

# Tuition Fees Policy

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## Tuition Fee Policy

### 1. Purpose

- 1.1. The University of Salford (“the University”) is set up constitutionally as a charitable body. It operates sustainably as a not-for-profit organisation. It reviews and publishes its fees (including tuition fees, referred to as ‘fees’) and charges (referred to as ‘charges’) annually.
- 1.2. The University is committed to a fair and transparent policy in respect of fees and charges made to students. The policy has been developed to enable students to make properly informed decisions and aims to assist students in the payment of fees.
- 1.3. This policy document sets out the fundamental tuition fee charging principles of the University. It explains ways in which students can settle tuition fees, how tuition fees are recalculated from changes in students’ circumstances and the refund policy. It outlines the consequences of non-payment of tuition fees and the appeals process that can be followed.
- 1.4. This policy statement is designed to ensure compliance with all applicable statutory and regulatory requirements, including the Competition and Markets Authority (CMA), the Office for Students (OfS), and the Student Loan Company (SLC).
- 1.5. The policy is reviewed annually and students will be asked to agree to the terms of this policy as part of the registration process at the start of each year of study. Details of any changes made to this policy will be made available via the University website and by direct communications to students’ University of Salford e-mail address. Prospective students will be contacted directly via their welcome website.
- 1.6. Any queries about this policy should be directed to the University’s Student Administration at [SA-tuitionfees@salford.ac.uk](mailto:SA-tuitionfees@salford.ac.uk)

### 2. Scope

- 2.1. The Tuition Fee Policy applies to all University of Salford provision including pre-sessional, study abroad and all research and taught award bearing qualifications. This policy is applicable to all students who pay tuition fees; these being self-paying students, sponsored students and students whose tuition fees are being paid by the Student Loans Company (SLC).
- 2.2. Please note that there are separate sections which outlines how the policy applies to students registered on a single module programme (see section 14) and students studying at partnership institutions (see section 13).
- 2.3. The Tuition Fees Policy applies to all staff and students (including applicants, where applicable) of the University.

### 3. Tuition Fee Principles

- 3.1. The University annually sets, publishes and charges tuition fees for all of its programmes.
- 3.2 Tuition fees for new students are published on the University of Salford 'Courses' webpages; these can be found at [www.salford.ac.uk/study/a-to-z](http://www.salford.ac.uk/study/a-to-z). Fee information for existing students is available from the Fees and Awards Team within Student Administration, [SA-tuitionfees@salford.ac.uk](mailto:SA-tuitionfees@salford.ac.uk).
- 3.3 Prospective students will be notified of fee levels at the point of enquiry. This will include notifying the student of any discounts or bursaries for which they may qualify.
- 3.4 In addition to tuition fees, students may be required to pay other charges. These are costs levied by or on behalf of the University and may include charges for field trips, fines, booking fees, breakages and debt collection. Additional charges and the terms and conditions which apply to those charges will be published and communicated to students. (See also section 12).
- 3.5 Students will pay the fee regime in force at the time of their initial enrolment on the programme, subject only to annual increases in line with inflation for UK students or the regulated price regime in place at the time of enrolment. This commitment will hold good for the normal programme length plus two years. After this time (which should include any periods of interruption) has lapsed, if for any reason students have not completed their programme, they will be charged the new fee regime. However, undergraduate students eligible for tuition fee loans under an old fee regime will continue to be charged this fee regime.
- 3.6 The Department of Business, Energy and Industrial Strategy (BEIS) sets the maximum tuition fee chargeable for full time UK and EU undergraduate students. The University charges the Research Councils UK (RCUK) maximum studentship fee to full-time UK and EU postgraduate research students. The University sets all other fees.
- 3.7 The University will ensure that the Tuition Fee Policy is operated fairly and consistently across the institution.
- 3.8 Students retain ultimate liability for the payment of their fees and any other associated charges, whether invoiced or not, including where sponsorship agreements have been approved. If a sponsor or third party fails to pay some or all the tuition fee and other charges on behalf of a student, the student will become personally liable for payment of the outstanding amount on the date which it was due from their sponsor or the third party.
- 3.9 The University will ensure prompt collection of tuition fees and any associated charges.
- 3.10 The University reserves the right to exclude (de-register) any students who fail to pay their tuition fees and any associated charges, or who fail to make satisfactory arrangements to pay on, or by a set period after the start date of their programme. Further, the University reserves the right to prevent students with any debt to the University from participating in graduation ceremonies and to withhold the award certificate if tuition fee related debts are due. (See also section 16.)
- 3.11 When a student completes their registration they immediately become liable for payment of tuition fees. The University operates a policy of calculating non-completion charges and refunds where students are

unable to complete the academic session and interrupt or withdraw from their studies. Full details are provided under the Refunds section of this policy (see section 15.5).

3.12 Where exceptional circumstances, unknown to a student at the point of registration and outside of the University's control, force a student to withdraw from a programme, that student may request a review of the tuition fee charges and in order to review the case the University may request such documentary or any other evidence as it shall reasonably require.

