

**QUEEN'S UNIVERSITY BELFAST****STUDENT FINANCE FRAMEWORK – 2015-16  
Revised November 2014****C O N T E N T S**

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## 1. INTRODUCTION

The purpose of this document is to consolidate the University's financial terms and conditions, relating to the payment of tuition fees and related charges, within the one student finance framework. This document should be read in conjunction with:

- the University's Tuition Fees and Related Charges Schedule for the relevant academic year (this is updated on an annual basis);
- the University's General Regulations (III, Regulations for Students, Section 4 UG Regulations and Section 3 PG Regulations).

The University reviews its tuition fees and related charges annually, with details of the fees/charges provided in the Tuition Fees and Related Charges Schedule for the relevant academic year. These are available on [www.qub.ac.uk/tuitionfees](http://www.qub.ac.uk/tuitionfees).

The primary method of communication with students will be by email using their Queen's University email accounts. It is therefore important that students regularly check their University email account.

The overarching principle, regarding the payment of tuition fees and related charges, is that the student remains liable for the payment. If the student loan or sponsorship arrangements do not subsequently provide funding, the student will be required to pay all charges personally.

The initial determination of a prospective student's fee status is undertaken at the admissions stage, based on a combination of factors including nationality, immigration status and residency. Guidance on this matter can be found on the UKCISA (UK Council for International Affairs) website [www.ukcisa.org.uk](http://www.ukcisa.org.uk)

## 2. TUITION FEES SETTING AND APPROVAL MECHANISM

### 2.1 Approval Process

Tuition Fees are approved by the University's Planning and Finance Committee (PFC), under delegated authority from Senate. Tuition fees for the 2015-16 academic year are due to be approved by PFC in December 2014.

### 2.2 Setting of Fees

#### 2.2.1 NI Domiciled Undergraduate Fees

Tuition fees for NI domiciled Undergraduate students, who attend the University, are set by Government.

#### 2.2.2 Other (non-UK) EU Domiciled Undergraduate Fees

Students from non-UK EU countries, including the Republic of Ireland, who attend the University, will be charged the same fee as for NI domiciled students.

#### 2.2.3 England, Scotland or Wales (GB) Domiciled Undergraduate Fees

Undergraduate students from England, Scotland or Wales, who plan to study at the University, will be charged a tuition fee in accordance with the revised fee regime, applicable from 2012-13, and approved by the NI Assembly.

#### 2.2.4 NI/GB (Home) and EU Postgraduate Fees

The Postgraduate Research fee is based on guidance provided by the Research Councils. Postgraduate Taught fees are set, in the main, by the University.

Some postgraduate courses, such as the Postgraduate Certificate in Education (PGCE), are linked to the undergraduate fee rate and students studying these courses are eligible for Student Loans Company (SLC) funding. Postgraduate students from England, Scotland or Wales who enrol on these courses will be charged a higher fee than that charged to NI/EU students.

#### 2.2.5 International Fees

All fees for international students are set by the University.

### 3. CALCULATION OF FEE

The calculation of a student's tuition fee is based on the following five criteria:

#### 3.1 Programme of Study (Career)

For fee calculation purposes, a student can either be Undergraduate, Postgraduate Taught or Postgraduate Research.

#### 3.2 Academic Load Status

In any one of these three programmes of study, the student can have the status of either being full-time or part-time.

A student can only have the status of either full-time or part-time in any given academic year, ie he/she will be deemed to have a single status for fee purposes. However, it may be possible for the student to change his/her status during the academic year. The fee will be payable according to his/her status at the beginning of the academic year. However, should the student's status change during the academic year, the fee will be recalculated and charged accordingly.

##### 3.2.1 Undergraduate Students

The determination of the status of a degree level student is based on the number of CATS points he/she is studying. CATS is an acronym for the Credit Accumulation and Transfer Scheme. This is a system which gives credit for each individual course unit that is completed successfully. This counts towards the final award, and allows students to change course and transfer the credits to another course. The exception to this relates to Study Abroad students, where a separate approach to the fee calculation is required – see (iv) below.

##### (i) Full-time

A student is normally classified as full-time, if the total CATS points of the courses that he/she is studying, are greater than, 90 CATS points. A full-time fee will be charged, based on the fee rate for the course of study.

(ii) Part-time

A student is normally classified as part-time if the total CATS points of the courses that he/she is studying, throughout the year, are less than, or equal to 90 CATS points.

