

Tuition Fee Policy

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1. Aims and scope of the policy

The Institute needs a fee policy for student tuition fees which takes account of both the needs of the student, and the Institute's need to ensure collection of tuition fees and other fees in an efficient and timely manner.

This policy covers all types of fee payers that come under the following headings:

- i) Full-time undergraduates and postgraduates from the United Kingdom/EU ('home' students) whose fees are funded by the Student Loans Company;
- ii) Self payers (ie those who pay all their own fees)
- iii) Sponsored student's i.e.
 - Family Member
 - Employer
 - Other

2. Fee status

The rules around fee status (ie whether you qualify for home/EU or international student fees) are complex. The detailed eligibility criteria can be found on the UKCISA website <https://www.ukcisa.org.uk/>. Broadly students qualify for home fees if they:

- i) Are a UK national or have permanent residence in the UK;
 - ii) Are an EU national or certain family members of an EU national;
 - iii) Are a refugee or otherwise been given exceptional leave to remain or humanitarian protection or their child or spouse;
 - iv) EEA or Swiss nationals working in the UK or certain family members of such workers
 - v) A child of a Turkish national living in working in the UK
- Students' fee status will be assessed prior to enrolment.

3. Other fees

3.1 Re-take Modules

Fees will normally be charged for all retake modules as a proportion of the appropriate full time fee. Payment in full is normally required at enrolment.

3.2 Late Enrolment Fees

All students will be required to complete their enrolment during the designated enrolment period prior to the start of the academic year. All students failing to enrol prior to the start of teaching will be deemed to be late enrollers and charged the late enrolment fee payable in advance of enrolment as follows:

- I. Enrolment during week one of teaching £10 late enrolment fee payable.
- II. Enrolment after week one of teaching £20 late enrolment fee payable.

4. Discounts

The Institute offers some discounts from the full tuition fees. A student is only eligible for one discount where the University has reduced the total fee by the awarding of a bursary, scholarship or any other means. No other discount will be applicable.

5. Collection of Full-time and Part-time Undergraduate Home UK/EU tuition fees

5.1 Fees paid by Student Loans Company (SLC)

Where students are paying for their course through an SLC Loan, no charges will be made to the student directly provided the Institute or its validating university partner has received official notification from the SLC on or prior to enrolment.

The Institute will invoice the SLC for the fees. However, the student is still personally responsible for any outstanding debt. Debts may be transferred to the student if the SLC reduces or withdraws a student's eligibility. If this happens the student will be notified and given the opportunity to enter into a payment plan.

Where the SLC is paying for a course fee in part or full and the Institute has not received official notification from the SLC, students will be required to either pay the full amount or otherwise set up a BITE payment plan at the time of enrolment. Upon confirmation of the SLC funding, any payments made will be refunded. Students will be notified when there is a problem with the SLC making the payment.

5.2 Self payers for UG, PG home/EU fees and Study Abroad

Full-time and part-time Home/EU Undergraduates and postgraduates will be able to pay their fees in instalments if a BITE payment plan is set up at the time of enrolment. For students commencing in September, three instalments will be payable as follows:

- i) The first instalment payable in October
- ii) The second instalment payable in January
- iii) The third instalment payable in April

All instalment options are subject to a £50 administration charge payable in advance.

For students commencing in January, three instalments will be payable as follows:

- i) The first instalment payable in February
- ii) The second instalment payable in April
- iii) The third instalment payable in June

All postgraduate students with an approved Student Loan are responsible for making all tuition fee payments directly to the Institute.

6. Sponsored students

6.1 Home/EU students

Where a course fee is paid for in part or full by a family member, an organisation or others, the student must provide a letter of confirmation from the sponsor before enrolment. The sponsor will be invoiced following the enrolment of a student and payment of fees is due immediately. Where tuition fees are not paid on time, the Institute reserves the right to charge interest on any overdue debt each month until the debt is paid or withdraw the student in the event of non-payment.

