



Tuition Fees Policy

University of Northampton

Tuition Fees Policy

1 Introduction and background

- 1.1 This document describes the University of Northampton Tuition Fees policies and how they are to be applied to all students studying at the University and at applicable partner institutions.

2 Purpose and scope

- 2.1 This Policy applies to all students whose fees are payable to the University, and to other applicants where applicable.
- 2.2 The policy explains how tuition fees are set, how they are to be paid and the fee deposits required

3 Ownership

- 3.1 The Finance department owns and manages this policy on behalf of The University of Northampton.

4 Key Principles – Policy statement

- 4.1 The Fees and any additional charges applicable to each course, mode of study, and student tuition fee status for each academic year are published on the University's website and can be found by following the appropriate links at <https://www.northampton.ac.uk/study/courses>
- 4.2 The required proportion of fees must be paid before students register with the University or at registration.
- 4.3 In addition to Fees, Students may be required to pay extra charges. The terms and conditions applying to these charges will be advised separately to students and will be published on the course finder notes on the website.
- 4.4 Students must pay their fees in accordance with the required schedule of payment as and when they become due throughout their period of study, other than by the written consent of the University.
- 4.5 A student who is overdue in paying their fees may be subject to action by the University, which might include:
- i) Withholding of University services and being prevented from using University resources including the Library and online learning resources.
 - ii) Termination of registration, meaning that the student may not complete their course.
 - iii) Withholding of any award certificate to which the student might otherwise have been entitled.
- 4.6 Any debt owed to the University remains outstanding and payable regardless of a student's status, until cleared. It therefore extends to periods after a student has completed or ceased their course of study and is no longer registered at the University.
- 4.7 Any student uncertain of the meaning of any part of this Policy should contact the Finance Income Office for assistance.
- 4.8 In the event of any apparent conflict between this Policy and any other document or publication from the University about tuition fees, this Policy has

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precedence.

5 Fee Setting

- 5.1 The University Management Team and the Board of Governors approves fees annually for each academic year.
- 5.2 Schedules of Fees are published on the University's website for reference by students and applicants. Details are also published of any payment-related Fee discount arrangements.
- 5.3 Fees are set according to a number of criteria. These include:
 - i) Mode of Study, e.g. full-time, part-time (normally pro-rated to the number of academic credits to be studied in the year), sandwich/placement, distance learning or blended learning, and individual arrangements such as may apply to short courses.
 - ii) Student residency and/or domicile status, e.g. UK/EU, International, or 'Islands', and
 - iii) As may apply to UK/EU students wishing to undertake a second course in the UK at an academic level no higher than they have previously studied.
 - iv) Level of study, i.e. Undergraduate, Postgraduate or Research level.
- 5.4 All tuition fees are subject to inflationary increases at a level decided by the University, subject to any regulatory cap on fee levels.
Fees for International Students may be subject to inflationary increases notified at the point of admission.
- 5.5 Fees charged will be based on the information declared by the applicant at application. However, the applicable Fee may be adjusted at registration if any key fact has not been taken into account previously. These fees then apply when applicants complete their registration at the University and become students of the University.
- 5.6 This Policy applies to all students registered on a course of the University taught and/or supervised by University staff or those contracted by the University to do so, including students who may be studying with Partner Institutions under a sub-contract agreement.
- 5.7 Unless published to the contrary at the outset of a course, students will be liable for the Fees in future years of registration at the level as may be approved by the University for those future years, including inflationary or other increases.
- 5.8 The University reserves the right to correct administrative errors and to recover any associated shortfall in Fees, but will consider exceptional mitigating circumstances on a case-by-case basis to determine a payment plan if deemed appropriate.

