

University of Roehampton

Student Fee Payment and Enrolment Regulations

1. Introduction

- 1.1. This document outlines the Student Fee Payment and Enrolment Regulations ("Fee Regulations") which will be in place for students enrolling on University of Roehampton (the "University") programmes of study which commence between 1 September 2026 and 31 December 2026.
- 1.2. It covers the following areas:
 - Arrangements for the successful enrolment as a student at the University
 - Payment of student fees
 - Deposits and refunds
 - Procedures to be applied in the event of non-payment of fees
 - Other relevant matters
- 1.3. By accepting an offer of a place or enrolling on a programme, all applicants to, and continuing students at, the University are bound by the conditions set out in these Fee Regulations and related policies.
- 1.4. These Fee Regulations apply to all students irrespective of mode of study (e.g. part-time, full-time), level of study (e.g. undergraduate, postgraduate), or fee category (e.g. United Kingdom, International). Students are defined as persons registered onto any programme of study with the University.
- 1.5. These Fee Regulations are designed to ensure that all students are treated fairly and equitably and understand their Student Fees.
- 1.6. Student Fees are defined as any charges for tuition, accommodation, the use of special equipment, consumables/materials and facilities, library fines, charges for the non-return of equipment, field trips, travel costs, attendance at performances, printing, and unpaid hardship loans.
- 1.7. Accommodation fees and charges are due in accordance with the University Accommodation Contract. Acceptable methods of payment for Accommodation fees and charges are included in documentation given to the student at the time of enrolment and are available on the University website [Ways to Pay](#).
- 1.8. The Student Finance and Accounts Receivable team within the University's Finance Department is authorised to provide a definitive statement on University fees. All other university fee information provided by non-authorised staff shall be considered advisory only and non-binding to the University. Students or staff requiring definitive confirmation of fees should contact the Student Finance and Accounts Receivable team within the University's Finance Department by raising a ticket on the Service Desk: [Student Finance Enquiry Form](#)
- 1.9. Students who believe they may be unable to meet the conditions of these regulations (e.g. being unable to make a payment by a due date) should contact the Student Finance and Accounts Receivable team within the University's Finance Department to discuss their personal circumstances by raising a ticket on the Service Desk: [Student Finance Enquiry Form](#)

2. Tuition Fees

- 2.1. The University of Roehampton is committed to a fair and transparent policy in respect of charges made to students.
- 2.2. For the avoidance of doubt:
 - Tuition fees fall due at the point of enrolment.
 - While full payment of fees at enrolment is encouraged (and, as per paragraph 5.9 attracts a 2% payment discount for self-funding students), payment plan options are available to self-funding students (as described in paragraph 5.10).
 - Liability points determine the amount of the total tuition fee that will be refunded if a student withdraws from their programme of study during the academic year. These are presented in section 10.
- 2.3. Students from the United Kingdom who withdraw within 14 days from the point of enrolment or from the programme start date, whichever is later, will not have to pay the University any tuition fees and they will be refunded any advance payment made.
- 2.4. Tuition fees are reviewed annually and are listed on the University website on the individual programme pages.
- 2.5. The UK Government regulates the maximum tuition fee chargeable and any annual increments for UK undergraduate and PGCE students. The University sets all other non-regulated tuition fees. The fees listed on the programme page are for the first year of study only: they are reviewed annually, and the University reserves the right to increase the fees charged for each subsequent year of study.
- 2.6. Non-regulated tuition fees rise each year to allow for a combination of factors, including, but not limited to, inflation. Other factors include the costs of providing resources, staff contact, other support for students and an attractive learning environment, all of which may increase by more than headline inflation rates.
- 2.7. For non-regulated fees, continuing students should budget for an increase of between 2% and 5% for each further year of study.
- 2.8. Tuition fees may differ from one programme of study to another and reflect the resources required to deliver that programme.
- 2.9. Outside of the annual fee review process the only changes expected to occur during an academic year are as follows:
 - A requested change in the mode of study (e.g. moving from full-time to part-time or vice versa)
 - Re-assessment by the Student Loans Company or Local Authority
 - Enrolment on additional modules
 - A change in programme for which the fee level is different