Fees will be charged, according to CATS points, based on the fee rate for the course of study. The CATS points may be studied in any combination, across the semesters of Autumn, Spring, Summer and/or the Full Year.

(iii) Change of status

Should a full-time student drop any course(s) during the academic year, but remain an active student, his/her status can change to part-time. This change in status, which will be subject to approval by the School, will be determined by the total number of CATS points of his/her course(s) as follows:

Situation 1: Total number of course CATS points > 90, the student remains classified as a full-time student.

Situation 2: Total number of course CATS points ≤ 90, the student is reclassified as a part-time student.

(iv) Study Abroad Students

Study Abroad students will be regarded as 'full-time' students, for the duration of their study at the University. A weighting of 90% will be applied to the standard full-time fee, if they spend more than one semester (module) at the University, and to half the full-time fee, if they spend one semester, or less, at the University.

### 3.2.2 Postgraduate Taught Students

The determination of the status of a Masters level student is based on the number of CATS points he/she is studying (further details of CATS are provided in paragraph 3.2.1 above).

(i) Full-time

A student is normally classified as full-time if the total CATS points of the courses that he/she is studying are greater than 120 CATS points.

A full-time fee will be charged, based on the fee rate for the course of study. This includes the fee for the submission of a dissertation, where appropriate.

(ii) Part-time

A student is normally classified as part-time if the total CATS points of the courses that he/she is studying are less than or equal to 120 CATS points. Fees will be charged according to CATS points, based on the fee rate for the course of study.

(iii) Dissertation fee

If the required dissertation is not submitted by the due date of the academic year in which the student is enrolled and there are no exceptional circumstances, he/she will be subject to the General Regulations governing the late submission of assessed work.

If the required dissertation is not submitted by the due date of the academic year in which the student is enrolled and he/she has been granted an extension by their

School, then he/she should be re-enrolled on a part-time basis and charged the appropriate fee. In normal circumstances, this will be a fee for a full dissertation module (60 CATS points) at the prevailing rate. International students will be required to re-enrol on a full-time basis and pay the full-time fee. Should exceptional circumstances apply, approval not to charge the fee must be given by both the Director of Academic and Student Affairs and the Director of Finance, or their nominees.

If the required dissertation is submitted by the due date of the academic year in which the student is enrolled and the dissertation fails, then he/she may be re-enrolled and charged the appropriate fee.

### 3.2.3 Postgraduate Research Students

The determination of the status of a Postgraduate Research student is normally based on the number of hours of study per week.

#### (i) Full-time

The annual fee will be charged, based on the fee rate for the course of study. However, in order to accommodate the more flexible nature of commencing and completing research degrees, the method of fee calculation will differ for research students. The fee will be calculated on a monthly basis, pro-rated for the academic year in which he/she starts. In the month that the student commences their studies, a monthly fee will only be calculated if he/she is deemed to be in attendance on, or before, the 25<sup>th</sup> of that month. In all subsequent months, a monthly fee will be calculated if he/she is deemed to be in attendance on, or after, the 5<sup>th</sup> of that month.

At registration, students will be charged the appropriate number of monthly fees up to the end of the academic year. If a student commences studies at the start of the academic year, he/she will be charged twelve monthly fees. If a student completes their course of study during the academic year, the fee will be recalculated and a refund may become due.

#### (ii) Part-time

Part-time research students are assessed, as such, on the basis that they are studying less than 21 hours per week, over a period of more than 18 weeks, on the course of study.

From 2012-13, the fees are calculated / charged, based on 50% of the full-time fee.

#### (iii) Thesis Only

Following confirmation by the Progress Review Panel that the student has completed all the necessary research, and after approval by the relevant School Committee, a student may be registered as thesis only (writing up) for one year only (regardless of the previous full-time or part-time status).

Following, the period of thesis only, where a student has not submitted, he/she will be returned to his/her original mode of study, ie full-time or part-time. At registration, students will be charged the appropriate number of monthly fees up to the end of the academic year. If a student completes their course of study during the academic year, the fee will be recalculated and a refund may become due.

#### (iv) On the occasion when a thesis is required to be re-submitted, a resubmission charge will be payable by the student.

### 3.2.4 Students Enrolled on more than one Course of Study

Students who are enrolled on more than one course of study will be charged a fee for each course. For example, this can arise when a student is enrolled on more than one part-time course.

