



## **STUDENT FEES POLICY**

**Applicable to Fees due for the  
2020-21 Academic Year**

## 1. INTRODUCTION

- 1.1 Bournemouth University (BU) is committed to a fair and transparent policy in respect of charges made to a student of Bournemouth University (whether they study at Bournemouth University or a Partner College).
- 1.2 The University will use reasonable efforts to provide students and, where applicable, the student's sponsor(s) (an organisation or employer who is funding the student) with prompt notification of any fees or charges due to the University, along with details of the arrangements for payment.
- 1.3 Students retain ultimate responsibility for the payment of their fees, even if they are sponsored by a third party. The only exception is for students on programmes that have been directly commissioned by a third party (e.g. some nursing programmes).
- 1.4 Defaults on payment are treated seriously and may lead to sanctions being taken against the student, which are described in Section 8 below.
- 1.5 Information about tuition fees and additional charges is issued to students with their offer letter. Information for all programmes is also available on request from the Future Students Enquiry Team who can be contacted on 01202 961916 or by email at [futurestudents@bournemouth.ac.uk](mailto:futurestudents@bournemouth.ac.uk) (for prospective students) and the askBU Students Service Team who can be contacted on 01202 969696 or by email at [askBU@bournemouth.ac.uk](mailto:askBU@bournemouth.ac.uk) (for current students). Information about library and accommodation charges is available from the respective service and on the University website.
- 1.6 The University reviews its fees and its fees policy annually. Tuition fees for new students are liable to change year on year but are set at least one year in advance and are available on the University website.
- 1.7 The upper limit an institution may charge undergraduate full-time UK and EU students for their tuition fee is currently set by the UK Government. All other fees are set by the University.
- 1.8 UK/EU students undertaking undergraduate study lasting one or more academic year, may defer payment of tuition fees by taking a tuition fee loan from the Student Loans Company in accordance with published guidelines. Students may also choose to make a full or partial contribution to their fees at the time of registration. Students may be required to provide the University with evidence that they have applied for a tuition fee loan from the Student Loans Company and that their application has been accepted. If the Student Loans Company withdraws financial support or refuses to pay all or part of a student's tuition fees, the student will be responsible for the fees and must pay promptly. Students who require funding from the Student Loans Company must apply for funding for each academic year.
- 1.9 Students not eligible to, or not electing to, defer payment by taking tuition fee loans are normally required to pay their fees in full on or before enrolment. See Section 2: Payment by instalments for information about paying by instalments where available.
- 1.10 If you are paying your tuition fees in full, you can pay by:
  - credit card or debit card, (either online, over the telephone or in person);
  - flywire
  - bank transfer (online);
- 1.11 Sanctions, embargos and restrictions set by the UK Government may affect your ability to transfer money to the UK. For details refer to <https://www.gov.uk/guidance/sanctions-embargoes-and-restrictions>. This may include the prohibition of money transfers to the UK from Sanctioned countries, please refer to <https://www.gov.uk/government/collections/financial-sanctions-regime-specific-consolidated-lists-and-releases> for an up-to-date list of countries affected by financial sanctions.

## 2. PAYMENT BY INSTALMENT

- 2.1 With the exception of students who have been awarded a Postgraduate Loan (in which case section 2.2 below applies), students undertaking a programme of study lasting one or more academic year and paying online may elect to pay their tuition fees in three instalments by setting up a recurring debit/credit card payment authority. If opting to pay in instalments, 34% of the fee (after any deposits or discounts have been applied) must be paid on or before enrolment. The second instalment (33%) will be claimed from the relevant card account approximately three calendar months from the due date of the first instalment and the final 33% will be claimed from the relevant card account approximately six calendar months from the due date of the first instalment. Students will be informed of the exact due dates on which the second and third instalments will be payable when they set up the recurring debit/credit card payment authority. If students are unable to pay online by credit/debit card, this instalment facility is not normally offered.
- 2.2 Students from the UK and EU who have been awarded a Postgraduate Master Loan (<https://www.gov.uk/masters-loan>) or Post Graduate Doctoral Loan (<https://www.gov.uk/doctoral-loan>) undertaking a programme of study lasting one or more academic year and paying online may elect to pay their tuition fees in four instalments by setting up a recurring debit/credit card payment authority. If opting to pay in instalments, 1% of the fee (after any deposits or discounts have been applied) must be paid on or before enrolment. The second instalment (33%) will be claimed from the relevant card account approximately two weeks after the official start date of your programme. The third instalment (33%) will be claimed from the relevant card account approximately three calendar months from the due date of the first instalment and the final 33% will be claimed from the relevant card account approximately six calendar months from the due date of the first instalment. Students will be informed of the exact due dates on which the second, third and fourth instalments will be payable when they set up the recurring debit/credit card payment authority. If students are unable to pay online by credit/debit card, this instalment facility is not normally offered. The option to pay by four instalments is in place to broadly align to the payment dates of the PG Loan products, which are paid directly to the student when fully enrolled at Bournemouth University. Please note the PG Loan products are intended to be a contribution towards costs and may not cover the total costs of the programme, accommodation and living.
- 2.3 On an exceptional basis, the University may approve an offline variable payment method and/or extended payment plan with the student. These exceptional arrangements are not available to non-EU students on a Tier 4 student visa as this would breach the visa requirements as stipulated by the UK Border Agency.
- 2.4 Students should ensure that sufficient funds are available *before* instructing the University to process the card payment/s. Where a student defaults on an instalment, the University may apply an administration charge of £20. The University may apply a further £20 administration charge on each subsequent instalment due date while the instalment remains unpaid. See also Section 8: Non-payment of fees and other monies.

