



# Payment of University Fees - Regulations

Author Carole Trantham  
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# PAYMENT OF UNIVERSITY FEES - REGULATIONS



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<b>Document Author:</b>	Carole Trantham
<b>Responsible Person and Department:</b>	Sarah Pook, Finance & Planning
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<b>Summary:</b>  This document defines the regulations regarding the payment of student fees and the procedures followed by the University in the collection of fees and recovery of debt..	

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## **1.0 COMMUNICATION**

- 1.1 Email is the University preferred method of communication. Emails from the Finance Office will be sent to the student's University of Winchester (University) email address (This is not the same as the Student's Canvas account) and their home email address (as updated on My Record). It is the student's responsibility to check their University email account at regular intervals, so that they do not miss important messages.
- 1.2 Posted communications from the Finance Office are normally sent to the student's term-time address during University term time and to the student's home address at other times. The Finance Office reserves the right to send communications to either or both addresses, as appropriate. It is the student's responsibility to collect their mail, or arrange to have it forwarded, so that they do not miss important letters.
- 1.3 Students must notify the University immediately there is any change in either their home or term-time address. Students living in University accommodation must notify Student Housing Services of any change of address. Other students should update their addresses online by accessing 'My Record' on the University website.

## **2.0 INTRODUCTION**

- 2.1 Fees are for the full academic year 2023/24 unless otherwise stated.
- 2.2 Students are personally responsible for ensuring that all appropriate fees, fines and other charges, including any element of fees payable by others (e.g. Student Finance England, employers or sponsors) are paid in accordance with these Regulations for The Payment of University Fees (the "Regulations").
- 2.3 Students of the University of Winchester have a contractual liability to pay to the University their fees for tuition, accommodation and any other services provided by the University. Tuition fees and accommodation fees are "fixed term" contracts, which means students are liable to pay fees relating to the complete academic year. There is a statutory cooling-off period of 14 days to cancel tuition contracts. There is no cooling-off period for accommodation and rights to cancel accommodation contracts are very limited. It is the student's responsibility to make sure, before enrolling, that they are willing to make a commitment for the full academic year and are able to comply with these Regulations for the entire duration of their accommodation agreement. The fees charged will depend on the mode of study undertaken. Please see [www.winchester.ac.uk/studentsandmoney](http://www.winchester.ac.uk/studentsandmoney) for a list of course fees.
- 2.4 The applicable tuition (and, where applicable, accommodation) fee will be stated in the University's offer letter (and, where applicable, in the accommodation offer letter) to the student. The University will not usually send invoices to students for tuition fees, but the fees must be paid on or before the dates set out in these Regulations (see Regulation 7.0).
- 2.5 If a sponsor requires the University to provide an invoice for fees, the sponsor must notify the University (by email to [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk)). (see Regulation 6.0)

## **3.0 PAYMENT ENQUIRIES**

- 3.1 A student who has a query regarding payments may contact the University Income Team, by email at [studentpayments@winchester.ac.uk](mailto:studentpayments@winchester.ac.uk) or in person at the Finance cash office, open Tuesdays and Thursdays 10am-12pm and 1pm-3pm. Alternatively, the University's Credit Controller may be telephoned on +44 (0) 1962 827265

3.2 Further information about fees can also be found on [www.winchester.ac.uk/studentsandmoney](http://www.winchester.ac.uk/studentsandmoney)

#### 4.0 WHAT TO PAY

4.1 Tuition fees, accommodation fees and other associated fees are reviewed annually. The current tuition fees can be found on [www.winchester.ac.uk/studentsandmoney](http://www.winchester.ac.uk/studentsandmoney). Current accommodation fees are available on request from Student Housing Services.

#### 5.0 HOW TO PAY

5.1 All payments made to the University must be made in GB pounds sterling (£). The student is responsible for ensuring that the correct sterling amount is paid on the due date for payment. Any currency conversion costs or other charges incurred in making a payment or refund must be borne by the student or their sponsor.

