

# Writtle University College

## Higher Education Fees and Refund Policy

### 2019-20

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## HE Fees and Refund Policy

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## 1. Introduction

- 1.1 This policy sets out the fees you owe and the financial regulations governing your time at Writtle University College (“the University College”, “WUC”, “we”). Along with your Terms and Conditions and your Offer Letter, it forms the contract between you and the University College. It is therefore very important that you carefully read this document prior to accepting your offer to study with us.
- 1.2 This Policy applies to all students studying for a credit-bearing course and sets out:
- how your tuition fee is determined;
  - when and how you need to pay your tuition fees;
  - bursaries and scholarships that may be available to you;
  - how your fees are affected by changes to your mode of study or enrolment status; and
  - when you are entitled to refunds or compensation.
- 1.3 The fees and payment terms associated with your halls of residence are the subject of a separate accommodation contract.
- 1.4 The fees and payment terms for WUC short courses are subject to a separate contract. More details can be found online (<http://writtle.ac.uk/ShortCourses>).
- 1.5 This policy will be reviewed annually. Any revisions will usually apply to the next cohort of students registering with the University College. If, exceptionally, any change is made to it which affects existing students, such change will be made and notified to you in accordance with your Terms and Conditions.
- 1.6 If you have any questions about this HE Fees and Refund Policy, please contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk).

## 2. Tuition fee charges

- 2.1 Your tuition fee is the amount paid to undertake a course of study; this is usually charged annually. Your fees are determined by your course of study, your mode of attendance, your fee status and the fee regime in force at the time of your first registration.
- 2.2 Your annual tuition fee, along with any other fees applicable to your course, is set out in your offer letter. A full schedule of 2018-19 fees can be accessed online via the Writtle University College website (<http://writtle.ac.uk/Higher-Education-Course-Fees-2018-19>).
- 2.3 Undergraduate tuition fees for home/EU students are regulated by the UK government. The University College reserves the right to increase these fees on an annual basis in line with the maximum increase permitted by the UK government. Such fee increases will apply to all modes of study, including repeat years of study.

- 2.4 All other tuition fees are unregulated. The University College reserves the right to increase these fees on an annual basis. Any increases will be made in line with the Retail Prices Index (RPI). Such fee increases will apply to all modes of study, including repeat years of study.
- 2.5 The University College will not increase tuition fees during the course of an academic year.
- 2.6 The number of modules (“credits”) for which you are registered in the academic year will determine your mode of study. Undergraduate students studying more than 90 credits in an academic year are classified as full-time students. Postgraduate taught students studying for at least 120 credits in an academic year are classified as full-time students.
- 2.7 Mode of study for postgraduate research students will be agreed at the point of application and will be set out in the offer letter.
- 2.8 The annual tuition fee will not normally be reduced for any reduction in credit volume through recognition of prior learning.

### 3. Additional costs

- 3.1. The University College may charge additional costs relating to your course of study, for example to cover field trips, specialist clothing or materials. Any additional costs are set out in your offer letter alongside your tuition fees. Information on these costs can also be accessed via the course pages on the University College website.
- 3.2. Postgraduate research students may be required to pay additional costs (“bench fees”) to cover equipment and materials. Any bench fees are set out in your offer letter alongside your tuition fees.

### 4. Fee status

- 4.1. As part of your application to study at the University College, we may ask you to complete a fee status questionnaire to determine your fee status as either “home”, “European Union” or “overseas”. This assessment is based on your immigration status and residence history and is undertaken in accordance with UK legislation. It is important that you understand our assessment of your fee status before accepting any offer. If you feel you have been incorrectly assessed, please contact the Admissions Department at the earliest opportunity ([admissions@writtle.ac.uk](mailto:admissions@writtle.ac.uk)).
- 4.2. The assessment of your fee status will normally apply for the duration of your course. However, if at any point you believe there has been a change to your immigration status you must immediately inform the University College. In such circumstances we reserve the right to review your fee status and to amend your fees accordingly.

- 4.3. The rules governing our approach to fee assessment reflect current UK legislation. following the result of the referendum on the UK's membership of the European Union, the arrangements for EU students applying for entry to the University College from 2018-19 are subject to change on the advice of the UK government.