## 3. DEPOSITS FOR POSTGRADUATE APPLICANTS

- 3.1 Unless there is an official written sponsorship arrangement in place (see section 3.5 below), the University requires non-EU taught postgraduate applicants to pay a tuition fee deposit of £2,000 to help the University plan its resources and ensure that a place is reserved for that student on their programme of choice. The payment of a deposit also supports non-EU student's Tier 4 visa applications through providing evidence on their Certificate of Acceptance of Study (CAS) that a part payment has been paid towards the tuition fee as a sign of intent to study at the University.

This deposit will be non-refundable except in the following circumstances:

- An applicant fails to meet their academic or English language conditions of offer; and/or
- An applicant is refused a visa to enter or remain in the UK **provided that** the reason for refusal is not due to a fraudulent application and the applicant provides a copy of their refusal letter from UK Visas and Immigration; or
- The University is unable to provide the programme originally accepted by the applicant and the applicant does not want to take up a place on any alternative programme offered by the University; or

- You are, or reasonably anticipate you will be, unable to physically commence study at BU when you need to due to travel restrictions imposed by either: i) the government of the UK; or ii) that of the country from which you travel to BU. Your need to study physically at BU may be either: i) our requirement for you to be at BU; or ii) because you do not have the necessary study infrastructure, such as sufficient internet connection or quiet study space, at your home. If we ask, you must promptly provide us with evidence of the relevant government's travel restrictions to show you were, or reasonably anticipated you would be, unable to travel to BU in time to physically commence study when you needed to. We recommend you keep copies of relevant travel restriction information; or
- An applicant cancels their contract within 14 days of notifying the University they have accepted their offer (see Section 7: Cancellation, withdrawal, suspension or other interruption of studies).

In cases of exceptional circumstances, such as serious illness, family bereavement or other family circumstances which prevent the applicant from attending their programme, the deposit may be refunded at the discretion of the University's Finance Director and/or their delegated officer. Please note the applicant will be required to provide documentary evidence from an independent source (not a relative or friend) to confirm the circumstances.

- 3.2 The deposit must be paid by the date stated in the offer letter.
- 3.3 It may be possible, at the University's discretion, for the applicant to defer their application by one academic cycle and not forfeit their deposit payment. After one academic cycle the applicant will forfeit their deposit. One academic cycle means that if the deferred course/programme is running in either late January or early February, the student must register and enrol at that point. However, please note that not all course/programmes begin in January/February, in which case the student may defer until the following September.
- 3.4 The balance of the fee will become due on registration/enrolment. See Section 2: Payment by instalments for information about paying in instalments where available.
- 3.5 Should you have an official sponsorship arrangement in writing (official letter or Purchase Order to Bournemouth University) that your Government, Registered Company or Organisation are paying your fees in full, the deposit of £2,000 will not be required. You must submit this document to Bournemouth University on accepting your offer.

#### **4. PAYMENTS BY DEBIT OR CREDIT CARD**

- 4.1 The University will not levy a transaction charge for payment of fees by debit or credit card. Students should ensure that sufficient funds are available before instructing the University to process the payment/s.

#### **5. FEE FOR APPLICANTS WITH REFUGEE STATUS**

- 5.1 Students with refugee status will normally be charged the fee level appropriate to their country of origin until such time as the formal right to domicile in the UK is granted by the Home Secretary. Where a change of fee status occurs part way through the academic year, the revised fee will be applied as from the following academic year. Students will not be entitled to a fee refund where their refugee status changes part way through the academic year.

#### **6. SCHOLARSHIPS AND DISCOUNTS**

- 6.1 Full details of all Bursaries, Scholarships, Loans and Grants are provided on our Fees and Funding web pages at: [www.bournemouth.ac.uk/funding](http://www.bournemouth.ac.uk/funding)
- 6.2 A 5% early payment discount is available to students who began their course *prior to* academic year 2020-21 (other than UK/EU, Channel Island or Isle of Man undergraduates) who pay the full fee due to the University within 7 days of enrolment. This 5% discount is not available to any student who begin their course *from* Academic Year 2020-21 (from 1<sup>st</sup> August 2020 onwards) or to their sponsors

- 6.3 A 20% 'loyalty' discount is available for Bournemouth University graduates (first degree or above) on the published fee for the first and subsequent year/s of any further programme(s). Please note: repeat units and Foundation degrees are excluded from the 'loyalty' discount scheme as they are not a first degree. Programmes which complete over a 15 month period will only receive one award of discount.
- 6.4 A 25% discount (10% for Bournemouth University International College affiliated staff) is available to students who are members of staff employed directly by Bournemouth University (or its Associate Partner Colleges and SUBU) on a permanent full or part-time basis. A letter of validation (confirming employment status) will be required from the appropriate Human Resource Department. Where a programme lasts more than one academic year, these discounts are applicable for the first and subsequent years subject to the student still being employed by the University (or its Associate Partner College).
- 6.5 A 20% staff family discount is available for any student who has an immediate family member working directly for Bournemouth University. The staff member must be a permanent member of staff having worked (full or part-time) for Bournemouth University for at least one calendar year prior to the award of the discount. Where a programme lasts more than one academic year, this 20% discount is applicable for the first and subsequent years but will cease to apply if the family member leaves the employment of Bournemouth University.
- 6.6 A 10% student family discount is available (for each year of study) for any student who has an immediate family member who is currently studying at Bournemouth University or has graduated from Bournemouth University.

For the purposes of section 6.5 and 6.6, an immediate family member means the student's:

- Brothers or sisters
- Stepbrothers or stepsisters
- Children or stepchildren
- Husband, wife or civil partner
- Parent
- Grandparents or grandchildren

Validation of 6.6 would be copies of the following legal document/s:-

- Birth Certificate/s
- Marriage Certificate/s,
- Civil partnership Certificate/s

- 6.7 A student may be eligible for one or more of the above discounts in any one academic year. However, the maximum discount available to a student in any one academic year will not exceed 20% (or 25% if that student is also a member of staff entitled to a discount under section 6.4). The discounts referred to in sections 6.4 and 6.5 above shall only apply if the student qualifies for the discount at enrolment and, for subsequent years, re-enrolment. Also note that all discounts are subject to normal academic progression (i.e. discount would not apply where students have to repeat some or all of their programme).

