



## **STUDENT FEE PAYMENT & ENROLMENT REGULATIONS 2019/20**

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## Table of Contents

<b>1. Introduction</b> .....	4
<b>2. Tuition Fees</b> .....	4
<b>3. Determination of Fee Status</b> .....	5
<b>4. Enrolment</b> .....	5
<b>5. Payment of Tuition fees</b> .....	6
5.1 Self-funding Students.....	6
5.2 Students who have applied for a Government loan from Student Finance England or its regional equivalent.....	7
5.3 Payment by an approved financial sponsor .....	7
5.4 Payment by an approved non-UK Government Loan provider .....	8
5.5 International Student Deposits .....	8
5.6 Postgraduate Taught and Research Students.....	9
5.7 Tuition Fee Liability.....	9
5.8 Non-Credit Bearing Courses and Part-Time Programmes .....	9
<b>6. Payment of Accommodation Fees</b> .....	9
<b>7. Other Charges and Fees</b> .....	10
<b>8. University Scholarships, Bursaries and Discounts</b> .....	10
8.1 Scholarships and Bursaries .....	10
8.2 Discounts .....	10
<b>9. Withdrawals and Interruptions of Study</b> .....	10
<b>10. Refunds</b> .....	12
10.1 Revisions.....	12
10.2 Compensation .....	12
<b>11. Penalties for late or Non-Payment of Tuition Fees for Self-Funding Students</b> .....	13
11.1 Student Debt.....	13
<b>12. Process for the Recovery of Outstanding Fees</b> .....	14
12.1 Sanctions for the failure of a payment to be honored by the payee’s bank or where payment is reclaimed.....	14
12.2 Sanctions for failure to respond to University correspondence that affects the payment of fees.....	15
12.3 Sanctions for incomplete applications for non UK Government funded loans.....	15
12.4 Important General information on Sanctions.....	15
12.5 Transcripts and Certificates .....	16
12.6 Registration .....	16
<b>13. Data Protection</b> .....	16
13.1 Data Subject Access Requests.....	16

<b>14. Email Correspondence .....</b>	<b>17</b>
<b>15. Financial support and advice.....</b>	<b>17</b>
<b>16. Students with unforeseen circumstances .....</b>	<b>17</b>
<b>17. If things go wrong .....</b>	<b>18</b>
<b>PAYMENT OPTIONS.....</b>	<b>19</b>

# STUDENT FEE PAYMENT & ENROLMENT REGULATIONS 2019/20

## 1. Introduction

This document outlines the **Student Fee Payment and Enrolment Regulations** which will be in place for the academic year 2019/20 and covers the following areas:

- the arrangements for the successful enrolment as a student of the University of Roehampton (the “University”),
- the payment of student fees
- the procedures to be applied in the event of non-payment of fees.

These Regulations are designed to ensure that all students are treated fairly and equitably and understand their tuition fees and other fees and charges. Students are defined as persons registered onto any programme of study at the University.

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.

The University’s academic year starts on 1 September 2019. All students are required to enroll at the start of each year of their programme of study and following any period of suspension of studies.

Accommodation fees and charges are due in accordance with the University Accommodation Contract. Details regarding the methods of payment of Accommodation fees and charges are included in documentation given to the student at the time of enrolment and are available on the University website.

These regulations apply to all students – this includes part-time, full-time, undergraduates, postgraduates, home, European Union and international students.

## 2. Tuition Fees

Tuition fees are reviewed annually and a schedule can be found at <http://www.roehampton.ac.uk/finance> and on the individual course pages of the University website.

The UK Government regulates the maximum tuition fee chargeable and any annual increments for home and European Union (“EU”) undergraduate students.

The University sets all other tuition fees and the fee listed on the course page is for the first year of study only (for those starting in 2019/20) and are reviewed annually and may increase.

The fees rise each year to allow for a combination of factors, including inflation. However, the percentage rise is not necessarily the same as the rate of inflation in any one year, because inflation is just one factor of many which are considered when setting the University’s fees. The tuition fees contribute to providing the resources, staff contact and the support students need as well as an attractive learning environment.

Any changes for the following academic year will ordinarily be confirmed in the preceding autumn, giving students almost one years' notice of their fee liability for the following year, and at enrolment. Students should budget for a likely increase of between 2% and 5% for

each further year of study.

