ (see 3.3.ii) status Fee. These fees then apply when applicants complete their registration at the University and become students of the University.
- 3.6 This Policy applies to all students registered on a course of the University taught and/or supervised by University staff or those contracted by the University to do so, including students who may be studying at the campuses of Partner Institutions².
- 3.7 Unless published to the contrary at the outset of a course, students will be liable for the Fees in future years of registration as may be approved by the University for those future years, in line with the criteria set out at 3.3 and 3.4 above.
- 3.8 The University reserves the right to correct administrative errors and to recover any associated shortfall in Fees, but will consider exceptional mitigating circumstances on a case-by-case basis to determine a payment plan if deemed appropriate.

4 Payment of Tuition Fees and Charges

General principles

- 4.1 A student is personally responsible for the payment, on time, of all Fees and Charges incurred in their name. Unless by specific arrangement as outlined in this Policy, this means that Fees must be paid in full by the point of registration in order to gain access to University services.
- 4.2 Notwithstanding paragraph 4.1, the University recognises that many students decide to rely on funding from another source to meet their obligations. Examples of such sources are the Student Loans Company (SLC), and corporate sponsors such as employers.

Self-funded students

- 4.3 A student not having SLC or other sponsored funding as per paragraph 4.2 may seek permission to pay according an instalment plan. The Finance Department or a Deputy Vice Chancellor are authorised to grant this permission, and will accord with plans as published on the University's website, other than in exceptional cases. In considering whether to grant permission for an instalment plan, the University will take the following into consideration: the individual's financial standing with the University, including any previous financial standing; the nature of the debt; the size of the debt, and the student's current proposed level of study.

Cross stage study and compressed courses

- 4.4 Students who are undertaking cross-stage study will be liable for the full payment of their Fees for the level of study into which they have progressed, in accordance with the principles set out at paragraph 4.1, notwithstanding that they are continuing to study units for a prior level too.
- 4.5 Students who complete a compressed course such that their registration onto the next level of study is less than twelve months from their original registration date will be liable for the full payment of their Fees for the level of study into which they have progressed if they are self-funding or sponsored students. The only exception will be for such students undertaking compressed courses whose Fees are being paid in full through direct payment to the University.

² Partner Institutions includes Study Centres of the University

- 4.6 Students whose Fees are paid by the SLC directly to the University will be adjusted, having regard to external rules as to the timing of payments. For example the SLC will only make payment for one year of study in any twelve month period, and therefore payment to the University for students who have undertaken a compressed course will not match the profile of study in the subsequent years. This will also affect the timing of maintenance loan payments from the SLC to such students.

SLC-funded students

- 4.7 A student wishing to rely upon SLC funding for payment of their fees directly to the University must provide evidence at the point of registration of either the SLC's approval of funding or that a plausible application for SLC funding has been submitted. This shall not apply to students who are seeking funding from the SLC where payments will be made directly to the student for onward remittance to the University eg for postgraduate loans; such students will be considered by the University to be self-funding. Undergraduate students who have applied to the SLC must be aware that paragraph 4.1 will apply if such funding is not granted.

Other sponsored students

- 4.8 A student wishing to rely on a corporate sponsor, such as an employer or an organisation in their home country, must produce written evidence of the sponsorship terms on corporate letterhead; sponsors located outside the UK must also provide an email address to which invoices and correspondence can be sent. If these are 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 4.1 will apply. If a student pays their fees to secure registration but later produces a sponsor's letter acceptable to the University, then a refund may be made to the student of the lesser of a) the amount paid by the student and b) the amount agreed in the sponsor's letter.

Postgraduate research students

- 4.9 Students on postgraduate research degree programmes will normally be liable throughout their studies for Fees at the rate which applied at their initial registration onto that degree. However students who interrupt their research degree for more than 24 months as determined by the Research Degree Committee will be liable upon their return for the Fee which applies for the academic year in which they resume their studies. Where, exceptionally, a break in studies has arisen due to circumstances outside the student's control, an explanation of the circumstances and any request for the original fee to apply should be made to the Director of Research Development. The approval of the Director of Research Development shall be required for any consequent adjustment to the student's Fee.