## **7. CANCELLATION, WITHDRAWAL, SUSPENSION OR OTHER INTERRUPTION OF STUDIES**

- 7.1 Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, students have the right to change their minds and withdraw within 14 days of accepting their offer from the University or registering for their programme. Students must tell the University if they want to withdraw during this 14 day cancellation period:
- they do not have to give a reason;
  - they can give notice of cancellation by email, letter, telephone, or by sending a cancellation form;
  - students can use the Model Cancellation Form (set out in Appendix 1) for this purpose, but they do not have to use it.

- 7.2 If a student cancels within 14 days of accepting their offer, the University must refund in full any fees or deposits that the student has paid. If the student has paid fees or a deposit, the University will ask the student to complete the Refund Claim Form to ensure the correct amounts are refunded and to ensure compliance with anti-money laundering rules. The refund must be made within 14 days of the cancellation. A copy of the Refund Claim Form is set out in Appendix 2.
- 7.3 If a student cancels within 14 days of registering for their programme, the University will not refund any deposit that the student has paid unless exceptional circumstances apply (see section 3.1 above) but will refund any other tuition fees that the student has paid. If the student has paid any other tuition fees, the University will ask the student to complete the Refund Claim Form to ensure the correct amounts are refunded and to ensure compliance with anti-money laundering rules. The refund must be made within 14 days of the cancellation. A copy of the Refund Claim Form is set out in Appendix 2.
- 7.4 The University also allows students to withdraw from their studies after the 14-day period described above has ended, and before the official start date of their programme. They can tell the University by email, letter, telephone, or by sending the University a Cancellation Form. The University will not normally refund any deposit that the student has paid unless exceptional circumstances apply (see section 3.1 above). If the student has paid fees, the University will ask the student to complete the Refund Claim Form to ensure compliance with anti-money laundering rules.
- 7.5 Students who wish to withdraw after the official start date of their programme must inform the University in writing and complete Part One of the University's Withdrawal Form. A copy of the Withdrawal Form is set out in Appendix 3. The completed Withdrawal Form should be handed or emailed to the student's Framework Leader/Programme Administrator. Only once this written notification has been received will the withdrawal be processed and University records amended. The official withdrawal date will be recorded as the date on which the written notification was received from the student. See 'Attendance Monitoring and Withdrawal: Procedure' at <https://www1.bournemouth.ac.uk/students/help-advice/important-information> under 'Conduct and welfare' for more information. For students who are withdrawn or suspended by the University, the official withdrawal or suspension date will be the date on which the University reached its decision to withdraw or suspend the student.
- 7.6 Students wishing to put their studies on hold after the official start date of their programme must complete Part One of the University's Interruption of Studies Request Form. A copy of the form is set out in Appendix 4. The completed Interruption of Studies Request Form should be handed or emailed to the student's Programme Administrator. The University is not obliged to agree to a student's request to interrupt their studies but where any such request is approved, the date on which the student's studies were interrupted will be as set out in Part Two of the Interruption of Studies Request Form. See 'Interruption of Study: Procedure' at <https://www1.bournemouth.ac.uk/students/help-advice/important-information> under 'Conduct and welfare' for more information.
- 7.7 Where a student has withdrawn from or interrupted their studies part way through the academic year (or been withdrawn or suspended by the University) in accordance with Section 7.5 or 7.6 above, the University will adjust the student's liability for tuition fees on the University records for that student.
- 7.8 For students who have taken a tuition fee loan from the Student Loans Company, the University will notify the Student Loans Company of the adjustment of the student's liability for tuition fees as a result of their withdrawal, suspension or interruption of studies. If a refund is payable, the University will pay it to the Student Loans Company. Withdrawing after the official start date of a programme may affect how many years a student can get a student loan for. Students should, therefore, check with the Student Loans Company if they are thinking about withdrawal.
- 7.9 For all students who withdraw from or interrupt their studies once the programme has started or are withdrawn or suspended by the University, the University will refund fees as set out in **the table in Section 7.11 below from the official withdrawal, suspension or interruption date**. Where the student interrupts their studies or is suspended but returns the following academic year, the University will deduct any fees that were paid for the interrupted/suspended year's study from the following year's fees.

7.10 In order to ensure the correct amounts are refunded and for compliance with anti-money laundering rules, the University needs certain information from a student before refunding fees, as set out in the Refund Claim Form. Students should complete and submit this form as soon as possible and within 60 days of the official withdrawal/interruption/suspension date. Any claims received by the University after 60 days will be invalid.

7.11 The refund due to students undertaking study lasting for one or more academic years shall be calculated in accordance with the following table:

Start	Academic Year	Withdrawal/Interruption/Suspension Dates	Liability*	Refund**
<b>Autumn</b> (Sep & Oct)	<b>2020/21</b>	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 December 2020	25%	75%
		1 January until 31 March 2021	50%	50%
		On or after 1 April 2021	100%	0%
<b>Winter</b> (Jan & Feb)	<b>2020/21</b>	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 March 2021	25%	75%
		1 April until 30 June 2021	50%	50%
		On or after 1 July 2021	100%	0%
<b>Other Start Dates</b> (Aug, Nov, Dec, Mar, Apr, May, Jun & Jul)	<b>2020/21</b>	1 - 14 calendar days	0%	100%
		15 - 90 calendar days	25%	75%
		91 - 180 calendar days	50%	50%
		181 calendar days or more	100%	0%

\* Student liability in percentage terms of full fee.

\*\* This is maximum potential refund that will be given; the actual refund will depend on how much has been paid. Deposits will not be refunded other than in exceptional circumstances (as provided for in section 3.1 above).