### 3.2.5 Collaborative Research Students

In the absence of an existing alternative collaborative arrangement, the appropriate arrangements involving international students, studying at both their home university and Queen's, are as follows:

- For the periods when the student is full-time at Queen's, the pro-rated full-time international fee is payable.
- For the periods when the student is not at Queen's, i.e. he/she is studying overseas instead, the part-time international fee is payable, again pro-rated for the time the student is not here.

### 3.2.6 Distance Learning Students

Students who are undertaking a designated distance learning programme and who are not in regular attendance at the University will be charged a distance learning fee.

### 3.2.7 Professional Doctorates

Professional Doctorates comprise taught components which are regulated by the Study Regulations for Postgraduate Taught Programmes, and research components which are regulated by the Study Regulations for Research Degree Programmes.

Students who enrol on a Professional Doctorate programme may exit with a taught Master's degree if sufficient credit has been attained from the taught components (including from a research project and dissertation); or a research Master's degree if the examiners consider that the thesis submitted for the research component is only Master's level.

#### (i) Tuition Fee

The calculation of the fee for Professional Doctorates will be based on the number of CATS points that the student is studying.

#### (ii) Thesis Only

Following confirmation by the Progress Review Panel that the student has completed all the necessary research, and after approval by the relevant School Committee, a professional doctorate student may be registered as thesis only (writing up) for one year only (regardless of the previous full-time or part-time status).

Following, the period of thesis only, where a student has not submitted, in normal circumstances, he/she will be re-enrolled on the full thesis module (at the appropriate thesis weighting in CATS points) at the prevailing rate. Should exceptional circumstances apply, approval not to charge the fee must be given by both the Director of Academic and Student Affairs and the Director of Finance, or their nominees.

- (iii) On the occasion when a thesis is required to be re-submitted, a resubmission charge will be payable by the student.

### **3.3 Fee Rates**

All courses are subject to a fee rate, based on the classification, as outlined below. Students from NI, GB and the EU will pay a set fee, regardless of the rate.

Fee Rate 1: Courses which are essentially classroom based

Fee Rate 2: Courses with a substantial laboratory, workshop component and pre-clinical elements of nursing courses.

Fee Rate 3: Pre-clinical elements of medical courses

Fee Rate 4: Clinical elements of medical courses

Full-time students will normally be charged the fee relating to their ultimate course/qualifications, ie the fee will be based on the final course for the year. Similarly, such students who change fee rate during the year, will be charged a fee based on the final rate. Part-time students will be charged, based on the course at the end of each semester.

### **3.4 Residency**

From 2012-13, the following main categories of residency will apply:

- NI (Northern Ireland)\* – applicable for Undergraduates\*\*
- GB (England, Scotland or Wales) – applicable for Undergraduates\*\*
- NI/GB (Home) – applicable for Postgraduates\*\*
- Non-UK EU (European Union, excluding the UK but including the Republic of Ireland)
- Isles (Channel Islands and Isle of Man – applicable to Undergraduates
- International

In addition, NI, GB and EU Students, with an Admit Term of 2011-12, or before, will have a residency status of 'Home and EU'. An explanation of Admit Term is provided in paragraph 3.5, below.

\* Further information is available from the DEL Website: <http://www.legislation.gov.uk/>

\*\* The NI or GB residency categories are also applicable for students enrolled on a small number of postgraduate courses, such as the Postgraduate Certificate in Education (PGCE), which are eligible for SLC funding, and which are linked to the undergraduate fee rate.

### **3.5 Admit Term**

The level of fees will be determined, based on the first year that a student commenced his/her studies at the University ie, the Admit Term, and will be linked to the Programme of Study. In subsequent years, fees will be subject to an inflationary increase, unless explicitly stated otherwise.

## **4. TUITION FEES AND RELATED CHARGES BILLING AND COLLECTIONS**

Each student in attendance at the University for a course shall pay:

- (i) an annual composite fee which covers tuition, examinations (resit examination charges are applied separately), a premium for personal accident insurance and membership of the Students' Union; and
- (ii) such other charges as may be prescribed, including graduation.

Details of all tuition fees and related charges are provided in the Tuition Fees and Related Charges Schedule for the relevant academic year, available on [www.qub.ac.uk/tuitionfees](http://www.qub.ac.uk/tuitionfees).

A student is liable for the full tuition fee at the point of completion of enrolment and registration. Should there be a change in the student's enrolments following completion of enrolment and registration which results in a change in their tuition fee, then the student is liable for the revised tuition fee. The following section provides details of the options available to students, with regard to the payment of their tuition fee.