5 Help and Advice on Payment

- 5.1 The Student Information Desk can provide information on Fee matters and can, if required, refer students to the Finance Department or other University services for detailed or complex queries.
- 5.2 Students who are encountering difficulty in paying an agreed Fee instalment on time should consult the Credit Services Team and seek their detailed advice and guidance. For other advice and assistance in relation to Fees, students should consult the Student Information Desk (SiD) in the first instance.
- 5.3 Students should refer to the University's website for information on support, including bursary and scholarship arrangements.

6 Consequences of Failing to pay Fees and Charges

Failure to pay Fees

- 6.1 If a student fails to make an agreed payment for Fees on its due date, the student will be considered to be not in Good Financial Standing, will become immediately liable for payment of the full balance of their Fees. They will not normally be permitted to establish a new payment arrangement and may be subject to further action by the University, such as termination of registration as a student, and/or referral to a debt collection agency. A student whose debt is referred to a debt collection agency will become liable for Charges in addition to the balance of the debt owing to the University.
- 6.2 A student whose registration is terminated will not be permitted to continue studies on their course, receive any award certificate, or attend a graduation ceremony. They will remain liable for payment of the debt and any associated Charges. An international student whose registration is terminated will have their visa sponsorship withdrawn and their case will be reported to UK Visa and Immigration Service (UKVI). Students whose registration has not been terminated but who owe money relating to other Charges will not be prevented from graduating but will remain liable to the University for settlement of those Charges and may be subject to debt collection activity in relation to such Charges, even after graduating.
- 6.3 The University will be under no obligation to reinstate an individual's registration for the current academic year or a subsequent academic year once it has been terminated, even after full payment of outstanding Fees and Charges. The assessment of whether an individual is to be reinstated as a student shall include a financial assessment and an assessment by the Registrar of the student's academic standing. If it is agreed that the student should be permitted to register for a fresh year of studies and any other entry criteria are met (including visa requirements for international students), further Fees for this new year will become payable, and may be required to be paid in full at registration.
- 6.4 If a student fails to pay Charges when they become due then they may be considered to be not in Good Financial Standing and/or be subject to action by the University.

Breaches of the Student Code of Conduct

- 6.5 Any student attempting to make payment in a manner believed to be fraudulent will be referred for a breach of the Student Code of Conduct and action under the Disciplinary Policy. Any such incident or suspected incident may also be reported to the police.
- 6.6 Any student from whom University services have been withdrawn e.g. as a result of termination of registration, who attempts still to use those services and/or any student who aids them in gaining or attempting to gain such access may be referred for consideration of action under the Student Code of Conduct and Disciplinary Policy.

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

General matters

- 7.1 This Policy addresses the topics of withdrawal (including as permitted within the statutory 14 day cooling off period), change of course or mode, repeating study and interruption of study solely from the perspective of Fees and Charges implications as they relate to students who have registered at the University. Other University policies and guidance regarding these topics, including information regarding processes and support, can be found at <https://www.beds.ac.uk/student-experience/studying-at-bedfordshire/student-support/thinking-of-leaving-the-university2>
- 7.2 Students who do not follow in full the University's policies and guidance may be liable for Fees and Charges in excess of those which would apply if the correct procedures are followed, particularly in the case of students who withdraw from the University after registration.

- 7.3 In considering applications for withdrawal, change of course or mode, repeating study and interruption of study the University shall seek to expedite the process and shall not delay or obstruct the process with the unintended consequence of creating a fee liability where none would be expected to arise if the process had been followed as expected.

