

2020/21 TUITION FEE AND BURSARY POLICY

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1. Introduction

This policy is relevant to students enrolling for a new year of study in the 2020/21 academic year, which covers the period from 1st August 2020 until 31st July 2021.

In this document the following definitions of terms apply:

Term	Definition
You	The Student
The University	The University of Gloucestershire
Fees	Tuition fees for your course. Where relevant these are regulated by UK Government legislation.
Charges	Accommodation charges or other payment due to the University by the Student
CATS Points	Credit Accumulation and Transfer Scheme points

2. Tuition Fees

The University of Gloucestershire reviews its tuition fees and its fee policy annually. The tuition fees you will be charged each year will depend on when you commenced your course, the type and level of the course you are studying and whether you are liable for Home or International tuition fees. The university provides a wide range of study options, so it is important that you understand the cost of your chosen course. You can find complete tuition fee lists on the university's website at <http://www.glos.ac.uk/life/finance/pages/fees.aspx>.

Tuition fees relating to courses commenced in the 2020/21 academic year will be liable to an annual increase for subsequent years of study. Any year on year tuition fee increase will be capped at RPI plus two percent and, where relevant, will also be subject to the maximum regulated fee rates set by the UK government.

The conditions you must meet to be entitled to pay tuition fees at the 'Home' rate for study on a higher education (HE) course in England are determined by the UK government. Guidance on these conditions and the relevant fee regulations is available from the UK Council for International Student Affairs (UKCISA) (www.ukcisa.org.uk). If you meet the necessary conditions, including any residence requirements, you are entitled to the 'Home' fee rate for your course. If you are not entitled to the Home fee rate you will be charged the International fee rate for your course.

The University determines whether you are eligible for the Home fee rate using the information you provided in your application. Where necessary, you will have been asked to complete a fee assessment questionnaire as part of your application to assist the University in this determination. Your fee category will be confirmed to you in the University's offer letter and will be displayed when you are asked to complete the University's enrolment process. The tuition fee you will be charged in the first year of your course will be confirmed to you in the University's offer letter¹ and will be confirmed again during the University's enrolment process.

You will be charged tuition fees by the University if you are registered on a course delivered by the University or on a course delivered by one of the University's sub-contractual partners. This is often referred to as a 'franchised' arrangement.

¹ Where you are joining a course with an annual or whole course tuition fee. If you apply to join a flexible part-time course where you will choose how many modules you wish to study, your fees per module will be available through published tuition fee lists.

If you are studying at the University under either an ERASMUS exchange arrangement or a 'Study Abroad' reciprocal exchange arrangement between the University and your home institution you will be charged fees by your home institution and will not be charged fees by the University.

2.1. Undergraduate courses

Students are charged an annual tuition fee for each full-time year of study. A full-time year of study is defined in the University's [Academic regulations for taught provision](#). This fee will be charged at the point of enrolment onto the new year of study.

Students on a part-time undergraduate course, or a part-time undergraduate year of study, are charged a tuition fee for each of the modules for which they have registered to study during that part-time year. These fees will be charged at the point of enrolment onto the new year of study.

2.2. Postgraduate Taught ('PGT') courses

Students on the following postgraduate taught courses are charged on an annual basis in accordance with the undergraduate tuition fee policy:

- Postgraduate Certificate of Education (all variants)
- MA and PgDip Landscape Architecture conversion (2 years full-time; 4 years part-time)

Students on all other postgraduate taught course are charged for the course in full when enrolling for the first year of study, irrespective of whether they will be studying on a full-time or part-time basis or whether they will be studying for more than one year.

For these courses, you can choose to pay your tuition fees in full during this first year of study or you can opt to pay in instalments over the expected duration of your course. The payment plans which are available for PGT tuition fees are outlined in Appendix A.

2.3. Postgraduate Research-based ('PGR') courses, including Professional Doctorates

2.3.1. Students continuing on a research-based programme which started prior to 1 August 2020

Students who began a postgraduate research programme before 1 August 2020 are charged an annual tuition fee for each full-time or part-time year of study. This annual fee is included on the published 2020/21 fees lists and will be charged at the point of enrolment onto the new year of study. The fee entitles you to support and supervision for a full calendar year.