3.13 The University has a portfolio of Scholarship, Bursary and fee discount schemes for both postgraduate and undergraduate students, which is reviewed on an annual basis.

## 4. Roles and Responsibilities

4.1 Students are expected to:

- Pay promptly any charges made by the University, including tuition fee charges.
- Ensure notification is forwarded to the University as soon as possible in the event of any changes to their circumstances which could impact on their continued registration on the programme or their ability to pay fees and eligibility to receive funding and awards.

4.2 The University will:

- Provide accurate and timely information to students about the fees associated with programmes of study at the University and ensure that students are advised of any University changes since they applied for the programme and before the decision is made to join the programme.
- Ensure our terms and conditions, including rules and regulations, are clear and transparent and strike a fair balance between the University's rights and obligations and those of our students.
- Ensure that any surprising or important terms are specifically brought to the students' attention.
- Ensure we do not enforce terms and conditions which are deemed unfair under consumer law.
- Ensure that suitable arrangements are in place for ease of payment by students or sponsors.
- Comply with relevant legislation and the requirements of statutory/regulatory bodies in respect to tuition fee policy including consumer legislation.
- Provide financial advice and guidance to students regarding both tuition fees and maintenance/living costs. The University is prohibited by the Financial Conduct Authority from offering advice about dealing with debt and any students presenting with debt issues will be referred to external debt counselling services.
- Work within our Service Level Agreement when managing problems and complaints arising from tuition fee anomalies.

## 5. Determining Fee Levels – the University's Approach

5.1 In those areas where the University has discretion to determine fee levels, fees will be set with due regard for the cost of delivery and market forces.

- 5.2 Fee levels will be reviewed annually by the University and will be approved by the appropriate committee under the delegated authority of the Vice Chancellor, prior to being published to prospective students online and within their offer letter.
- 5.3 Individual employees of the University do not have the authority to vary fee levels for individual students or agree to the waiver of a fee.
- 5.4 The University charges fees for its standard programmes of study annually. Tuition fees are charged at a set annual rate and are not calculated in respect of the number of credits being studied with the exception of single module Masters, block delivery, the Accreditation of Prior Experiential Learning and students who are required to repeat modules.
- 5.5 Tuition fees are subject to annual increases as follows:
- 5.5.1 Full-time and part-time undergraduate UK, EU and Channel Islands student fees may increase annually as determined by central government.
- 5.5.2 Full-time postgraduate research UK, EU and Channel Islands' students' fees are set the same as the RCUK maximum studentship fee.
- 5.5.3 Postgraduate taught full-time and part-time UK, EU and Channel Islands student fee increases are based on the most current 'RPI-X percentage change over 12 months' rate available when setting the fees.
- 5.5.4 Postgraduate taught and research full-time and part-time international student fee increases are up to 5% per annum.
- 5.5.5 Distance learning students are charged tuition fees according to their fee status, i.e. Home / European Union or International. The fee status is based on where the student is domiciled whilst studying their programme. The tuition fee rate is reassessed each registration period according to where the student is domiciled at the time of registration and that fee applies for the duration of the registration period.

## 6. Complaints

- 6.1 If the student believes their fee has been charged or calculated incorrectly, in the first instance they would communicate these issues with the Fees and Awards team by email at [SA-tuitionfees@salford.ac.uk](mailto:SA-tuitionfees@salford.ac.uk) and clearly mark the email 'FEE APPEAL'.
- 6.2 If the student is dissatisfied with the outcome of their correspondence they can request for their appeal or complaint to be escalated and formally apply the University Complaints Procedure by using the following link <http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures/academic-governance> and following the process as detailed on this website.

## 7. Payment of Tuition Fees

### 7.1 Tuition fee loan

- 7.1.1 In accordance with published guidelines, Home and EU students studying full-time and part-time undergraduate programmes are able to fund their tuition by taking out a tuition fee loan from the SLC. For guidance see <http://www.slc.co.uk> or [www.salford.ac.uk/study/undergraduate/money-](http://www.salford.ac.uk/study/undergraduate/money-)

[matters](#). Students may also choose to make a full or partial contribution to their fees on or before registration as set out in the 'payment methods' section (see section 8).

- 7.1.2 Where a student takes out a tuition fee loan from the SLC, the student enters into a contractual relationship with the SLC, which, upon confirmation that the student is studying at the University, and remains in attendance, pay the University on behalf of the student. As such, the student has responsibility for ensuring that they fulfil all their responsibilities to SLC to avoid issues or delays in payment.
- 7.1.3 If the contract to pay tuition fees via the SLC is not in place, when the student registers, the student will be expected to complete a direct debit or recurring credit card payment before they are fully registered by the University.
- 7.1.4 Students transferring to the University of Salford from another UK Higher Education Institution, who are assessed for and receiving SLC funding for all or part of their fee payment, should submit a copy of their Student Finance Entitlement Letter at or before registration. The institution can perform a 'transfer in' change of circumstances to re-direct the funding to Salford.
- 7.1.5 All student liability not covered by the tuition fee loan should be paid as set out in the section below for self-funding students.