7.12 For students who are in receipt of funding support under the U.S. William D. Ford Federal Direct Loan Program, both the University and the student may have responsibility for returning funds to the U.S. Direct Loan Program. Please see the Bournemouth University Return of Title IV (R2T4) Policy set out in Appendix 5 for more information.

7.13 For students who return from interruption the University will calculate fees due based on liability (as shown under the "Liability" column in the table set out in section 7.11) and fees paid within the interrupted academic year and the returning year. The total fees due over the two periods will not exceed the published programme fee based on the year of entry.

## 8. NON-PAYMENT OF FEES AND OTHER MONIES

8.1 As set out in section 1.3, students retain ultimate personal responsibility for the payment of their tuition fees and all other monies owing to the University regardless of whether a third party is paying or if there are any sponsorship arrangements.

- 8.2 The University will at all times seek to be sympathetic to, and understanding of, each student's financial circumstances. Students experiencing financial difficulties in relation to debts outstanding to the University should inform the University at the earliest opportunity. Unless told otherwise, students experiencing financial issues in connection with library fines and/or charges should visit the Help Zone in the Sir Michael Cobham Library or the Library in Bournemouth House, call the library on 01202 965959 or email [LibSupp@bournemouth.ac.uk](mailto:LibSupp@bournemouth.ac.uk). Students experiencing financial issues in relation to all other debts due to the University should contact the University's Finance helpline on 01202 961600 or email [fees@bournemouth.ac.uk](mailto:fees@bournemouth.ac.uk). Wherever possible, the University will work with students to agree a repayment plan.
- 8.3 It should be noted that academic tutors are not in a position to agree to vary fees or agree payment schedules on behalf of the University.
- 8.4 Information on financial support that may be available to students suffering financial hardship can be found at [studentportal.bournemouth.ac.uk/help/finance-support/financial-hardship/financial-hardship.html](http://studentportal.bournemouth.ac.uk/help/finance-support/financial-hardship/financial-hardship.html). Students can also visit the askBU Students Service Team at The Base, Fern Barrow, Talbot Campus, Bournemouth, BH12 5BB, telephone the askBU Students Service Team on 01202 969696 or email [askBU@bournemouth.ac.uk](mailto:askBU@bournemouth.ac.uk) for further information.
- 8.5 Students requiring advice on how to manage their debts can obtain free, confidential and independent advice from SUBU Advice. They can be contacted on 01202 965779 or by email at [subuadvice@bournemouth.ac.uk](mailto:subuadvice@bournemouth.ac.uk).
- 8.6 If a student fails to pay any fees or charges, the University will take steps to recover the debt. Library staff will be primarily responsible for recovering overdue library fines and/or charges owed by students in accordance with section 8.10 below. For all other overdue fees and charges, Finance staff will issue written reminders to students (or, where appropriate, their sponsor) requesting payment within 7 days. A further written reminder will be sent after 7 days if payment is not received by the date specified in the first letter and no repayment plan has been agreed. If the first payment reminder is sent to a sponsor, the student will be informed when the second payment reminder letter is issued so that they can contact the sponsor to discuss the outstanding debt. If no response is received within 49 days from the date of the first written reminder or no repayment plan has been agreed, the University may take the action set out in sections 8.8, 8.9, 8.11 and 8.13 below.
- 8.7 It is important that students keep their address details up-to-date, via the student portal, so that they receive communications about outstanding payments. When communicating with a student, the University will normally post letters to the student's term-time address during standard term times and to the student's home address at other times. However, the University may send letters to either or both addresses where it believes this is appropriate. Electronic communications will be sent to the student's University email address, however, the University reserves the right to send electronic communications to any private email address that the student may have supplied to the University. Students are expected to check for messages on their University email address at regular intervals.

#### 8.8 FAILURE TO PAY TUITION FEES:

**IMPORTANT:** Should students fail to pay any tuition fees and ignore requests for payment or fail to agree a repayment plan with the University, the sanctions set out below will be applied:

- Withdrawal of student library borrowing rights; and/or
- Withdrawal of student IT rights; and/or
- Withdrawal from programme of study.

Additionally, students will:

- not be permitted to re-enrol; and
- not be issued with a final award certificate.

All tuition fee debts may also be referred to the University's external solicitors and/or debt collection agents to pursue recovery of the debt.



**8.9 FAILURE TO PAY ACCOMODATION CHARGES:**

If a student owes outstanding accommodation charges to the University and has ignored requests for payment or failed to agree a repayment plan, the University may take action under the applicable Terms and Conditions of Residence (Licence to Occupy). This may include:

- Issuing notice to leave the accommodation following which the University may obtain a court order to evict the student if they fail to leave the accommodation; and/or
- Referring the debt to the University's external solicitors and/or debt collection agents to pursue recovery of the debt.

**8.10 FAILURE TO PAY LIBRARY FINES AND/OR CHARGES:**

Students should return library books on time to avoid running up library fines. The University will take steps to recover overdue library fines and charges owed by students alongside the provisions of the University 'Rules Relating to Library Use' which can be found at [https://www1.bournemouth.ac.uk/sites/default/files/asset/document/library-rules\\_1.pdf](https://www1.bournemouth.ac.uk/sites/default/files/asset/document/library-rules_1.pdf). In addition to taking steps to recover payment of the debt, the Library will prevent current students from borrowing further items or renewing existing loans if the student has:

- unpaid library fines totalling more than £20; and/or
- total fines of any amount which have been outstanding for more than two weeks; and/ or
- an item which is overdue for eight weeks or more; and/or
- been charged the replacement cost for a damaged item (even if the student has paid for it – this sanction will apply for a period of time).

Students should make sure that when they leave the University, whether they have finished their programme or withdrawn, they return all library books and pay any outstanding library fines and/or charges as soon as possible.

The University may refer outstanding library fines/charges owed by students to the University's external solicitors and/or debt collection agents if a student ignores requests for payment or fails to agree a repayment plan with the University.