Amounts due at enrolment and registration must be paid, in order to complete the enrolment and registration process. This includes a non-refundable payment of 25% of the calculated tuition fee. Instalments due on future dates must be paid, in accordance with the agreed payment plan (eg Direct Debit) whether or not an invoice is raised. The requirement for a non-refundable payment also applies to sponsors.

All related charges, if incurred, will be due immediately and cannot be paid using the Direct Debit option. This includes the Thesis Only (Writing Up) Charge and the Exam-Only Charge.

In the event of a Direct Debit failing, the tuition fee outstanding will be payable in full. In such circumstances, the University reserves the right to remove the student from the Direct Debit Scheme and apply an administration charge.

A student will not be considered fully financially registered for a term until these payment arrangements have been made. Details of how the student can fulfil this requirement are provided in the following sections:

#### 4.1 NI/GB/EU Undergraduate and Postgraduate Taught Students

The current arrangements for the payment of University tuition fees allow eligible students, first enrolled from 2006-07 onwards, to apply for a tuition fee loan from the SLC. Details of fee payment options for all NI/GB/EU Undergraduate and Postgraduate Taught students, including those eligible students who are entitled to a fee loan, are outlined in the table below:

**Table 1: NI/GB/EU Undergraduate and Postgraduate Taught Fees – Payment Options**

Options	Notes
*Defer fees – SLC loan	Student must apply to the SLC
Pay full fees at enrolment and registration	25% is non-refundable**
Combination	SLC*/Sponsor/Balance payable in full at enrolment and registration
Direct Debit	25% Payment at enrolment and registration (non-refundable**) 3 further payments (November, January, March)
Sponsor	Evidence of sponsorship or scholarship from a government or other official organisation, must be provided at enrolment and registration.

\*Only available to eligible students (mainly undergraduate), first enrolled from 2006-07 onwards.

\*\*The non-refundable percentage of fees will increase at various points during the academic year. Further details can be found in Tables 6 and 7, for full-time and part-time students, respectively.

If the fee assessed is for less than £250, the full amount must be paid directly to the University.

## 4.2 NI/GB/EU Postgraduate Research Students

In order to accommodate the more flexible nature of commencing and completing Postgraduate Research degrees, alternative payment methods are available.

Research students should note that the full fee for the remaining part of the academic year will be calculated, on registration. This full amount will appear on the student's account even if there is a Leave of Absence planned or a Thesis Submission is anticipated. The total fees owed to the University will then be re-calculated once the Leave of Absence has commenced or the thesis submitted.

For sponsored research students, evidence of sponsorship or scholarship from a government or other official organisation must be provided at registration. Any remaining, balance, not being met from a third party, must be remitted to the University by direct payment or Direct Debit, within the necessary timeline:

The indicative payment due dates for Postgraduate Research Students are summarised in the Table below:

**Table 2: Postgraduate Research Fees – Indicative Payment Due Dates**

	<b>Enrolment Period between 1 October – 31 May</b>	<b>Enrolment period between 1 June – 30 September</b>
Fee due (25% of the original calculated fee for the academic year)	Payable at enrolment and registration	Payable at enrolment and registration
Balance of the original calculated fee for the academic year	Payable either at enrolment and registration, or by direct debit	Payable at enrolment and registration (direct debit option not available)

If the first enrolment of a student did not take place at the beginning of an academic year, in subsequent years, the student will be required to enrol at the start of the academic year, and the first payment (non-refundable) will be due on 1 October.

For students whose personal fee liability is greater than £250, the following methods of payment are available:

**Table 3: Postgraduate Research Fees – Payment Options**

<b>Options</b>	<b>Notes</b>
Pay full fees at enrolment and registration	
Direct Debit	25% payment of the original calculated fee for the academic year at enrolment and registration 3 further bi-monthly payments based on the enrolment date and the pro-rated fee for the year.
Sponsor	Evidence of sponsorship or scholarship from a government or other official organisation, must be provided at enrolment and registration.

In the event of a Direct Debit failing, the tuition fee outstanding will be payable in full. In such circumstances, the University reserves the right to remove the student from the Direct Debit Scheme and apply an administration charge.

### 4.3 International Students

As a condition of completing the enrolment and registration process, all international students must comply with the following payment arrangements, as outlined in Table 4 below.