5.2 Students may pay their fees either:

- In full at the start of the academic year (no later than 30 September 2023); or
- In equal instalments (by Recurring Card Payment only) on the dates specified below (except for short courses, which cannot be paid for by this method).

#### 5.3 Paying Fees in Full

5.3.1 Credit and debit card payments can be made via the University's online payment portal <https://payments.winchester.ac.uk/payments>. The University accepts most credit/debit cards (but NOT American Express). Before paying by debit card, the student must ensure that there are enough funds in their bank account to cover the payment. Before paying by credit card, the student must ensure that the available credit limit is enough to cover the payment.

5.3.2 The University does not accept cheque payments or bankers drafts.

#### 5.4 Paying Fees by Instalments

5.4.1 A student wishing to pay fees by instalments may do so only by registering for a recurring card payment ("RCP"). RCP is an easy way to pay fees. This method of payment benefits both the University and the Student.

The advantages of paying by RCP are:

- It helps students plan their finances.
- There is no extra charge for paying by instalments.
- Payment dates will not be missed accidentally.
- Payments are made on time as long as there are cleared funds in the account.
- Timely payments avoid interest charges.
- It helps keep the university's administrative costs down

**To pay by RCP students must register their payment cards by 10<sup>th</sup> September 2023 for accommodation fees and by 30<sup>th</sup> September 2023 for tuition fees to avoid missing their first payment. Debt Management procedures, as set out in section 8 below, will apply to missed instalments.**

5.4.2 Fees may only be paid in instalments if using RCP. Except where stated explicitly in these Regulations, the University does not accept instalment payments by any other means other than RCP.

#### 5.4.3 Fees that can be paid in instalments

Tuition fees and accommodation fees for Undergraduate students who start in semester one and all Postgraduate student fees can be paid in instalments by RCP. All other fees (such as fees for short courses) must be paid in full in advance. Students funded by Lånekassen may pay in instalments (see Regulation 7), but these instalments are not made by RCP.

#### 5.4.4 Instalment dates and amounts

The Finance Office will send an email to the student's University email account to confirm the dates and the amounts of the instalments which the University will collect from the student's registered card. The student should receive the email by the following dates:

##### **Tuition Fees**

###### **Semester 1 start**

3rd November 2023

###### **Semester 2 start**

1st March 2024

###### **April Research Cohort**

19th April 2024

##### **Accommodation Fees**

29<sup>th</sup> September 2023

It is the student's responsibility to make a note of these dates and check their email accounts. Any student who has not received an instalment confirmation email by the relevant date should contact the Credit Controller in the Finance Office on +44 (0) 1962 827265 or email [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk) if they are not certain how much they need to have in their bank account to meet a debit card payment, or available on their credit card to meet a credit card payment.

A further reminder email will be sent to the cardholder at least 2 days before the collection date.

#### 5.4.5 Setting up an RCP instruction

RCP instructions are set up via the University's online payment portal at <https://payments.winchester.ac.uk/payments>. Full instructions are given on the portal.

#### 5.4.6 Duration of an RCP instruction

Unless cancelled (see Regulation 5.4.7) an RCP instruction will last for the remainder of the academic year to which it relates. The student must renew their RCP instructions for each subsequent academic year that they are liable to pay fees to the University. If an RCP instruction is not renewed by the date stated in the applicable year's Regulations, the student will be liable to pay the fees in full in advance.

#### 5.4.7 Cancelling an RCP instruction

The Student may cancel an RCP by giving the University Finance Office at least 10 days' notice in writing to: [studentpayments@winchester.ac.uk](mailto:studentpayments@winchester.ac.uk). The University will confirm the cancellation in writing to the student's University email address.

If the Finance Office has not been informed of an RCP cancellation, and an instalment collection fails, the student will be liable to pay interest on accommodation fees (at 3% above the base rate of the Bank of England).

The University will only charge interest on accommodation fees if they have not been paid within 14 days of the due date.