**8.11 FAILURE TO PAY OTHER FEES AND CHARGES:**

For all other unpaid fees and charges, the University may refer the debt to its external solicitors and/or debt collection agents to pursue recovery of the debt if a student ignores requests for payment or fails to agree a repayment plan with the University.

8.12 If the University refers a debt to its external solicitors and/or debt collection agents, this may result in court action being taken against the student to recover the debt. The University prefers not to take such action and urges students with outstanding debts to contact the University's Finance helpline on 01202 961600 or email [fees@bournemouth.ac.uk](mailto:fees@bournemouth.ac.uk) as soon as possible. If the University takes debt recovery action through the courts, students may be liable to the University for additional costs incurred as a result of any enforcement action taken, including interest, debt collection agency fees, search fees and legal costs.

8.13 Students with outstanding tuition fees owing to the University will not be entitled to any payment in relation to any bursary or scholarship administered by the University unless an acceptable repayment plan is in place.

8.15 Withdrawal from a programme of study, even for a short period, may lead to students missing essential parts of their programme requiring additional time, possibly as much as an additional year, to complete their studies. This may affect any funding that the student may receive and their student visa (if the student requires one). Additional fees may also be incurred.

**8.16 STUDENT RIGHTS TO COMPLAIN OR DISPUTE FEES AND OTHER CHARGES**

**IMPORTANT:** If a current student disputes a library fine/charge, they should contact the library as soon as possible by visiting the Help Zone in the Library, calling 01202 965959 or emailing [LibSupp@bournemouth.ac.uk](mailto:LibSupp@bournemouth.ac.uk). Students who dispute any other debts should contact the University's Finance helpline as soon as possible on 01202 961600 or email [fees@bournemouth.ac.uk](mailto:fees@bournemouth.ac.uk). If the dispute cannot be resolved, the student may make a complaint under the Students Complaint Policy and Procedure. Debt recovery action will not be pursued and the sanctions referred to above will not be applied whilst a complaint about an outstanding debt is subject to the Complaints Procedure.

**8.17 IMPORTANT:** Mitigating circumstances will be considered based on individual student circumstance/s and any supporting documentation provided by the student. The decision made in relation to the payment of, or repayment plans for, any debts is at the discretion of the Finance Director and /or a delegated officer. The student may make a complaint under the Students Complaint Policy and Procedure if they disagree with any such decision.

## Appendix 1

**CANCELLATION DURING COOL-OFF PERIOD AT REQUEST OF STUDENT**

You may have a right to cancel your contract with BU. You enter a contract with BU when you accept your offer. You enter an updated contract when you register (enrol) to start your course.

When you enter a contract with us, you have the right to cancel the contract within 14 days without giving any reason.

If you wish to cancel during the 14 days after accepting your offer or registering to start your course, you must tell us. You can tell the University by email, letter, or using the Model Cancellation Form below. You must make it clear you wish to cancel the contract.

If you cancel the contract in the 14 day period and have paid any fees under that contract, the University will refund those fees. Please note that for legal compliance, notably anti-money laundering duties, we will need you to complete a form to verify details before we refund.

If the University has asked you to pay a deposit when you accept your offer, you have 14 days after that acceptance to cancel your contract. If you cancel in the 14 day period, the University will refund your deposit. After the 14 day period, deposits are not refundable.

If you want to cancel your contract more than 14 days after you accepted your offer, but before enrolment, the University will consider your request, but will not refund your deposit.

**Model Cancellation Form**

To [BU]

I hereby give notice that I cancel my contract for the supply of the following service:

[name and date of course]

Ordered on\*

Name of consumer:

Address of consumer:


Signature of consumer: (only if this form is notified on paper)

Date:

\*The date that you entered the contract or accepted the offer. (If you are not sure, you can leave this blank)

## Appendix 2

## Refund Claim Form

	<h2 style="margin: 0;">Refund Claim Form</h2>		(For tuition fees only)
	1. All refunds will be made to the <u>original payer</u> unless an authorisation declaration is provided. 2. For refunds in connection with student loans, please attach the SLC notification letter to this form.		
IMPORTANT- Fields marked with asterisk * are mandatory and must be completed in full.			
Part One - To be completed by applicant (Student)			
1. Title (Mr/Mrs/Miss/Ms/Other)		2. Surname/ Family name *	
3. First or Given Name/s *		4. Student Number *	
5. The original payer *		6. Original Payment Receipt Number	
7. Programme (Course) name *		8. Academic Faculty *	
9. Address for refund cheque to be sent or alternatively please indicate which campus you would like to collect it from *			
Postcode			
10. Date of withdrawal or interruption, if applicable:		12. Amount of refund claimed *	
13. Reason for claiming reduced liability and/or refund of fees *			
DECLARATION - All the information provided on this form is true and correct			
Signature of applicant *		Date *	
OFFICE USE ONLY			
Part Two - To be Completed by ACADEMIC FACULTY for WITHDRAWALS/INTERRUPTIONS ONLY			
AUTHORISED - BUDGET MANAGER		Contact number.....	Amount of refund approved
Signature.....		Print.....	£
Part Three - Financial and Commercial Services			
Receipt number		Payment cleared (Date)	
Refund Ref		Credit note	
<b>General Ledger refunds</b> Account code		Activity code	
AUTHORISED - FINANCE OFFICE CONTROLLER (Signature)		Amount of refund (Actual)	
		£	
Please return this form to one of these two options:-			
1. If you are claiming a refund, because you have <b>withdrawn</b> or suspended from your course or interrupted your studies, please return this form (together with any relevant documents) direct to the appropriate Academic Faculty, as the claim must be validated before forwarding to Finance and Performance.			
2. If you are claiming a refund because of an <b>overpayment</b> , please either hand it in at the Cash Office (Talbot Campus) or send it direct to Finance and Performance, 2nd Floor Melbury House, 1 - 3 Oxford Road, Lansdowne, Bournemouth BH8 8ES.			
<i>Please note - All applications must be completed in full, otherwise the request will be rejected and will result in a delay of refund.</i>			
<b>ORIGINAL FORMS ONLY ACCEPTED</b>			
<b>PLEASE DO NOT DUPLICATE</b>			
For further information, please refer to the refund policy overleaf.			