The student is still personally liable for any outstanding tuition fees. Tuition fee debts may be transferred to the student if the sponsor fails to pay the tuition fees on time. Students will be notified in the event that there is a problem with a sponsor making the payment. Such

students may then transfer to be a self-payer and may set up an instalment plan at the Institutes discretion.

7. Refunds

7.1 When refunds are payable

Refunds may be made to students as set out below for the different types of fees payable. Such refunds will only be made where official notification of the withdrawal has been made in accordance with the Academic Regulations. The date of the refund will be when the withdrawal notification has been accepted. Refunds will not be backdated where a student has failed to inform the university.

Refunds will not normally be made to students who have been withdrawn as a result of a disciplinary process or withdrawn by an examination board.

All refunds are subject to an administration fee of £50.

There will be no refunds on short courses, single modules (including Associate modules), courses lasting less than an academic year (less than 30 teaching weeks) or for fees of £250 or less other than when the Institute cancels a course. Short courses are those designated as such by the Institute.

Where fees have not been paid in full, a student will still be liable for any outstanding fees following withdrawal in accordance with the refund policy set out below.

7.2 Deposits

Where a course stipulates that a deposit is payable in advance such deposits are non-refundable or transferable unless the course is cancelled by the Institute.

7.3 Refunds Full-time and Part-time Home/EU Undergraduates funded by SLC

For students enrolling in September/October, the structure of refunds upon withdrawal will be as follows, based on the assumption that the fee has been paid in full:

- i) Official withdrawals up to 1st January: 75% of total fee payable may be refunded.
- ii) Official withdrawal up to 2 April: 50% of total fee payable may be refunded.
- iii) Official withdrawal after 3rd April 2017: 100% of total fee is payable and no refund will be made.

Where fees have not been paid in full, only those fees that have been paid may be refunded. Refunds will normally be made directly to the Student Loans Company. Where a student is withdrawn from their course, the Institute will notify the Student Loans Company (SLC). The SLC will take immediate action to recover any overpaid maintenance loans from the students.

7.4 Refunds for self-payers including UG, PG, and Foundation Programmes

The structure of refunds upon withdrawal will be as follows, based on the assumption that 100% of the fee has been paid:

- i) Official withdrawal during any part of the first month of the start date of the course: 50% of the total fee is payable, 50% refundable.
- ii) Official withdrawal during any part of the second or third month of the start date of the

course: 70% of the total fee is payable, 30% refundable.

iii) Official withdrawal after the third month of the start date of the course: 100% of the total fee is payable and no refunds will be made.

7.6 Deferral of study

Where a student has deferred in accordance with the Academic Regulations, a refund may be made according to the date of deferral as outlined in the refund policy outlined above.

Where a self-paying student defers his/her study to the next academic period and informs the Institute prior to the end of the first month of study, the 50 per cent of the total fee which is not refundable can be used as part payment against fees for the next academic period if the student returns to study within two years of the deferral date. The 50% is not refundable or transferable should the student decide not to return. On return from deferral the current year's fees will be charged to all students.

7.7 Transfers to a different course

Students who wish to transfer to another course within the Institute which has been agreed by the programme leader and the dean should submit an official transfer form. Where there is a difference in tuition fees the relevant adjustment will be made and invoiced/refunded as necessary.

7.8 Administration fees

All refunds are subject to an administration fee of £50.

Any re-admission after withdrawal will be subject to a re-enrolment fee of £100.

8.1 The right to levy penalties for non-payment

It is a term of the contract with the Institute that the student will ensure that all tuition fees and other expenses relating to the course are paid. Where the student has failed to pay their fees/ expenses in accordance with the contract, the Institute reserves the right to impose penalties. In all cases the Institute will ensure that the penalty is proportionate to the student's default.

8.2 Tuition fee debt

As part of the enrolment process, students are required to complete the Institute's financial procedures. Students unable to do so will not be enrolled on any course under any circumstances, unless previously agreed by the Chief Financial Officer or his or her nominated deputy.

