Tuition and other Fee Regulations 2025/26

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Tuition and Other Fee Regulations 2025/26

1. Introduction

The Tuition and Other Fee Regulations ("Regulations") detail the rules setting out how and when you must pay fees to London South Bank University ("the University"). These Regulations detail both your responsibilities and ours regarding fees and the procedures applied if you do not pay your fees.

2. Scope – who is covered by these regulations?

The Regulations apply to you if you are:

- an applicant to the University for apprenticeships, undergraduate or postgraduate courses (full-time and part-time)
- a current student enrolled on a course of study at the University
- a student who has interrupted or is interrupting a course of study
- a student who is withdrawing or has withdrawn from a course of study or
- a past student at the University

3. Who is responsible for this procedure?

The Group Chief Finance Officer has overall responsibility for these Regulations. Day-to-day responsibility is delegated to the Academic Registrar.

4. Summary

- Confirmation of your fee status assessment will be provided at enrolment
- You agree at enrolment/re-enrolment to pay the required tuition fees, and any other fees, by the due dates as set out in these Regulations
- You must confirm at enrolment/re-enrolment how your fees will be paid, *e.g.* with a tuition fee loan, sponsorship or via the apprenticeship scheme
- If you are self-funding your studies or if your loan or sponsorship is not confirmed at the date of your enrolment, you must pay a minimum of 50% of the annual tuition fee for the first academic year to be fully enrolled on your course
- It is your responsibility to ensure that you can pay your tuition fees as and when they are due and to ensure that funding is in place for your course when required. You are personally liable for payment of your tuition, and any other, fees throughout your course, even where a sponsorship arrangement is in place or you have arranged for the University to receive payment on your behalf from the Student Loans Company ("SLC")
- Most Overseas applicants will be required to pay a 50% tuition fee deposit to secure their Confirmation of Acceptance for Study ("CAS")
- Some Overseas applicants may be able to pay a lower amount to start the CAS process, with the balance of the 50% deposit being due before CAS is issued.
- If you wish to change, interrupt, withdraw from or repeat your course of study, you **must** follow the correct procedures and there may be fee implications, as set out in these Regulations, even if you have extenuating circumstances. **Course Leaders, academic or other teaching staff are not responsible for processing, investigating or deciding on a level of tuition fee.**

- You must notify the University immediately if you are unable or struggling to pay your tuition fees, in part or in full
- You can contact the Student Life Hub for tuition fee payment advice and assistance
- Failure to pay your tuition fees as and when they are due may result in sanctions being imposed on you, such as restricting your access to university services or the continuation of your visa. Struggling to pay for your tuition fees may also be seen as a breach of your visa conditions as you are required to prove that you can support yourself whilst studying in the United Kingdom ("UK").
- If you fail to pay your tuition fees each year, you may also be withdrawn or forcibly interrupted from the course and a UK or international debt collection agency may be instructed to recover the outstanding tuition fees
- If you are eligible for a refund, you must submit a completed refund request form. This must normally be submitted with all relevant supporting information within 20 working days of your course start.
- Where the University is unable to continue offering your course of study, for example due to temporary or permanent closure of the University, the University's Refund and Compensation policy as part of the University's Student Protection Plan will apply as set out in section 25.

5. Tuition Fees

5.1. You are liable for payment to the University of all fees for the course on which you study. Course fees are set out on the University website.

5.2. These Regulations form part of the Student Contract and should be read in conjunction with the Enrolment Terms applicable to your year of entry at the University.

5.3. Tuition fees, where they are not capped by the government, *e.g.* tuition fees for Overseas students and students on most postgraduate courses, are set on an annual basis by the University Executive.

5.4. If you interrupt or withdraw from your course of study, your tuition fee liability may be maintained or reduced, as set out in section 23.

5.5. If your attendance and engagement fall below an acceptable level, in accordance with the University's Attendance and Engagement Policy and Procedure, you may be withdrawn from your course and may become ineligible for further government or discretionary (*e.g.* scholarships) financial support. You remain eligible for paying fees.

5.6. At your enrolment, and any subsequent re-enrolment(s), you **must** confirm your intention to study and your agreement to pay the fees for the course. Where you can academically progress into the next year of your studies, the University will auto-re-enrol home students into the next academic year and you will receive an email notification of this. Should you not wish to return to your studies, please refer to the information on withdrawal and interruption in section 23. For the specific payment deadlines for your course, please refer to section 15. You are expected to enrol at the University at the earliest opportunity and within 28 days of the first day of the semester in which the course commences.

5.7. If you are embarking on an apprenticeship, which incorporates a course of study at the University, you are not normally liable to pay tuition fees as your employer will cover these. If you leave your employment during the period of the apprenticeship agreement but choose to continue your studies at the University, you will become liable for the remaining tuition fees. For further information on the fee implications of withdrawal and interruption, please see section 23.