## 7.2 Self-funding Students

- 7.2.1 Students who are paying their own fees (or if someone is paying their fees on their behalf, such as a parent) are required to make arrangements for payment in full or via a direct debit or recurring credit card arrangement with the University either before or at the point of registration. Information on payment methods accepted by the University is provided in section 8.

## 7.3 Sponsored Students

- 7.3.1 The University considers a sponsor to be an employer or governing body.
- 7.3.2 Sponsors of International, Home and EU students can apply to pay for the total programme fee at the start of the student's programme of study. This agreement/ payment must be submitted in writing prior to, or at registration. If the student is sponsored by an employer, they should provide a letter on letter headed stationery confirming the fees to be paid by the sponsor.
- 7.3.3 Sponsorship forms should be submitted prior to, or at registration to Income and Treasury Management for each new academic year of study. Students will be liable for their fee until the appropriate paperwork is submitted before or at registration or the sponsor defaults on the payment. Students who cannot provide this information will be required to provide a method of payment before registration can be completed.
- 7.3.4 Invoices for tuition fees must be paid in full within 28 days of issue. The University does not offer the facility for sponsors to pay by instalments.
- 7.3.5 In the event that a sponsor withdraws support and stops paying fees on behalf of a student, the student becomes responsible for the payment of their tuition fees.

## 7.4 NHS and Social Work Funded Students

- 7.4.1 Students undertaking specific healthcare or social work programmes may have their tuition fees paid for by either the NHS Business Authority or through a Social Work Bursary and therefore may not require a student loan. Healthcare students may also qualify for a means-tested NHS bursary. Further information on this is available from the NHS Business Services Authority <http://www.nhsbsa.nhs.uk/Students.aspx> and from the student portal. Where funding is not in place at the time of registration, the student will be expected to set up a financial agreement with the university until the funding is received.
- 7.4.2 Effective from 2017/18, the funding set out in 7.4.1 is no longer available for new students on Nursing, Midwifery and AHP pre-registration programmes in England and students will take out maintenance and tuition loans rather than receiving an NHS grant. This affects programmes that lead to professional registration in Nursing (all four fields); Midwifery, Physiotherapy; Occupational Therapy; Speech and Language Therapy; Podiatry; Radiography; Prosthetics and Orthotics.

## 8. Payment Methods

- 8.1 The University collects tuition fees in accordance with the annual fee schedule and related policies. Tuition fees are due at the start of each academic year (or the start of each registration period for programmes with non-standard start dates). The University accepts the range of payment methods outlined below:
- 8.1.1 Online using a credit or debit card at [payments.salford.ac.uk/epayments/](http://payments.salford.ac.uk/epayments/)
- 8.1.2 In person using a credit or debit card, cheque, bankers draft or cash.
- 8.1.3 By telephone using a credit or debit card
- 8.1.4 The University does not accept American Express or Diners Club cards.
- 8.1.5 By post using a cheque or banker's draft (including student's name, ID and programme with the payment)
- 8.1.6 Direct debit at [payments.salford.ac.uk/epayments/](http://payments.salford.ac.uk/epayments/)
- 8.1.7 Recurring credit or debit card payment at [payments.salford.ac.uk/epayments/](http://payments.salford.ac.uk/epayments/)
- 8.1.8 In accordance with Money Laundering Regulations students can pay a maximum of £10,000 in cash over the duration of their studies.
- 8.2 A payment schedule can be set up that consists of five consecutive instalments starting the month after the programme commencement date. Instalments will be collected on the 25th of each month and must be by either direct debit from a UK bank account or by recurring card payment from a debit or credit card only. A payment schedule will be sent confirming actual dates and the amount due a minimum of ten days before the first instalment date. Payment schedules for recurring card payments will be issued at the time of set-up. Payment schedules may be amended at the University's discretion but will not exceed the limits placed on it by the Financial Conduct Authority. These limits relate to the total number of instalments and the total duration of the credit period and will be as defined by the Financial Conduct Authority at the time.



- 8.3 The University reserves the right to refuse or reject any financial transaction where the payment origin cannot be identified or confirmed.
- 8.4 Use of, or attempts at, fraudulent payment will be reported to the police. The student will have their registration revoked, and where applicable, be reported to UK Visas and Immigration.

## 9. Scholarships, Bursaries and Fee Discounts

- 9.1 The University offers a variety of scholarships, bursaries and discounts to students. Full details of the awards available, including the eligibility criteria, can be found on the University website:

For Home/EU undergraduate students please visit:

<http://www.salford.ac.uk/study/undergraduate/money-matters/scholarships-and-bursaries>.