**REFUND POLICY**

The University will only refund on an original and fully completed Refund Claim Form

The form must be signed by the applicant i.e. the student.

The University will only refund on tuition fees paid (less deductions- as per the Student Fees Policy 2020-21 Section 7 Cancellation, withdrawal, suspension or other interruption of studies, subsections 7.1-7.11 inclusive (as below) to the Person / Organisation / Company or Sponsor who paid the original fee.

All payments will be refunded in UK sterling by cheque (drawn on a UK bank account) or Credit / Debit Card. Refunds of online receipts made over 180 days before will be refunded by cheque.

Upon receipt of a fully completed form, refunds will normally be validated and processed within four weeks. (In order that the receipt of payment of the student fee has cleared the University bank account and that the University complies with UK anti-money laundering regulations).

Refund cheques will be mailed out 2nd class post.

**7. CANCELLATION, WITHDRAWAL, SUSPENSION OR OTHER INTERRUPTION OF STUDIES**

- 7.1 Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, students have the right to change their minds and withdraw within 14 days of accepting their offer from the University or registering for their course. Students must tell the University if they want to withdraw during this 14 day cancellation period:
- they do not have to give a reason;
  - they can give notice of cancellation by email, letter, telephone, or by sending a cancellation form;
  - students can use the Model Cancellation Form (set out in Appendix 1) for this purpose, but they do not have to use it.
- 7.2 If a student cancels within 14 days of accepting their offer, the University must refund in full any fees or deposits that the student has paid. If the student has paid fees or a deposit, the University will ask the student to complete a Refund Claim Form to ensure the correct amounts are refunded and to ensure compliance with anti-money laundering rules. The refund must be made within 14 days of the cancellation. A copy of the Refund Claim Form is set out in Appendix 2.
- 7.3 If a student cancels within 14 days of registering for their programme, the University will not refund any deposit that the student has paid unless exceptional circumstances apply (see section 3.1 of the Fees Policy) but will refund any other tuition fees that the student has paid. If the student has paid any other tuition fees, the University will ask the student to complete the Refund Claim Form to ensure the correct amounts are refunded and to ensure compliance with anti-money laundering rules. The refund must be made within 14 days of the cancellation. A copy of the Refund Claim Form is set out in Appendix 2.
- 7.4 The University also allows students to withdraw from their studies after the 14-day period described above has ended, and before the official start date of their programme. They can tell the University by email, letter, telephone, or by sending the University a Cancellation Form. The University will not normally refund any deposit that the student has paid unless exceptional circumstances apply (see section 3.1 of the Fees Policy). If the student has paid fees, the University will ask the student to complete a Refund Claim Form to ensure compliance with anti-money laundering rules.
- 7.5 Students who wish to suspend or withdraw after the official start date of their programme must inform the University in writing and complete Part One of the University's Withdrawal Form. A copy of the Withdrawal Form is set out in Appendix 3. The completed Withdrawal Form should be handed or emailed to the student's Framework Leader/Programme Administrator. Only once this written notification has been received will the withdrawal or suspension be processed and University records amended. The official withdrawal date will be recorded as the date on which the written notification was received from the student. See 'Attendance Monitoring and Withdrawal: Procedure' at <https://www1.bournemouth.ac.uk/students/help-advice/important-information> under 'Conduct and welfare' for more information. Students who are withdrawn or suspended by the University, the official withdrawal or suspension date will be the date on which the University reached its decision to withdraw or suspend the student.
- 7.6 Students wishing to put their studies on hold after the official start date of their programme must complete Part One of the University's Interruption of Studies Request Form. A copy of the form is set out in Appendix 4. The completed Interruption of Studies Request Form should be handed or emailed to the student's Programme Administrator. The University is not obliged to agree to a student's request to interrupt their studies but where any such request is agreed, the date on which the student's studies were interrupted will be as set out in Part Two of the Interruption of Studies Request form. See Interruption of Study: Procedure at <https://www1.bournemouth.ac.uk/students/help-advice/important-information> under 'Conduct and welfare' for more information.
- 7.7 Where a student has withdrawn from or interrupted their studies part way through the academic year (or been withdrawn or suspended by the University) in accordance with Section 7.5 or 7.6 above, the University will adjust the student's liability for

tuition fees on the University records for that student.

- 7.8 For students who have taken a tuition fee loan from the Student Loans Company, the University will notify the Student Loans Company of the adjustment of the student's liability for tuition fees as a result of their withdrawal, suspension or interruption of studies. If a refund is payable, the University will pay it to the Student Loans Company. Withdrawing after the official start date of a programme may affect how many years a student can get a student loan for. Students should, therefore, check with the Student Loans Company if they are thinking about withdrawal.
- 7.9 For all students who withdraw from or interrupt their studies once the programme has started or are withdrawn or suspended by the University, the University will refund fees as set out in **the table in Section 7.11 below from the official withdrawal suspension or interruption date**. Where the student interrupts their studies or is suspended but returns the following academic year, the University will deduct any fees that were paid for the interrupted/suspended year's study from the following year's fees.
- 7.10 In order to ensure the correct amounts are refunded and for compliance with anti-money laundering rules, the University needs certain information from a student before refunding fees, as set out in the Refund Claim Form. Students should complete and submit this form as soon as possible and within 60 days of the official withdrawal/interruption/suspension date. Any claims received by the University after 60 days will be invalid.
- 7.11 The refund due to students undertaking study lasting for one or more academic years shall be calculated in accordance with the following table:

Start	Academic Year	Withdrawal/Interruption/Suspension Dates	Liability*	Refund**
Autumn (Sep-Dec)	2020/21	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 December 2020	25%	75%
		1 January until 31 March 2021	50%	50%
		On or after 1 April 2021	100%	0%
Winter (Jan-Apr)	2020/21	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 March 2021	25%	75%
		1 <sup>st</sup> April until 30 June 2021	50%	50%
		On or after 1 July 2021	100%	0%
Other Start Dates (May-Aug)	2020/21	1 - 14 calendar days	0%	100%
		15 - 90 calendar days	25%	75%
		91 - 180 calendar days	50%	50%
		181 calendar days or more	100%	0%

\* Student liability in percentage terms of full fee.