Withdrawal from the University

- 7.4 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 first discuss any Fee implications with the Finance Department and any wider implications with the Student Engagement team (for UK/EU students) or International Office (international students). Students who do not do so may unwittingly become liable to additional Fees and Charges.
- 7.5 A student withdrawing from their course remains fully liable for the Fees due at the point of registration, except as allowed in the Annex.

Changing Course or Mode, Repeating Study and Interruption of Study

- 7.6 Students who transfer course or interrupt their studies are recommended to contact Student Money Advice or the Finance Department for advice, since they may be required to pay a different Fee, and funding from the SLC or other sponsors is likely to be affected. This includes students who become registered 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).
- 7.7 In addition to considering the funding consequences set out at paragraph 7.6, students must note the following:
- i) Students who wish to transfer course, move to a different registration point or change their mode of study must obtain approval from the Head of Academic Services. Such approval shall only be given after there is full agreement by the University and understanding by the student and the University of all implications. The approval process shall specifically include:
 - (1) sign-off by the Finance Department to ensure that the consequences for any Fee or funding arrangements are considered, communicated and effected; and
 - (2) discussion of any academic implications with their Personal Academic Tutor or (in the case of Postgraduate Research students) their Director of Studies.
 - ii) A student returning to repeat a year of studies at the decision of the Examination Board must pay the repeat unit Fees appropriate to the number of credits being repeated, as published in the University's Fee Schedule for that academic year.
 - iii) A student on a taught course wishing to interrupt their studies, i.e. with the intention of returning to studies at some future point, must obtain approval from the Student Engagement team (UK/EU students) or International Office (international students). For taught students (postgraduate or undergraduate) provided they have paid their Fees in full, no additional Fee will be payable in the year in which they resume studies, unless the Fee applicable to the new year is higher, in which case an additional Fee equivalent to the difference between the two Fees is payable.
 - iv) A student engaged on postgraduate research who obtains permission to interrupt their studies will be liable to pay Fees up to the commencement of the agreed interruption but not during the period of interruption. Liability for payment of Fees resumes from the date of their return to studies.
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8 Refunds of Fees and Charges

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

9 Institutional Partners

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

10 Staff as Students

- 10.1 The University is committed to the development of its staff and encourages them to study for qualifications as appropriate. Fees and Charges and payment expectations for courses at the University taken by members of staff are the same as for all other students. Staff should also refer to the Training and CPD Policy³, as appropriate with the Staff PGR Policy⁴.

11 Complaints

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

³ This Policy is accessible to University staff only, via the intranet, at

https://in.beds.ac.uk/_data/assets/pdf_file/0011/456509/Staff-PGR-Policy-revised-May-2015.pdf

⁴ This Policy is accessible to University staff only, via the intranet, at

https://in.beds.ac.uk/_data/assets/pdf_file/0008/458171/Training-and-CPD-Policy.doc.pdf

3. Appendices

General Principles

- 1 The amount of any refund due will be calculated by reference to the full published Fee⁵ for the course for the relevant academic year as recorded in the Student Record System. Discounts and fee scholarships are not recognised in calculating return of monies where a refund is requested.
- 2 The amount of any refund shall be determined by reference to the Early Withdrawal Date⁶. The Early Withdrawal Date is defined as a period of eight calendar weeks from start date of the course or programme of study in the relevant academic year when withdrawal takes place. This shall apply equally to undergraduate, postgraduate taught and postgraduate research students.
- 3 No refund of deposits or Fees will be made to a Student who has:
 - i) behaved fraudulently e.g. presented false documents to obtain a visa or false qualification documents to gain entry to a course; and/or
 - ii) had their studies with the University terminated, for any reason, whether financial or otherwise.
- 4 The provisions of this Policy and Annex shall apply in all instances where a refund may be due to a student as a consequence of actions taken by students or a third party. Where, exceptionally, refunds may be due as a result of actions taken by the University, eg in the event of a course closure, then the circumstances pertaining to that action shall determine the amount of any refund. The University shall ensure that students affected by such decisions receive refunds of payments made towards Fees as applicable.
- 5 In the event of a course closure, the University shall also give regard to reimbursement of reasonable and proportionate incidental expenses incurred, or which may be incurred, by those students as a direct consequence of the decision. Claims would be considered on the recommendation of the Registrar to the Vice Chancellor on the basis of each individual student as might be warranted by the nature of the closure and the student(s) particular course of study. The nature of the costs that would be considered may include:
 - i) payment of additional travel costs for students directly affected by a change in the location of their course;
 - ii) student bursaries;
 - iii) maintenance costs and lost time where it is not possible to preserve continuation of study;
 - iv) additional costs incurred by any student with a disclosed disability or other characteristic where additional compensation requirements might be required; and/or
 - v) maintenance costs where students have to transfer courses or provider.
- 6 Refunds may be subject to charges for administrative costs and other costs incurred in relation to the refund.