For Home/EU postgraduate students please visit: <http://www.salford.ac.uk/study/postgraduate/fees-and-funding/taught-course-fees-and-funding>

For international students please visit: <http://www.salford.ac.uk/international/scholarships>

- 9.2 Most scholarships and bursaries are awarded at the time of admission based on set eligibility criteria, awards will only be made subject to the provision of accurate and up to date information as part of the application.
- 9.3 If a student transfers to a different programme of study this may affect their eligibility for scholarships, bursaries and fee discounts. It is the student's responsibility to check on the impact of any transfer on award eligibility.
- 9.4 The University will reserve the right to remove any scholarship, bursary or fee discount from the account of the student should subsequent information indicate that the student is ineligible.
- 9.5 Any refund due to a student will be paid net of any prompt payment discount, bursary, scholarship or fee exemption granted. The refund is returned to the payer by the method used when completing registration.
- 9.6 Bursary payments will be made in two equal instalments (e.g. February and May for students registered on programmes with a September start date).
- 9.7 Scholarships, bursaries and discounts will cease to be paid if a student interrupts or withdraws from the programme.

## 10. Deposits

- 10.1 The University requires all international and EEA students to pay a non-refundable deposit prior to registration. This deposit is payable prior to each year of study. It is a condition of entry and is required before the student can secure a Confirmation of Acceptance to Study (CAS) to assist in their application for a visa to study.

- 10.2 The amount of deposit required is reviewed annually and will be made known to the prospective student at the point of enquiry.
- 10.3 The University will ensure that arrangements are in place for prompt and convenient payment of deposits.
- 10.4 The deposit amount will be subtracted from the tuition fees for their programme and the student will be required to pay the remaining balance by one of the methods set out in section 8.
- 10.5 The deposit will be refunded only in the following circumstances:
- 10.5.1 If the offer is rejected by the student or withdrawn by the University;
  - 10.5.2 If entry requirements are not met;
  - 10.5.3 If the student receives a visa refusal letter and justified evidence for the refusal. In these circumstances the University will need to see this documentation in order to authorise a refund of the deposit. See also 10.9 below.
- 10.6 The deposit is non-refundable in all other circumstances.
- 10.7 If an applicant is refused a visa in the year of entry on to a programme but wishes to reapply to the University and for a visa in the following year, the deposit can be carried forward. Further time extensions beyond one year of the original planned start date of study are not permitted.
- 10.8 European Economic Area (EEA) students will be charged a non-refundable deposit prior to registration. The EEA member states are listed in section 18.
- 10.9 A refund for the deposit will not be given if the student has used fraudulent means to secure their visa to study or enter.

## 11. Placement Years and Study Abroad

- 11.1 The University does not charge tuition fees for placement years. Information on fees applied to any other placements will be explicitly reflected on the Course Finder web pages.
- 11.2 During their placement year the student remains liable for any additional charges.
- 11.3 The University will make a charge for a student who is undertaking study abroad as an integral part of their programme.
- 11.4 The fee charged for study abroad is based on the student remaining abroad for two semesters. If the student returns from their study abroad and their return means they will spend 10 weeks or more at the University, they will cease to qualify for the rate of fee for study abroad students and will become liable for the full standard tuition fee for that year. The student must ensure they have a method of payment in place to cover this additional cost.

## 12. Additional Charges

- 12.1 Some programmes of study require additional charges to be paid by the student, for example bench fees or field trips, not covered by the payment of tuition fees. These charges are made clear to the student in any pre-contractual information provided at the point of enquiry.
- 12.2 Tuition fee loans do not cover additional charges and these will therefore remain the responsibility of the student to discharge.
- 12.3 The student will ensure that arrangements are in place for prompt payment of additional charges.
- 12.4 Non-payment of additional charges may prevent the student from graduating from their programme following completion.

## 13. Partner Institutions

- 13.1 Where the programme of study is delivered in whole or in part at a partner institution via an accredited or affiliated partner agreement, a different fee level to the university may apply. Students will be made aware of fee levels at the point of enquiry.
- 13.2 Additionally, there may be different arrangements for bursaries, scholarships and discounts. Students will be made aware of these at the point of enquiry.
- 13.3 Unless stated otherwise, all other arrangements for tuition fees, scholarship and bursary eligibility remain the same as for those programmes delivered wholly by the University of Salford.

## 14. Short Courses (single credit-bearing module) and Non-Credit Bearing Courses

- 14.1 The definition of a single credit-bearing module is a discrete taught course carrying 55 or fewer academic credits at level 4 to level 7 of the QAA Framework for Higher Education Qualifications (FHEQ) and which does not in itself lead to a named award (for example a Bachelor or Master's degree).
- 14.2 Students studying a non-credit bearing short course do not receive any formal academic credit and are not covered by this policy.
- 14.3 The tuition fee is set as part of the University course/ module approval process, unless otherwise stated, and will be subject to annual review (see section 3).
- 14.4 The University's standard tuition fees policy applies to these courses, but with the following changes or exceptions:
  - The advertised tuition fee is payable in full by the student at the time of registering onto the course/module, unless otherwise stated.

- The tuition fee will not be reduced for any reduction in credit volume through recognition of prior learning.
- If a student fails the course/module they will be required to repeat the failed module(s) again and a charge for the module will be levied.
- Full refunds will only be made in the following circumstances:
  - If a student withdraws from the course/module prior to commencement.
  - The course or module is cancelled. The School will request that a refund is made to the student. A refund of those modules not taken may be made.
- Students who interrupt on block delivery and short courses will not have their fees recalculated and refunds will not be paid to sponsors or students.

