

Refund and Compensation Policy 2017/18

This policy applies to students who are registered and studying with UEA. Students who are registered and studying at partner colleges for an award validated by UEA should refer to their college's refund and compensation policy.

1. Tuition fee refunds

- 1.1. Tuition fee liability is set out below. In the event a student ceases their studies and leaves the University, a refund of tuition fees will be made if the fees paid exceed the calculated liability.
- 1.2. The policy is updated annually. The policy that applies to students is therefore dependent on the nature of the course studied and the course start date.
- 1.3. There is no variation in policy in relation to a student's fee status be they categorised as being liable for fees at the Home, EU or International rates.
- 1.4. The refund would be paid to whomever paid the tuition fee.
- 1.5. This Refund and Compensation policy will be made available to applicants via the University website and drawn to the attention of applicants as part of the offer information.

2. Bursaries, Scholarships and Studentships

- 2.1. The University's agreement with OFFA/OfS for charging the maximum undergraduate tuition fee obliges the University to offer a bursary scheme aimed at Home/EU students from low household income backgrounds and other widening participation criteria.
- 2.2. The University's bursary scheme terms and conditions can be found at the below web link: <https://www.uea.ac.uk/documents/2654296/0/2018+Entry+Bursaries+TC.pdf/7ac2d11b-0f99-fdd9-e611-56b39a9a02a3>. Any bursary entitlement due to a student would be reduced pro rata on their withdrawing from the course.
- 2.3. The University offers a number of scholarships to undergraduate students. The University's scholarship general terms and conditions can be found at the below web link: https://www.uea.ac.uk/documents/2654296/0/UG_Scholarships_Terms_and_Conditions_2018_v1.1.pdf/82bade01-a191-450f-92cd-9e67d34895da
Once a scholarship has been awarded any scholarship entitlement due to a student would be reduced pro rata on their withdrawing from the course. If a scholarship holder breaches the terms and conditions associated with their scholarship it will be withdrawn and depending on the type of scholarship and the nature of the breach, they may be liable to re-pay some or all of the award. Full details are given in the terms and conditions.
- 2.4. The University offers a number of studentships and scholarships to postgraduate research students, which are covered by a set of specific terms and conditions in each case, sent in durable form when the studentship or scholarship offer is made. Once a studentship or scholarship has been awarded any entitlement due to a student would be reduced pro rata on their withdrawing from the course. If a studentship or scholarship holder breaches the terms and conditions associated with their studentship or scholarship it will be withdrawn and depending on the type of studentship or scholarship and the nature of the breach, they may be liable to re-pay some or all of the award. Full details are given in the terms and conditions.

3. Research Training Support Grants and Bench Fees

- 3.1. Where a group of postgraduate research students are eligible to benefit from support provided by a funder in the form of a Research Training Support Grant administered by the University, this will be administered in line with the agreements signed by the University with the funder and/or any doctoral training partner institutions, and for the purpose of ensuring that students can carry out their approved research projects.
- 3.2. Where a postgraduate research student or their funder pays a bench fee in order to cover necessary costs for their research project, and this is administered by the University, then in the event that a student ceases their studies and leaves the University a refund of bench fees will be made if the fees paid exceed the calculated liability. This liability will be calculated taking into account those project costs reasonably charged against the bench fee up to the date of the student's withdrawal.
- 3.3. Eligible individual students who directly incur reasonable expenses related to their project which they reasonably expected would be reimbursed from a Research Training Support Grant or bench fee budget will normally be eligible for refund or compensation by the University up to the value of these expenses reasonably incurred, where these were incurred in good faith. Otherwise, any refund or compensation would be made to the funder.

4. Refund policy for international student deposits

- 4.1. The deposit paid will be reimbursed in full if evidence of a visa rejection is received and verified from the relevant UK visa office. Refunds will not be given however if the reason for the visa rejection is due to the failure to follow UK Visas and Immigration guidance or submission of fraudulent documents.
- 4.2. Refunds will also be made to conditional offer-holders who pay their deposit then fail to meet the conditions of the University's offer of a place.
- 4.3. Any offer-holder who wishes to defer their place to the following year will have any deposit deferred as well, the deposit will not be refunded
- 4.4. Offer holders who change their minds and decide not to take up their place will not be entitled to a refund of the required deposit paid
- 4.5. Refunds will only be made to the individual or organisation who originally paid the deposit. If a third party has paid the deposit on behalf of the applicant, we are unable to refund the deposit directly to the applicant.
- 4.6. Please note that refund requests will only be authorised within 3 years of the deposit payment date.

5. Compensation

- 5.1. UEA has a single campus in Norwich, Norfolk and this is the location from which it delivers courses. The University has no plans to open and relocate courses to a second campus.
- 5.2. The University's approach to course closure is to teach all students through to the completion of their studies. The University's course closure process ensures plans are put in place to enable all students registered on the course to complete their studies. There are no courses identified where there would be an increased risk of non-continuation.