**If the University is unable, for any reason, to collect any payment for all or any part of the Fees from the card, the University will issue a reminder letter requesting payment for the missed instalment. If the student is unable to make the agreed payment, they should contact the University Credit Controller as soon as possible.**

5.4.8 Further information and guidance on the RCP Instalment Scheme is available from the Credit Controller in the Finance Office on 01962 827265.

## **6.0 PAYMENTS BY THIRD PARTIES**

6.1 In these Regulations, an employer or other organisation which agrees to pay all or part of a student's tuition fees is referred to as a "sponsor". The University will invoice the sponsor for the appropriate amount. Family and friends are not classed as sponsors. Students who are financially assisted by family and/or friends are classed as self-financing.

6.2 Acceptance of sponsorship is at the University's discretion. The University can reject a sponsor and may give reasons for doing so, but it is not obliged to give reasons.

6.3 Students with sponsors must inform their sponsor that for each academic year, the sponsor must **provide the University with a purchase order** (if your sponsor does not operate a purchase order system, the University will accept a letter on the sponsor's letterhead signed by the sponsor's authorised representative) containing the following information:

- The student's full name;
- The student's University ID number if one has been issued;
- The academic year to which the sponsorship relates;
- The amount of tuition fees the sponsor will pay for the student for the academic year in question (instalment options are not available);
- The name of the organisation to whom the invoice should be sent, the full postal address and finance department email address;
- If required to be stated on the University's invoice, the sponsor's reference and/or purchase order number.

6.4 The sponsor should send the letter or purchase order as a .pdf (portable document format) file by email to [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk) before the student enrolls at the University.

6.5 The University may at its discretion reject a sponsor's purchase order or letter if all the required information has not been provided.

6.6 Sponsors must pay the University's invoices within 28 days of the date of the invoice.

6.7 If a sponsor fails to pay on time or at all, or withdraws their sponsorship, or is only contributing part of the student's fees, the student remains liable for all unpaid fees

## 7.0 PAYMENT DATES

### 7.1 Tuition fees

**Courses lasting less than a full academic year (such as short courses or pre-sessional courses) must be paid in full before the start of the course.**

#### 7.1.1 Arrangements for loan-financed and self-financing students

If a student at Undergraduate or PGCE level takes out a tuition fee loan for the full value of their tuition fee and has a support notification from Student Finance to confirm this, the loan will be paid direct to the University and used to pay the student's tuition fees.

Postgraduate students funded by Student Finance Northern Ireland can qualify for a tuition fee loan up to £6,500 (students starting 23/24) or £5,500 (students starting prior to 23/24) for one course. The loan will be paid to the University, but the student will need to arrange to pay any fees above the amount of the loan to the University, in the same way as self-financing students.

From September 2023, Masters students funded by Student Awards Agency Scotland (SAAS) may qualify for a tuition fee loan up to £7,000 for one Masters course. The loan will be paid direct to the University, but the student must pay any fees above the amount of the loan to the University. Students must email a copy of their support notification from SAAS to [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk) no later than 30<sup>th</sup> September 2023.

In all other cases (excluding PGCE & Full time MSc Occupational Therapy), loans to post-graduate students will be paid direct to the student, who must then arrange to pay their tuition fees to the University in the same way as self-financing students.

If a student has chosen not to take out a tuition fee loan or does not satisfy the requirements for a tuition fee loan, they will be regarded as self-financing. Students whose fees are paid by parents or close family are also regarded as self-financing. Self-financing students must pay their tuition fees in accordance with Regulations 7.1.1 to 7.1.2 below.

#### 7.1.1 Undergraduate Fees

##### **UK and EU students**

Students are required to pay their tuition fees in full, or to pay in instalments by RCP (see Regulation 5).

Fees are to be paid:

- In full on or before the start of the academic year (and no later than 30 September 2023); or
- By RCP in **two** equal instalments on **1<sup>st</sup> December 2023** and **1<sup>st</sup> February 2024**.