## 15. Changes in Student Circumstances

### 15.1 Reassessments

15.1.1 Students who do not pass a module at the first attempt will be offered a reassessment in which they will be reassessed in the component(s) they did not pass. There is no charge for a reassessment.

### 15.2 Repeating study/Retaking modules

15.2.1 If the student fails their reassessment in a module(s) they will be required to repeat the failed module(s) in a subsequent year (with attendance). They will be charged accordingly on a per module basis. Students are not eligible to receive fee discounts, bursaries or scholarships during repeat years of study.

15.2.2 If the student is SLC funded, it is the student's responsibility to ensure they can secure funding from the SLC for their repeat period of study (often referred to as a gift year). This is not always available if the student has had previous repeat periods of study or has studied a previous course either at Salford or another institution.

### 15.3 Interruptions

15.3.1 Students may ask to take time away from the University, interrupting their studies and returning at a later point, usually the point at which they left in the following academic year. Further information about interruptions is available in the [Student Interruptions and Withdrawals Policy](#).

15.3.2 Students who interrupt their studies for reasons related to pregnancy, maternity, new parenthood and adoption will be guided and supported in accordance with the University's Student Pregnancy, Maternity, New Parenthood and Adoption Policy. Further information about this policy can be found at [http://www.salford.ac.uk/\\_data/assets/pdf\\_file/0004/574168/StudentPregnancyMaternityNewParentHoodandAdoptionPolicy.pdf](http://www.salford.ac.uk/_data/assets/pdf_file/0004/574168/StudentPregnancyMaternityNewParentHoodandAdoptionPolicy.pdf)

15.3.3 If the student is SLC funded, it is the student's responsibility to ensure they can secure funding from the SLC should they return before the point at which they interrupted the programme as this will be classified as a repeat period of study. This is not always available if the student has had previous repeat periods of study or has studied a previous programme either at Salford or another institution.

15.3.4 Particular attention should be made to the Government's liability periods as students will be liable for the applicable teaching block or consolidation and assessment period for their period of study should they interrupt or transfer out during these periods. Further details can be obtained by contacting [SA-tuitionfees@salford.ac.uk](mailto:SA-tuitionfees@salford.ac.uk). SLC funded students can interrupt their studies and their fee will be recalculated in line with one of the SLC driven liability dates as follows:

- Liability 1 : Attendance/Interruption after week 2 of teaching, 25% charge of overall fee applied
- Liability 2 : Attendance/Interruption after week 12 of teaching, a further 25% charge of overall fee applied (50% in total)
- Liability 3 : Attendance/Interruption after week 23 of teaching, final 50% of the overall fee applied (100% in total)

**For example:**

- If a student interrupts their studies in liability period 1 or 2 of the academic year and pays 25%/50% of the annual tuition fee, resuming their studies at the beginning of the subsequent academic year, the fee on resumption of studies will be the full year's tuition fee for the year of resumption as they are deemed to be repeating any period of study previously taken.
- If a student interrupts their studies part way through the year and incurs, for example 50% of the fee, but returns at the point at which they interrupted in the previous year, the student will pay the full tuition fee for that year, minus the 50% previously paid.
- If a student interrupts their studies in liability period 3 in any academic year paying 100% of the annual tuition fee and the student resumes their studies at the beginning of the subsequent academic year, the student will pay the full fee again.
- If the student interrupts in liability period 3 and returns at the point at which they left, 100% of the fee will be charged before the interruption is approved and they will pay no further fee.

15.3.5 Undergraduate SLC funded students cannot switch mode of study e.g. full time to part time, after the first liability date (i.e. after week 2 of teaching on their programme).

15.3.6 The University will recalculate a student's tuition fees when they transfer programme in the same mode of study, or interrupt their programme of studies, based on the liability periods and annual fee charged as detailed in 15.3.4 above. Tuition fees are not recalculated when students interrupt from a unit (credit), or units (credits), of studies.

15.3.7 For SLC and Career Development Loan (CDL) funded students, a Change of Circumstances (CoC) will be forwarded to SLC or the relevant Banking institution advising of the dates and charge to be levied in line with 15.3.4 above.

15.3.8 For Home and EU students who have been assessed for national student support and who interrupt their studies, or transfer to another UK Higher Education Institution (HEI) and whose tuition fee is being paid by tuition fee loan or grant, either in part or in total, refunds or transfer of fees will be administered according to Government and SLC guidelines.

15.3.9 A Change of Circumstances will be forwarded to SLC advising of the dates and charge to be levied in line with the above dates advised in 15.3.4.

15.3.10 Where a self-financing student interrupts their study and has paid their fees in full, if their fees remain on their account and they return at the point at which they left, there will be no further fees to pay upon their return. If the student qualifies for and receives a refund during their year of interruption, they will be required to pay the level of fees applicable to the programme when they return from interruption.