8.3 Part enrolled status

Students who have undertaken their online enrolment but who have not paid their fees, entered a payment plan or provided documentation from the SLC or a sponsor will have a part enrolled status and their status will be time limited.

The Institute will not issue student status letters or release student loans prior to students completing the financial part of the enrolment process. Students who have not completed their enrolment by 31 October (or 28th February for January starters) will have their access temporarily suspended resulting in no access to the Institute buildings or its facilities.

Students will then have seven days to contact the Student Finance team (see above) in order to address this issue. Students who fail to contact Student Finance will be withdrawn from their course. Students who have been engaging with the Institute while they are part enrolled period will be subject to the normal fee liability as per section 7.3 and 7.4 and will be charged fees for this period even if they subsequently withdraw.

8.4 Prior year debtors

A prior year debtor is a student who has attended the Institute during a previous academic year and whose fees, in full or in part, have remained unpaid. Prior year debtors cannot normally enrol on any course until such time as all debts have been paid.

8.5 Failure to make scheduled payments

Where a student has not paid an instalment by the due date, the student must immediately contact the Student Finance team (see above) to advise the Institute why the debt has not been paid. Access to the Institute buildings and facilities will be temporarily suspended three days after a missed instalment date and immediately following a dishonoured payment. If a student fails to contact Student Finance, avoids contact from Student Finance or defaults on a revised payment plan, they will be recorded on the system as a debtor, and access to the Institute and facilities will be temporarily suspended until the situation has been resolved. In these circumstances, the Institute reserves the right to withhold transcripts and certificates.

In the event of a debt remaining unpaid at the start of the second semester, following a period of suspension of facilities, students will be withdrawn from their course.

In exceptional circumstances only, it may be possible to reschedule the debt via a payment plan.

A £20 administration fee is payable for all missed/declined instalments. Students who have previously defaulted on a payment plan may be refused the opportunity to pay by instalments (at the sole discretion of the Institute).

8.6 Graduation and degree certificates

A student who has outstanding tuition fee debt to the Institute will not be permitted to attend any graduation or awards ceremonies and certificates and transcripts will be withheld until all tuition fee debts to the Institute are paid in full.

9. Other Debts

In addition to tuition fees, students may be a debtor of the Institute in respect of:

- i) Library fines/Unreturned books
- ii) Equipment fines
- iii) Accommodation fees
- iv) Access to Learning Fund loans
- v) Late enrolment fees

Where a student has outstanding debts in one of the categories above, normal credit control procedures will apply, see policy below. Where a student has failed to pay their debt within

14 days of the final payment date, the student will be refused access to the relevant service, eg a student who fails to pay a Library fine will not be permitted to access the Library. If the payment is not made by this date, the Institute will write to the student informing them that the matter will be treated as an alleged breach of the Code of Conduct.

10.1 Credit Control Policy

All outstanding debt is subject to normal credit control procedures, as well as specific sanctions stated in this policy. The Student Finance Team will endeavour to resolve the situation with the student before taking any action. To collect outstanding tuition fee debt from self-funding students using Institute's credit control processes and procedures this will include:

- 1) Contacting defaulters by phone.
- 2) Negotiate payment of tuition fees face to face and via phone/post
- 3) Set up payment plans ensuring that all information is recorded onto the system.
- 4) Personal interviews with students who have defaulted.
- 5) Finance clinics held throughout the year
- 6) Send first and second letters informing student of the outstanding debt on a monthly basis.
- 7) Run Notification of Intents once debt has become 2 months overdue.
- 8) Pass to a Institute nominated debt collection agency
- 9) Issue summons as required.

As outlined above any outstanding debts will be passed to a Institute nominated debt collection agency. If the debt collection agency are unable to recover the outstanding debt, a County Court Summons will be issued to recover all outstanding debts, including other debts such as outstanding accommodation fees or library fines etc. The Institute will seek to recover all additional costs.

10. 2 Right of Appeal

Any student who considers that their case has not been dealt with fairly and that they have been withdrawn may make an appeal to the Institute under the Appeal Regulations set out in the Academic Regulations.