- 2.10. In these cases, a revised invoice will be sent directly to the student requesting payment of any additional tuition fees.
- 2.11. The fees payable for a condensed programme of study will equate to the amount charged for the full-time programme. For example, should a student complete a programme of study within two and a half years of study that would ordinarily require three years of study (e.g. certain Business School undergraduate programmes that commence in January of each year), the student will be required to pay a fee that equates to three years of study.
- 2.12. Students who undertake a professional experience year and undertake no other studies on their course in that year are charged a fixed fee. After the first 14 days (from enrolment) these fees are non-refundable.
- 2.13. Students studying part-time, will be charged a pro-rated proportion of the full-time fee dependent on programme length, irrespective of the number of credits undertaken each year (e.g. a 2-year full time programme studied over three years will be charged 2/3rd of the full time fee per year)

Doctoral degrees

- 2.14. Fee levels for doctoral degrees are determined in line with the principles of the relevant programme and research degree regulations applicable at the student's point of admission, and the guidance outlined in the Research Degrees Handbook. These outline the duration of study for each programme and the fee level appropriate for the specific period of registration. Fees for doctoral degrees are published annually on the Graduate School website and the relevant programme pages

Credit Transfers

- 2.15 Students who have already achieved credits for the level they are studying prior to enrolling, will be subject to a fee amendment from the full fee. This will be subject to individual review by the Student Finance team.

Retakes

- 2.16 Students who retake part of their programme will be charged for the retake and will be subject to a fee amendment from the full fee. This will be subject to individual review by the Student Finance team.

3. Determination of Fee Status

- 3.1. All international applicants joining the University must provide all necessary fee assessment information to the Admissions Department to enable their fee assessment to take place prior to the start of their programme. The University adheres to the guidelines as set out by the UK Council for International Student Affairs (UKCISA). Please refer to <http://www.ukcisa.org.uk/> for the rules and procedures regarding tuition fee status. Fee status is assessed in accordance with the Regulations made under the Higher Education and Research Act 2017.

- 3.2. With exception to the specific cases, as defined by UKCISA, tuition fees will be charged relative to a student's fee status at the point of enrolment and will continue to be charged at that rate for the duration of the academic year.
- 3.3. European Union students will be charged international/overseas fees, except for those who have home status under the EU settlement scheme and meet the eligibility criteria.

4. Enrolment

- 4.1. The University's academic year starts on 1 September 2026 with multiple student intakes across the year. All students are required to enrol on commencement of their programme of study, and, for multi-year programmes, the point of progression to the next year of study, and following any period of suspension of studies.
- 4.2. To become a fully enrolled student at the University, applicants must complete all the necessary academic requirements and make arrangements to pay all fees as directed by the University.
- 4.3. Students may only re-enrol on a further year of study if they have paid tuition fees for previous years in full.
- 4.4. Enrolment will not be complete until payment details have been provided.
- 4.5. The University allows self-funding students to pay their tuition and accommodation fees in set instalments as detailed in paragraphs 5.10. For the purposes of these regulations self-funding students are defined as students not eligible for UK Government loans.
- 4.6. UK Undergraduate and PGCE applicants who have applied for a UK Government loan to cover the cost of their tuition fees will receive written confirmation of their entitlement from their loan provider. Applicants and students in receipt of a UK Government loan will be required to provide their Student Support Number (SSN) or Customer Reference Number (CRN) during the online enrolment process.
- 4.7. Students not completing enrolment by the end of the communicated enrolment period will be withdrawn from their programme of study. If they are withdrawn their student ID card will be de-activated and they will not be able to attend lectures, use the library, submit or sit assessments or take part in any other academically related activity. International students will have their UKVI sponsorship withdrawn.

5. Payment of Tuition fees

- 5.1. Student fees fall due at the point of enrolment in accordance with the current arrangements for paying fees which are updated annually.
- 5.2. Payment must be made in Pounds Sterling.
- 5.3. Under no circumstances will cash, in any currency, be accepted.
- 5.4. The following payment methods are acceptable pre-enrolment, for which further details are available on the University's website at [Ways to Pay](#).