##### **Students funded by Lånekassen**

Fees are to be paid:

- In full at on or before the start of the academic year (no later than 30 September 2023); or

- by two equal instalments the first of which is due by or at enrolment and the second instalment by 12<sup>th</sup> January 2024.

Instalment payments can only be made via the University's online payment portal at <https://payments.winchester.ac.uk/payments> . If no invoice is displayed when making an online payment, the student should select the "upfront payment" option for tuition and enter the amount to be paid. **Recurring Card Payment should not be used by students funded by Lånekassen.**

### **International students who are based outside the UK and the European Union**

An international student is a student who is not entitled to pay "home fees" as set out in the *Higher Education (Fee Limit Condition) (England) Regulations 2017 (as amended)*.

If an international student requires a student visa, they must request a Confirmation of Acceptance for Studies (CAS) from the University's Admissions Team.

The University will send a 'Fee Deposit Information Sheet' to international students.

International students must pay the applicable fee deposit to the University before the University will issue its Confirmation of Acceptance for Studies (CAS) letter. Payments must be made online at [winchester.flywire.com](http://winchester.flywire.com)

International students must pay the **balance** of their tuition fees for 2023/24 (after the deposit has been deducted) as follows:

- In full at the start of the academic year (no later than 30 September 2023); or
- by RCP in **two** equal instalments on **1<sup>st</sup> December 2023** and **1<sup>st</sup> February 2024**.

International students may apply for a refund of their tuition fee deposit if they are unable to obtain the requisite visa. All requests must in writing to the University's International Department and must include a clearly legible copy of the student's visa refusal letter. Applications will be assessed in accordance with the Tuition Fee Deposit Refund policy available to view at [Policies and Regulations - University of Winchester](#)

The application must be in written in English and should be emailed to [international@winchester.ac.uk](mailto:international@winchester.ac.uk) or sent by post to:

International Student Recruitment  
University of Winchester  
Sparkford Road  
Winchester  
Hampshire  
SO22 4NR

If the application for a refund is successful:

- The refund will only be made to the applicant if the applicant paid the deposit themselves.
- If another individual or organisation paid the deposit on the student's behalf, the refund will be made to the payer, not to the student.
- Refunds will only be made to the account from which payment was made.
- Refunds will be made in GBP (British Pounds) Sterling (£).

- Refunds will be made as soon as reasonably practicable after the decision to award, but exact times may vary depending upon the method by which the original payment was made.
- The refund will be after deducting any applicable currency exchange and banking charges.
- The University deducts its administration charge in line with the Tuition Fee deposit refund policy [Policies and Regulations - University of Winchester](#) before refunding a deposit.

If a student withdraws from study, any balance remaining for tuition fees will be due in full immediately. If the student has opted to pay in instalments, the full outstanding balance will be set to collect by RCP 5 days after Finance have processed the adjustments to the student's account.

### 7.1.2 **Postgraduate Fees**

Postgraduate students must pay their fees:

- In full on or before the start of the academic year (and no later than 30 September 2023); or
- by instalments according to the instalment plan selected by the student when they enrol each year: payment dates for the academic year 2023/24 are as follows:

#### **Postgraduate students starting in semester 1:**

- **2 equal instalments** (suitable for students receiving a Postgraduate Loan): payments will be taken on **12<sup>th</sup> January 2024 and 26<sup>th</sup> April 2024**
- **5 equal instalments:** payments will be taken on the 1<sup>st</sup> of each month **-1<sup>st</sup> December 2023 to 1<sup>st</sup> April 2024 inclusive.**

#### **Postgraduate students starting in semester 2:**

- **2 equal instalments** (suitable for students receiving a Postgraduate Loan): payments will be taken on **26<sup>th</sup> April 2024 and 1<sup>st</sup> October 2024**
- **5 equal instalments:** payments will be taken on the 1<sup>st</sup> of each month **-1<sup>st</sup> April 2024 to 1<sup>st</sup> August 2024 inclusive**

#### **Research students starting in April:**

- **2 equal instalments** (suitable for students receiving a Postgraduate Loan): payments will be taken on **1<sup>st</sup> May 2024 and 1<sup>st</sup> November 2024**
- **5 equal instalments:** payments will be taken on the 1<sup>st</sup> of each month **-1<sup>st</sup> June 2024 to 1<sup>st</sup> October 2024 inclusive**

If a student withdraws from study, any balance remaining for tuition fees will be due in full immediately. If the student has opted to pay in instalments, the full outstanding balance will be set to collect by RCP 5 days after Finance have processed the adjustments to the student's account.