6 Payment of Tuition Fees and Charges

- 6.1 A student's fee status would need to be determined by Admissions in order to be able to enrol on a course. Any student's status that remains undetermined at the time of enrolment will be refused enrolment.
- 6.2 A student is personally responsible for the payment, on time, of all Fees and Charges incurred in their name. This also applies when the student relies on funding from elsewhere, such as the SLC or a corporate sponsor. Fees must be paid in accordance with mode of study as detailed in the University Student Debt Management Policy. This policy can be found at the University website

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under the Student Finance section at <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>

- 6.3 Self-funding undergraduate students are required to pay a minimum of 50% of fee before enrolment (see Student Debt Management policy) and the remaining 50% 3 months after term starts
- 6.4 Postgraduate, part time and distance learning students are required to pay 50% upon enrolment as above and the other 50% 3 months later or set up an on-line recurring card payment plan which will require students to pay a 25% deposit before enrolment with the balance being taken automatically over 7 further months. In considering whether to grant permission for an instalment plan, the University will take into consideration: the individual's financial standing with the University, including any previous financial standing; the nature of the debt; the size of the debt, and the student's current proposed level of study.
- 6.5 As an alternative to the above, Postgraduate students evidencing receipt of a SLC PG loan may choose to register a debit or credit card on enrolment for payment of their fees and make payment in three instalments in line with their receipt of loan funds from the SLC.
- 6.6 If a student wishing to rely upon SLC funding for payment of their fees directly to the University, has not had their application for funding approved by SFE at the time of enrolment they will be referred to the finance team to determine eligibility for the tuition fee loan. The applicant must provide evidence at the point of registration of the SLC's approval of funding or that a plausible application for SLC funding has been submitted. If the student has had previous study in Higher Education of more than one year, they would not be able to enrol without a tuition fee loan being approved. This shall not apply to students who are seeking funding from the SLC where payments will be made directly to the student for onward remittance to the University e.g. for postgraduate loans; such students will be considered by the University to be self-funding. Students who have applied to the SLC must be aware that paragraph 6.1 will apply if such funding is not granted.
- 6.7 A student wishing to rely on a corporate sponsor, such as an employer or an organisation in their home country, must produce written evidence of the sponsorship terms on corporate letterhead and an email address to which invoices and correspondence can be sent. If these are acceptable to the University, the student may ask the University to invoice their sponsor for payment on the agreed date(s). Students remain personally liable for ensuring that fees are paid, even if these are to be paid by a sponsor, and hence if for any reason the agreed terms of payment by a sponsor are not met, then students must be aware that paragraph 6.1 will apply. If a student pays their fees to secure registration but later produces a sponsor's letter acceptable to the University, then a refund may be made to the student of the lesser of a) the amount paid by the student and b) the amount agreed in the sponsor's letter.
- 6.8 Separate fee considerations apply to Higher and Degree Apprenticeship courses by agreement with sponsoring employers and within the Government-approved framework for such provision. As such, student registrations on these courses lie outside the remit of this Tuition Fees Policy.
- 6.9 The University has the right to refuse any student's enrolment where fees have not been paid for self-funding students or where we would deem them ineligible for support from Student Finance England.

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7 Help and Advice on Payment

- 7.1 The Finance Income office can provide information on Fee matters and can, if required, refer students to other University services for detailed or complex queries.
- 7.2 Students who are encountering difficulty in paying an agreed Fee instalment on time should consult the Credit Control Team and seek their detailed advice and guidance. For other advice and assistance in relation to hardship, students should consult the Financial Guidance team in the first instance.
- 7.3 Students should refer to the University's website for information on support, including bursary and scholarship arrangements.

8 Consequences of Failing to pay Fees and Charges

- 8.1 Detailed guidance on the consequences of failure to pay fees and charges as they fall due, including withdrawal of student registration can be found in the Student Debt Management Policy which can be found at the Student Finance section of the University website at: <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>

9 Withdrawing, Changing Course or Mode, Repeating Study and Interruption of Study

- 9.1 The University has detailed policies and guidance in respect of withdrawing from study (including as permitted within the statutory 14 day cooling off period), changing course or mode, repeating study and interruption of study and these can be found at the Student Finance section of the University website at; <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>
- 9.2 The sections of this Policy relating to Refunds of Fees and Charges will apply to any student who decides to withdraw from their course. Students contemplating withdrawal are recommended to discuss any fee implications with the Income Department first, or an International Student Support officer (international students). Students who do not do so may unwittingly become liable to additional Fees and Charges.
- 9.3 Students who transfer course or interrupt their studies are recommended to contact the Academic Advice Team for advice, since they may be required to pay a different Fee, and funding from the SLC or other sponsors is likely to be affected. This includes students who become registered on a different course or move to a different registration point within the same academic year or who obtain agreement to a change in their mode of study (e.g. from full time to part time studies).
- 9.4 Students wishing to repeat a study module should refer to the Financial Implications of Repeating Modules policy which can be found at the Student Finance section of the University website at; <https://www.northampton.ac.uk/about-us/governance-and-management/university-policies-procedures-and-regulations/>