- Convera
 - Flywire Payments
 - Easy Transfer
 - Online Payment using a credit or debit card (Visa or MasterCard)
- Payments made during online enrolment will be facilitated through the Flywire (WPM) portal, with payment plans also set up through the same system.
- 5.5. Payments should be made directly to the University using the methods described above. **Payments must not be made to any other 3rd party or any agents or individuals offering to act on the student's behalf. Roehampton students are currently being targeted by sophisticated fraudsters and any lost payments are the responsibility of the student.**
- 5.6. The University has a legal obligation to follow financial sanctions imposed by the UK Government and this has an impact on the payments that it can receive. Financial sanctions are restrictions placed upon individuals or entire countries, which limit what sorts of business relationship the University of Roehampton can have with them. For example, we might be unable to receive funds from certain people or countries, or be unable to send them money.
- 5.7. The University's approach is twofold:
- It follows all UK legislation on sanctions.
 - It takes into account US sanctions, as these affect key suppliers to us and make operating in certain countries difficult or impossible (e.g. payment services providers such as Convera which are US-owned).
- 5.8. In light of these requirements, please note that the University will not accept payments from the areas/countries that the UK government introduces financial sanctions, and applicants from these countries should contact the University directly.

Self-funding Students

- 5.9. Self-funding students who pay their tuition fees in full at the point of enrolment will qualify for a 2% discount. The discount is applied to the net tuition fee after deducting any applicable scholarships or other discounts. While full payment of fees at the start of the programme of study is encouraged, the University offers instalment plan options which self-funding students will be able to select at the point of enrolment. For the avoidance of doubt, the 2% discount is not available if the payment plan option is applied.
- 5.10. All students are expected to make an initial instalment payment at enrolment via the Flywire (WPM) portal, regardless of whether they have paid a deposit. Students may opt to pay in full at enrolment or set up a payment plan to settle the balance of their tuition fees. The payment plans offered are as follows:
- 2 instalments, with the first instalment paid at enrolment and the second instalment paid 90 days later.
 - 3 instalments, with the first instalment paid at enrolment, the second instalment paid 90 days later, and the final instalment paid after a further 90 days. All debt

should therefore be cleared within 180 days of enrolment.

- 7 instalments, with the first instalment paid at enrolment and second instalment onwards paid at 30-day intervals. All debt should therefore be cleared within 180 days of enrolment.
 - The University reserves the right to withdraw the option of a payment plan if payment instalments are repeatedly missed. Payment will be required in full at this stage.
- 5.11. Students taking the payment plan option cannot complete enrolment until they have a valid recurring card payment schedule in place. This payment plan will be set up at online enrolment through the Flywire (WPM) portal.
- 5.12. The University retains the right to impose a late penalty charge of £10 for any fees not paid by the due date.
- 5.13. The University will not continually renegotiate payment plans.
- 5.14. Should an applicant or continuing student be considered by the University as having extenuating circumstances, the University may agree for the tuition fees to be paid on dates other than those specified above. In this instance, the University reserves the right to ask a student to produce evidence to support the extenuating circumstances. Any agreement entered into by the University will be subject to periodic review. It is noted that International students, having proved that they have adequate funds to pay their fees as part of the application process, would be expected to have extenuating circumstances for fee payments in exceptional circumstances only.
- 5.15. Those students who would normally be eligible for a UK Government loan but who opt to pay tuition fees as a self-funding student and who subsequently fall behind on their second instalment payment of tuition fees, will normally be expected to request a loan from Student Finance England or its regional equivalent to cover the outstanding balance.

Students who have applied for a UK Government loan from Student Finance England or its regional equivalent.

- 5.16. For the purposes of this document loans provided by Student Finance England, Student Finance Wales and the Student Awards Agency for Scotland are classified as UK Government loans.
- 5.17. Students who apply for a Government loan will usually be given a Student Support Number (SSN) or Customer Reference Number (CRN).
- 5.18. Should the loan provider advise the student that they are not eligible for support or that they have failed to provide satisfactory documentary evidence that their application is still being assessed 8 weeks post-enrolment, they will become subject to the procedures for self-payment.
- 5.19. Students should be aware that the loan provider may make reassessments after the end of the academic year. Where this is the case and where the reassessment leads to the student becoming liable for tuition fees, the student will become subject to the procedure and sanctions for the non-payment of tuition fees detailed below in Sections 12 and 13.