It can take longer than expected to complete a postgraduate research programme. If you are required to study beyond the normal expected duration of your course you will need to keep paying for the extra time taken and will be issued an invoice for the annual fee for each additional year of study you commence.

You will only be liable to pay tuition fees up until the point at which you submit your thesis. Once your thesis is submitted the University will recalculate your tuition fee liability for the year and you will be credited for the number of days between your thesis submission date and the end of your current year of study².

² This adjustment is calculated using a daily rate calculation, which is a pro-rata of the annual fee due divided by the number of days in the current calendar year (365 or 366 in a leap year).

2.3.2. Students starting a new research-based programme from 1 August 2020

Students who start a new postgraduate research programme from 1 August 2020 are liable for tuition fees for their course as set out in the published fees lists for the 2020/21 academic year. These fees lists state the total fee which will be charged over the full expected duration of the course, which will not be subject to any inflationary uplifts or changes, as well as the proportion of that whole-course fee which will be charged to cover each full calendar year of your course.

This annual fee will be charged at the point of enrolment onto a new year of study and entitles you to support and supervision on your course for a full calendar year.

It can take longer than expected to complete a postgraduate research programme. If you are required to study beyond the expected duration of your course you will be liable for a continuation fee for each additional year of study³. This continuation fee is published in fees lists and reflects the additional supervision you will receive if your studies exceed the normal duration of your course. This continuation fee will not be subject to any inflationary uplifts and will remain unchanged throughout the duration of your studies.

You will only be liable to pay the annual proportion of your course tuition fee up until the point at which you submit your thesis. If you submit your thesis in less than the expected duration of your course, the University will recalculate your tuition fee liability for the year and you will be credited for the number of days between your thesis submission date and the end of your current year of study⁴. You will then be charged a pro-rata of the annual continuation fee to cover the period between your thesis submission date and the end of your current year of study.

You will be liable for the continuation fee until the date of the board of examiners which confirms your award. Your fee for your final year will be re-calculated once this board decision has been made and you will be credited for the number of days between your board of examiners and the end of your current year of study.

2.4. Short courses

Students studying on short courses of less than one full year duration are charged for the course in full when enrolling for the first year of study, irrespective of the level of the course or whether they will be studying on a full-time or part-time basis.

3. Fee Payment

3.1. Students liable for Home fees

You will be required to make arrangements to pay your tuition fees as a condition of enrolment onto your course, unless any of the following apply:

- You have secured a tuition fee loan from your student finance authority (e.g. Student Finance England) and details of this loan have been provided to the University by Student Loans Company ('SLC').
- You confirm at enrolment that you are in the process of securing a tuition fee loan from your student finance authority (E.g. Student Finance England). Your course must be eligible for student support and

³ For example, if you register on a full-time PhD with a normal expected duration of four years, your whole course fee will be charged on a 25%/25%/25%/25% basis over the first four years of your study. If you then study for a fifth year, you will be liable for a continuation fee for that additional year of study and for any subsequent years of study.

⁴ This adjustment is calculated using a daily rate calculation, which is a pro-rata of the annual fee due divided by the number of days in the current calendar year (365 or 366 in a leap year).

you must confirm that you are not aware of any reasons why you should not be assessed as eligible for student support by your student finance authority.

- You have provided evidence of sponsorship to cover your tuition fees in full
- You are on a Government approved Higher Apprenticeship which is funded by your employer

If you do not pay your fees in full at enrolment you will be required to sign up to an approved instalment payment plan to pay any remaining balance as a condition of enrolment onto your course. Instalment plans are outlined in Appendix A.

3.2. Students liable for International fees

3.2.1. Advance payment

If you are liable for International fees and do not have sponsorship to cover the cost of your tuition fees in full, you must pay an advance payment of £3,000 (three thousand pounds sterling exactly) to secure a place at the University. A Confirmation of Acceptance for Studies (CAS) number cannot be issued by the University until this payment has been cleared by the University's bank.

