

CHARGING AND PAYMENT OF STUDENT FEES POLICY

1. INTRODUCTION

- 1.1 This document sets out the University policy in respect of the charging and payment of student fees. Students and staff should ensure that they are aware of the rules in place and the consequences of non-payment of fees.
- 1.2 The University provides a range of pro-active support mechanisms for students to help manage their money, as well as advice regarding internal and external sources of support and funding. Hardship and emergency loan funds are also available. Available support is detailed on the Keele University website: [Student Financial Support](#).

2. DEFINITIONS / GLOSSARY

- 2.1 Academic Fees – The following separate fees shall collectively be known as academic fees and relate to the provision of academic services to students.
 - Tuition Fee – the fee paid by students to undertake a course of study (module or programme) at the University.
 - Examination Fee – is charged to students who are examined for a research degree by published work (see Regulation C10).
 - Resubmission Fee – is charged to postgraduate taught students who are permitted to resubmit their dissertation and to postgraduate research students who are permitted to resubmit their thesis for re-examination
- 2.2 Fee Status – this indicates the rate at which a student is required to pay tuition fees.
- 2.3 Mode of Attendance – this relates to the proportion of time that a student is spending on the course over a given period, and the University resources made available to the student for that period.
- 2.4 Residence Fees – is the fee charged for University accommodation
- 2.5 Sponsor – any person or organisation, other than the student, who has agreed to pay to or all of the student's academic or residence fees.
- 2.6 University debts – any monies owing to the University, which shall include, but not be limited to, the following:
 - Academic Fees
 - Residence Fees
 - Late Fees, Fines (e.g. Discipline and Library Fines), Field Trip charges
 - Any other monies owing to the University

3. PURPOSE

- 3.1 The purpose of this policy is to ensure the University explains in an open and transparent manner how fees are charged and how payment will be collected.
- 3.2 To clarify what actions may be taken against students who do not pay the relevant fees at the appropriate time.
- 3.3 To allow the University to manage the level of student debt and ensure that students are aware of the consequences of non-payment.
- 3.4 To ensure that all students are aware of the charging and payment process, to enable early intervention and support for any student whose financial situation has changed during their time at the University.

4. SCOPE

- 4.1 This policy applies to all current students of the University of Keele, and former students who have left the University with outstanding debts.
- 4.2 In this policy, all references to the Chief Financial Officer shall include any nominee who may act with delegated authority.

5. POLICY

Academic Fees Levied

- 5.1 All courses offered by the University will be subject to a tuition fee unless the University specifically decides that no tuition fee shall be chargeable.
- 5.2 Tuition fees will be reviewed on annual basis and may vary. The University Council shall approve all tuition fees set by the University.
- 5.3 For some courses the maximum tuition fee chargeable is set by Government, particularly in the case of home undergraduate students.
- 5.4 Unless otherwise indicated, tuition fees are charged annually and payable by instalments. The level of tuition fee will vary according to the mode of attendance and the fee status of the student. Where the mode of attendance changes during a year, the tuition fee payable will be pro-rata to the weeks of attendance for each mode of attendance.
- 5.5 Where students withdraw from a course during the year, or their studies are terminated by the University, no tuition fee will be charged if the date of withdrawal/termination is within four weeks of the start of the course. For other dates of withdrawal/termination, the tuition fee levied will be:
 - All Postgraduate and International students – the annual fee pro-rata for the number of completed weeks prior to the date of withdrawal/termination.
 - All Home Undergraduate students – a proportionate fee which follows Government recommendations and Student Loan funding rules for the relevant academic year.

- Further details on the charging of fees for withdrawal/termination are available on the Income Office website pages and are updated on an annual basis. Please click [here](#) for more information.
- 5.6 In some circumstances, for some research degrees, examination or resubmission fees are levied and are subject to the same procedures set out in 5.2 above.

Payment of Tuition Fees

- 5.7 All students are liable for the tuition fees for their course. If the student has a sponsor, it is still the responsibility of the student to ensure that correct sponsor details have been provided and that the fees are paid by the deadline set by the University.
- 5.8 Students may arrange to pay their tuition fees by instalments in accordance with University arrangements in place at the time (such arrangements are approved by University Council). The instalment dates will be notified to students as part of the fee charging process and can also be found at [Payment dates](#)
- 5.9 Any student who has not paid fees by the deadline set by the University may be charged a late fee in line with the Tenant Fees act 2019.
- 5.10 In exceptional circumstances the Chief Financial Officer shall have the right to make individual arrangements with a student for payment of any outstanding fees as appropriate.
- 5.11 The Chief Financial Officer shall have the authority to authorise any refund of tuition fees.
- 5.12 The invoicing and collection of fees shall be conducted under the authority of the Chief Financial Officer.

Withdrawal and Termination of Studies

- 5.13 In accordance with [Regulation B8](#) if a student has failed persistently to pay tuition fees then their studies will be terminated. In cases where tuition fees have not been paid by the due date notified to the student, or agreed following a payment plan, the Finance Directorate will send two formal reminder notices to the student. After this point, if the situation has not been resolved satisfactorily (either by payment being received, or an agreed payment arrangement being put in place), the student's studies will be terminated. The student will also be required to vacate University accommodation if they are a current occupant.
- 5.14 If, after a student's studies have been terminated, fees are subsequently paid in full, the student will be entitled to resume his or her course subject to the following conditions:
- For taught courses, unless otherwise agreed by the Head of Student Records and Examinations, a student who has missed more than four weeks of the course will be required to resume studies at the same stage in the next offering of the course corresponding to the stage at which a student's studies were terminated. In such cases,

the right of the student to resume study is conditional upon the continued offering by the University of that course. In particular, there shall be no obligation on the University to teach a course or set examinations or other assessments on a course that has been superseded.

