

# **CHARGING AND REFUND POLICY 2018-19**

# Charging and Refund Policy

## 1. Application of this Policy

- 1.1. This Policy applies if you interrupt or withdraw from your programme of study, are interrupted or withdrawn from your programme of study by the University (under the University's academic policies and regulations or for non-payment of tuition fees) or your application for a UK student visa is refused or your visa is withdrawn. It also applies in the unlikely event the University relocates your programme or closes your programme.
- 1.2. This Policy is for academic year 2018/19. Programme fees due for previous academic years will be subject to the policy that existed at that time.
- 1.3. This policy applies to all **Undergraduate** and to **Postgraduate taught** students. It does not apply to **Postgraduate Research Students** who should see the Charging and Refund policy for Research Students.
- 1.4. Please note that this Policy does not apply to US Nationals for reasons relating to the US Department of Education Regulations relating to Federal Student Aid which are disbursed for the purposes of payment of tuition fees. Students who are US Nationals should contact their Destination point administrator.

## 2. Deposits

- 2.1. This paragraph 2 applies to refunds of deposits.
- 2.2. Deposits paid to the university are normally non-refundable, except in the following circumstances:
  - you are subject to a refused UK student visa application and you meet the conditions set out in paragraph 2.4 below;
  - you do not meet the academic or other conditions of your offer;
  - you have extenuating circumstances which are accepted by the University; or
  - you require a Tier 4 visa and the University is unable to issue a CAS to you.
- 2.3. Please note that deposits are held for a maximum of two years, during which time you are expected to register with the University. In the event that you defer study to a later academic session (within the two year period), the deposit may be transferred to the new intake. After two years, the deposit will be non-transferrable and non-refundable and will be retained by the University.
- 2.4. If your application for a UK student visa is refused before you have registered with the University and commenced your study, your deposit (and any tuition fees paid in excess of this) will be refunded as long as:
  - a) you have not yet started your programme of study; and
  - b) your visa application was submitted after the deposit was paid and applies to the same academic year as your unconditional offer; and
  - c) your visa application was made using an offer letter or CAS issued by the University; and
  - d) you provide the University with a full copy of the visa refusal letter; and
  - e) as far as possible you have taken all reasonable steps to overturn the refusal decision; and
  - f) the refusal was not the result of a foreseeable error on behalf of you or your agent; and
  - g) the refusal did not result from fraudulent or misleading information submitted by you or your agent.
- 2.5. Please note that an administration charge of £250 to cover University costs and any expenses

incurred by the University in relation to your visa application that are not refundable to the University will be deducted from any refund and retained by the University.

- 2.6. If your visa is refused after you have registered with the University and commenced your programme of study you will be considered as having withdrawn from your programme and paragraph 3 below on refunds of tuition fees will apply instead of this paragraph 2.
- 2.7. If you do not meet the academic or other conditions (e.g. English language requirements) of your offer, your deposit will be refunded.
- 2.8. If you require a Tier 4 visa and the University is unable to issue a CAS to you, your deposit will be refunded, except where the inability to issue a CAS results from a foreseeable error or omission by you or your agent or as a result of fraudulent or misleading information submitted by you or your agent.
- 2.9. Enquiries related to refunds before a CAS has been issued should be directed to [international@gre.ac.uk](mailto:international@gre.ac.uk). If the University has issued a CAS to you, please contact [casrequests@gre.ac.uk](mailto:casrequests@gre.ac.uk).

### **3. Tuition Fee Charges**

- 3.1. This paragraph 3 applies to refund of tuition fees where you have been registered on a programme of study and:
  - have completed the University's withdrawal/interruption procedures (set out on the University website); or
  - if you are interrupted or withdrawn by the University under the University's academic policies and regulations or for non-payment of tuition fees in accordance with the University's Policy and Procedures for the Non Payment of Tuition Fees; or
  - your application for a UK visa is refused or your visa is withdrawn (other than in either case as a result of a foreseeable error by you or your agent or as a result of fraudulent or misleading information submitted by you or your agent).
- 3.2. You will be considered to have registered if the following applies:
  - ALL students – the generic start of term date has been reached or passed (17/09/2018 for September starters, 07/01/2019 for January starters and 18/03/2019 for March/April/May starters) and you have paid your tuition fees or made acceptable arrangements to do so as per the information given at:
  - Undergraduate students: <http://www2.gre.ac.uk/current-students/student-finance/undergraduate/paying-your-fees>
  - Postgraduate students: <http://www2.gre.ac.uk/current-students/student-finance/postgraduate/payment>
  - International students: <http://www2.gre.ac.uk/current-students/student-finance/international-fees/payment>

AND

  - for NEW STUDENTS - you have verified your personal details, your programme of study and courses AND had your identity and qualification documents checked by staff;
  - for CONTINUING STUDENTS - you have verified your personal details, your programme of study and courses.
- 3.3. If your University official programme entry cohort is in 2018/19 entry, entry your liability for tuition fees will be as set out in the table below and any balance refunded to you (subject to the rest of this Policy):

Interruption/withdrawal/visa refused (or withdrawn) - September start	Fee liability
Within 14 days of registering	Any applicable deposit  £250 administration charge in the case of a visa refusal
After 14 days of registering up to and including 07/01/2019	25% or any applicable deposit (whichever is higher)
Between 08/01/2019 and 08/04/2019 inclusive	50%
From 09/04/2019 onwards	100%
Interruption/withdrawal/visa refused (or withdrawn) - January start	Fee liability
Within 14 days of registering	Any applicable deposit  £250 administration charge in the case of a visa refusal
After 14 days of registering up to and including 08/04/2019	25% or any applicable deposit (whichever is higher)
Between 09/04/2019 and 15/09/2019 inclusive	50%
From 16/09/2019 onwards	100%
Interruption/withdrawal/visa refused (or withdrawn) - March/April/May start	Fee liability
Within 14 days of registering	Any applicable deposit  £250 administration charge in the case of a visa refusal
After 14 days of registering up to and including 01/09/2019	25% or any applicable deposit (whichever is higher)
Between 02/09/2019 and 06/01/2020 inclusive	50%
From 07/01/2020 onwards	100%

3.4 If you pay tuition fees but do not complete the University's registration process and therefore cannot proceed on your programme, your fee liability will be the same as if you had withdrawn within 14 days of registering.