If you are unable to take up your course with the University, your advance payment is only refundable in the following circumstances:

- You are unsuccessful in securing an appropriate visa for study. No deposit will be refunded if the refusal is the result of fraudulent activity.
- You fail to meet the conditions of your offer of a course from the University. The University will require documentary evidence to support the failure of conditions.
- There are severe mitigating circumstances. A letter outlining the nature of the mitigating circumstances must be sent to the University along with copies of all relevant documentation. The University will review each case on an individual basis.

Where suitable evidence is not supplied to support any of the above circumstances, the University will not refund your advance payment. The decision to refund the payment will be at the discretion of the University and a £150 administration fee will be retained by the University to cover administration costs.

There is no requirement for an advance payment for short professional courses.

3.2.2. Payment at enrolment

If you are registering on any of the following courses you will be required to pay your fees in full as a condition of enrolment on your course:

- A Study Abroad course of one-semester or one-year duration
- A short professional course
- A top-up course of less than one full year's duration

If you are registering on a part-time course, or you will be studying on a part-time basis, you will also be required to pay your fees in full.

For all other courses, you will be required to pay a minimum of 50% of your outstanding tuition fee liability (after any advance payment) and to sign up to an approved instalment payment plan to pay any remaining balance as a condition of enrolment onto your course. Instalment plans are outlined in Appendix A.

This condition does not apply if:

- You are in receipt of an overseas government loan (for example a Sallie Mae loan) and you have provided evidence of this to the University.
- You have provided evidence of sponsorship to cover your tuition fees in full.

4. Additional Charges

4.1. Course-specific charges

The University aims to give you information in advance regarding any additional charges made in connection with the academic programme. There are some programmes or individual modules that require payments to be made to contribute towards the additional costs necessarily incurred for materials or activities such as field trips. Details of fees and potential extra costs are available on our [webpages](#).

Details of such charges, where they apply, are also set out in Student Handbooks, Course and Module Handbooks or Learning & Information Services literature. These documents will be available at Induction and you should check them for detailed information. If you opt for a module with additional charges you will be required to pay for them.

If you are a Postgraduate taught student you will be personally liable for any professional membership fees associated with your course.

4.2. Re-assessment and trailing module charges

You should be aware that you will be charged and therefore financially liable for the following:

- Administrative charges to cover the cost of a re-assessment attempt at one or more pieces of assessment.
- Administrative charges to cover the cost of additional assessment, where you are required to repeat study on one or more module(s) and this results in you being registered to study more than the normal full-time credit for your course in any academic year.
- Administrative charges to cover the cost of assessments for any other modules studied at a trailing level alongside a full-time diet of modules at your current level. This will normally only apply where you join a course with advanced standing but are required to study one or more modules at a level below that at which you join.
- Post examination corrections fees or major amendments and resubmission for postgraduate research awards

All of these charges are listed on the University's published fees lists.

If you are studying on an apprenticeship you will not be liable for any re-assessment charges. Any charges that apply will be the responsibility of your employer under the terms of the apprenticeship contract between the University and your employer.

4.3. Accommodation charges

If you accept a place in the University's halls of residence you will be charged accommodation fees. For more information please visit the accommodation pages (www.glos.ac.uk/life/accommodation) on our website. You should be aware that failure to pay these charges may result in you being withdrawn from your course.

5. Liability for Payment

You are liable to pay tuition fees (as relevant to your study and as outlined above), re-assessment and module retake charges, additional course charges, professional membership fees and accommodation charges or other amounts payable to the University by the agreed timescales.

The liability of the student for payment of tuition fees, and the agreement between the student and the University in relation to the payment of all fees due will remain in place so long as the University has delivered the academic provision. Please note that the University reserves the right to alter the timing and/or location and or/content of the academic provision but will advise you of any changes at all times.

Failure to pay all outstanding fees, charges, fines and any other amounts owing to the University will result in you being unable to enroll for subsequent years study, complete your award of qualification, receive any certificates or attend your graduation ceremony. The University will not provide a reference for any student with outstanding debt.

6. Sponsorship and Research Student Bursaries

You are responsible at all times for any fees or amounts outstanding to the University. The failure of your sponsor to pay fees does not negate this liability.