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15.3.11 *Sponsored students (Employer or International Sponsors)*. The sponsorship will remain on the student's account unless the sponsor requests a full or partial refund. If the student returns in the following academic year at the point at which they left they will not incur the subsequent year's rise in fees however, a new sponsorship letter will be required. If the student or sponsor element of the fee is less than the fee that has been paid at the point of interruption, the student or sponsor will be liable for immediate payment of the outstanding amount. Failure to pay may result in exclusion of the student from the University and prevent the student re-joining the programme.

15.3.12 On resumption of study, where an undergraduate or postgraduate taught student is liable for the fee, the student will be invoiced for the full tuition fee applicable to that academic year unless the student has interrupted part way through the year, made full or part payment and is returning at the point of the original interruption (e.g. September start student interrupting January to January).

15.3.13 If a full or partial refund is required at the point of interruption, the student will pay the rate of fees applicable to their year of entry upon their return from interruption.

15.3.14 In circumstances where postgraduate taught students resume their studies to write up their dissertation only, such students will have paid the full year's tuition fee, and no monies will be refunded at the point of their interruption in studies. On resumption of studies these students will pay the difference in next year's fee minus this year's fee. If students return to their studies and have taught elements to complete and/or have dissertation tutorials etc., these students will continue to pay the resumption of studies fee in accordance with point 15.3.13 above.

15.3.15 Postgraduate taught students (2012 entry onwards) who mode-switch from a full-time programme to a part-time programme, will have their tuition fees adjusted to pro-rata 100% of the equivalent full-time programme fee, based on the number of new credits being taken on the part-time programme in that registration period. The total part-time course fee will equate to the full-time programme fee on completion of the programme, should the programme be completed without study breaks or repeating modules.

15.3.16 Other categories of students who mode-switch will have their tuition fees reassessed on a separate basis.

15.3.17 On resumption of study in the subsequent academic year, where a postgraduate research student is liable for the fee, the student will be invoiced the fee for the next academic year, with a discount applied equal to the tuition fee charged for the period of study prior to the interruption, assuming they are returning at the point at which they interrupted.

15.3.18 SLC students who interrupt, transfer to another HEI, or withdraw from their studies who are eligible for the University of Salford Bursary or Local Colleges Bursary, will be eligible for bursary award payments as follows:

- Interrupt, transfer University or withdraw from studies within two weeks of the programme start date for teaching block 1 (including induction week), no bursary payment.
- Interrupt, transfer University or withdraw from studies after two weeks of the programme start date for and prior to the commencement of Semester 2, no bursary payment.
- Interrupt, transfer University or withdraw from studies after the programme start date for semester 2 and prior to the commencement of the assessment period, the first payment will be released but the second payment cancelled.
- Students who interrupt or withdraw after the third liability, 100% of the bursary or scholarship will be paid.

15.3.19 Scholarships and Bursaries paid to international and postgraduate students:

- Scholarships and bursaries awarded at the beginning of the programme (by way of a fee discount/waiver) will be calculated pro rata of the overall fee the student will be required to pay if the date of their interruption or withdrawal is before the deadline for refunds.

## 15.4 Transfer

15.4.1 Students who transfer their programme within the University must do so in line with the Academic Regulations for Taught Programmes.

15.4.2 If a student registers then requests a transfer to a different programme of study at the University they will be subject to the charge applicable to that programme if different from the programme they have transferred from.

15.4.3 If it is agreed under the Academic Regulations for Taught Programmes that the student is allowed a transfer it is their responsibility to confirm this transfer with the SLC or their Sponsor, especially if this change will require an additional year or higher level of funding.

15.4.4 A change from full time to part time cannot be actioned for SLC funded students after the first liability date (i.e. after week 2 of teaching on the programme).

15.4.5 If a student requests a transfer to a different commencement date within the same programme, the student may be liable for any fees accrued during their previous programme of study dependent on the date of the transfer, e.g. if the programme commencement date is September and the student

commences and attends, then requests to defer to the January commencement date. It is the student's responsibility to ensure their funding body is in agreement with the transfer.

Note: Students funded by the SLC cannot interrupt and return to a new commencement date **within the same academic year** as a student is only allowed one application for funding each academic year.

15.4.6 Students on a taught postgraduate programme who are in receipt of the Postgraduate Study Loan can switch modes from full to part time or part time to full time; however, they must ensure the first year of their study meets the minimum 50% intensity requirement to ensure continued eligibility for the Loan. They must also continue to study the full Masters programme.

15.4.7 For students transferring to another institution, tuition fees will be administered as though the student had withdrawn from a programme.

15.4.8 For SLC funded students transferring out of the University:

- If an SLC funded student transfers after the first liability date (i.e. after 2 weeks of teaching on the programme), 25% of the fee will be charged and the receiving HEI will receive 75% of the overall fee in tuition fee.
- If the student transfers after the second liability date (i.e. after 12 weeks of teaching on the programme), 50% of the fee will be charged and the receiving HEI will receive 50% of the overall fee in tuition fee.
- If the student transfers after the third liability (i.e. after 23 weeks of teaching on the programme), all fees will be charged and retained.