#### **4. Process for Refunds**

4.1. To apply for a refund you must complete the University's withdrawal/interruption procedure: <https://docs.gre.ac.uk/rep/sas/student-withdrawal-and-interruption-policy-and-procedures>.

4.2. If payment was made by a third party (e.g. the Student Loans Company) any refund will be made directly to the third party. All refunds will be returned to the payee.

4.3. Where payments have originated from outside of the UK, any refund will be made to the overseas postal address or account from which it originated.

4.4. If you are in receipt of a tuition fee loan, you will need to contact your student support provider to advise them that you have withdrawn or interrupted your studies (or have been

withdrawn/interrupted).

- 4.5. If you have any tuition fee debt on your student account, that will be deducted from any refund and if that leaves a debit balance on your account you will remain liable for that balance.

## **5. Relocation and closure of programmes**

- 5.1. This paragraph 5 covers exceptional situations where the University transfers a programme to another campus or is not able to continue with a programme. This paragraph 5 applies to:
- students in receipt of tuition fees loan from the Student Loans Company;
  - students who pay their own tuition fees; and
  - students who tuition fees are paid by a sponsor.
- 5.2. Wherever possible before transferring a programme, the University will consult with students and discuss measures to mitigate the impact of any transfer. Please note that it may not be possible to do this in all cases, for example, in emergency situations. If your programme is transferred to another campus, you will be able to use the regular University bus services we run between all three campuses (the University will waive any charges for using the University bus service if you have to use it as a result of the transfer of your programme). If you feel it is not reasonable for you to use the University bus service and you would need to incur additional travel costs, please contact the University Secretary ([universitysecretary@greenwich.ac.uk](mailto:universitysecretary@greenwich.ac.uk)), as in circumstances where it is not reasonable for you to use the University bus service, the University will compensate you for reasonable additional travel costs incurred as a result of the transfer of your programme.
- 5.3. If your course or programme requires a placement and your placement becomes unavailable (other than as a result of your own actions) the University will consult with you and take all reasonable steps to secure an alternative placement. If the new placement meant you would need to incur additional travel costs, please contact the University Secretary ([universitysecretary@greenwich.ac.uk](mailto:universitysecretary@greenwich.ac.uk)) as the University will compensate you for reasonable additional travel costs incurred as a result of your change of placement.
- 5.4. If a programme is to be closed, the University will consult with students before it is closed and will take all reasonable steps to ensure continuation of study. Usually this will be by the University arranging to teach out the programme. Where the University is unable to teach out a programme, the University will assist you in transferring to a different programme at the University or to a programme at another provider.
- 5.5. If as a result of a programme closing (or an essential placement being unavailable without a replacement) you transfer to another provider or you decide to transfer to a different programme within the University, the University will refund all tuition fees for periods of study that are not taken into account by your new provider (or on your new programme) and will provide compensation for reasonably incurred additional maintenance or travel costs that you cannot reasonably avoid. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be appropriate, but the University's intention is that as long as additional costs are reasonable and you act in a reasonable manner to minimise your losses, the University will seek to ensure that you are not out of pocket as a result of the transfer.
- 5.6. If your programme closes (or an essential placement is unavailable without a replacement) and you transfer to another provider (or another programme within the University) and you received a bursary/scholarship from the University, the University will honour the full amount of your bursary/scholarship (for so long as you continue on the replacement programme) subject to your continuing to meet the University's eligibility criteria for the bursary/scholarship.

- 5.7. In the exceptional circumstance that a programme is closed (or an essential placement is unavailable without a replacement) and the University is not able to preserve continuation of study, the University will refund all tuition fees and pay you reasonable compensation for maintenance costs and time lost. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be available, but the University's intention is that as long as you act in a reasonable manner to minimise your losses, the University will seek to ensure that you are not out of pocket.
- 5.8. If the University proposes to relocate a programme or close one, it will contact affected students to inform them of the steps taken to minimise the impact on them and to identify what compensation might be appropriate.
- 5.9. If payment was made by a third party any refund will be made directly to the third party. All refunds will be returned to the payee. Any compensation will be paid to the student.
- 5.10. Where payments have originated from outside of the UK any refund will be made to the overseas postal address or account from which it originated. Any compensation will be paid to the student.
- 5.11. If you are in receipt of a tuition fee loan you will need to contact your student support provider to advise them that your course has been closed or transferred.
- 5.12. If you believe that you are due a refund or compensation under this paragraph 5 and a refund or compensation has not been offered by the University, please contact the University Secretary ([universitysecretary@greenwich.ac.uk](mailto:universitysecretary@greenwich.ac.uk)).

## **6. Complaints**

- 6.1 Complaints relating to the operation of this policy will be considered under the following University procedures:
- Applicants who have not registered: the complaints procedure in the Admissions Policy and Procedure (<https://docs.gre.ac.uk/rep/sas/admissions-policy-and-procedure>)
  - Registered students: the Student Complaints Procedure (<https://docs.gre.ac.uk/rep/sas/student-complaints-procedure>)

**Approved by Vice-Chancellor's Office Group, 30 April 2018**