Further details can be found on the University website via this link: [www.roehampton.ac.uk/finance](http://www.roehampton.ac.uk/finance).

Outside of the annual fee review process the only changes that could 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 of additional modules

In these cases a revised invoice will be sent directly to the student requesting payment of any additional tuition fees.

### **3. Determination of Fee Status**

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. Please refer to <http://www.ukcisa.org.uk/> for the rules and procedures regarding tuition fee status.

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.

### **4. Enrolment**

In order 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. Tuition fees are due for payment at the start of each academic year, or the start of each enrolment period for non-standard start dates.

The University allows self-funding students to pay their tuition and accommodation fees in set instalments as detailed in Section 5.1, Self-funding Students. For the purposes of these regulations self-funding students are defined as students not applying for Government loans.

Enrolment will not be complete until payment details have been provided. Failure to complete the enrolment process will result in the application to the University being delayed and/or terminated.

Home/EU Undergraduate or PGCE applicants and continuing students who have applied for a 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 Government loan will be required to provide their Student Support Number (SSN) or Customer Reference Number (CRN) during the online enrolment process - See Section 5.2 for further details.

All applicants and continuing students enrolling at the University are bound by the conditions set out in these Regulations and related policies.

Failure to complete the enrolment process as stated will result in application or affiliation to the University being terminated.

## 5. Payment of Tuition fees

Student fees should be paid at the time of registration in accordance with the current arrangements for paying fees which are updated annually. **Under no circumstances will cash, in any currency, be accepted.**

Payment options are listed below and further details can be found in Appendix 1.

1. Western Union Business Solutions Bank Transfer
2. Online Payment using a credit or debit card
3. In Person by visiting our Student Finance Office

### 5.1 Self-funding Students

Self-funding students, who pay their tuition fees in full by the start of the academic year, or the start of each enrolment period, will be entitled to a 2% discount. The University offers a range of instalment plans which self-funding students will be able to select as part of their University Enrolment and Registration. Self-funding student instalment plan options are detailed below:

For courses commencing September 2019 and running over the full academic year:

#### Option 1

Instalment 1: Full payment\* by Monday 16th September 2019 or at the point of your enrolment

(\*a 2% full payment discount will be applied to your fees)

#### Option 2

Instalment 1: Due by Monday 16th September 2019 (50%)

Instalment 2: Due by Monday 27th January 2020 (50%)

#### Option 3

Instalment 1: Due by Monday 16th September 2019 (33%)

Instalment 2: Due by Monday 27th January 2020 (33%)

Instalment 3: Due by Monday 27th April 2020 (34%)

#### Option 4

Instalment 1: Due by Monday 16th September 2019

Instalment 2: Due by Monday 28th October 2019

Instalment 3: Due by Thursday 28th November 2019

Instalment 4: Due by Tuesday 28th January 2020

Instalment 5: Due by Friday 28th February 2020

Instalment 6: Due by Saturday 28th March 2020

Instalment 7: Due by Tuesday 28th April 2020

For courses commencing January 2020

Instalment 1: Due by Wednesday 8th January 2020 (50%)

Instalment 2: Due by Monday 20th April 2020 (50%)

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.

Payment must be in sterling and can be made in full via bank transfer through Western Union Business Solutions or by debit/credit card using the University's Tuition Fee Payment Portal.

Those students who would normally be eligible for a Government loan but who opt to pay tuition fees as a self-funding student and subsequently fall behind on their second instalment payment of tuition fees, will normally be expected to transfer to the deferred Government Loan scheme and request a loan from the Student Loan Company (SLC)/ Student Finance England (SFE) or the regional equivalent to cover the outstanding balance.

The University reserves the right to decide which organisations or companies will be accepted as approved or official financial sponsors.

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

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 Government loans.

Students who apply for a Government loan will usually be given a Student Support Number (SSN) or Customer Reference Number (CRN).

Where a student has not yet received a decision from the appropriate student support provider as to whether they are eligible for a tuition fee loan, the student will normally be permitted to register under arrangements outlined in Section 4.

Should the student support 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, they will become subject to the procedure and sanctions for the non-payment of tuition fees detailed below in Section 11.