Payment by an approved financial sponsor

- 5.20. The University reserves the right to decide which organisations or companies will be accepted as approved or official financial sponsors of students.
- 5.21. If student tuition fees are to be paid by an approved sponsor such as the National Health Service, an employer, or any other source of funding, it is the student's personal responsibility to ensure that the tuition fees are paid by the student sponsor.
- 5.22. Applicants or continuing students in receipt of funding, either in full or in part by a private sponsor, such as a commercial or charitable organisation, must provide an official letter of sponsorship to the University.
- 5.23. This is to be provided prior to or during, the enrolment period and should:
- be an official letter of sponsorship on the organisation's headed paper signed by an authorised signatory of the sponsor;
 - include the invoice address, contact details, including e-mail address and name of the official contact at the sponsor; and
 - include the full name of the student and the amount of the sponsorship.
- 5.24. The University will invoice the sponsor directly and payment must be made in full within 30 days from the date of the invoice. Where the sponsor fails to pay the invoice within the time period allowed, the student will be considered self-funded and become fully liable for payment of their tuition fees.
- 5.25. Parents, family members or friends are not classed as sponsors.
- 5.26. Should the sponsor default on payments or withdraw funding, the responsibility will fall upon the student to pay the fees. In which case the student must contact the Student Finance and Accounts Receivable team within the University's Finance Department and make acceptable arrangements to pay any outstanding fees promptly.
- 5.27. 2% early payment, scholarship and alumni discounts are not applicable to tuition fees paid by sponsors. For the avoidance of doubt, these discounts are only available to self-funded students. If a sponsor is paying only part of the fees, these discounts will only be applied to the percentage of fees that are being paid by the student.

Payment by an approved non-UK Government Loan provider

- 5.28. Students who are in receipt of a loan from an approved non-UK Government loan provider for the payment of tuition fees, for example US Federal Aid, will be expected to undertake all the steps necessary to enable the University to invoice the provider for their tuition fees and receive payment.
- 5.29. Students must provide an official letter of support to the University to be provided prior to or during, the enrolment period.
- 5.30. Should the loan provider default on payment of the fees the student will be considered self-funded and become fully liable for payment of their tuition fees.

- 5.31. In the event that the loan received is insufficient to cover the tuition fees due the student is responsible for paying the balance of the fees, except where this is due to the University's error.
- 5.32. The University reserves the right to decide which loan providers they will accept as approved.

Postgraduate Taught and Doctoral Students

- 5.33. Postgraduate taught and doctoral students are liable to pay fees in respect of each academic year or part thereof in which they are registered.
- 5.34. The options explained in 5.9 and 5.10 will apply in general. For UK Postgraduate Taught students in receipt of government loan funding, a three-stage payment plan is available for which payment should be made no later than the following dates:

Instalment	Sep 26 intake	Nov 25 intake	Jan 26 intake	Feb 26 intake	Apr 26 intake	Jul 26 intake
1	12/10/26	15/12/25	15/2/26	15/3/26	15/5/26	15/8/26
2	18/1/27	15/3/26	15/5/26	15/6/26	15/10/26	15/12/26
3	17/5/26	15/7/26	15/9/26	15/10/26	15/1/27	15/4/27

Degree Apprenticeships

- 5.35. For students enrolled via a Degree Apprenticeship, the nature of the relationship with the University may be different from that described within these Fee Regulations. For information relating to the arrangement the student should consult their employer. This is also true of any alternative fee arrangement with partner institutions.

Non-Credit Bearing Programmes/short courses

- 5.36. Students where fees are paid on a different stage basis, are not eligible to pay their fees by instalment and must be paid in full at the time of enrolment. Payment details will be provided with each programme/course.

6. International Student Deposits

- 6.1. The University charges two types of deposit:
- An Initial Deposit Payment ("IDP"). In certain instances, a £500 initial deposit payment is required prior to a pre-Confirmation of Acceptance for Studies ("CAS") interview. This payment is fully refundable should the applicant fail their pre-CAS interview, or choose not to proceed with their application, and we aim to refund within 60 days of notification that either the interview has been failed or the application withdrawn.
 - A Full Deposit Payment ("FDP"). All International students (except those from the United States, Norway, or the EU) looking to undertake an undergraduate or taught postgraduate programme at the University will be required to pay an FDP to secure a place on the programme of study and to obtain a Confirmation of Acceptance letter. The amount charged varies, and is up to

the full value of first year fees.