### 7.2 **Accommodation Fees**

Students living in University accommodation will be notified separately about accommodation fees. Students are required to pay accommodation fees in accordance with their Student Residential Licence Agreement and the appropriate Student Residence Regulations.

Accommodation fees can be paid in one of the following ways\*\*:

### All students (except those funded by Lånekassen)

- in full before **6<sup>th</sup> October 2023**
- by RCP in three equal instalments: **6<sup>th</sup> October 2023, 12<sup>th</sup> January 2024** and **26<sup>th</sup> April 2024**.

*Discount for full payment in advance:* Students who pay their University accommodation fees for a full academic year in advance by the date noted above may apply a discount of £100 per room from the advertised price. If the room is occupied by more than one student, the discount is shared equally between the students. **The discount is deductible when making the full payment.** If an accommodation agreement ends before it is due to expire because of a breach of the agreement by the student, the £100 discount will be disapplied when the University makes the refund.

*RCP instalments coincide with student loans:* To help students with budgeting, the University has set 3 instalments dates to coincide with payment dates of maintenance loans from Student Finance. Accommodation fees are charged at the same daily/weekly rate throughout the licence period. An individual instalment payment does not cover the student's stay in accommodation between one instalment date and the next. **Therefore, if a student leaves their accommodation part-way through an academic year, any refunds due to the student, and any balancing (top-up) payments due from the student, will be apportioned on a daily basis.**

If a student terminates their licence agreement and is released from accommodation charges, any balance remaining for residence fees will be set to collect by RCP 5 days after housing have processed the adjustments to the student's account.

### Students funded by Lånekassen:

- in full before **6<sup>th</sup> October 2023**
- by two equal instalments the first of which is due on or before enrolment and the second instalment by **12<sup>th</sup> January 2024**.

*Discount for full payment in advance:* Students who pay their University accommodation fees for a full academic year in advance are entitled to a discount of £100 per room. If there is more than one occupier, the discount is shared equally between the occupiers. **The discount is deductible when making the payment.** If an accommodation agreement ends before it is due to expire because of a breach of the agreement by the student, the £100 discount will be disapplied when the University makes the refund.

Instalment payments can only be made via the University's online payment portal at <https://payments.winchester.ac.uk/payments> . If no invoice is displayed when making an online payment, the student should select the "upfront payment" option for accommodation and enter the amount to be paid. **Recurring Card Payment should not be used.**

## 8.0 DEBT MANAGEMENT

- 8.1 The University will take an understanding approach to any student who is struggling to manage their finances or facing financial difficulties, provided the student contacts the

University's Credit Controller (either in writing or by making an appointment) as soon as it becomes apparent that they will have difficulty making their payment.

- 8.2 Realistic payment plans can often be arranged if a student initiates contact with the University about their difficulties at an early stage.
- 8.3 If a student does not warn the University that a payment might be missed or delayed, the University is likely to take debt enforcement action against the student. If debt enforcement action is taken, the university will claim from the student the fees incurred in trying to recover the debt, in addition to the debt itself.
- 8.4 The University may also take enforcement action (and claim the enforcement fees properly and reasonably incurred) against a student who arranges a payment plan but then fails to keep to that plan.
- 8.5 Students experiencing difficulties in paying any fees and charges should seek help at the earliest opportunity by contacting the University's Credit Controller on +44 (0) 1962 827265 or [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk)
- 8.6 A student may seek further assistance from the following departments:
- a) Contacting Student Services at [Student.Advice@winchester.ac.uk](mailto:Student.Advice@winchester.ac.uk), or by telephone on 01962 827341, or in person via their reception desk in the Winton Building.
  - b) Contacting the Students' Union <https://www.winchesterstudents.co.uk/advice>
- 8.7 If no payment plan has been agreed and a student does not make payment when it falls due, the University's will follow its Debt Management procedures. These procedures may include starting a claim in the County Court for debt or applying for a possession order or both.