**Table 4: International Student Fees - Payment Options**

Options	Notes
Pay full fees at enrolment and registration	25% is non-refundable*
Direct Debit	25% Payment at enrolment and registration (non-refundable*) 3 further payments (November, January, March)
Sponsor	Evidence of sponsorship or scholarship from a government or other official organisation, must be provided at enrolment and registration.

\*The non-refundable percentage of fees will increase at various points during the academic year. Further details can be found in Tables 6 and 7, for full-time and part-time students, respectively.

### 4.4 International and Non-UK EU Distance Learning Students

In order to accommodate international and non-UK EU distance learning students who cannot easily avail of the Direct Debit payment option, details of payment options are outlined in Table 5 below.

**Table 5: International and Non-UK EU Distance Learning Student Fees - Payment Options**

Options	Notes
Pay full fees at enrolment and registration	25% is non-refundable*
Payment Plan	25% Payment at enrolment and registration (non-refundable*) 3 further payments (November, January, March)
Direct Debit	25% Payment at enrolment and registration (non-refundable*) 3 further payments (November, January, March)
Sponsor	Evidence of sponsorship or scholarship from a government or other official organisation, must be provided at enrolment and registration.

\*The non-refundable percentage of fees will increase at various points during the academic year. Further details can be found in Tables 6 and 7, for full-time and part-time students, respectively.

## 5. WITHDRAWALS AND REFUNDS

The purpose of the following section is to introduce a more robust and consistent approach to the application of withdrawals and refunds. The following guiding principles have been applied:

- students should pay a proportion of fees due, for modules which they have enrolled on and which have been held for them

- students should not be required to pay a full fee for modules they have not attended, and from which they have withdrawn in advance
- students should not receive a refund for modules which they have completed and for which they have received a grade (the outcome of the grade is irrelevant).

## 5.1 Dropped Modules

No fee refund will apply if a full-time student drops modules and still meets the criteria for a full-time student. This is because the full-time fee will continue to apply.

If a full-time student drops modules and meets the criteria for a part-time student, a fee refund may be applicable.

## 5.2 Withdrawals

Any student may, on a voluntary or required basis, withdraw either permanently or temporarily from the University or programme of study at any point in the year.

The following sections are relevant in the context of assessing the fee implications of withdrawals and refunds.

### 5.2.1 Full-time Undergraduate and Postgraduate Taught Students

The date when a student withdraws will affect the level of tuition fees which may be refunded, and it may also affect his/her student loan. Fee adjustments are calculated with reference to the date of withdrawal from the University, not the last date of attendance, and cannot be actioned if the withdrawal procedure has not been followed correctly. Table 6 below, demonstrates how the adjustment is calculated.

**Table 6: Fee Liability Dates**

Attendance/SLC Liability Point	Normal Effective Date	Fees due to the University
Completion of Enrolment and Registration (non-refundable)	September/October	25%
Resumption of Autumn Semester following the Vacation period	11 January 2016	50%
Resumption of Spring Semester following the Vacation period	11 April 2016	100%

The dates of the University's Semesters and Vacations are available on the website: <http://www.qub.ac.uk/directorates/AcademicStudentAffairs/AcademicAffairs/SemesterDates/>

### 5.2.2 Part-time Undergraduate and Part-time Postgraduate Taught Students

Fees for part-time students are calculated by semester. Further details of the withdrawal and module drop policy, for part-time students, are outlined in Section 5.4.2 below.

### 5.2.3 Postgraduate Research Students

The tuition fee liability for a Postgraduate Research student withdrawal, or a Temporary Leave of Absence, is based on the official date of withdrawal in the academic year, and a refund will be issued, if appropriate. The tuition fee is calculated for a month, if a student is deemed to be in attendance on, or after, the 5<sup>th</sup> of that month.

### 5.3 Refunds

Refund entitlements will be based on the fee liability dates, as outlined in Table 6 above. Refunds will not be available on exam, resit or thesis only charges. Appeals in relation to a student's refund entitlement should be referred to the Director of Academic and Student Affairs.

### 5.4 Modules Changes

#### 5.4.1 Full-time Students

The fee for full-time students, who swap or drop modules, and who continue to satisfy the minimum CATS point requirement for full-time students, will not change, ie it will remain at the full-time level. Full-time students will be entitled to swap and drop modules, within a two week period, post enrolment and registration. After this date, only DASA can approve the dropping of modules.