## 5.3 Payment by an approved financial sponsor

If student tuition fees are to be paid by an approved sponsor such as the National Health Service, an employer, or by a Professional Career Development Loan, it is the student's personal responsibility to ensure that the tuition fees are paid by the student sponsor.

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.

This is to be provided prior to or during, the enrolment period and should:

- be an official letter of sponsorship on the organisations headed paper signed by an authorised signatory of the sponsor
- include the invoice address, contact details and name of the official contact at the sponsor
- the full name of the student and the amount of the sponsorship

The University will invoice the sponsor directly and payment must be made in full within 30 days from the date of the invoice.

Parents, family members or friends are not classed as sponsors.

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 Finance Department and make acceptable arrangements to pay any outstanding fees promptly.

\*2% discount/scholarship/alumni discount are not applicable on sponsor payments. This is only applied to self-funded students. If a sponsor is paying part fees the discounts will only be applied to the percentage of fees that are being paid by the student.

#### 5.4 Payment by an approved non-UK Government Loan provider

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 your tuition fees and receive payment.

Should the loan provider default on payment of the fees the student is responsible for paying the fees.

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.

The University reserves the right to decide which loan providers they will accept as approved.

#### 5.5 International Student Deposits

All International students (*except those from the USA or Norway*) looking to undertake an undergraduate or taught postgraduate programme at the University will be required to pay a deposit to secure a place on the course and to obtain a Confirmation of Acceptance letter.

The amount of deposit payable, along with payment instructions, will be confirmed to students in their offer letter from the University. The deposit payable for the academic year 2019/20 is £2,500.00.

Deposit payments made to the University will be deducted from the total annual tuition fee. Where payment of tuition fees by instalments is selected, the balance of the total annual tuition fee can be split into instalments as stipulated in section 5.1 – Self-Funding students.

Deposits can be paid by following the link <https://epay.roehampton.ac.uk/deposits>.

The University follows UK Home Office guidance on international student applications and as such the tuition fee deposit is non-refundable.

However, a refund of a deposit may be considered in the instances of an applicant failing to meet the conditions of their offer, is refused a visa to enter the UK or the programme of study is cancelled by the University.

In order to apply for a tuition fee deposit refund, a request must be made in writing and sent to the International Office.

In the event of a visa refusal you 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 you to send.

If a student requires a visa to study in the UK, they are expected to be able to fund the whole of their programme of study themselves, unless they have an official financial sponsor. An official financial sponsor is:

- Her Majesty's Government;
- The student's home government;
- The British Council;
- An international organisation or company; or a University



## 5.6 Postgraduate Taught and Research Students

Postgraduate taught and research students are liable to pay fees in respect of each academic year or part thereof in which they are registered. Special arrangements for payment of fees apply to some programmes of study where fees are not due per academic year, i.e. fees relate to specific stages, or modules, and are payable prior to commencement of each stage or module.

New postgraduate students should refer to their postgraduate offer letter for details of arrangements for payment of their fees.

## 5.7 Tuition Fee Liability

Students are personally liable for payment of their fees as detailed in the *Payment of Tuition Fees in Section 5* above, except where a contractual agreement exists between a sponsor and the University. Where the student has produced written evidence, satisfactory to the University that he or she is the holder of an award, scholarship or sponsorship which includes payment of fees direct to the University, an invoice for fees will be issued to the sponsoring organisation.

If the sponsor fails to pay fees within 30 days of an invoice being issued, the University may no longer recognize them as a sponsor. Where this is the case, the student will be invoiced as self-funding.

## 5.8 Non-Credit Bearing Courses and Part-Time Programmes

Students on certain part-time programmes, where fees are paid on a modular or stage basis, are not eligible to pay their fees by instalment and must be paid in full at the time of enrolment.

## 6. Payment of Accommodation Fees

All University accommodation fees are governed by the conditions set out in the Terms and Conditions for the Occupation of Accommodation at Roehampton University, 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.

Applicants or continuing students who wish to accept a place in University accommodation are required to pay a deposit of £250 to secure their place.

The University may retain all or part of the deposit in settlement or part-settlement of any sums which the student owes to the University under these Regulations including rent arrears, charges for damage or loss to the accommodation or contents and any other reasonable costs resulting from any other breaches by a student of their obligations under these Regulations.

