



Abertay University

Student Fee Reduction/Refund Policy 2019 - 2020

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1. INTRODUCTION

- 1.1 Although all reductions and refunds are at the discretion of the University, the aim of this policy is to provide guidance on how the fee reductions and refunds are calculated and paid by the University.
- 1.2 This policy relates to payments received directly from any current/former student or sponsor in relation to tuition fees. It also extends to refunds for other types of fees such as rent and library refunds.
- 1.3 In all cases, any other debt owing to the University will be subtracted from any refund due.

2. GENERAL INFORMATION

- 2.1 Students must not intentionally overpay any fees due to the University in order to obtain additional living costs or circumvent any government regulation or restriction. The University is not able to act as a clearance account and must conform to UK anti-money laundering legislation.
- 2.2 Where a student's account is in credit as a result of a fee adjustment or overpayment, the University may request that the credit balance is carried forward into the following academic year instead of refunding it.
- 2.3 A full refund of fees paid, will be given in the following circumstances:
 - Where the University is unable to provide the academic course initially offered;
 - Where the University withdraws an offer of enrolment, before the start of the course, for any reason except where the student has provided us with incomplete or incorrect information.
- 2.4 In the event that a student's studies have been terminated by the University for academic, financial or disciplinary reasons, a student will be liable to pay full fees for each term that they have commenced.
- 2.5 Consideration for a fee reduction/refund may, on a case by case basis, be given to students who have withdrawn/suspended due to exceptional circumstances (which does not include academic or financial reasons). This must be approved by both the Registrar and the Director of Finance and Research Funding.

3. TUITION FEES

- 3.1 The University will apply the following rules when calculating fee liability for UK and EU students who withdraw or suspend their studies, provided that the student has followed the correct withdrawal/suspension procedure. For further information on the withdrawal/suspension procedure, please refer to the Student Debt Management Policy which is located on MyDay and the University's website.

3.2 FEES (TAUGHT): Undergraduate & Postgraduate:

TUITION FEE LIABILITY

Date of Withdrawal	Full-Time & Part-Time Students
Date of registration to 27 th September 2019	10% of fees due for the full academic year
28 th September 2019 to end of Term 1	Full fees for all modules taken in Term 1
Start of term 2 until 31 st January 2020	Full fees for all modules taken in Term 1**
1 st February 2020 to end of term 2	Full fees for all modules taken in term 1 and 2
Start of term 3 until 29 th May 2020	Full fees for all modules taken in term 1 and 2**
30 th May 2020 to the end of term 3	Full fees for all modules taken in term 1, 2 and 3

**For students commencing their studies in Term 2 or 3 who withdraw or suspend their studies by 1st February 2020 or 29th May 2020 respectively, will be liable to pay 10% of fees due for the full academic year.

If you are withdrawn by the University progress panel after end of term exams, you will be liable to pay for tuition fees for that term, but will be credited with tuition fees for future terms.

NOTE: Students who register for a full time Postgraduate (taught) programme and choose to graduate with a Postgraduate Diploma instead of a Masters will not be entitled to a reduction or refund of tuition fees.

3.3 FEES (RESEARCH): Postgraduate:

Date of Withdrawal	Full-Time & Part-Time Students
Prior to the first 3 weeks from the start date	10% of fees due
After the first 3 weeks from the start date but before 6 months	50% of fees due
After 6 months from the start date, but before 1 year	100% of fees due

NOTE: Students who suspend their studies will not be eligible for a refund. Any pre-payment of fees will be carried forward until they return.

4. INTERNATIONAL STUDENTS (TIER 4 VISA HOLDERS)

- 4.1 All self-funded students and unapproved sponsors are required to pay a 50% deposit before registration in order to obtain an unconditional offer and a CAS number. The remaining 50% must be paid prior to registration. If a student chooses not to register, they must notify Registry in writing in order to apply for a refund.
- 4.2 An administration fee of 10% of the fees due for the full academic year will be retained in all cases, including cases where an applicant withdraws prior to registration. From the point of registration onwards, the tuition fees due will be as detailed in clause 3.2 and 3.3 above. **NOTE:** This clause is dependent on the student following the correct withdrawal/suspension procedure.
- 4.3 Students who wish to suspend or defer their entry to the University until the following year may apply to have any pre-payment of tuition fees carried forward. To be eligible, students must formally suspend or defer and must notify Registry in writing before the start date of the course or within the first 3 weeks from the start of the course.

5. RESIDENCES: RENT

- 5.1 When a student terminates a residences agreement (normally only possible after withdrawal from studies), any rent paid in advance will be refunded after any charges due have been deducted. Rent charges will continue to accrue until the withdrawal date or the keys return date (whichever is the later). **NOTE:** Separate rules apply to students residing at Parker House.

6. LIBRARY CHARGES

- 6.1 For items which are lost or not returned, a non-refundable invoice will be raised.

7. REFUND RULES

- 7.1 In line with UK Money Laundering legislation, all authorised refunds will be returned to source where one is established. Wherever possible, all refunds will be paid by BACS or RCP. Refunds will not be made in cash.
- 7.2 If a source cannot be determined and a refund is to be paid to a 3rd party, then authorisation should be obtained from the student.
- 7.3 Refunds must be requested by the 20th of each month and will be processed at the end of each month. **NOTE:** At busy periods, this may take longer.
- 7.4 All refunds will be calculated in UK Sterling. The University will not refund any shortfalls due to exchange rates fluctuations, or offer compensation for any transaction charges incurred.
- 7.5 If a student does not respond to emails/letters/phone calls (a minimum of 3) advising that a refund is due, the amount to be refunded will be taken to income. Sums under £5.00 will automatically be taken to income.

8. COMPLAINTS

- 8.1 Our aim is to resolve issues of dissatisfaction by conducting a thorough and fair investigation. For further information, please view the University's *Complaints Handling Procedure* which is located on our website <http://www.abertay.ac.uk>