- 6.2. The amount of FDP payable, along with payment instructions, will be confirmed to students in their offer letter from the University.
- 6.3. Deposit payments made to the University will be deducted from the total annual tuition fee and students will need to pay the balance of the total annual tuition fee either in full at enrolment or by instalments as stipulated in Section 5 (Self-Funding Students) above.
- 6.4. The FDP is non-transferable and non-refundable except under the circumstances outlined below. Deposits will be held at least until the start date of the programme of study applied for, or longer, at the discretion of the University.
- 6.5. An administration charge of £250 to cover costs and expenses incurred by the University may be deducted from FDP refunds issued by the University. No administration fee is charged in respect of the refundable IDPs.
- 6.6. In line with UK Anti-Money Laundering laws, any fee paid will only be refunded to the person or body who paid the fee. Payment will be returned via the same method payment was received. **It is important to note this point as attempts to provide alternative payment details are likely to result in a delay to the refund.**
- 6.7. To ensure we can process IDPs in a fast manner (including their refund, where appropriate), only payments by Flywire, Convera and Easy Transfer are accepted.
- 6.8. FDPs will be refunded where an applicant withdraws their application prior to issuance of a Confirmation of Acceptance for Studies, or fails to meet academic or English language requirements of a conditional offer. They will be entitled to a refund of their deposit after deduction of the administration fee referred to in 6.5 above.
- 6.9. However, once a Confirmation of Acceptance of Studies has been issued, a refund of an FDP may only be considered in the following instances:
 - **Refusal of a student visa.** Refunds will be made to applicants who have been refused a student visa, provided the reason for refusal is not due to a fraudulent application. In the event of a visa refusal, the applicant must provide a clear copy of the refusal stamp in the applicant's passport, a copy of the refusal letter from the Visa Office, a copy of the deposit payment receipt and any other relevant documentation which the University may have requested the applicant to send. In such cases, the applicant will be entitled to a refund of their deposit after deduction of the administration fee referred to in paragraph 6.5 above. Issuance of a refund may take up to 60 days from the receipt of the request for refund.
 - **The programme of study is cancelled by the University.** If the University cancels the programme for which the applicant has accepted an offer, then all fees paid will be refunded. Issuance of a refund may take up to 60 days from the receipt of the request for refund. No administration fee will be charged in this instance.
 - **Unavoidable compliance issues.** The University understands that sometimes Visas take longer than reasonably expected to process by overseas government offices and bureaux. If the applicant is unable to travel

to the UK with a valid CAS by the enrolment deadline due to a delay in obtaining their Visa, and they can evidence that they applied for their visa more than 15 working days before the course start date, then they may apply for a refund of their FDP. Please understand that refunds of this nature sit outside of our standard processes and may take up to 3 months to approve and process. In such cases, the applicant will be entitled to a refund of their deposit after deduction of the administration fee referred to in paragraph 6.5 above.

- **Evidenced exceptional circumstances.** If the applicant's study commencement is hindered by exceptional circumstances, the evidence of these circumstances will be reviewed on a case-by-case basis by the International Admissions Team. The University will inform the applicant if they may apply for a refund of their FDP. Please understand that refunds of this nature sit outside of our standard processes and may take up to 3 months to approve and process. In such cases, the applicant will be entitled to a refund of their deposit after deduction of the administration fee referred to in paragraph 6.5 above.

- 6.10. In the absence of appropriate evidence to support an FDP refund request, the applicant may only be given an option to defer their studies to the next enrolment.
- 6.11. If applicable and based on the conditions above a request must be made via the refunds webpage: <https://www.roehampton.ac.uk/finance/refunds/>.

7. Payment of Accommodation Fees

- 7.1. All University accommodation fees are governed by the conditions set out in the University's Terms and Conditions for the Occupation of Accommodation, and by any subsequent terms, agreements or policies. Accommodation charges are reviewed annually and are set out in the offer of accommodation letter provided to the student upon acceptance of their application, depending on the type of accommodation chosen.
- 7.2. Full details of the University's terms and conditions pertaining to Accommodation will be provided to the student upon acceptance of their application. Please refer to this for further details of fees and charges.

8. Other Charges and Fees

- 8.1. Students undertaking certain programmes of study may be required to pay an additional fee to cover part or all the cost of special equipment, consumables, or facilities over and above the tuition fee.
- 8.2. Where applicable these mandatory costs include *inter alia* field trips, travel costs and attendance at performances. We encourage students to check with the relevant academic school or department when they choose their modules so that they are aware of any extra costs they will incur.