If the deposit is insufficient to meet any outstanding charges or costs, the student shall promptly pay the balance owed to the University.

Please refer to the individual offer letter for the amount and payment terms of the deposit and rent payable to the University. The deposit shall be refunded to the student within five weeks of the end of the Accommodation Agreement, subject to the conditions in the paragraph below.

The University may terminate the tenancy at any time by serving notice if any payment is overdue by 14 days or the student ceases to be registered with the University.

The University reserves the right to commence eviction proceedings for non-payment of rent.

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.

## **7. Other Charges and Fees**

Students undertaking certain programmes and courses 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.

Where applicable these mandatory course costs include field trips, travel costs and attendance at performances. We encourage you to check with the relevant academic school or department when you choose your modules so that you are aware of any extra costs you will incur.

## **8. University Scholarships, Bursaries and Discounts**

Where a student is eligible for a bursary or 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 payment for a bursary, scholarship or stipend the Head of Finance will arrange to pay the relevant amount to the student's bank account.

### **8.1 Scholarships and Bursaries**

All scholarships offered by the University are awarded based on completion of the year of study for which they are granted. If you have a sponsor who will be paying the full balance of your fees, you will not be eligible for a scholarship. If you are in receipt of partial sponsorship, your scholarship will be applied to the balance of fees that you are funding yourself.

Students withdrawing or interrupting their studies during the course of the academic year will have any scholarships awarded pro-rated to the period you were actually in study. You will also become liable for any subsequent tuition fee shortfall as a result of your withdrawal or interruption.

### **8.2 Discounts**

A 2% discount will be given to all students who make one full payment of their tuition fees online by the published date of enrolment.

A 20% tuition fee discount is available on campus-based courses for all UK, EU and international alumni holding a full Roehampton undergraduate degree or postgraduate qualification and those who studied here on an exchange/study abroad programme, for any higher programme of study.

The University defines a higher programme of study as an undergraduate progressing to a postgraduate degree and a postgraduate progressing to PhD or MPhil. This reduction will be applied to the tuition fee prior to payment.

## **9. Withdrawals and Interruptions of Study**

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.

For programmes of study commencing in September 2019, should a student chose to withdraw from their programme or interrupt their studies, the student fee liability will be adjusted as stated below.

9.1 Undergraduate Students and PGCE

Before Friday 4th October 2019: **No Fee Charged**

After Friday 4th October 2019 and before Friday 10th January 2020:

**25% of annual tuition fee payable**

After Friday 10th January 2020 and before Friday 24th April 2020:

**50% of annual tuition fee payable**

After Friday 24th April 2020:

**100% of annual tuition fee payable**

9.2 QAHE (UR) Limited Undergraduate Students (September Intake/Cohort)

Before Monday 14th October 2019: **No Fee Charged**

After Monday 14th October 2019 and before Thursday 2nd January 2020:

**25% of annual tuition fee payable**

After Thursday 2<sup>nd</sup> January 2020 and before Wednesday 1<sup>st</sup> April 2020:

**50% of annual tuition fee payable**

After Wednesday 1<sup>st</sup> April 2020:

**100% of annual tuition fee payable**

QAHE (UR) Limited Undergraduate Students (January/February Intake/Cohort)

Before Monday 10th February 2020: **No Fee Charged**

After Monday 10th February 2020 and before Monday 27th April 2020:

**25% of annual tuition fee payable**

After Monday 27<sup>th</sup> April 2020 and before Monday 20th July 2020:

**50% of annual tuition fee payable**

After Monday 20th July 2020:

**100% of annual tuition fee payable**

QAHE (UR) Limited Undergraduate Students (May/June Intake/Cohort)

Before Monday 6th July 2020: **No Fee Charged**

After Monday 6th June 2020 and before Monday 21<sup>st</sup> September 2020:

**25% of annual tuition fee payable**

After Monday 21<sup>st</sup> September 2020 and before Saturday 2nd January 2021:

**50% of annual tuition fee payable**

After Saturday 2<sup>nd</sup> January 2021:

**100% of annual tuition fee payable**

9.3 Postgraduate Students (excluding PGCE)

Before Friday 4th October 2019: **No Fee Charged**

After Friday 4th October 2019 and before Friday 10th January 2020:

**50% of annual tuition fee payable**

After Friday 10th January 2020: **100% of annual tuition fee payable.**

For programmes of study commencing in January 2020, should a student chose to withdraw from their programme or interrupt their studies, the student fee liability will be adjusted as set out in Section 9.4 below.