6.1. Sponsorship

If you are being sponsored, you and your sponsor will need to complete a [Sponsorship Authorisation form](#) and email it to the University's Income Team at incometeam@glos.ac.uk. If a completed sponsorship form is not received in advance of your enrolment you may be asked to make a payment or set up alternative payment arrangements when completing the university's enrolment processes.

Sponsored fees are payable in full at the start of the course within 30 days of receipt of invoice.

6.2. Research Students Bursaries

If you are in receipt of a University Studentship or a School/Research Unit Bursary, you will need to provide evidence to the University's Income Team of your formal letter of award issued by the Research Administration Office.

7. Student Loans

7.1. Undergraduate tuition fee loans

Full-time Undergraduate and PGCE students may be eligible to apply to their Student Finance authority (Student Finance England, Student Finance Wales, Student Finance NI or the Student Awards Agency for Scotland) for a student loan from the Student Loans Company (SLC), for tuition fees for up to £9,250 per annum.

Part-time Undergraduate and PGCE students may also be eligible to apply to their Student Finance authority for a student loan from the SLC for tuition fees for up to £6,750 per annum.

The SLC will pay tuition fees directly to the University and you will repay the loan to the SLC once you have left University and are earning over £25,000.

If you are in receipt of financial support through the Student Loans Company (SLC), Student Awards Agency for Scotland (SAAS), or Islands Governments (Jersey, Guernsey, Isle of Man), and the University does not receive your financial assessment from SLC, you could be held responsible for paying the full fee.

If you do not wish to take out a fee loan, or only wish to take out a partial fee loan, you will be responsible for paying the balance of your fees directly to the University.

7.2. Postgraduate Masters loans

If you are studying a full Postgraduate Masters course (taught or research-based) either full-time or part-time, you may be eligible to apply to your Student Finance Authority for a Postgraduate Loan which will be paid to you by the Student Loan Company (SLC). You must register to study the full 180 CATS points to qualify for the loan. In cases where you are undertaking part of a Masters course because you have transferred in CATS points as a result of previous study or experience, you will not be eligible for a postgraduate loan.

The University will notify SLC of your registration on your course and SLC will then pay any loan amount directly to you. You remain responsible for paying the tuition fees directly to the University and will still be entitled to instalments as outlined in Appendix A.

7.3. Postgraduate Doctoral loans

If you started (or will start) a full doctoral course on or after 1 August 2018, and will be living in the UK for the whole of your course, you may be eligible for a doctoral degree loan through your Student Finance Authority. You will not be eligible for a postgraduate doctoral you've received or will receive Research Council funding (for example, studentships, stipends, scholarships and tuition fee support).

The University will notify SLC of your registration on your course and SLC will then pay any loan amount directly to you. You remain responsible for paying the tuition fees directly to the University and will still be entitled to instalments as outlined in Appendix A.

8. Tuition Fee Discounts

8.1. Students liable for Home fees

If you are in receipt of a loan from the Student Loan Company ('SLC'), the University will notify the SLC of fee waivers by January, who will in turn reduce the fee loan payable to the University.

Tuition fees will not be reduced for students who start their course after the official start date.

8.1.1. Alumni Discounts

To be eligible for an alumni discount you must be self-funded⁵. If your tuition fees will be paid in full or in part by a sponsor company or organisation (for example your employer) you will not be eligible for an alumni discount.

On successful completion of:	Moving on to:	Discount available:
Full Time Undergraduate (Students who completed in 2019/20)	PGCE, Postgraduate Diploma or Masters Degree	20% of course fee charged in 2020/21 only
Full Time Undergraduate (Students who completed in 2019/20)	Masters Degree by Research	20% of annual fee charged in 2020/21 only

⁵ Students are considered to be self-funded where they are paying their own tuition fees or receiving financial help from family or friends to allow them to pay their tuition fees.