## 5. Deposits (international students only)

- 5.1. The University College normally requires a tuition fee deposit from international applicants as part of the conditions of their offer. The tuition fee deposit varies according to the level of study, as follows:
- a) undergraduate: £4,500
  - b) postgraduate taught: £5,200
  - c) postgraduate research: TBC
- 5.2. If you have paid a deposit and subsequently do not register and start your studies as expected, you agree to forfeit your tuition fee deposit except where:
- a) you provide verifiable evidence that your student visa application has been refused by the Home Office;
  - b) the University College has been unable to issue your Confirmation of Acceptance of Studies (CAS); or
  - c) the University College otherwise withdraws your offer.

In all other cases tuition fee deposits will not be refunded, except where clause 10.1 of this document applies.

- 5.3. The University College will withdraw your offer and will not permit you to register where you do not pay the full tuition fee deposit according to the deadline specified in your offer letter.

## 6. Student loans

- 6.1. Home/EU students on designated undergraduate and postgraduate courses may be eligible for a tuition fee loan from Student Finance England or equivalent authorities in Scotland, Wales and Northern Ireland. This financial support is administered by the Student Loans Company (SLC). For undergraduate students, tuition fees will be paid by the SLC directly to the University College. For postgraduate students, the tuition fee loan will be paid by the SLC to the student and the student shall be liable to pay the correct tuition fee amount to the University College.
- 6.2. Eligible undergraduate students may also apply for a separate maintenance loan to support them with the costs of studying full-time. Maintenance loans will be paid by the SLC to the student.
- 6.3. You are responsible for entering the correct programme and fee information when applying to the SLC for support. Applications for support must be made for each year

of study for the correct course, course year and amount. We strongly encourage you to apply for student loan funding well in advance of the start of the academic year.

- 6.4. If you have not provided the University College with evidence of your application to the SLC for a fee loan by 11 October 2019 and have not otherwise paid your tuition fees or confirmed sponsorship, the University College may terminate your registration.
- 6.5. The SLC will normally provide loan funding for a first undergraduate degree for the number of years' duration of the programme plus one (1) year. You will be personally liable for any additional years of study, or for any years of study that may not be funded by the SLC due to previous study at another institution.
- 6.6. If your application for funding is rejected by the SLC after you have commenced your course of study, you will be immediately liable for all outstanding tuition fees. Students receiving late notification from the SLC of rejected applications should contact the University College as soon as possible to discuss their options.
- 6.7. If you are in receipt of a maintenance loan from the SLC, the first instalment will normally be released to you 3-5 working days after the University College submits a registration confirmation and never before the first day of teaching. For new students, the University College will submit registration confirmation after evidence of attendance at induction week. For returning students, the University College will submit registration confirmation after completion of online re-enrolment for the coming academic year.
- 6.8. You should make provision for a short gap between the start of your course and the receipt of any maintenance loan or grants to which you are entitled. If you experience a delay in receiving maintenance loan funding, leading to difficulties attending scheduled classes or engaging with your studies, you should immediately contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk).
- 6.9. Students from the United States may be eligible for a federal direct loan from the US Department of Education. You should specify the Federal School Code for Writtle University College (G37213) when completing their FAFSA (Free Application for Federal Student Aid). For further information on US Federal Loans, please contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk).

## 7. Fee sponsorship

- 7.1. A fee sponsor is defined as an employer or other organisation that agrees to pay your tuition fees in part or in full. A parent, friend or relative will not be considered a fee sponsor. Under the terms of this HE Fees and Refund Policy, the SLC, local authorities and research councils are not defined as fee sponsors.

- 7.2. Where you are being sponsored for part or all of your tuition fees, you must provide a letter confirming this to the Head of Registry and Admissions ([admissions@writtle.ac.uk](mailto:admissions@writtle.ac.uk)) no later than 1 September 2019.
- 7.3. The University College will invoice sponsors for their contribution to your fees once you have registered. Sponsors must pay in full within 30 days from the date of invoice.
- 7.4. Where your sponsor defaults on any fee payment arrangement, you will be immediately liable for all outstanding fees.

## 8. Bursaries and scholarships

- 8.1. A range of bursaries and scholarships are available to students, dependent on individual circumstances. Full details, including the deadline for application to each scheme, can be accessed via the Writtle University College website (<http://writtle.ac.uk/Scholarships-&-Bursaries-18-19>).
- 8.2. In the event that you are awarded financial support you agree to be bound by the terms and conditions relating to the relevant bursary or scholarship scheme. You must apply by the bursary or scholarships scheme deadline for your application to be considered.