#### 9.4 Postgraduate Students from January 2020

Before Friday 7th February 2020: **No fee Charged**

After Friday 7th February 2020 and before Friday 8th May 2020:

**50% of annual tuition fee payable**

After Friday 8th May 2020: **100% of annual tuition fee payable.**

All refunds will be less any registration fees, compulsory field trip fees, credit charges or deposits.

### 10. Refunds

All refunds are at the discretion of the University and, prior to consideration for any refund or waiver, all necessary withdrawal or interruption of studies procedures must have been completed by the student and the student recorded as withdrawn in the Student Record System.

To claim a refund, requests must be submitted in writing to the Finance Department along with any necessary supporting documentation. Any refunds due will be made by the same method as the original payment, with the exception of cheque payments, which will be refunded by Bank Transfer.

Where a student has other outstanding debts to the University, any refund amount due may be offset to clear the outstanding balance.

No refunds will be given if withdrawing from or interrupting studies on non-degree courses.

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.

#### 10.1 Revisions

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 affected.

#### 10.2 Compensation

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:

1. Recompensing a student for wasted out-of-pocket expenses that they have incurred which were paid to someone other than the University
2. An amount to recompense for a material disadvantage to the student arising from a failure of the University to discharge its duties appropriately

Any such compensation may be awarded as notified by the University or once you have been through the internal University complaints procedure. The complaints procedure can be found within the corporate information section of the University website. Any such compensation may take account of the following factors:-

1. Refund of tuition fees
2. Refund of accommodation costs (for the remainder of the contract if accommodation is no longer required)
3. Loss of maintenance costs
4. Travel costs
5. Reimbursement of tuition fees to sponsors/Student Finance England
6. Other reasonable associated costs.

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.

## **11. Penalties for late or Non-Payment of Tuition Fees for Self-Funding Students**

Failure to pay fees within 30 days of the due date will result in the immediate termination of registration and, in the case of international students, reporting to UKBA in accordance with the University's Tier 4 Sponsorship License.

The University reserves the right to withhold the award of a degree, diploma or certificate to a student who has not paid their tuition fees in full.

Students, who are registered on a programme of study and have overdue tuition fees, and have not contacted the Finance Department to discuss an alternative payment plan will have their access to University facilities suspended. This includes computer access, University network access and access to any areas requiring a Student ID card. Students may also have their registration at the University suspended.

### **11.1 Student Debt**

- 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 for the current year, 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 (lost books / late return fees) and charges for materials/ rental of equipment etc.
  - Repayments of University Student Hardship Fund

Students retain the ultimate liability for the payment of their fees and charges. 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.

The University has the right to withhold any marks gained whilst a student is suspended.

Students in academic debt to the University may 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.

The University reserves the right to exclude any students who have not paid their academic fees/charges, or make satisfactory arrangements to pay, during the course of their studies. Students in debt to the University are not permitted to re-enroll for the following academic year until all debts have been paid in full and the funds have cleared.

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.

## 12. Process for the Recovery of Outstanding Fees

### Stage 1

Students will be sent an email to their University email account and advising of the outstanding debt with a timeframe of 14 days to pay/resolve

### Stage 2

If after 14 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 and letter as above advising them of their continued outstanding debt.

This communication will confirm that their access to University facilities has been 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 final email. This will advise them of their outstanding debt to the University.

This final 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 7 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 advising them of the date they are due to be terminated, should they not make payment in full or agree an exceptional payment plan during the intervening period.

Students who make payment in full or receive an exceptional payment plan before the withdrawal process will have their access to services reinstated.