9. University Scholarships, Bursaries and Discounts

- 9.1. Where a student is eligible for a scholarship resulting in a reduction in tuition fees this will be deducted from the amount owed at the time of invoicing. Where a student is entitled to a cash payment for a bursary or stipend, the Accounts Receivable team within the University's Finance Department will arrange to pay the relevant amount to the student's bank account within 30 days of the entitlement arising (typically the date of enrolment or agreed payment schedule).
- 9.2. All scholarships, discounts and bursaries offered by the University are awarded subject to payment of the balance of fees owed (i.e. the fee payable after deducting the scholarship) in line with the payment schedule agreed with the student. **Failure to do so will result in the scholarship being withdrawn and the full fee being payable.**
- 9.3. If the student has a sponsor who will be paying the full balance of their fees, they will not be eligible for a scholarship. If the student is in receipt of partial sponsorship, the scholarship will be applied to the balance of fees that the student is funding themselves.
- 9.4. Students withdrawing or interrupting their studies during the course of the academic year will have any scholarships or discounts awarded pro-rated to the period they were actually in study. They will also become liable for any subsequent tuition fee shortfall because of their withdrawal or interruption.

10. Withdrawals and Interruptions of Study

- 10.1. The student's date of withdrawal or interruption of studies is the date which the student enters on the official Withdrawal (SR8) or Interruption of Studies (SR5) Form as the last date of attendance. This must be confirmed by the signature of the appropriate Programme Convener.
- 10.2. For programmes of study commencing in September 2026, should a student choose to withdraw from their programme or interrupt their studies, the student fee liability will be adjusted as stated below.
- 10.3. If the fee has been paid, the relevant amount will be refunded, otherwise the relevant amount of unpaid debt will be cancelled.

Undergraduate

Withdrawal between:	Days covered by liability period	Cumulative days since student start date	Amount charged of total tuition fee following withdrawal	Amount refunded of total tuition fee*
Student start day to end of day 14	14	14	0%	100%
Start of day 15 from student start date to end of day 104	89	105	25%	75%
Start of day 105 from student start date to end of day 202	97	202	50%	50%

Start of day 203 from student start date onwards			100%	0%
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Postgraduate Taught and Doctoral programmes

Withdrawal between:	Days covered by liability period	Cumulative days since student start date	Amount charged of total tuition fee following withdrawal	Amount refunded of total tuition fee*
Student start day to end of day 14	14	14	0%	100%
Start of day 15 from student start date to end of day 104	89	69	50%	50%
Start of day 105 onwards			100%	0%

PGCE

Withdrawal between:	Days covered by liability period	Cumulative days since student start date	Amount charged of total tuition fee following withdrawal	Amount refunded of total tuition fee*
Student start day to end of day 14	14	14	0%	100%
Start of day 15 from student start date to end of day 125	110	125	25%	75%
Start of day 126 from student start date to end of day 223	97	223	50%	50%
Start of day 224 from student start date onwards			100%	0%

11. Refunds for withdrawal from, of interruption to, studies

- 11.1. Refunds will only be issued where a student has followed the appropriate withdrawal or interruption of studies procedure, and the student is recorded as withdrawn in the Student Record System.
- 11.2. Refund requests must be submitted via the following link:
<https://www.roehampton.ac.uk/finance/refunds/> to the Accounts Receivable team within the University's Finance Department along with any necessary supporting documentation. If a refund is due back to the student, the refund will be returned using the payment details and method as the original payment where possible.

- 11.3. Where a student has other outstanding debts to the University, any refund amount due will be offset to clear the outstanding balance in the first instance, with the residual amount paid to the student.
- 11.4. No refunds will be given if withdrawing from or interrupting studies on non-degree programmes of study.
- 11.5. In the event of a student failing to complete a programme of study, other than in the withdrawal situations described above, all outstanding fees owed to the University must be paid and no refunds will be due.
- 11.6. For International students refunds will only be given once evidence is received that students have returned to their home country.

Students in receipt of US Direct Loans (Title IV Aid)

- 11.7. If a student who receives US Direct Loans (Title IV Aid) withdraws or interrupts from the University, they must notify the University's Finance Department immediately by raising a ticket on the Service Desk: [Student Finance Enquiry Form](#). The University will recalculate your tuition fee liability and return a Title IV calculation as determined by the US Department of Education guidelines.