## 9. Other financial assistance

- 9.1. If you are experiencing financial difficulties with your studies, it is very important that you discuss this with the University College at the earliest opportunity by contacting [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk).
- 9.2. The University College operates an HE Hardship Fund for home/EU undergraduate and postgraduate students experiencing serious financial hardship. To be eligible for support, we will normally expect you to already be in receipt of available student loan funding from Student Finance England or equivalent authorities in Scotland, Wales and Northern Ireland. To apply for support from the HE Hardship Fund, you should contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk) or complete the application form available on the Writtle University College website (<http://writtle.ac.uk/Financial-Hardship-Assistance>).
- 9.3. You can seek advice and assistance on payment of tuition fees and associated costs from a number of external agencies, including:
  - a) the Student Loans Company ([www.slc.co.uk](http://www.slc.co.uk));
  - b) the National Union of Students ([www.nus.org.uk](http://www.nus.org.uk));
  - c) UKCISA, The Council for International Education ([www.ukcisa.org.uk](http://www.ukcisa.org.uk)); and
  - d) National Association of Citizen's Advice Bureau ([www.nacab.org.uk](http://www.nacab.org.uk)).

## 10. Refunds and compensation

- 10.1. The University College will refund tuition fees paid for credit-bearing courses in the following circumstances:
- a) where you exercise your right to cancel your contract within the 14-day cancellation period, in which case the University College commits to issuing a full refund of any fees and deposits paid;
  - b) where you withdraw from your course of study, or are required to withdraw, the University College will re-calculate your tuition fees according to clause 14.2 of this HE Fees and Refund Policy and will return any fees you are no longer liable to pay;
  - c) where the University College is no longer able to teach, assess or otherwise provide you with the course of study on which you registered, tuition fees will be refunded in accordance with clause 10.2 of this HE Fees and Refund Policy; or
  - d) where you have made an overpayment of your tuition fees.
- 10.2. In the following circumstances the University College will offer a full refund of all tuition fees you have paid for any incomplete years of study:
- a) the University College makes material changes to your course of study and, following consultation with you, you choose not to accept those changes and to withdraw from your course; or
  - b) you are unable to complete your course of study due to an operational, financial, regulatory or “force majeure” event and the University College has been unable to identify a suitable alternative course, study location or HE provider, or you choose not to accept the alternative option(s) provided to you.
- 10.3. Where a situation described in clause 10.2 applies and you decide to transfer to another institution to complete the course of study you commenced at WUC, we will refund any difference in the tuition fee costs. In this situation we continue to pay any scholarship and bursaries relating to the year(s) of study you were unable to complete at WUC, and which you would otherwise have been paid.
- 10.4. Where a situation described in clause 10.2 applies, the University College will compensate you for reasonable costs incurred during any incomplete years of study at the point where you choose to withdraw, or are required to withdraw, from your course. Reasonable maintenance costs will be calculated according to individual circumstances but will normally include the accommodation and travel costs you have incurred as a result of studying at the University College.
- 10.5. The University College reserves the right to make minor changes to courses at any point. Minor course modifications are usually made on an annual basis, often as a result of student feedback, to enhance the student experience and ensure that WUC courses remain relevant and up-to-date. Such changes might involve updates to module content, alterations to timetables and the timing of assessments, or changes



to the individual staff members involved with delivery. Neither tuition fee refunds nor compensation will be issued as a result of minor course modifications.

- 10.6. Where an operational, financial, regulatory or “force majeure” event requires the University College to make a major change to teaching or assessment, we will ensure that you are not financially penalised, either with respect to tuition fees or reasonable maintenance costs, should additional periods of teaching and assessment be required beyond your original course schedule.
- 10.7. The University College will not award compensation for future loss of earnings as a result of you choosing to withdraw, or being required to withdraw, from your course.
- 10.8. The University College will not offer a refund in respect of courses where an award has been conferred.
- 10.9. The University College will not refund any credit balances more than three (3) years after you have left the University College.
- 10.10. You may request a refund by writing to [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk). Your eligibility for a refund will be notified to you in writing and, if confirmed, will be processed within 30 days.
- 10.11. If you are entitled to a refund, the refunded amount will be:
  - a) made to the original person or organisation who paid the fee;
  - b) where payment was made by debit/credit card, paid back to the original card;
  - c) made to the country from which the funds originated; and
  - d) made in pounds sterling.
- 10.12. Where you are awarded a tuition fee refund and your tuition fees have been paid directly to the University College by the Student Loans Company, the refunded fees will be returned to the Student Loan Company.
- 10.13. No refunds or compensation will be paid in cash.
- 10.14. The University College accepts no liability for losses arising from exchange rate fluctuations or bank charges.