## **8.8 Tuition Fees - Paid by Student Finance**

- 8.8.1 The University is notified by Student Finance England if a student has successfully applied for tuition fee funding. Student Finance will issue the student with confirmation of funding for the applicable academic year (a Student Support Number and payment schedule).  
**The student should retain the confirmation of funding in case of any funding enquiries.**
- 8.8.2 If a student has applied to Student Finance but the application has not been approved before the date the student is due to enrol, the University may allow the student to enrol for the current academic year provided the student shows the University evidence of their application before enrolling.
- 8.8.4 If the University has not received confirmation of Student Finance funding by 31<sup>st</sup> October 2023, the University will regard the student as being as self-financing, and payment of tuition fees will be the student's personal responsibility.
- 8.8.5 If no payment plan has been agreed and a student who is regarded as self-financing under Regulation 8.8.4 fails to make any payment by the due date, the University will follow its Debt Management procedures. These procedures may include starting a claim in the County Court for debt or applying for a possession order or both.

- 8.8.6 The University will not start enforcement action against a student who has provided their Student Finance Student Support Number and payment schedule if, through no fault of the student's, the University does not then receive payment from Student Finance on the due date.
- 8.8.7 If a self-financing student provides a Student Support Number and payment schedule to the University after having paid tuition fees in respect of the same academic year direct to the University, the University will refund the applicable duplicated amount to the person who paid the fees. A reasonable administration fee may be charged, deductible from the refunded amount.

## **8.9 OTHER FEES AND CHARGES**

- 8.9.1 Payments for the use of University facilities, provision of resources, bank charges, currency conversion charges, administration fees, making good damage, and all other fees and charges that are not 'tuition fees' or 'accommodation fees' are due for payment within 28 days of the date of the University's invoice.
- 8.9.2 All payments made to the University must be made in GB pounds sterling (£). The student is responsible for ensuring that the correct sterling amount is paid on the due date for payment. Any currency conversion costs or other charges incurred in making or refunding a payment must be borne by the student or their sponsor.
- 8.9.3 The student's contract with the University may be for the supply of more than one service and/or product (e.g. tuition, accommodation, internet, course materials or excursions etc.). If the student agrees to buy several products and/or services from the University and does not make all the agreed payments when they fall due, the University may:
- (a) Suspend the supply of certain services and/or products until payment has been made; and
  - (b) Refuse to supply further services and/or products.
- 8.9.4 The University will not withdraw or withhold services that are reasonably required for the occupation of residential accommodation with the intention of causing the student to give up their occupation or refrain from exercising any rights or pursuing any remedy in respect of that accommodation, but it may withhold non-essential services (such as internet connection) if the student is in debt to the University and has not responded to the University's requests to pay the debt or make and keep to a payment plan.

## **9.0 ALLOCATION OF PAYMENTS**

- 9.1 If a student who is in debt to the University makes a payment, the payment will be allocated to the oldest debt first (and any additional charges associated with it), unless otherwise authorised by the Finance Department.

## **10.0 EXCEPTIONAL FEE PAYMENT ARRANGEMENTS**

- 10.1 The Finance Department will consider individual applications from students for exceptional fee payment arrangements if there are compelling extenuating circumstances or severe student hardship.

10.2 Favourable terms for payment are discretionary and if a student does not keep to any agreed payment plan then the concession may be withdrawn and the student will be liable to make their payments in accordance with the strict terms of their contract.