- For research courses, students will be permitted to resume studies immediately, subject to the University still being able to offer appropriate supervision and facilities for the research project.
- Any period of termination owing to non-payment of fees will be included in the overall maximum period of registration allowed on a course, as detailed in Regulation C1. Therefore, a student will not be allowed to resume their course if this would mean exceeding the maximum period of registration allowed.

Examination Fees and Resubmission Fees

- 5.15 Examination and resubmission fees, where applied, are due to be paid at the time of submission of the thesis or portfolio for examination. Submissions will not be accepted unless accompanied or preceded by the correct fee payment.

Re-registering with an Academic Debt

- 5.16 Students with an academic debt will not be permitted to re-register with the University. This may only be waived in exceptional circumstances and with the prior agreement of either the Chief Financial Officer or the Academic Registrar.
- 5.17 Any student who fails to re-register by the date prescribed by the Head of Student Records and Examinations and is subsequently permitted to re-register may be charged a late re-registration fee, at a level to be approved by Council.

Residence Fees

- 5.18 Places in University accommodation are only available to students registered on a course. Any student who fails to maintain their registration will lose their accommodation offer.
- 5.19 All places in University accommodation are offered and accepted subject to the terms and conditions of occupancy notified to each student with the offer of accommodation and Licence Agreement.
- 5.20 Residence fees are set annually and will be paid to the University on prescribed dates (usually at the beginning of each term). Details will be notified to each student as part of the fee charging process.
- 5.21 Residence fees will vary in accordance with the type of accommodation, the level of services provided and the length of the occupancy period.
- 5.22 The payment arrangements for residence fees in force at any time are indicated clearly to applicants for places in University accommodation.

- 5.23 The payment arrangements for residence fees are the same as those set out above for tuition fees (Section 5.7 to 5.12)
- 5.24 In the case of unpaid residence fees, the Finance Directorate will send to the student two formal reminder notices. If the situation is not then resolved satisfactorily, the student may be required to vacate University accommodation as per the terms of their licence agreement.

6. ACTION IN RELATION TO UNIVERSITY DEBTS

- 6.1 Where the University has pursued reasonable internal procedures for the recovery of University debts in relation to academic fees and residence fees, and where debts are still outstanding, the University reserves the right to pursue the recovery of the debt through the legal process, including the use of debt recovery agents. This process may take place at any stage of a student's course, or after the student has withdrawn from the University, or where studies have been terminated
- 6.2 In addition, for any student who on completion of a course (module or programme) has outstanding academic fee debts, the University reserves the right to withhold an assessment mark, award certificate and/or other confirmation of award until all academic fees have been paid.
- 6.3 The University may prevent attendance at any graduation ceremony where a student has outstanding debts of any type. This includes academic fees, residence fees and any other monies owing to the University.
- 6.4 Students will be permitted to receive their degree in absentia if the outstanding debt only relates to non-academic fees (being residence fees and/or miscellaneous fees).
- 6.5 The conditions set out above (Section 6.1 to 6.4) may be waived, in full or in part, in exceptional circumstances with the prior agreement of either the Chief Financial Officer or the Academic Registrar. Any exceptional circumstances will be considered on a case-by-case basis.

7. COMPLAINTS PROCESS

- 7.1 Any student who believes that a decision by the University about their fee payment is unreasonable, including
- any requirement to withdraw from the University or
 - where studies have been terminated by the University or
 - a requirement to vacate University accommodation,
- may bring a complaint under the University Student Complaints Procedure as set out in [Regulation B7](#). Students can also refer to the [Student Terms and Conditions](#) on the University website for further information.

8. ROLES AND RESPONSIBILITIES

- 8.1 The Financial Services Manager and the Income Office Manager will be the primary contacts for any information regarding the Charging and Payment of Student Fees Policy. Contact details are as below:

Lee Bestwick
Financial Services Manager
Telephone: 01782 734387
Email: l.a.bestwick@keele.ac.uk

Richard Farrell
Income Office Manager
Telephone: 01782 733469
Email: r.p.farrell@keele.ac.uk

9. RELATED POLICIES AND PROCEDURES

This policy should be read in conjunction with the following:

- Tuition Fee Charging Policy – withdrawal from, or termination of study.

10. REVIEW, APPROVAL AND PUBLICATION

- 10.1 The Charging and Payment of Student Fees Policy is subject to review every 3 years by the Chief Financial Officer or following a change to relevant UK legislation.
- 10.2 Minor updates to the Charging and Payment of Student Fees Policy will be approved by the Business Review Committee. If the updates to the Charging and Payment of Student Fees Policy are defined by the Business Review Committee as major, the Committee will recommend their approval to Council.

11. DOCUMENT CONTROL INFORMATION

Document Name	Charging and Payment of Student Fees Policy
Owner	Chief Financial Officer
Version Number	V1.2
Equality Analysis Decision and Date	N/A
Approval Date	9/2/2023
Approved By	Council
Date of Commencement	9/2/2023
Date of Last Review	9/2/2023
Date for Next Review	9/2/2026
Related University Policy Documents	N/A
For Office Use – Keywords	