## 11. How and when to pay

- 11.1. You are required to pay the full tuition fee amount due at each liability point. Tuition fees for all courses are payable according to the following schedule, unless you have an alternative arrangement with the University College agreed in writing:

Tuition fee liability dates (for academic year 2019-20)	Annual tuition fee payable	
		undergraduates with SLC tuition fee loans

16 - 29 September 2019	0%	0%
From 30 September 2019	25%	33%
From 20 January 2020	25%	33%
From 20 April 2020	50%	34%

11.2. Postgraduate students studying on the part-time MSc in Veterinary Physiotherapy are subject to a separate tuition fee liability schedule, which is published on Writtle University College website.

11.3. Full or partial payment of fees can be made using one of the following methods:

- a) in person at the WUC campus (Finance Office, Main Building, Lower Floor)
- b) by telephone using a credit or debit card (call 01245 424207)
- c) by cheque made payable to Writtle University College; or
- d) by bank to bank transfer:

**Barclays Bank Chelmsford**  
**Account Number 50936146**  
**Sort Code 20-20-35**

11.4. You should ensure that you obtain a receipt of payment which confirms any bank transfers made.

11.5. If you experience difficulties in paying by any of the above methods, you should contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk) at the earliest opportunity.

11.6. The University College does not accept American Express and does not accept payment by banker's draft.

11.7. Where you make a partial payment to the University College and you owe money for a number of different charges, for example tuition fees, accommodation costs or additional costs associated with your course, payments made to us will be applied as follows:

- a) tuition fees; then
- b) accommodation fees and charges; then
- c) additional course fees; then
- d) any other item, if more than one, in the order in which these items became payable.

## 12. Non-payment

12.1. You are responsible for all fees associated with your course of study, even where sponsorship arrangements are in place. The University College will always seek to

recover fees directly from you in cases where payment from other approved sources is not forthcoming, except where you are enrolled on a course directly commissioned and funded by a third party, for example an apprenticeship course.

- 12.2. If you are experiencing any difficulties meeting your tuition fee payments, you should discuss this with the University College at the earliest opportunity by contacting [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk). We will at all times seek to be understanding of your individual financial circumstances and will take reasonable steps to support you.
- 12.3. The University College will take action to enforce settlement of debt for unpaid fees and charges against all current and former students who have failed to discuss with the University College a solution to settle the debt, or who have failed to honour agreements to pay.
- 12.4. If you do not pay your tuition fees in accordance with this HE Fees and Refund Policy the University College reserves the right to restrict access to WUC premises and facilities, to suspend or terminate your registration with the University College, to withhold your results and to not permit you to graduate.
- 12.5. In addition to the restrictions listed in clause 12.4, the University College may charge a late payment administration fee of £25. The University College also reserves the right to charge interest on any unpaid fees at an annual rate of 5% above the Bank of England base rate.
- 12.6. If you leave the University College with outstanding debts, we will continue to pursue the debt. The University College may engage third parties to recover outstanding tuition fee debts and may take legal proceedings in relation to non-payment of tuition fees.

## 13. Cancellation

- 13.1. Once you have accepted an offer, you have the right to cancel your contract with the University College at any time within 14 days of the date that you formally accepted the offer.
- 13.2. To exercise your right to cancel, you must notify the University College in writing. You can do this by either:
  - a) following the instructions provided to you by UCAS;
  - b) writing to [admissions@writtle.ac.uk](mailto:admissions@writtle.ac.uk), confirming your wish to cancel;
- 13.3. If you have made any payment under the contract prior to the date of cancellation, the University College commits to issuing a full refund within 30 days.
- 13.4. Additionally, in your first year of study you will not be liable for any tuition fee payments during the first two weeks of semester one, as per the schedule set out in clause 11.1. This does not apply to international tuition fee deposits, which are payable at the point you accept an offer.

- 13.5. You may terminate your contract after the expiry of the 14-day period noted above; however, where this does not occur within the cancellation period, you will be liable for tuition fees according to clause 14.2 of this HE Fees and Refund Policy.

## 14. Withdrawal and suspension

- 14.1. You may terminate your registration with the University College at any point. To withdraw from the University College you must give notice in writing to [admissions@writtle.ac.uk](mailto:admissions@writtle.ac.uk). Notice takes effect on receipt.