\*\* This is maximum potential refund that will be given, the actual refund will depend on how much has been paid. Deposits will not be refunded other than in exceptional circumstances (as provided for in section 3.1 of the Fees Policy).

## Appendix 3

## Withdrawal Form

**WITHDRAWAL FORM**

**IMPORTANT – Fields marked with asterisk\* are mandatory and must be completed in full. This form must be handed or emailed to your Programme Support Officer once Part One is completed as no refund can be processed without it.**

Part One – To be completed by student	
Title (Mr/Mrs/Miss/Ms/Other):	Surname/Family name:*
First or given name(s):*	Student Reference Number:*
Address for future correspondence:	
Postcode:	
Programme name:*	
Reason for withdrawal:*	
Financial reasons <input checked="" type="checkbox"/>	Course no longer related to plans <input checked="" type="checkbox"/>
Health reasons <input checked="" type="checkbox"/>	Work commitment <input checked="" type="checkbox"/>
Transfer to another institution <input checked="" type="checkbox"/>	Personal reasons <input checked="" type="checkbox"/>
Accommodation problems <input checked="" type="checkbox"/>	Other (please specify) <input checked="" type="checkbox"/>
Placement related reasons <input checked="" type="checkbox"/>	
Have you sought advice from your Programme Leader? YES/NO	
Date of withdrawal: (this will be the official end date recorded on your student record)*	
Signature of Student:*	
Date:*	
Signature of Programme Leader:*	
Date:*	
(needed before withdrawal can be completed)	
Part Two – To be completed by the Programme Support Office	
Form completed and signed	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
Programme Support Officer Signature:	Date:
Print Name:	

**WITHDRAWAL, SUSPENSION OR OTHER INTERRUPTION OF STUDIES** (Extracted from the Student Fees Policy)

7.5 Students who wish to withdraw after the official start date of their programme must inform the University in writing and complete Part One of the University's Withdrawal Form. The completed Withdrawal Form should be handed or emailed to the student's Framework Leader/Programme Administrator. Only once this written notification has been received will the withdrawal be processed and University records amended. The official withdrawal date will be recorded as the date on which the written notification was received from the student. See 'Attendance Monitoring and Withdrawal: Procedure' at <https://www1.bournemouth.ac.uk/students/help-advice/important-information> under 'Conduct and welfare' for more information. Students who are withdrawn or suspended by the University, the official withdrawal or suspension date will be the date on which the University reached its decision to withdraw or suspend the student.

7.6 Students wishing to put their studies on hold after the official start date of their programme must complete Part One of the University's Interruption of Studies Request Form. A copy of the form is set out in Appendix 4. The completed Interruption of Studies Request Form should be handed or emailed to the student's Programme Administrator. The University is not obliged to agree to a student's request to interrupt their studies but where any such request is agreed, the date on which the student's studies were interrupted will be as set out in Part Two of the Interruption of Studies Request Form.

7.7 Where a student has withdrawn from or interrupted their studies part way through the academic year (or been withdrawn or suspended by the University) in accordance with Section 7.5 or 7.6 above, the University will adjust the student's liability for tuition fees on the University records for that student.

7.8 For students who have taken a tuition fee loan from the Student Loans Company, the University will notify the Student Loans Company of the adjustment of the student's liability for tuition fees as a result of their withdrawal, suspension or interruption of studies. If a refund is payable, the University will pay it to the Student Loans Company. Withdrawing after the official start date of a programme may affect how many years a student can get a student loan for. Students should, therefore, check with the Student Loans Company if they are thinking about withdrawal.

7.9 For all students who withdraw from or interrupt their studies once the programme has started or are withdrawn or suspended by the University, the University will refund fees as set out in **the table in Section 7.11 below from the official withdrawal, suspension or interruption date**. Where the student interrupts their studies or is suspended but returns the following academic year, the University will deduct any fees that were paid for the interrupted/suspended year's study from the following year's fees.

7.10 In order to ensure the correct amounts are refunded and for compliance with anti-money laundering rules, the University needs certain information from a student before refunding fees, as set out in the Refund Claim Form. Students should complete and submit this form as soon as possible and within 60 days of the official withdrawal/interruption/suspension date. Any claims received by the University after 60 days will be invalid.

7.11 The refund due to students undertaking study lasting for one or more academic years shall be calculated in accordance with the following table:

Start	Academic Year	Withdrawal/Interruption/Suspension Dates	Liability*	Refund**
Autumn (Sep-Dec)	2020/21	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 December 2020	25%	75%
		1 January until 31 March 2021	50%	50%
		On or after 1 April 2021	100%	0%
(Jan-Apr)	2020/21	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 March 2021	25%	75%
		1 <sup>st</sup> April until 30 June 2021	50%	50%
		On or after 1 July 2021	100%	0%
Other Start Dates (May-Aug)	2020/21	1 - 14 calendar days	0%	100%
		15 - 90 calendar days	25%	75%
		91 - 180 calendar days	50%	50%
		181 calendar days or more	100%	0%

\* Student liability in percentage terms of full fee.

\*\* This is maximum potential refund that will be given, the actual refund will depend on how much has been paid. Deposits will not be refunded other than in exceptional circumstances (as provided for in section 3.1 of the Fees Policy).