#### 5.4.2 Part-time Students – Withdrawal Policy and Module Drop Policy

Fees for part-time students are assessed by semester (or module). Therefore separate fees will be assessed, depending on whether a student has enrolled in Autumn, Spring, Summer or Full Year modules, and each type of module will be subject to a specific withdrawal policy. This policy will apply to the dropping of individual modules, as well as a full withdrawal from a semester or academic year, when studying in a part-time mode. The table below illustrates the withdrawal and module drop rates, by semester, together with fee due percentages.

**Table 7: Withdrawal and Module Drop Dates and Fee Implications**

Withdrawal and Module Drop Dates				Fee due to the University
Autumn Modules	Spring Modules	Summer Modules	Full Year Modules	
Completion of Enrolment and Registration	25%			
From 1 November 2015	From 1 March 2016	From 1 July 2016	From 1 November 2015	50%
			From 1 March 2016	75%
From 1 December 2015	From 1 April 2016	From 1 August 2016	From 1 April 2016	100%

It should be noted that it is the student's responsibility to ensure that his/her enrolment is correct by the end of the period in which he/she is allowed to swap. This will require him/her to validate the information available via self service and to contact the relevant School(s) immediately if there are questions or concerns. In normal circumstances, an incorrect enrolment on the student's record will not entitle the student to a refund after the cut off date for swapping modules.

### 5.5 Deceased Student Policy

Whilst it is rare, there are occasions when a registered student dies part way through their course so that a tuition fee adjustment may be due. Full account is taken of the individual circumstances of each case and there is appropriate consultation with a relevant member of staff in the student's School.

The tuition fee account for self funded students who have not paid any tuition fees at the time of their death is adjusted to ensure that no debt is pursued.

## **5.6 Retrospective Withdrawals**

Where there are exceptional circumstances, supported by evidence, regarding a student's withdrawal from the University, the School may apply for the use of a retrospective withdrawal date. The use of a retrospective withdrawal date may affect the level of tuition fees which may be refunded. Requests for the use of a retrospective withdrawal date should be made to the Director of Academic and Student Affairs, whose decision is final.

## **6. ENROLMENT DEPOSITS**

For certain courses, international students are required to include a deposit towards their tuition fees, with their application. In particular, since 2013-14 the payment of deposits for PGT courses is compulsory for international students. Following payment of this deposit, with the correct supporting documentation, a receipt will be issued by the Student Finance Office against such payment, which can be presented in support of a visa application.

Some prospective students may wish to make a full or partial payment towards their tuition fees in advance of their arrival at the University. Following receipt of payment, with the correct supporting documentation, a receipt will be issued against such payment, which can be presented in support of a visa application.

In both cases, if the application is successful, but the student chooses not to accept his/her place at the University, the deposit will not be refunded.

In exceptional circumstances, eg the student is unable to take up his/her place on medical or visa grounds, the deposit may be refunded, although this will require the approval of Marketing, Recruitment and Admissions.

## **7. SPONSORED STUDENTS**

In the event that a sponsor fails to pay tuition fees by a specified date, for each academic year at registration, the tuition fee liability will revert to the student.

## **8. RELATED CHARGES**

Details of all related charges are included in the Tuition Fees and Related Charges Schedule for the relevant academic year, and are available on [www.qub.ac.uk/tuitionfees](http://www.qub.ac.uk/tuitionfees).

## **9. DEBT COLLECTION POLICY**

In the event that a sponsor fails to pay tuition fees by a specified date, the tuition fee liability will revert to the student.

## **10. SUSPENSIONS**

### **10.1 Definition of Suspensions**

Failure to pay tuition fees and/or related charges, or make appropriate arrangements to pay tuition fees, by the relevant deadline, will lead to a student being suspended. Students under suspension will not be eligible to enrol or graduate. The University reserves the right

to withhold a degree certificate or transcript from any student who is in debt to the University. Such a debt includes outstanding tuition fees and/or related charges owed to the University, as included in the Tuition Fees and Related Charges Schedule, available on [www.ac.uk/tuitionfees](http://www.ac.uk/tuitionfees). By withholding the degree certificate or transcript, the University will not be precluded from pursuing repayment of the debt by, for example, using a debt recovery agency.

## **10.2 Re-registration**

The University reserves the right to request payment in full prior to registration or re-registration from any student who has had a previous outstanding debt with the University.

## **11. FEE APPEALS PROCESS**

### **11.1 Background**

A student may wish to appeal the basis on which his/her fee has been calculated.