5.8. All fees and refunds are quoted and will be calculated in GB pounds sterling.

5.9. The Academic Registrar, or nominee, will determine your tuition fee status and the appropriate fee to be paid. If you believe your circumstances have changed so that you qualify for a different fee status, please follow the procedure set out in paragraph 6.5 below. If you are unhappy with the notified fee status, you can challenge this decision using the Student Complaints Procedure. Please note that you must make your complaint within three months from the date of the fee notification. Any complaints made after this date will be considered out of time.

5.10. The University may charge different fees for EU, EEA and Swiss students, depending on whether they have settled, pre-settled or Overseas status. Students not holding UK immigration permission will be required to apply for a student visa to study in the UK. For further guidance, please see: Studying in the UK: guidance for EU students – GOV.UK (www.gov.uk)

6. What determines my fee status?

6.1. The University sets different tuition fee rates, depending on your mode of study and fee status as either a Home or Overseas student. The decision made by the University in respect of your fee status is initially assessed at application and is subject to the relevant legislation and guidance in force at the time.

6.2. Fee status is influenced by an applicant's nationality and the country where they normally reside, in line with the Education (Fees and Awards) (England) Regulations 2007. For more information, UKCISA (UK Council for International Student Affairs) offers detailed explanations of the conditions required to qualify for home fee status.

Important notice

6.3. By accepting an offer to study at LSBU, you agree to the terms and conditions of that offer, including the fee status. The fee status is applicable for the duration of the programme and is usually not subject to change once the offer is accepted, apart from in some compelling circumstances. If your fee status does change, it will normally take effect in the next academic year. If you are in doubt as to your tuition fee status you must contact fees@lsbu.ac.uk or https://www.ukcisa.org.uk for advice and guidance on fee status before your course starts.

Changing fee status as a current student

6.4. Ensure you are satisfied with your fee status before starting your course, as it typically cannot be changed once your studies have begun.

6.5. However, a small number of changes in personal circumstances (Qualifying Events) may allow you to switch from Overseas to Home fee status from the start of the next academic year. A Qualifying Event may occur if a student or parent/guardian/spouse experiences one of the following changes in circumstances:

- Gains British or Irish citizenship
- Becomes an EU national with settled status
- Gains Indefinite Leave to Remain or Settlement
- Becomes a family member of a person holding settled status in the UK on the start date of the student's course, and who will be living in the UK on the first day of the academic year during which the student hopes to pay home fees.
- Is a family member of a non-British citizen who has been serving in the British armed forces since the start date of the student's course
- Is an EEA migrant worker, frontier worker, employed or self-employed person
- Is a Swiss employed or self-employed person, or a Swiss frontier employed or self-employed person
- The student is a child of a Swiss national
- Is granted one of the following types of leave to remain in the UK: Humanitarian Protection, stateless leave, section 67 leave or Calais leave
- Is granted Refugee status by the UK government, or Indefinite Leave to Remain (ILR) as a bereaved partner or victim of domestic violence or abuse
- Obtains leave to remain in the UK under one of the Afghan Schemes
- Obtains leave to remain in the UK under one of the Ukraine Schemes

If you become eligible for a change in fee status

6.6. Before requesting a change in your fee status as a current student, carefully review the UKCISA guidance to ensure you meet the eligibility criteria.

6.7. Contact fees@lsbu.ac.uk with the subject line 'Enrolled Fee Status Request' and include your student ID number. Attach the following documents in PDF format:

- a copy of the UKCISA guidance note highlighting the applicable category and explaining how you meet each requirement https://www.ukcisa.org.uk/
- a completed fee assessment form
- a scanned copy of your passport
- scanned copies of all immigration documentation (e.g. visa, ID card, letter from the Home Office)
- any other relevant documentation, such as a GP letter confirming how long you have been on the patient register, a school letter confirming when you attended, proof of mortgage or rent payments, utility bills confirming length of residence in your property.

7. Tuition fee amendments

7.1. If your fee has been incorrectly assessed due to issues with the information provided on your application form or at enrolment, your tuition fee will be automatically adjusted so that you are charged the correct tuition fee for your course or mode of study.

7.2. If the credits you are taking are reduced by recognition of accredited prior learning (APL) or accredited prior experiential learning (APEL), your tuition fee may be adjusted. There is no additional fee chargeable for the consideration of accredited prior learning (APL).

8. Early settlement discount

8.1. If you are a self-funding student, or if you are a post-graduate student with a post-graduate loan, enrolling/re-enrolling for a whole academic year's study, and you pay the tuition fee for the academic year in full at enrolment or by your published re-enrolment deadline, you may be entitled to an early settlement discount of 5% of the course tuition fee for the relevant academic year. The discount is not applicable if you are in receipt of any undergraduate funding from the Student Loans Company (SLC), or if you are eligible for but choose not to apply for a tuition fee loan. The discount will not be applied to any additional fees, *e.g.* field trip costs.