### 12.1 Sanctions for the failure of a payment to be honored by the payee's bank or where payment is reclaimed

Where a payment by debit/credit card is not honored 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 Student Finance Office in the Richardson Building, Digby Stuart Campus. Students may also pay funds directly to our bank (The University bank details are available at the end of this document) and they will need to provide the 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 honored or are reclaimed will also be asked to make an appointment to see the Credit Control team. Student's access to University services as described above will not be reinstated until an appointment has been attended and satisfactory arrangements are in place for the payment of the outstanding fees.

## 12.2 Sanctions for failure to respond to University correspondence that affects the payment of fees

### **Student Support eligibility**

#### **Stage 1**

Where a student has applied for a loan from a student funding provider and the application is unsuccessful for whatever reason, the student will receive a communication advising them that they need to contact the 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 a letter to the postal address we hold for them in the student records system advising them that they need to contact the Credit control team within 7 days of the date of the letter and either 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.

## 12.3 Sanctions for incomplete applications for non UK Government funded loans

#### **Stage 1**

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, they will be sent communication advising them that they need to contact the Credit Control team 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 or fail to make an acceptable alternative arrangement for the payment of the tuition fees due or fail to respond to the communications they have been sent further communication advising them that they need to contact the Credit Control Team within 7 days of the date of the letter and undertake the necessary steps required or make an acceptable alternative arrangement for the payment of the tuition fees due.

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 will 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.

## 12.4 Important General information on Sanctions

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 on behalf of the University. The University reserves the right to claim any late payment interest, legal fees or other debt collection related costs incurred in the collection of outstanding student fees.

## 12.5 Transcripts and Certificates

Transcripts or certificates of assessment results will not be provided to the student whilst there are outstanding tuition fees owed to the University.

## 12.6 Registration

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.

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. The consequences of withdrawal in these circumstances include the following:

- Any academic credit a student may have accumulated during their study, whether for individual modules/credit points or awards, will not be made or verified by the University in circumstances where a student leaves without paying their academic fee liability. This means that we will not officially confirm a student's academic attainment for third-parties such as employers or other academic providers; they will not be eligible for a paper transcript of results nor an electronic Higher Education Achievement Report.
- If a student subsequently makes a fresh application for registration on the same or a different programme of study as described above, they will have to settle any outstanding academic fee liability owed to the University and demonstrate how circumstances have changed such that future tuition fees liabilities will be met as part of their application.
- Students who have not paid their tuition fees in full will not normally be allowed to attend the Graduation ceremonies.
- Once a student has left the University should they have tuition fees outstanding the University reserves the right to refer the debt to an outside collection agency.

## 13. **Data Protection and GDPR**

The University processes information about its staff, students and other individuals for a variety of purposes. When processing information, the University is committed to protecting the rights and privacy of students, staff and others in compliance with the Data Protection Act 2018, General Data Protection Regulation (GDPR) and related legislation. The [Data Protection Policy](#) sets out the principles that apply in meeting this commitment.

### 13.1 **Data Subject Access Requests**

Staff, students and other data subjects in the University have the right to access personal data that is being kept about them either on computer or in structured and accessible manual files. Any person wishing to exercise this right should submit a request in writing. Please see the [Data Subject Access Request guidance](#) for further details.

Please contact the [Data Protection Officer](#) for any queries relating to data protection.



## 14. Email Correspondence

Please note all email correspondence will be sent to your University email account and where possible your preferred email address also. Students are advised therefore to check their University email account regularly as the main channel for email communication from the University.

## 15. Financial support and advice

Information, advice and guidance is available to students on a wide range of student financial matters including outstanding tuition fee payments and students can contact the Student Finance advice team at the University. Details about such services are available and students are also welcome to contact us.

Home and EU students studying undergraduate or PGCE programmes may be able to arrange payment of their tuition fees by taking out a fee loan.

For information on obtaining a fee loan please see:

<http://www.direct.gov.uk/studentfinance> and follow the appropriate links.

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 is also available from the [Roehampton Student Union](#) and from the following independent services:

[The Money Advice Trust](#)

[Citizens Advice Bureau](#)

[Step Change](#)

## 16. Students with unforeseen circumstances

Students who are experiencing unforeseen financial difficulties in paying their tuition fees after they have registered onto the programme for that academic year should seek help at the earliest possible opportunity.

The University will be sympathetic and assist where it can, however, the quality of teaching is dependent upon funding and the University must therefore act to recover all outstanding debts.