Full Time Undergraduate (Students who completed in 2018/19 and earlier)	PGCE, Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21
Full Time Undergraduate (Students who completed in 2018/19 and earlier)	Masters Degree by Research	10% of annual fee charged in 2020/21 only
PGCE	Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21 only
Professional Course	PGCE, Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21 only
Postgraduate Taught Masters	Postgraduate Research Degree	10% of annual fee for 2020/21 only
MSc Psychology	MSc Forensic Psychology or MSc Health Psychology	10% of course fee for 2020/21

8.1.2. Staff Fee Discounts

Details of discounts for staff are available in the [HR Handbook](#). Any queries should be raised with your Head of Department/School or with the Head of Human Resources.

8.2. Students liable for International fees

If you meet the criteria for the International Scholarship Fee waiver, Alumni Discount and or the Family Bursary, you will qualify for the discount offering the biggest reduction of the standard tuition fee. Only one discount or scholarship applies and no further discounts will be given.

Tuition fees will not be reduced for students who start their course after the official start date.

8.2.1. Alumni discounts

To be eligible for an alumni discount you must be self-funded⁶. If your tuition fees will be paid in full or in part by a sponsor company or organisation (for example your employer) you will not be eligible for an alumni discount.

On successful completion of:	Moving on to:	Discount available:
Full Time Undergraduate (Students who completed in 2019/20)	Full Time PGCE, Postgraduate Diploma or Masters Degree	20% of course fee charged in 2020/21 only
Full Time Undergraduate (Students who completed in 2019/20)	Masters by Research	20% of annual fee charged in 2020/21 only

⁶ Students are considered to be self-funded where they are paying their own tuition fees or receiving financial help from family or friends to allow them to pay their tuition fees.

Full Time Undergraduate (Students who completed in 2018/19 and earlier)	Full Time PGCE, Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21
Full Time Undergraduate (Students who completed in 2018/19 and earlier)	Masters by Research	10% of annual fee charged in 2020/21 only
PGCE	Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21 only
Graduate Diploma	Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21 only
Professional Course	PGCE, Postgraduate Diploma or Masters Degree	10% of course fee charged in 2020/21 only
Postgraduate Masters	Postgraduate Research Degree	10% of annual fee for 2020/21 only
MSc Psychology	MSc Forensic Psychology or MSc Occupational Psychology	10% of course fee for 2020/21

8.2.2. Family Discount

Where you have a brother or sister who has previously studied and completed a degree at the University of Gloucestershire and you are a full-time international fee paying student, a 10% reduction will be applied to your tuition fees. The discount will be applied for each year of the course and is applicable to all undergraduate and postgraduate courses. To qualify for the reduction, evidence of family relationships will be required.

8.2.3. International Bursaries (fee discounts)

The following bursaries are valid for the first year of study only and awarded as a tuition fee waiver. The award is determined by your country of domicile (the country where you normally live).

If you meet the criteria for an International Bursary, Alumni Discount and or the Family Bursary, you will qualify for the discount offering the biggest reduction of the standard tuition fee. Only the highest value discount or scholarship applies and no further discounts will be given.

Award criteria	Fee Discount
Region or Country of domicile: Middle East; China; Taiwan; Korea; Japan; USA; Non-EU Europe; Caribbean; Central Asia; Rest of World (not otherwise listed)	£2,000
Region or Country of domicile: Canada; Hong Kong; Macau; South Asia; Latin America; UK Domicile (International fee paying)	£3,000
Region or Country of domicile: Africa; South East Asia	£4,000

For further details of bursaries, scholarships and other discounts for International Students please see the [International section of our funding pages](#) or contact Communications, Marketing and Student Recruitment Team by phone (+44 3330 141414) or email (enquiries@glos.ac.uk).

8.2.1. Discount for full payment of fees

As an international student that began your programme in or prior to 2019/20, if you pay the undergraduate annual fee (excluding sandwich year out fee) in full, or the full postgraduate masters course fee or the full postgraduate research annual fee, before or at the point of enrolment, you will be eligible for a discount of £500.

Note: if you are seeking direct entry to a Masters Degree dissertation stage only (A 'Masters-stage top-up') you are not eligible for this up-front payment discount.

9. Bursaries

Payments in respect of all bursary awards will be paid as detailed in the criteria for each scheme, providing all eligibility criteria have been met. Further information on all of the schemes available in the 2020/21 academic year can be found on our [website](#).

If you are eligible, you will be informed of the payment schedule.