#### **11.0 DEFAULTS ON A PAYMENT**

11.1 If payments have been scheduled to be made via RCP (see Regulation 5) (or any other instalment plan) and an instalment is missed, the **University will issue a reminder letter requesting payment for the missed instalment. If the student is unable to make the agreed payment, they should contact the University Credit Controller as soon as possible.**

#### **12.0 OUTSTANDING DEBT**

12.1 The University will not normally withdraw a student's IT access during an academic year if the student has paid at least 80% of the tuition fees that have fallen due **and** has a current payment plan in place for the balance. The University may ask the student to provide detailed evidence of their income and expenditure before agreeing a payment plan.

12.2 The University will not normally prevent a student from progressing to the next academic year of their course of study if they have paid at least 80% of their full year's tuition fees **and** have a payment plan in place for the balance. The University may ask the student to provide detailed evidence of their income and expenditure before agreeing a payment plan.

12.3 Students and their guests will not be permitted to attend any graduation award ceremony while they are in debt (relating to tuition, accommodation, or other charges) to the University.

12.3.1 Any academic debt (tuition fees) at the end of the final academic year will preclude a student attending graduation award ceremonies until the debt is settled. Exceptional cases will be considered by the Academic Registrar.

12.3.2 All other outstanding debt (accommodation or other charges) at the end of the academic year will preclude a student attending graduation until the debt is settled. Exceptional cases will be considered by the Academic Registrar.

12.4 The University will not normally accept a student onto a new program of study while they have a debt with the University.

12.5 The University may refuse to give references to future landlords for students who have accommodation fee debts.

12.6 The University is likely to refuse an application for University accommodation from a returning student if they have a poor payment record for accommodation fees.

12.7 If at any time the University is liable to pay any money to a student, the University may first apply that money to pay any of the student's outstanding debts to the University. If the amount to be paid to the student is more than the amount of the student's debt, the University will pay the surplus to the student. The University will provide a written explanation of any deductions that have been made to settle outstanding debt. If the debt owed by the student is more than the amount the University is liable to pay the student, the student will remain liable for the shortfall.

- 12.8 Students who fail to comply the University's Regulations for the Payment of University Fees may also be subject to the University Student's Disciplinary Procedures.

### **13.0 FORMER STUDENTS**

If a student withdraws or leaves their studies with debt owing to the University the Finance Department will continue to pursue recovery of the debt. If the former student fails to agree arrangements to settle the outstanding amounts with the University, the debt may be referred to the University's debt collection agency for further action, which could include court proceedings to recover the debt. The student may then be liable for any other associated costs over and above the debt including interest, court costs and administration costs.

### **14.0 REFUNDS**

- 14.1 All refund requests must be made in writing to [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk)
- 14.2 The University shall have a reasonable time to investigate any request for a refund and may ask the student to provide further relevant documentation in support of the request before agreeing to make the refund.
- 14.3 Where the student validly exercises a statutory right to cancel, the refund will be made in GB pounds sterling of the same amount that the University received. If the payee's bank or card provider charges currency conversion costs or any other fees, these must be borne by the payee. The University will not pass on its own banking charges or charge any fee in respect of the refund.
- 14.4 Where the student validly exercises a contractual right to cancel the refund will be made in GB pounds sterling of the same amount that the University received. If the payee's bank or card provider charges currency conversion costs or any other fees, these must be borne by the payee. The University may pass on its own banking charges or charge an administration fee for making the refund.
- 14.5 Refunds will only be made to the source card or account from which the original payment was made.
- 14.6 If at any time the University is liable to pay a refund to a student, the University may first apply the refund to pay any of the student's outstanding debts to the University. If the amount the University is liable to refund is more than the amount of the student's debt, the University will pay the surplus to the student (refunded to original payment source). The University will provide a written explanation of any deductions that have been made to settle outstanding debt. If the debt owed by the student is more than the amount the University is liable to refund, the student will remain liable for the shortfall.
- 14.7 If the University is liable to refund money to a student, but there is a disagreement about how much the University is entitled to retain to pay a student debt, the University will refund to the student the amount that is not in dispute. The University may retain the amount that is in dispute until the dispute has been settled. When the dispute has been settled, the settlement amount will then be allocated to the person entitled to it.