Revisions

- 11.8. The University will review the fees liability of students whose registered status changes during the academic session, for example in the case of a student who moves from full-time to part-time study. In such cases, the fee liability will generally be determined by the date on which the change of status is effected.

Compensation

- 11.9. If in the event that continuation of study cannot be preserved, compensation may be awarded if a clear, recognisable, and material loss is suffered and evidenced by the student. This will normally fall into two categories:
- Recompensing a student for wasted out-of-pocket expenses that have incurred which were paid to someone other than the University.
 - Recompensing for a material disadvantage to the student arising from a failure of the University to discharge its duties appropriately.
- 11.10. Any such compensation may be awarded as notified by the University or once a student has been through the internal University complaints procedure. The complaints procedure is within the corporate information section of the University website.
- 11.11. Any claims made for compensation will be reviewed on a case-by-case basis and will also take into consideration the mitigations the University has put in place.

12. Student Debt

- 12.1. Student debt is defined as an outstanding payment owed to the University in respect of student fees. This includes but is not limited to:
- An outstanding prior year tuition or accommodation fee payment
 - Accommodation (non-rental) charges
 - Non-payment of tuition fees which have not been paid by an agreed (instalment) date
 - Where a sponsor or loan provider has not made payment or reclaimed payment either in part or of the total fee due
 - Library fines (e.g. lost books) and charges for materials/ rental of equipment etc.
 - Repayments of University Student Hardship Fund
 - Replacement costs for non-returned or lost AV equipment
- 12.2. Students retain the ultimate liability for the payment of their fees and charges, even when fees are expected from sponsors or loan providers. Where any fees remain outstanding, the University reserves the right to engage a third party, such as a debt collection agency, to collect these fees.
- 12.3. The University reserves the right to suspend or exclude any students who have not paid their academic fees/charges, or make satisfactory arrangements to pay, during the course of their studies.
- 12.4. The University has the right to withhold any marks gained whilst a student is suspended.
- 12.5. Students owing tuition fees to the University at the end of their programme of study will not be permitted to attend any graduation or award ceremonies, or receive any awards, until all debts to the University are paid in full and funds have cleared. Transcripts or certificates of assessment results will not be provided to the student while there are outstanding tuition fees owed to the University.
- 12.6. Students with a previous year tuition fee debt or debt from a previous programme will not be allowed to re-register until acceptable arrangements are made for this debt to be cleared in full. Students who are not permitted to register due to outstanding tuition fee payments should also note that there is an annual closure date for registration. Students who make acceptable arrangements for the payment of fees after this date will also be subject to the late registration procedures of the University and may be too late to resume studies for that academic year and should contact their academic department promptly to discuss this.
- 12.7. If a student's registration is withdrawn for non-payment of fees this means that they will no longer be considered a student at the University. Withdrawal is a final act that will not be reversed, unless the student can demonstrate that they have been withdrawn erroneously.
- 12.8. The University reserves the right to claim any late payment charges, interest, legal or other debt collection costs from students who fail to pay in accordance with any agreements or invoices issued by the University.

13. Process for the Recovery of Outstanding Debt

13.1. The process for the recovery of outstanding fees is described as follows:

Stage 1
Students will receive an email to their University email account advising them of the outstanding debt with an opportunity to pay or otherwise resolve any outstanding fees within a 7-day period. At the University's discretion, this communication may advise that their network access could be revoke if payment is not received.
Stage 2
If after 7 days of the issuing of this first communication, the fees remain unpaid or the student has failed to agree an exceptional payment plan with the University, they will be sent a second communication via email as above advising them of their continued outstanding debt. At the University's discretion, this communication may confirm that their access to University facilities may be suspended until any debt owed has been repaid or an exceptional payment plan has been agreed. Students who subsequently make payment in full or agree an exceptional payment plan will have their access reinstated.
Stage 3
After a further 7 days if the student has failed to respond to the previous communications sent to them and they have failed to pay the outstanding fees or agreed an exceptional payment plan, they will be sent a further email. This will advise them of their outstanding debt to the University. This third letter will state that if the student fails to pay their outstanding debt in full or make an exceptional payment plan with the University within 2 days of the date of this letter, then the University reserves the right to terminate the student's registration for the non-payment of fees. The letter will also confirm that the student's account will be passed to an external debt collection agent for recovery which will incur further charges. Students who are to be terminated will be sent a final letter and an email confirming their termination.