15.4.9 For SLC funded students transferring in to the University, if their previous institution has claimed the first instalment of the tuition fee then the university will reduce the tuition fee for that year by 25% to allow for this.

15.4.10 If the programme carries a higher level of fee, the student must pay the new fee applicable.

## 15.5 Withdrawals and refunds

15.5.1 Students have the right to withdraw from a programme of study. Further information about withdrawal is available in the [Student Interruptions and Withdrawal Policy](#). Students can withdraw from their studies with the agreement of their School using the on-line facility: <http://www.salford.ac.uk/students/self-service-for-students>

15.5.2 All students who withdraw before the start of the programme year, with the exception of International students, who have paid a non-refundable deposit, may be eligible for a full refund of any tuition fee paid for that year, providing that prior to the commencement of the programme, written notification has been received by the University. The University will not agree to a



retrospective last date of attendance of more than four weeks other than in very exceptional circumstances.

- 15.5.3 Any refund due to a student will be paid net of any prompt payment discount, bursary, scholarship or fee exemption that was granted.
- 15.5.4 The University refunds tuition fee payments to SLC funded students based on 'liability periods' (defined in section 15.3.4) and the annual fee charged.
- 15.5.5 Self-funding and sponsored students both undergraduate and postgraduate:
- Withdrawal within the first 2 weeks from the commencement date of the programme – a full refund of any fees paid will be made, less any non-refundable deposit.
  - Withdrawal after week 2 up to and including week 20 after the commencement date of the programme - pro rata charge calculated from week 1 of teaching up to and including the 20th week of the programme (less any non-refundable deposit).
  - Withdrawal after 20 weeks from the commencement date of the programme - full charge.
  - All calculations for undergraduate and postgraduate taught programmes are based on a 30 week teaching rule. All fees are divided by 30 weeks and then calculated on weeks attended up to and including week 20, following which the full fee is due (e.g. £9000 divided by 30 weeks x 8 weeks attended = £2400 fee payment due for period of attendance).
- 15.5.6 Tuition fees will not be reduced for students who start their programme late. All calculations are made from teaching week 1 of the programme.
- 15.5.7 If a student is of Home/EU or International fee status and the payment of tuition fees was split between more than one payee, the tuition fee and any refund due will be made in proportion to the original split. However, if a student qualifies for a University of Salford Scholarship, the full scholarship granted will contribute towards the tuition fee due before any self-funded fees and respective refunds are made to a student.
- 15.5.8 Students who choose to take an SLC tuition fee loan towards any amount of their fee will become liable for the annual tuition fee at three liability periods which will correspond to the teaching block start date for that programme and any refunds relating to tuition fee loans will be administered as indicated in 15.3.4 above.
- 15.5.9 No refunds will be made to students who withdraw from Pre-sessional English courses.
- 15.5.10 For students studying programmes with non-standard entry dates, the calculations will be applied as above with the necessary revised dates. For further details contact [sa-tuitionfees@salford.ac.uk](mailto:sa-tuitionfees@salford.ac.uk).
- 15.5.11 Students undertaking undergraduate and postgraduate Study Abroad programmes, or other short programmes that are of one semester in duration, will be entitled to a full refund in the first two weeks, thereafter no refund will be made for that academic year.
- 15.5.12 Refunds for unit/credit fees will be applied as below. Should students undertake additional credits, the additional credit fee due will be added to the standard programme fee and the total amount charged

will be the student's annual programme fee. Any refunds due will be calculated on the new annual programme fee.

- 15.5.13 For Postgraduate Research students, refunds are based on a monthly pro-rata fee up to and including the 8th month of the student's academic year. No refund is made if withdrawal occurs after eight months of the year.
- 15.5.14 All outstanding tuition fee debts to the University must be cleared before a student is permitted to register, re-register or receive a degree or any other such award.
- 15.5.15 A student is responsible for understanding any implications for eligibility of student loans payment from withdrawal decisions.
- 15.5.16 If an Islands student withdraws or interrupts studies and the student is part self-funded and part funded by the Guernsey Department of Education, States of Jersey or Isle of Man Department of Education and Children, the student/parent contribution to fees should always be used first.

For example, a student has paid £3,000 towards fees and the Department has topped it up by a further £3,000:

- A refund of £3,250 is due; £3,000 is refunded to the Department, and £250 to the student/parent.
- A refund of £2,750 is due; the Department receives the refund in its entirety and the student/parent refund is nil.