⁵ The full published Fee means the gross fee before taking account of any discounts or scholarships.

⁶ Early Withdrawal Date refers to the final agreed date of withdrawal as recorded on the University's Student Records System once all withdrawal processes have been completed to the University's satisfaction.

- 7 As statutorily required, applicants receiving an offer of a place on a course will have a 14 day cooling-off period within which they may reject the offer and formally request a refund of any fees actually paid by them to the University. The cooling-off period will normally be deemed to start from the date of the Offer Letter and it is therefore normally expected that the cooling off period will have expired prior to registration. However where, exceptionally, the cooling off period does not expire prior to registration, then the Fees and Charges applied during the 14 day cooling off period will normally be waived by the University
- 8 Refunds are made by the Finance Department following receipt of notification and authorisation. Refunds may take up to 4 weeks to be processed to allow adequate time to confirm that the monies being refunded have been received and will not be reclaimed by the bank or credit/debit card company used by the student to make the payment e.g. in the event of insufficient funds being available on the Student's account.
- 9 The requirement of the UK Money Laundering Regulations (MLR) will apply to all refunds as current in the University's interpretation at the time a request for a refund is processed by the University. In the event of any conflict between the MLR and this Policy, the Finance Department's interpretation of the MLR and of its interaction with this Policy shall have precedence.
- 10 As required by the MLR, refunds shall be made to the same source as that from which the original payment was received and using the same payment mechanism, except for payments made from UK bank accounts where refunds will normally be made by cheque. Any refunds of payments made to the University in cash will normally be made to a bank account in the student's home country. Additional assurances about the bona fides of this may be sought and the student may be required to provide documentary evidence in relation to the bank account.
- 11 Any Fees to be refunded in respect of a course paid for by a third party sponsor will be paid to that sponsor in that sponsor's own country and using the same payment mechanism if possible, not to the student. Refunds will not be made through the University's agents or representatives outside the UK.
- 12 The processing of any refund may be subject to an administrative charge by the University. Refunds of sums less than £20 will not normally be made.
- 13 Charges for programmes of study designated as "short courses" are not refundable after any published cancellation date and cancellation fees charged are not refundable.
- 14 Refunds relating to Charges made by the University for other services (including accommodation and field trips) shall be as set out in the applicable terms and conditions.

Home Students

- 15 Refunds shall only be made to the extent that the amount paid is in excess of the proportion of the full published Fee that is due, having regard to Early Withdrawal Dates and other circumstances as described in General Principles of this Annex above. The proportion of the full published fee which shall be refundable shall then be as follows:

Timing	Fee reduction proportion	Proportion of Fee remaining payable
Before registration for approved reason ⁷	100%	0%
Before registration not for approved reason ⁵	0%	100%
Termination of studies for non-payment	0%	100%
Between registration and Early Withdrawal Date	35%	65%
After Early Withdrawal Date	0%	100%

- 16 As refunds are calculated by reference to the full published Fee, students will not be entitled to a refund and may be liable for additional amounts if they withdraw:
- i) after Registration;
 - ii) post expiration of the 14 day cancellation period; and
 - iii) have paid less than 65% of the full published Fee by their withdrawal date