If you withdraw from your course or take a leave of absence you may have to repay a percentage of the bursary/ies that you received in that academic year. If you have any outstanding debt, the University will use the money from the bursary to pay the debt off. Any money left over will then be refunded to you.

If your circumstances change, for example if your household income is reassessed at a higher value by Student Finance England, you may have to repay all or part of your bursary.

10. Accredited Prior Learning (APL)

10.1. Assessment of Prior Experiential Learning (APEL)

Experiential Learning is learning achieved outside of a formal learning environment. It may include learning gained as part of work experience, volunteer work, or as part of a training course for which you have not received any formal qualification.

If you apply for credit for prior experiential learning you will be charged £150 for the assessment of your prior learning and will be required to pay this in full before the University will progress with the assessment.

10.2. Assessment of Prior Certificated Learning (APCL)

Certificated Learning (APCL) is learning for which you will have received a formal qualification, for example a Certificate or Diploma of Higher Education, a Higher National Diploma (HND), a Foundation Degree, or individual modules/course units completed at another institution which have been validated under a credit accumulation and transfer scheme (CATS).

You will not be charged for an assessment of your prior certificated learning.

10.3. Tuition fee adjustments as a result of APL

Your tuition fee liability will be adjusted to take account of the modules you will not be required to study as a result of your APL assessment:

- If your APL results in your joining a course at a level other than the normal entry level, for example you are entitled to join a three-year bachelor's degree course on year two or year three of the three year course, you will only be liable for tuition fees for the levels you will study at the university.
- If your APL results in your having a partial exemption for the level at which you join the course, you will only be liable for tuition fees for the modules you will be required to study at that level.
- If your APL results in your joining a full-time course with modules to take at a lower level than the one at which you join, you will incur an administrative charge for these modules on top of your full-time tuition fee for the year. For example, if you are permitted to join a degree course at year two (level five), but will need to take a level four module alongside your level five modules, you will be charged for that additional module. These charges are detailed in the 'Additional Charges' section of this policy.

If your application for APL has not been completed prior to your initial enrolment on your course, you will be charged the full tuition fee until the outcome of your APEL/APCL assessment is known. Where this results in an overpayment of fees, upon successful accreditation of the prior learning you will be refunded the value of the module(s) for which prior learning credit has been awarded.

Adjustments to fee liability as a result of APL are made before all other applied discounts and may result in your not being eligible for fee discounts, including all international scholarships.

11. Refund Policy

This policy applies to registered students who subsequently withdraw from their programme of study before completion and relates only to fees paid personally by you or by your sponsor.

In all cases, an application for refund of fees will only be considered if the University has received a written notification of withdrawal by completion of a "Student Declaration: Interruption/Withdrawal". The date of receipt of the form will be the effective date of withdrawal. Forms will be retained by Academic Registry (Student Records) and the Finance Department. Your completed form must be submitted to the relevant University Officer for signature.

- Undergraduate Students – Student Helpzones
- Postgraduate Students – Directors of Studies/Course Leaders/Course Administration
- Postgraduate Research Students – Student Helpzones
- All International Students – International Student Advisor
- All Other Students – Course/Programme Leader

In accordance with the Money Laundering Regulations, 2017, any refund due will be made using the original method of payment, i.e. credit/debit card payments will be refunded to the original card, bank transfers will be refunded to the account that was originally debited. Where payment has been made by bank transfer, evidence of payment will be required to enable the University to process a refund.

11.1. Undergraduate and PGCE - Home/EU Students

The following policy applies on withdrawal:

- If you withdraw within the first two weeks of the start date of your course within the 2020/21 academic year you will not be liable for tuition fees and will receive a full refund of any contribution towards any annual tuition fees paid in 2020/21.
- If you withdraw after the first two weeks but before the start of your second term you will be liable for 25% of the annual tuition fee
- If you withdraw after the start of the second term but before the start of your third term you will be liable for 50% of the annual tuition fee.

- If you withdraw during your third term you will be liable for 100% of the annual tuition fee.

Liability for students studying on courses with non-standard entry dates will be applied as above.