- 15.5.17 The International undergraduate and postgraduate deposit is non-refundable in the event of a withdrawal and will be retained in addition to the appropriate withdrawal fee charged. International students who wish to request a deposit refund as a result of having their visa refused or experiencing exceptional circumstances should submit their request in writing to AskUS, University House, accompanied by all relevant documentation, such as the original notice of visa refusal, original evidence of a cancelled student visa and / or evidence of exceptional circumstances. The University will seek to validate all documentation provided in evidence.
- 15.5.18 If the refund request is successful the refund will be made in British Pounds Sterling to the person who originally made the payment therefore the student should also include bank account information including the name and address of the person who made the payment, the IBAN / Sort Code, Swift Code, Account Number and name and address of the bank the payment was made from. Any refund due must be paid back to the originating debit /credit card or bank account. Credits cannot be transferred to a third party.
- 15.5.19 Any student defaulting on fee payments or failing to send written notification of their withdrawal or interruption to their school may result in their candidature being cancelled by the University. In this instance their finance file will be referred to a Debt Collection Agency if the fee remains unpaid and this could ultimately result in legal action.
- 15.5.20 There will be students presenting with exceptional circumstances for leaving, interrupting or transferring and these will be considered on an individual basis. Students falling within this category should refer their appeal to the Fees and Awards Team within Student Administration, askUs, in the

first instance, providing supporting information to assist with the University's initial decision. The University's standard right of appeal applies in all cases.

- 15.5.21 The University takes a very serious view of any attempts to use fraudulent credit cards and all such occurrences will be reported to the police. Students who attempt to use fraudulent credit cards will have their access immediately removed and where applicable be reported to the UKVI.

## 16. Non-payment of fees

16.1 The student is responsible for the prompt payment of their tuition fees. The University reserves the right to cancel the registration of a student who fails to discharge their tuition fees in full, whether by sponsorship or self, or fails to make satisfactory arrangements to pay.

16.2 The student is personally responsible for all outstanding tuition fees if the SLC or their sponsor fails to pay their fees. The University will take steps to obtain the payment of tuition fees and reserves the right to apply one or more of the following restrictions to any student who defaults:

- Withdrawal or suspension of University library and computing facilities.
- Cancellation of registration and exclusion from the University.
- Withholding of correspondence including official transcripts.
- Refusal of permission to return and re-register for the next academic year.
- Withholding final award certificate.
- Refusal to allow attendance at graduation ceremonies.
- Withholding of Confirmation of Acceptance to Study (CAS).

16.3 The University also reserves the right to refer a student's unpaid accounts to external agencies.

16.4 Failure to comply with the requests of the external agencies may result in the University seeking recovery of any outstanding tuition fees through the courts.

16.5 Individual officers of the University are not permitted to vary or waive fees.

## 17. Other Refunds

17.1 There are situations where a student is eligible to receive a refund from the University.

17.2 If a student interrupts or withdraws from their programme, they may be liable for a refund of overpaid tuition fees, minus any non-refundable deposits.

17.3 If the University withdraws a programme due to its inability to recruit adequate numbers, – either an alternative programme is proposed or a full refund given, including deposit.

17.4 If the University has removed the student from the University (expulsion) due to a disciplinary matter, the University recalculates the fee based on the attendance of the student prior to their expulsion and refunds any overpaid monies.

17.5 In the unfortunate event of the death of a student, all monies paid within the academic year of their death will be refunded in full to the student's estate. If the student is sponsored by an international or home sponsor, a full refund will be given of all fees for tuition paid to date during the academic year in which the death occurs. All bursaries and scholarships awarded during this period will be honoured by the University in full.

## 18. Related Documentation

The Tuition Fee Policy operates alongside a number of other related University policies. These are:

Scholarships and Bursaries for Home/EU Undergraduate students: [www.salford.ac.uk/study/undergraduate/money-matters/scholarships-and-bursaries](http://www.salford.ac.uk/study/undergraduate/money-matters/scholarships-and-bursaries)

Information for International students: [www.salford.ac.uk/international/faqs/scholarships-faq](http://www.salford.ac.uk/international/faqs/scholarships-faq)

Further information relating to tuition fee loans can be found at:

[www.studentfinancedirect.co.uk/](http://www.studentfinancedirect.co.uk/)

<http://www.advice.salford.ac.uk/page/student-loans>

[www.salford.ac.uk/study/undergraduate/money-matters/tuition-fees-and-loans](http://www.salford.ac.uk/study/undergraduate/money-matters/tuition-fees-and-loans)  
[www.salford.ac.uk/getready/welcome/rules-and-regulations](http://www.salford.ac.uk/getready/welcome/rules-and-regulations).

Tuition fees for new students are published on the University of Salford 'Courses' webpages; these can be found at [www.salford.ac.uk/study/a-to-z](http://www.salford.ac.uk/study/a-to-z). Fee information for existing students is available from the Student Administration department.

### List of European Union (EU) and European Economic Area (EEA) member states

These countries are referred to in section 10 'Deposits'.

Austria	Greece	Norway*
Belgium	Hungary	Poland
Bulgaria	Iceland*	Portugal
Croatia	Ireland	Romania
Cyprus	Italy	Slovakia
Czech Republic	Latvia	Slovenia
Denmark	Liechtenstein*	Spain
Estonia	Lithuania	Sweden
Finland	Luxembourg	United Kingdom
France	Malta	

Germany

Netherlands

\*Countries that are EEA member countries that are not part of the European Union are Iceland, Liechtenstein and Norway. Switzerland is not an EU/EEA country.

The United Kingdom is defined as England, Northern Ireland, Scotland and Wales.