In exceptional circumstances, which are supported by documentary evidence, a student may be permitted to defer payments. These arrangements may only be made by the Credit Control Team following individual consultation and negotiation.

Students should send an email to [credit.control@roehampton.ac.uk](mailto:credit.control@roehampton.ac.uk). This letter must include:

- Your Student ID
- Your full current postal address
- Your full Student Name
- Your University of Roehampton email address

The letter must:

- give the reasons why they are unable to pay their tuition fee on the due date and specify the date by which they will make the payment; and
- explain why sufficient funds will be available at this time and must be supported by third party documentary evidence

Letters from friends or relatives are not acceptable if presented as the only evidence.

Should a student wish to discuss their proposal with the Credit Control team, an appointment will be made, however a letter as outlined above should normally be submitted in the first instance.

Students will normally receive a reply from the Credit Control team in writing advising one of these options:

1. Acceptance of proposal with conditions; or
2. Decline letter; or
3. Request for further information or to attend an appointment

We will aim to answer such requests with 3 working days and therefore students are advised to contact us as swiftly as possible to avoid unnecessary sanctions being applied to their accounts.

Any exceptional payment agreements given to students will confirm the monthly due date by which payments should be made. Should the renegotiated payment date not be met, any exceptional payment agreement made will be cancelled immediately and the full outstanding balance will be due for payment. Students will then be subject to the sanctions for the Non-Payment of Student Fees as detailed above. Students will not be permitted to carry tuition fees into the next academic year.

## 17. If things go wrong

If the Student wishes to make a complaint about the University, they should use the Student Complaints Procedure: [Student Complaints Procedure](#).

This procedure has been devised to help to resolve any complaints by the Student as promptly, fairly and amicably as possible.

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.

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](#). The Student agrees that all relevant staff will be advised of the outcome. One of the possible outcomes of disciplinary action is that the Student's registration at the University may be terminated.

## APPENDIX 1

### STUDENT FEE PAYMENT & ENROLMENT REGULATIONS 2019/20

#### PAYMENT OPTIONS

The University has made the following options available to help students settle their fees quickly and efficiently. They should already have been advised by the appropriate University authority of the amounts payable for their accommodation and/or tuition fees.

##### 1. Western Union Business Solutions Bank Transfer

The University of Roehampton has chosen to partner with Western Union Business Solutions in order to offer their students an international bank transfer service via WU Global Pay for Students platform.

The WU® Global Pay for Students is a web-based application that facilitates online international payments by bank transfer in the student's local currency while the university receives their payments in GBP, in full, with correct and complete reference information attached. Students benefit from a fast and reliable payment option chosen and trusted by their University ensuring payments are posted to the student's account quickly.

Students who wish to make payments from overseas often lose money to fluctuating exchange rates, expensive bank charges and unforeseen card charges. Using the free service provided by Western Union Business Solutions helps eliminate these problems and ensures your payment can be processed quickly, and that the University receives 100% of the payment you send.

The exchange rate you obtain is guaranteed for 72 hours to give you time to make the payment using the internet, telephone or your local bank, and you will be notified as soon as your payment is received via email. Please note that this service is also open to students including domestic students wishing to pay in British Pounds, at no cost. To access this service, please use the following link:

<https://student.globalpay.wu.com/geo-buyer/roehampton>

Once payment has been sent through the nominated bank to Western Union Business Solutions, the University will be advised and the payment will be applied to the student's fees account

If you have any queries regarding this service or your payment you can contact Western Union's dedicated student support helpline on +44 (0) 1733 871871 or email [education@westernunion.com](mailto:education@westernunion.com)

##### 2. Online Payments - Tuition and Accommodation Fee Payments

Students can make online payments via the tuition fee payment portal as part of the Enrolment process.

All students must have accepted the University Terms and Conditions, completed and updated your contact details and selected your modules before you attempt to make your payment.

### **3. Online Payments - Postgraduate Tuition Fee Deposits (Prepayments)**

Payment can be made via our deposit payment pathway at:

<https://epay.roehampton.ac.uk/deposits>.

We accept Visa and MasterCard for payment of fees for all online payments.

**Please be advised that we are not able to accept cash payments in any currency.**