### **11.2 Tuition Fee Calculation**

The calculation of a student's tuition fee is based on the following five criteria:

(i) Programme of Study (Career)

For fee calculation purposes, a student can either be Undergraduate, Postgraduate Taught or Postgraduate Research.

(ii) Academic Load Status

A student can have the status of either full-time, part-time, or thesis only, in any given academic year. The determination of this load, for fee purposes, for Undergraduate and Postgraduate Taught students, will be based on the number of CATS points the student is studying in a particular academic year.

(iii) Fee Rate

Details of these rates are outlined in the Tuition Fee and Related Charges Schedule, which is approved on an annual basis, by the University's Planning and Finance Committee, under delegated authority from Senate. The fee rate will be based on the course undertaken by the student.

(iv) Residency

From 2012-13, the following main categories of residency will apply:

- NI (Northern Ireland)\* - applicable for Undergraduates\*\*
- GB (England, Scotland or Wales) – applicable for Undergraduates\*\*
- NI/GB (Home) – applicable for Postgraduates\*\*
- Non-UK EU (European Union, excluding the UK but including the Republic of Ireland)
- Isles (Channel Islands and the Isle of Man) – applicable to Undergraduates
- International

In addition, NI, GB and EU Students, with an Admit Term of 2011-12, or before, will have a residency status of 'Home and EU'. An explanation of Admit Term is provided in paragraph (v), below.

\* Further information is available from the DEL Website: <http://www.legislation.gov.uk/>

\*\* The NI or GB residency categories are also applicable for students enrolled on a small number of postgraduate courses, such as the Postgraduate Certificate in Education (PGCE), which are eligible for SLC funding, and which are linked to the undergraduate fee rate.

(v) Admit Term

The level of fees will be determined based on the first year that a student commenced his/her studies at the University, ie the Admit Term, and will be linked to the Programme of Study.

Further details of these criteria are provided in section 3 of the Student Finance Framework document.

### **11.3 Appeals Process**

#### **11.3.1 First Stage: Review**

An applicant or student who is dissatisfied with their fee calculation may submit a request for review to the Director of Finance. The grounds on which a review may be sought is that, arising from the initial assessment, one or more of the criteria which determines the tuition fee calculation, is incorrect.

An applicant or student must submit a request for review in writing to the Director of Finance within 10 working days of the communication of the fee and should set out evidence to support the grounds for review. The letter should make reference to which criteria, as outlined in Section 3 above, are being challenged. Details of any supporting documentation should also be provided with the letter.

The Director of Finance will consider the request for review and will undertake further enquiries as are deemed necessary and provide a written response, normally within 15 working days of the request for review.

#### **11.3.2 Second Stage: Appeal**

- (i) If an applicant or student is dissatisfied with the outcome of Stage 1 of the review process, they may appeal in writing to a Pro-Vice-Chancellor within 10 working days of the date of the letter stating the decision of the Director of Finance. Copies of previous correspondence and any supporting documentation should be included.

The grounds on which a fee may be appealed are as follows:

- New evidence has become available which was not taken into account, either at the time of the initial assessment, or the Review.
- There was a procedural irregularity in the process of determining one or more of the fee criteria.
- There has been an exceptional change in the circumstances of the student, affecting the fee calculation.

- (ii) An Appeals Panel shall be convened to meet within 25 working days of receipt of the Appeal. The Panel shall normally comprise:
- Pro-Vice-Chancellor, or nominee (Chair)
  - Director of Academic and Student Affairs or Student Plus

- (iii) The Appeals Panel may seek written evidence from any witness or person who in the Panel's judgement may have relevant information to contribute.

The Appeals Panel will be serviced by the Finance Directorate and a formal record of the meeting will be taken and retained. The Panel's decision will be communicated to the student or applicant within 5 working days of the Appeals Panel's meeting, and circulated to relevant Directorates. In addition, relevant staff within Student Plus, Academic and Student Affairs and Finance should be notified of the outcome.

- (iv) There is no further appeal permitted beyond the Second stage appeal. However, students who have completed the University's registration process in full may submit a petition to the Board of Visitors. Further information on the Board of Visitors is outlined in Section XI, of the University Calendar.

#### **11.4 Grounds for a Review/Appeal**

Further information outlining the Grounds for a Review/Appeal is available on [www.qub.ac.uk/tuitionfees](http://www.qub.ac.uk/tuitionfees)