## Appendix 4

## Interruption of Studies Request Form



**IMPORTANT** –This form must be handed or emailed to your Programme Support Officer once Part 1 is completed. They will determine if a meeting / telephone conversation is necessary or if your request can be agreed via email. No refund can be processed until both Parts 1 and 2 have been completed in full and signed.

PART 1 – INTERRUPTION REQUEST (to be completed by the student)	
Title (Mr/Mrs/Miss/Ms/Other):	Surname/Family name:
First or given name(s):	Student Reference Number:
Address for future correspondence:	
Postcode:	
Programme name:	
Reason for interruption:	
Work commitments <input checked="" type="checkbox"/>	Financial reasons <input checked="" type="checkbox"/>
Health reasons <input checked="" type="checkbox"/>	Other (please specify) <input checked="" type="checkbox"/>
Maternity Leave <input checked="" type="checkbox"/>	_____
Personal reasons <input checked="" type="checkbox"/>	
List any relevant documentary evidence provided with this form in support of your request (state none if none available)	
Have you sought advice from your Programme Leader or other member of staff? YES/NO	
<i>If NO, you are encouraged to do so before submitting your request to interrupt studies as support may be available to allow you to continue. You can speak to your programme team or, alternatively, <a href="#">SUBU Advice</a> provides confidential independent advice.</i>	
PART TWO – INTERRUPTION DECISION (to be completed by the Programme Leader and signed by the Student)	
Academic checks:	
Valid reason	YES/NO
Supporting evidence submitted	YES/NO (if not, state if required) _____
Registration period affected	YES/NO (if yes, Assessment Board Chair's action is required)
PSRB or other implications	YES/NO (if yes, state what these are) _____
Give details of all units affected	

Details of unit(s) affected by interruption mid-unit and agreed with the student:	
Details of advice given to the student (written communications to be kept on the student file):	
Date of interruption of studies: (this will be the official interruption date recorded on your student record)	
Date of anticipated return to studies:	
<b>Note: if you return on a different date, we may need to make adjustments to the agreed arrangements</b>	
Signature of student:	Date:
Signature of Programme Leader:	Date:
(needed before interruption can be completed)	
Signature of Assessment Board Chair (if applicable)	Date:
<b>PART 3 – To be completed by the Academic Faculty</b>	
Administration check: Form completed and signed by student	Yes/No
Form completed and signed by Academic	Yes/No
Interruption approved within Faculty	Yes/No
Interruption request forwarded to Student Processes (Enrolments)	Yes/No
Confirmed amount of liability:	
Amount to be refunded (if any):	£
Invoice number:	
Programme Administrators signature:	Date:
Print Name:	
Authorised Budget Manager signature or confirmation from the Central Finance team that the liability stated is correct:	Date:
Print name:	

## Appendix 5. Students in receipt of a United States Federal Loan

**Bournemouth University (BU) Return of Title IV (R2T4) Policy****1.0 Overview**

1.1 Under the U.S. William D. Ford Federal Direct Loan Program, Title IV funds are awarded to a student under the assumption that the student will attend BU for the entire period for which the assistance is awarded. When a student withdraws, they may no longer be eligible for the full amount of Title IV funds that they were originally scheduled to receive. If the amount disbursed to the student is greater than the amount the student earned, the unearned funds must be returned. An unearned fund is the money covering the part of the term after the student withdraws.

1.2 Both the University and the student may have a responsibility for returning funds, depending on the date of withdrawal. Funds that are not the responsibility of the University to return must be returned by the student directly to the U.S. Direct Loan Program. The University must return unearned funds for which it is responsible as soon as possible, but no later than 45 days from the determination of a student's withdrawal.

**2.0 When the R2T4 calculation must be done**

2.1 U.S. programme regulations specify that the University must calculate the amount of Federal Student Aid (FSA) that the student has 'earned' up to the point of withdrawal, and the amount of 'unearned' funds.

2.2 If a student withdraws prior to completing more than 60% of the payment period (100% being from the beginning of one payment period to the next), they have not earned all their FSA and a Return of Title IV funds calculation must be completed by the University. If a student withdraws after completing more than 60% of the payment period, they have earned 100% of the FSA for that payment period.

2.3 Institutional charges are used to determine the portion of unearned Title IV aid that the University is responsible for returning. The return regulations presume that Title IV funds are used to pay institutional charges ahead of all other sources of aid.

No further disbursements will be made to students who have withdrawn from their programme unless the amount of the 'earned' Title IV funds exceeds the amount that has been disbursed; under these circumstances the student receives a Post-Withdrawal Disbursement.

**3.0 After the calculation is complete**

3.1 The University uses a R2T4 worksheet to calculate the return of FSA. Once the worksheet is completed the student receives a copy of the repayment worksheet and communication outlining the amount due to be returned, if applicable. The University must complete the R2T4 calculation even if the student has earned 100%, to determine whether a post-withdrawal disbursement is required.

3.2 Following the date of withdrawal, the University must, within 30 days, notify the student of eligibility for a post-withdrawal disbursement. The University must notify a student, or parent for a Direct Parent PLUS Loan, in writing prior to making any post-withdrawal disbursement of loan funds, whether those loan funds are to be credited to the student's account or disbursed directly to the student (or parent). The notification must include: option to decline the loan disbursement; confirmation of the amount; reminder of obligation to repay and deadline to respond.

The requirements for the Return of Title IV funds when students withdraw are separate from the University's refund policy.

3.3 After the R2T4 calculation has been carried out the student may still owe funds to the University to cover unpaid institutional charges. This is outlined in the University's Fees Policy. The University's policy will not affect the amount of FSA the student has earned under the R2T4 policy.

3.4 The University has made available the R2T4 process and the University's Fees Policy as part of the Consumer Information included in the student financial aid pack and on the web pages