13.2. In cases of a failure of a payment for outstanding debt to be honoured by the payer's bank or where payment is reclaimed (charged back), the following sanctions will apply:

- Where a payment by debit/credit card is not honoured on the first presentation or is subsequently reclaimed, an administration charge of £25 will be payable as well as the outstanding fee payment.
- Students will be contacted and advised that any subsequent payment(s) will need to be made in person by visiting the Nest and making an appointment

with a member of the Student Finance team within the University's Finance Department. Students may also pay via bank transfer, using either of our payment partners, Convera or Flywire, and they will need to provide the Student Finance team within the University's Finance Department with satisfactory proof of the transfer so that the student access can be reactivated.

- Students will also be advised in the letter that an immediate restriction has been placed on access to University services.
- Students who make any further or multiple payments that fail to be honoured or are reclaimed (charged back) will also be asked to make an appointment to see the Student Finance team within the University's Finance Department. The student's access to University services as described above may not be reinstated until an appointment has been attended and satisfactory arrangements are in place for the payment of the outstanding fees.

- 13.3. In cases where a student has applied for a loan from a student funding provider and the application is unsuccessful for whatever reason, the following process will apply:

Stage 1
The student will receive a communication advising them that they need to contact the Student Finance team within the University's Finance Department within 14 days of the date of the communication. This email will advise the student that they will need to provide documentation that substantiates their eligibility for a loan or make acceptable alternative arrangements for the payment of the tuition fees due.
Stage 2
If a student fails to substantiate their eligibility, make acceptable arrangements for the payment of the tuition fee due or respond to the communication they have been sent, they will be sent an email using the contact details the University holds for them in the student records system advising them that they need to contact the Student Finance team within the University's Finance Department within 7 days of the date of the letter and provide documentation that substantiates their eligibility as requested by the University or make acceptable alternative arrangements for the payment of the tuition fees due. Students who fail to substantiate their eligibility, make acceptable arrangements for the payment of the tuition fee due or respond to the letter they have been sent will have their tuition fee loan payment rejected by the University and will then be subject to the procedures above for non-payment of tuition fees.

- 13.4. In cases where a student has failed to undertake the steps necessary for the University to be able to issue them with the relevant paperwork so that their tuition fees may be paid and/or so that the University may fulfil its obligations to the loan provider, the following process will apply:

Stage 1
The student will be sent a communication advising them that they need to contact the Student Finance team within the University's Finance Department within 14 days of the date of the email and undertake the necessary steps required or agree an acceptable alternative arrangement for the payment of the tuition fees due.

Stage 2

Students who fail to undertake the necessary steps required, make an acceptable alternative arrangement for the payment of the tuition fees due or respond to the letter they have been sent may have a restriction placed on their access to University services. Student's access to certain services as described above will not be resumed until the student has either completed the necessary steps as requested by the University or agreed an acceptable alternative arrangement for the payment of the tuition fees due.

14. Financial support and advice

- 14.1. Information, advice, and guidance is available to students on a wide range of student financial matters (including outstanding tuition fee payments). Students should contact the Student Fees team within the University's Finance Department.
- 14.2. For information on obtaining a fee loan please see:
<http://www.direct.gov.uk/studentfinance> and follow the appropriate links.
- 14.3. Loans to students may be given in the case of hardship and will be recorded on the student's account. All loans must be repaid before graduation or leaving University. The University scheme for emergency and similar loans can be found here. Additional support and advice are also available from the Roehampton Student Union and moneyadvice@roehampton.ac.uk and also from the following independent services:

[The Money Advice Trust](#)
[Citizens Advice Bureau](#)
[Step Change](#)

15. If things go wrong

- 15.1. If the student wishes to make a complaint about the University, they should use the Student Complaints Procedure: Student Complaints Procedure.
- 15.2. This procedure has been devised to help to resolve any complaints by the student as promptly, fairly, and amicably as possible.
- 15.3. If the student remains dissatisfied after following the Student Complaints Procedure to completion, they have the right to ask the Office of the Independent Adjudicator for Higher Education (OIA) to review the complaint.
- 15.4. If the student does not act in accordance with any of the University's rules, regulations, policies and codes that are in force at any given time, the University may take disciplinary action against the student in accordance with the Student Disciplinary Regulations.
- 15.5. One of the possible outcomes of disciplinary action is that the student's registration at the University may be terminated.