- 17 Students who have fees paid via a fee loan from the SLC will not receive any refund themselves if they withdraw. The University will communicate directly with the SLC to adjust the amount owed depending on the time spent as a registered student and noting that Tuition Fee payments from the SLC are staged over the academic year. The level of fee liability to apply will normally be as follows:

	Cumulative percentage of total tuition fee charged according to SLC liability periods		
	First liability period	Second liability period	Third liability period
Undergraduate	25%	50%	100%
Postgraduate	33%	66%	100%

⁷ The only 'approved reason' is that registration has not been completed and there are mitigating circumstances that are approved by the University.

International Students

Refunds arising from student actions or inactions in the application process

- 18 As set out as part of the University's offer process, prospective students must ensure that all material and relevant facts are disclosed to the University during the application process and that all original documents required for a Tier 4 visa application are provided. This reflects the University's statutory obligation to ensure that it only issues Confirmation of Acceptance for Studies (CAS) letters to prospective international students who will meet the requirements of the immigration rules.
- 19 Any prospective student who fails to comply with the conditions set out at paragraph 17 and/or take all reasonable steps to secure a successful outcome of his/her visa application may be subject to an administration fee of £2,000, which shall be deductible from any refund that might otherwise be payable.
- 20 'Failing to take all reasonable steps' for purposes of paragraph 18 is determined by the University at its sole discretion, taking account of the applicant's compliance with any or all of the following:
- i) all documents required for a Tier 4 visa application have been provided in their original form;
 - ii) the exact document(s) shown to the University are attached to the visa application;
 - iii) proactive steps have been taken by the applicant to satisfy the immigration rules; and/or
 - iv) no actions are taken, intentionally, recklessly, carelessly or otherwise, that might result in the student application being rejected as a consequence of those actions.

Other refunds

- 21 Refunds shall only be made to the extent that the amount paid is in excess of the Fee due, having regard to Early Withdrawal Dates and other circumstances as described in General Principles of this Annex above. The proportion of the full published fee which shall be refundable shall then be as follows:

Timing	Fee reduction proportion	Proportion of Fee remaining payable
Before registration for approved reason	100%	0%
Before registration not for approved reason	0%	100%
Termination of studies for non-payment	0%	100%

- 22 Approved reasons are:
- i. No CAS has been issued by the University; or
 - ii. A CAS has been issued by the University but was subsequently cancelled prior to a visa being issued; or
 - iii. A UK entry visa application was refused following issuance of a CAS by the University. (Original documentary proof of the refusal is required.)

- 23 For students undertaking pre-sessional language courses, the refund eligibility shall be as follows:

	Students who do not progress for academic reasons	Students who do not progress for a non-academic reason
Combined CAS covering pre-sessional course and main course	<ul style="list-style-type: none"> No refund of pre-sessional fee Payment for main course is refunded net of any commission paid to agents for the main course 	<ul style="list-style-type: none"> No refund of pre-sessional fee No refund of payment for main course
Separate CAS letters for the pre-sessional course and for the main course	<ul style="list-style-type: none"> No refund of pre-sessional fee Payment for main course is refunded in full * 	<ul style="list-style-type: none"> No refund of pre-sessional fee No refund of payment for main course

* No adjustment is made for commission as the agents should not receive a commission for the main course if students do not progress to, and therefore register for, the main course

- 24 In exceptional circumstances, refunds may be approved by the Deputy Vice-Chancellor (External Relations) or equivalent, subject to appropriate fully supporting documentary evidence being provided. In such cases, the proportion of the full published fee for the main course shall be as set out below, with a deduction being made for any commission paid or payable to an agent in respect of the student's recruitment.

Timing	Fee reduction proportion	Proportion of Fee remaining payable
During first term following registration	50%	50%
During second term following registration	33%	67%
During third term following registration	0%	100%