- 14.2. Where you withdraw from your course, or are required to withdraw by the University College, you may be entitled to a tuition fee refund. We will re-calculate your tuition fees based on the point in the academic year that the withdrawal takes effect in accordance with the following fee liability schedule:

Withdrawal between the following dates (for academic year 2019-20)	% of annual tuition fee refundable	
	undergraduates with SLC tuition fee loans	all other students and courses
16 - 29 September 2019	100%	100%
30 September 2019 - 19 January 2020	75%	66%
20 January 2020 - 19 April 2020	50%	33%
From 20 April 2020	0%	0%

- 14.3. Postgraduate students studying on the part-time MSc in Veterinary Physiotherapy are subject to a separate tuition fee liability and refund schedule, which is published on Writtle University College website.
- 14.4. On termination of your registration with the University College you will become immediately liable for any outstanding tuition fees in accordance with this HE Fees and Refund Policy.
- 14.5. Where you are in receipt of SLC maintenance loans and you choose to withdraw from your course, or are required to withdraw by the University College, we will notify the SLC of your withdrawal. You may be liable to pay back part or all of your maintenance loan for the year.
- 14.6. If you withdraw from your course and subsequently wish to recommence your studies, you will be required to re-apply and will be assessed as a new student for tuition fee purposes.
- 14.7. The University College may suspend your registration in accordance with our student regulations and policies. A decision to suspend registration will normally be for a short period of time (normally no more than 4 weeks) to enable an investigation to be conducted or whilst an appropriate course of action is being determined. If you are

subsequently permitted to recommence your studies, you will not be eligible for any tuition fee refund.

- 14.8. If you are suspended by the University College and are subsequently required to withdraw from your course, or choose to withdraw, your eligibility for a refund will be calculated according to the schedule in clause 14.2 of this HE Fees and Refund Policy, based on the date of suspension.

## 15. Intermission

- 15.1. Intermission is defined as a formal break in your studies and must be agreed between you and the University College. An intermission is approved for a defined period of time, after which you are expected to return to your studies.
- 15.2. Where you return to study following an intermission, you will be liable to pay the tuition fee amount published for the new academic year, including any inflationary increases applied by the University College and/or permitted by the UK government.
- 15.3. Intermission may affect the total tuition fees payable for your course and may affect your future entitlement to tuition fee and maintenance loan funding. You are strongly encouraged to discuss the financial implications of a proposed intermission with the Student Finance team ([student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk)).

## 16. Repeat assessment and repeat study (taught students)

- 16.1. Where you fail one or more of your assessments at the first opportunity, you will normally be permitted to re-take the failed components/modules before the beginning of the next academic year. You will be charged additional tuition fees for your second attempt at an assessment, up to a maximum of £300 in any one year.
- 16.2. Where you fail your second attempt at one or more of your modules, and where this means that you cannot progress to the next level of study on your course, you will normally be required to repeat the full year of study. You will normally be charged the full annual tuition fee for a repeat year of study.
- 16.3. Where you reside abroad and are not able to return to the University College for an examination, you will be required to meet the administration costs of any assessment conducted outside the UK.

## 17. Course transfers

- 17.1. Where a course transfer involves an increase in tuition fees you will be immediately liable for the difference between the old and new course fee.

- 17.2. Where a course transfer involves a decrease in tuition fees, you will be refunded any overpayment you have made in accordance with clause 10.1 of this HE Fees and Refund Policy.
- 17.3. There will be no reduction in tuition fees where you transfer from an honours degree course to a non-honours award.

## 18. Transcripts, degree certificates and graduation costs

- 18.1. You will be issued with a transcript and a degree certificate free of charge. You are responsible for ensuring that the University College has an up-to-date record of your postal address. All subsequent copies of transcripts will incur a charge of £20 and all subsequent copies of degree certificates will incur a charge of £40.
- 18.2. Writtle University College graduation ceremonies are usually held at Chelmsford Cathedral in early September. All graduands are entitled to two free guest tickets, which can be requested at the first stage of the booking process. Additional tickets are chargeable and will be released on a first come, first served basis at the beginning of August.
- 18.3. Though there is no charge for eligible students to attend the graduation ceremony, you must meet your own robe hire and travel costs. Photography, memorabilia and entry to the drinks reception are also chargeable. If you are concerned that you will be unable to attend your graduation ceremony for financial reasons, please contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk) at the earliest opportunity.

## 19. Further information

- 19.1. If you have any questions about this HE Fees and Refund Policy, please contact [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk).
- 19.2. If you wish to raise a complaint regarding the application of this Policy, or any other aspect of the University's College service, you may do so by following our Student Complaints Procedure ([http://writtle.ac.uk/PDFS/complaints\\_procedure.pdf](http://writtle.ac.uk/PDFS/complaints_procedure.pdf)).