11.2. Undergraduate Students changing from honours to non-honours degree

If you change from an Honours to Non-Honours degree, whether you decide to change or it is required by the University, you will not be entitled to a refund of fees.

11.3. Undergraduate and PGCE - International Students

If you are a full-time International student and you withdraw within the 2020/21 academic year no more than 10 weeks after the start date of your course, you will be liable for a tuition fee of £3,000 (three thousand pounds exactly). If you withdraw from your course after this point you will be liable for the full annual tuition fees for your course. In the event that fees have been paid in advance, the appropriate refund will be made.

11.4. Postgraduate Taught – Home / EU Students

The following policy applies on withdrawal:

- If you withdraw by the end of the first week of teaching ('Week 1'), you will be entitled to a full refund
- If you withdraw during week 2, there will be an administration charge of £50.
- If you withdraw from week 3 onwards you will be liable to pay the full fee for the modules commenced. If the full course fee has been paid in advance, a refund will be allowed for the stages the student has not yet started at the rate current at the point of payment. For example, if you have registered for a Master's degree, but withdraw while you are studying for the Postgraduate Certificate stage, you are liable to pay the full fee for that stage.

The University will notify the SLC of any withdrawal or suspension of studies resulting in the student becoming ineligible for any future payments, if payments are received after withdrawing the student will need to make arrangements with SLC to repay any overpayment.

11.5. Postgraduate Taught – International Students

With the exception of International postgraduate dissertation stage only students (please see below), the following policy applies on withdrawal:

- If you withdraw by the end of the first week of teaching ('Week 1'), you will be entitled to a full refund less the advance payment of £3,000
- If you withdraw during Week 2, you will be entitled to a full refund less the Payment in Advance fee of £3,000 and an administration charge of £50.
- If you withdraw from Week 3 onwards you will be liable to pay the full fee for the modules commenced. If the full course fee has been paid in advance, a refund will be allowed for the stages the student has not yet started at the rate current at the point of payment. For example, if you have registered for a Master's degree, but withdraw while you are studying for the Postgraduate Certificate stage, you are liable to pay the full fee for that stage.

International postgraduate dissertation stage only students, who pay in advance but withdraw their application prior to the start of the course will be entitled to a full refund, but the deposit of £3,000 will be retained. Students who withdraw after the course has begun will not be entitled to any refund.

11.6. Postgraduate Research – Home/EU

If you withdraw partway through your course of study, you will be eligible for a partial refund of your annual tuition fee for 2020/21 based on a pro-rata calculation of the number of days you have been registered in your current year of study, as a proportion of a full calendar year (365 days).

Where relevant the University will notify the SLC of any withdrawal or suspension of studies, which will result in you becoming ineligible for any future payments. If you receive any payments after withdrawing, you will be expected to repay these amounts to the SLC.

11.7. Postgraduate Research – International

If you withdraw partway through your course of study, you will be eligible for a partial refund of your annual tuition fee for 2020/21 based on a pro-rata calculation of the number of days you have been registered in your current year of study, as a proportion of a full calendar year (365 days).

This calculated fee adjustment will not apply if you withdraw within the first 10 weeks of your course, in which case you will be liable for an adjusted tuition fee of £3,000 (three thousand pounds).

11.8. Short Courses – all students

All students withdrawing from short or professional courses by the end of the first week of the course will be entitled to a full refund, withdrawals during the second week of the course will be subject to an administration charge of £50, and withdrawals after week 2 but before the start of a second semester will be subject to the fees for the units they have registered for in their first semester only. After commencing a second semester, students are liable for the fees for all units they have registered for, no refund will be given.

12. Methods of Payment

The University encourages students to pay in advance and we accept the following payment methods:

- Credit or Debit Card using the University website: <https://mybills.glos.ac.uk/>
- Instalments by Direct Debit – (see Appendix A for eligibility and instalment terms for 2020/21 only)
- International Payments by Western Union - <https://student.globalpay.wu.com/geo-buyer/glos#!/>
- Bank Transfer - Should a student or their supporter wish to pay by bank transfer, please contact the Income Team using the contact details below.

Full details on how to pay can be found on the University [webpages](#).