## 15.0 WITHDRAWING FROM OR INTERRUPTING A COURSE OF STUDY

- 15.1 If a student wishes to withdraw or interrupt studies the student must contact Registry, complete the appropriate form, and (where applicable) return their ID card. If the student is funded through Student Finance England the student must also inform that organisation of the 'Change of Circumstance'. (See [www.gov.uk/student-finance](http://www.gov.uk/student-finance)). The student will receive confirmation of their withdrawal from Registry by email.
- 15.2 Simply stopping or suspending attendance at classes or use of services is not a valid means of withdrawing from or interrupting a course of study and does not reduce the student's liability to pay fees in full.
- 15.3 Withdrawal/Interruption of studies may affect a student's entitlement to University Financial support, as explained at <https://www.winchester.ac.uk/studentsandmoney>.
- 15.4 If a student withdraws from or interrupts their course during an academic year after enrolment, they are liable to pay a proportion of their tuition fees due for that academic year, whether full time or part time and regardless of their source of funding. (Please note, this does not apply to short courses, full fees are due if a student does not complete the course.)
- 15.5 The applicable proportion payable is set out in the table below:

Start Date	Date upon which the student's withdrawal or interruption is agreed by registry.	Proportion of tuition fee payable.
Semester 1	18 September 2023 to 8 October 2023	0%
	9 October 2023 to 7 January 2024	25%
	8 January 2024 to 21 April 2024	50%
	22 April 2024 to 24 May 2024	100%
Semester 2	22 January 2024 to 11 February 2024	0%
	12 February 2024 to 21 April 2024	25%
	22 April 2024 to 24 May 2024	50%
	23 September 2024 to 26 January 2025	100%
PhD Courses (Semester 1 start)	18 September 2023 to 8 October 2023	0%
	9 October 2023 to 7 January 2024	25%
	8 January 2024 to 1 April 2024	50%
	2 April 2024 to 17 September 2024	100%
PhD Courses (April start)	2 April 2024 to 22 April 2024	0%
	23 April 2024 to 17 July 2024	25%
	18 July 2024 to 13 October 2024	50%
	14 October 2024 to 1 April 2025	100%

- 15.6 Withdrawal or interruption from study will become effective from the last date of attendance as specified on the withdrawal/interruption form.
- 15.7 International students who have paid a deposit – if the deposit paid exceeds the percentage fee charged, the full deposit is non-refundable in line with the International Deposit Refund Policy: [Policies and Regulations - University of Winchester](#)

## 16.0. REPEATING STUDIES

- 16.1 Students repeating a year of study will be charged the fee applicable to the course for the year of repeated study in question. This may be more than the fee that applied when the student first undertook the course of study.
- 16.2 Students repeating a full year will be charged the full year's fee. Students repeating part of a year will pay a proportionate part of the full year's fee.
- 16.3 The University has discretion whether to allow a student to repeat part of a year of study.

## 17.0 COMPLAINTS

If a student is dissatisfied regarding a decision concerning payment of fees or any other debt with the University, they should contact Credit Control in writing or by email at [credit.control@winchester.ac.uk](mailto:credit.control@winchester.ac.uk). If a student remains dissatisfied, they should follow the University's complaints procedure.

## 18.0 CONTACT INFORMATION

Email / website	Phone	Contact Type
<a href="mailto:Credit.control@winchester.ac.uk">Credit.control@winchester.ac.uk</a>	01962 827265	Payments
<a href="mailto:Student.Advice@winchester.ac.uk">Student.Advice@winchester.ac.uk</a>	01962 827341	Student Services for independent advice and support
<a href="https://www.winchesterstudents.co.uk/advice">https://www.winchesterstudents.co.uk/advice</a>	01962 827418	Students' Union for independent advice and support