- 5.3. In the exceedingly rare event the University was not able to preserve the continuation of study the University would provide a transcript and where appropriate an exit award in relation to the credits passed and awarded, and seek to relocate the student, so they can complete their studies and achieve the intended qualification aim, at another provider.
- 5.3.1. In the event students transfer to complete their studies at another provider, the University would provide a compensation payment that would cover
- a) In the case of students on a course with an unregulated fee
 - i. the difference in tuition costs between the fee that would have been liable at UEA and the fee at the new provider to complete the course
 - ii. relocation expenses of up to £1,500 on the provision of receipts
 - iii. the fee for any single academic year of additional study at, and required as a condition of registration, by the new provider and a sum of £3,500 towards maintenance costs for this year of additional study
 - b) in the case of students on a course with a government regulated fee
 - i. relocation expenses of up to £1,500 on the provision of receipts
 - ii. the fee for any single academic year of additional study at, and required as a condition of registration, by the new provider and a sum of £3,500 towards maintenance costs for this year of additional study
- 5.3.2. In the event an alternative provider cannot be found that is acceptable to the student the University would refund all tuition fees, and make a compensation payment which would take into account maintenance costs and the duration of study.
- 5.4. Some postgraduate research students study under co-tutelle or split-site arrangements undertaking their research both at UEA and at a partner organisation. If the opportunity for study at the partner organisation fails for whatever reason then termination clauses in the agreement signed by the student, UEA and partner organisation will apply. Where there is no provision in the agreement for the partner organisation to provide any refund or compensation, or the partner organisation does not make sufficient provision in accordance with the agreement, the University will make a compensation payment, which would take into account maintenance and relocation costs and the duration of study.

6. Financial security

- 6.1. The University has cash reserves of £85.3million and an internal requirement to hold a minimum cash reserve of £25million which would be sufficient to provide refunds and compensation for students for whom we have identified in the event of increased risk of non-continuation of study.

7. Tuition Fee liability details

- 7.1. Tuition fees are normally charged on an annual basis and so for a course being delivered over, for example, three years, a student can expect to pay a tuition fee for each year of study.
- 7.2. Tuition fees will normally increase annually. The fee increase will be limited to 4% or the % increase of the UK Government regulated fee.
- 7.3. The guidance in Annex A below details a student's tuition fee liability for the academic year in the event a student withdraws or interrupts their study before the end of that academic year.
- 7.4. Where part-time fees are charged based on the modules studied, the fee will be based on the credit value of modules studied as a percentage of the credits associated with full-time study.

- 7.5. The standard UG academic year has two semesters and the teaching weeks are numbered: the Autumn semester has 12 weeks and the Spring semester has 18 weeks and includes an assessment period. This numbering is also used for most postgraduate courses.
- 7.6. Where reference is made to terms then: Autumn term refers to teaching delivery between Summer and Christmas, Spring term to delivery between January and Easter, and Summer term to delivery between Easter and the Summer.

Annex A

Tuition fee liability for the academic year for students who withdraw prior to the completion of the course/module							
For students who are new entrants to the University from 1 August 2018							
Level	Mode of study (full or part time)	Basis of fee		No charge	25% fee charged	50% fee charged	Full fee charged
UG	Full time	Course		< = 2 weeks of study	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
PGT	Full time	Course		< = 2 weeks of study	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
UG & PGT	Full time	Course	January starts	< = 2 weeks of study	< Spring semester Friday week 11 (27.4.19)	< 1.9.19	>= 1.9.19
PGT	Part-time	Course		< = 2 weeks of study	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
UG	Part-time	Module	Single semester modules	< Monday Week 5		> = Monday Week 5	
UG	Part-time	Module	Year long modules	< = 2 weeks of study	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
PGT	Part-time	Module	Single semester modules	< 50% of the module		> = 50% of the module	
PGT	Part-time	Module	Year long modules	< = 2 weeks of study	> 2 weeks	> 1 term	> 2 terms
Research PG				< = 4 weeks	Fee calculated based on each month (or part thereof) completed.		
Tuition fee liability for the academic year for students who withdraw prior to the completion of the course/module							
For students who are new entrants to the University no later than 31 July 2018							
Level	Mode of study (full or part time)	Basis of fee		No charge	25% fee charged	50% fee charged	Full fee charged
UG	Full time	Course		< = 31 October	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
PGT	Full time	Course		< = 31 October	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
UG & PGT	Full time	Course	January starts	< 5 weeks of study	< Spring semester Friday Week 11 (27.4.19)	< 1.9.19	>= 1.9.19
PGT	Part-time	Course		< = 31 October	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 14 (29.4.19)
UG	Part-time	Module	Single semester modules	< = 26 October 2018 (Autumn modules) or 15 Feb 2019 (Spring modules)		> 26 October 2018 (Autumn modules) or 15 Feb 2019 (Spring modules)	
UG	Part-time	Module	Year long modules	< = 31 October	< Spring semester Monday Week 1 (14.1.19)	< Spring semester Monday Week 12 (29.4.19)	> = Spring semester Monday Week 12 (29.4.19)
PGT	Part-time	Module	Single semester modules	< 50% of the module		> = 50% of the module	
PGT	Part-time	Module	Year long modules	< = 2 weeks of study	> 2 weeks	> 1 term	> 2 terms
Research PG				< = 4 weeks	Fee calculated based on each month (or part thereof) completed.		