12.1. Instalments - Paying by Direct Debit

Students must have a UK bank account in order to set up a Direct Debit. In agreeing to a Direct Debit to be set up, you are entering into a commitment to ensure there are the funds in your bank account at the due date. Failure to keep up with your payments/ late payment or cancellation of Direct Debits without prior notification will result in an administrative charge of £30.

If you are aware that a Direct Debit will not be successful or, you are to cancel the direct debit you must notify the Income Team giving a minimum of five working days notice, otherwise you will be liable for the £30 administration charge. If your direct debit fails, your bank will also charge you a fee. If a direct debit is cancelled, your outstanding debt becomes due for payment immediately.

If you withdraw from a course you will be liable for payment of the outstanding fees as stated in the Fee Refund Policy as detailed in section 11.

13. Outstanding debt

No student with an outstanding account can progress to the next stage of their programme of study, receive an award, be considered for further qualifications or be given a reference from the University without prior approval from the Income Manager. Once your fees become overdue, you will be sent statements and reminder letters. Following this your debt will be referred to the University debt chasing agents. Such referrals will also incur Legal Recovery Costs, which are also payable by you.

If you need information on your debt, please review your account by logging onto Mybills at <https://mybills.glos.ac.uk/> or, to discuss repayment plans you should contact the Income Team at:

Income Team
University of Gloucestershire
Laurie Lee Building
Albert Road
Cheltenham GL52 3JG

Tel: 01242 714222 Email: incometeam@glos.ac.uk

14. Financial help and advice

The University has staff available to provide support and advice on a range of matters. If you are experiencing financial difficulties you should contact the Money Advice Team on 01242 714535 or email moneyadvice@glos.ac.uk.

The University administers funds provided by Government to support students facing financial hardship and there are also some other University Funds for which you may be eligible. Further information can be found on our Money Matters web page (<http://www.glos.ac.uk/money>)

Camille Stallard
Chief Finance Officer

APPENDIX A: TUITION FEE INSTALLMENT PAYMENT PLANS

HOME/EU STUDENTS

Course	Full or Part Time?	No. of Instalments	Notes
Undergraduate courses Graduate Diploma PGCE	Full-time	8	Monthly DD instalments to be collected 1st monthly
	Part-time	5	Monthly DD instalments to be collected 1st monthly
Short courses (excluding CIPD and DMS)	Part-time	5	Monthly DD instalments to be collected 1st monthly
Postgraduate Taught courses, excluding Graduate Diploma and PGCE. (Including CIPD and DMS)	Full-time	10	Monthly DD instalments to be collected 1st monthly
	Full-time	3	For students in receipt of a Postgraduate Loan only - 3 instalments in line with Loan payment dates.
	Part-time	10	If studying one stage of course only; 1st Monthly DD instalments
		20	If studying more than one stage of a 2/3 year course; 1st Monthly DD instalments
		6	For students in receipt of a Postgraduate Loan - 6 instalments in line with Loan payment dates, 3 in year 1 and 3 in year 2 to be collected 1st monthly
Postgraduate Research courses	Full-time / part-time	10	Monthly DD instalments to be collected 1st monthly

INTERNATIONAL STUDENTS

Course	Full or Part Time?	No. Instalments	Notes
Undergraduate courses Graduate Diploma PGCE	Full-time / part-time	2	£3000 deposit followed by 50% of the balance of fees before or at the point of enrolment. Balance by Direct Debit from UK Bank Account: Semester 1 starters: 8th January 2021 Semester 2 starters: 23 rd April 2021
Postgraduate Taught courses, excluding Graduate Diploma and PGCE. (Including CIPD and DMS)	Full-time / part-time	2	£3000 deposit followed by 50% of the balance of fees before or at the point of enrolment. Balance by Direct Debit from UK Bank Account: Semester 1 starters: 8th January 2021 Semester 2 starters: 23 rd April 2021
Postgraduate Research courses	Full-time / Part-time	2	£3000 deposit followed by 50% of the balance of fees before or at the point of enrolment. Balance by Direct Debit from UK Bank Account: October intake: 8th January 2021 February intake: 23 rd April 2021