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10 Refunds of Fees and Charges

- 10.1 Refunds will not be made except as specifically provided in the Withdrawal Policy and where appropriate, the separate rules and regulations applying to any charges, including in relation to accommodation and graduation. This applies equally to any Fees and/or deposits that may be paid by students before the point of registration.
- 10.2 A student withdrawing from their course remains fully liable for the Fees due at the point of registration, as per the withdrawal policy, whether the student is self-funding or where a sponsor pays tuition fees.
- 10.3 Separate rules apply to students whose Fees are funded by the Student Loans Company. Ordinarily the University will not seek recovery of Fees from such students who withdraw in accordance with the University's own processes for withdrawal. However, students doing so should note that SLC may recover monies due under their loan and should contact SLC for early guidance.

11 Compensation for non-provision of academic services

- 11.1 In the event that the University is unable to preserve continuation of study for a student on a course, appropriate alternative provision will be provided either on another course at the University, or if necessary, provision at another academic institution within the UK wherever possible and practical. Any reasonable additional tuition fees or travel costs within the UK over and above that incurred by the student in attending their current academic provision will be reimbursed and other additional expenses of the change in provision reimbursed by agreement.
- 11.2 If it proves impossible to agree suitable alternative provision between the student and the University, discussion on the appropriate refund of fees and maintenance costs and any compensation for maintenance costs and lost time will be undertaken with the student concerned or their sponsor. Where an alternative qualification to the original planned award is granted, compensation will be reduced accordingly.
- 11.3 If a student remains dissatisfied with the outcome of the discussions, they will be advised to complain via the University's Student Complaints Policy, which will provide an independent review of the proposals made. In the event that agreement still cannot be reached between the parties on reimbursement of expenses or compensation, the student will be encouraged to refer the matter to the Office of the Independent Adjudicator who will provide independent guidance on the level of refund and compensation required.
- 11.4 The University will not seek to recover any student Bursary already paid in respect of study that the University is unable to continue to provide. If the student is provided alternative provision of study, at the University or elsewhere, any remaining amounts to be paid under the Bursary shall be paid.
- 11.5 The University holds professional indemnity and public liability insurances and has substantial cash reserves evidenced and audited in the University's annual

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Financial Statements. In the event that compensation is required under this policy, the University's will ensure that its cash reserves would be sufficient to make any compensation payments due or obtain further financing to settle any agreed compensation liabilities.

12 Institutional Partners

Further Education Colleges.

12.1 National arrangements for undergraduate Fees apply to the setting of Fees of higher education programmes based in the partner Further Education Colleges of the University. This Tuition Fee Policy applies where Funding Body Grants and Fees are routed through the University (including Fees payable on a student's behalf by the Student Loans Company or other sponsor organisation). For Fees charged directly by the College, Students should consult the respective College Finance Office for information.

Other Institutional Partners.

12.2 This Policy will not apply to Students registered directly at Partner institutions with teaching provision that may have been franchised to the Partner by the University or validated by the University. Terms and conditions relating to fees in such cases will be those of the relevant Partner Institution unless they specifically refer to this Policy as part of those terms and conditions.

13 Staff as Students

13.1 The University is committed to the development of its staff and encourages them to study for qualifications as appropriate to their role. The fee arrangements for these are outside the scope of this policy and are covered by the University's staff development policies and procedures.

14 Complaints

14.1 In the event of any matter of interpretation or application of this Policy, students should first contact the Finance Income Department. If not satisfied with the outcome, then students may bring a complaint under the University's Complaints Procedure. Information regarding the student complaints procedure can be found at;

<http://tundresearch.northampton.ac.uk/results/showimage.aspx?index=577488>