8.2. Students in receipt of the University's Loyalty Award or Overseas self-funded students in receipt of one of the international scholarships may also qualify annually for the 5% early settlement discount on the balance of their tuition fees once any award/scholarship discount has been applied.

8.3. Students studying for fewer than two semesters in any one academic year must pay their tuition fees in full at enrolment and are not eligible for the early settlement discount.

8.4. The early settlement discount does not apply to tuition fees for repeat modules or to the writing-up fee which must be paid in full at re-enrolment.

8.5. The early settlement discount will not apply in subsequent academic years if you interrupt or withdraw in any academic year.

9. Tuition Fee Increases and Fee-charging by Cohort

9.1. Enrolled students are charged an annual tuition fee in each year of their course, or a fee for each module. The tuition fees for your course will be as set out in your offer letter and can also be found on the University's website.

9.2. If you are a home student studying on an undergraduate course, the maximum tuition fee that the University can charge is set by the government. The University cannot exceed any maximum government-regulated undergraduate fee. The University reserves the right to increase its tuition fees to the maximum permitted level for new or continuing students for reasons such as enhancing the quality of the student learning experience, managing inflationary rises in operational costs and reflecting changes in government policy or regulations. If you are a home undergraduate student, any increase in your tuition fee will be in line with any uplift determined by the UK government by legislation, regulation and any government guidance or decisions. Such increases are normally linked to inflation and determined by using RPIX (the Retail Price Index excluding mortgage interest payments). The University reserves the right to charge the maximum permitted tuition fee.

9.3. Tuition fees for Home students on postgraduate courses longer than one academic year may also increase annually in line with the CPI (Consumer Prices Index) measure of inflation to reflect increased costs of delivery and to maintain a high-quality student experience but, in any event, tuition fees will not increase by more than the CPI plus five per cent (+5%) in each academic year.

9.4. Tuition fees for Overseas students (undergraduate and postgraduate) are reviewed annually and the University reserves the right to increase tuition fees for Overseas students in line with the CPI measure of inflation to reflect increased costs of delivery and to maintain a high-quality student experience but, in any event, tuition fees will not increase by more than CPI plus five per cent (+5%) in each academic year. The University reserves the right to charge an ancillary fee or levy to cover any administrative or regulatory costs associated with a student entering the UK.

9.5. If the University intends to increase your tuition fees it will notify you of this as soon as it is reasonably practical and, in any event, not normally less than three months before the start of the academic year to which the fee increase is intended to apply. If you are dissatisfied with the proposed increase, you have the right to terminate your contract with the University without penalty.

9.6. When you first enrol on a course, you will be allocated to a cohort. A cohort is a group of students who commence their studies at the same time, on the same mode of attendance, and would therefore be expected to progress through the various academic levels or stages together. Your tuition fee is linked to your cohort of study which indicates when you commenced your course. Students in a particular cohort will pay the same tier of fee as other students of the same type, *e.g.* Home or Overseas, in that cohort. Once you are allocated to a new cohort (for example due to interruption or withdrawal) you cannot return to a different fee cohort.

9.7. If you interrupt continuously for two academic years (four semesters), you will join a new cohort for tuition fee purposes and will be charged the appropriate tuition fee for the academic year in which you recommence your course of study. Please refer to section 23 for further information on the fee implications of interrupting your studies.

9.8. If we agree that you can defer a module to a later academic year, the fees for that module will relate to the year in which you undertake the module, unless we agree otherwise.

10. Resits and repeats

10.1. If you resit a module and still do not meet the necessary academic threshold, we may allow you to repeat that module again. You will normally be charged a fee, at the standard module rate applicable to the academic year in which you undertake the repeat module, for repeating the module and resitting all the relevant assessments. Students must self-fund for the repeat module(s) unless they have repeat study funding confirmation from the SLC. The exam board decision may allow some students to pass to the next academic level with outstanding modules at the previous level. Students who progress to the next level with outstanding module(s) will not have to pay extra for the outstanding module(s).

10.2. Students should seek guidance on the tuition fee implications of interrupting or repeating a year of study, so they fully understand the implications of doing so. You can contact the Student Life Hub via MyLSBU.

11. NHS contract-funded students

11.1. NHS England (or any replacement body from time to time) covers tuition fees for some eligible courses of study.

11.2. If you cannot provide proof of approval from NHS England or the relevant NHS funding body for the payment of your tuition fees, or the University does not hold approval for any extension, you will remain personally responsible for payment of any tuition fees and charges, regardless of any arrangements between the University and the relevant NHS funding body. This can relate to tuition fees for the whole or part of the year, modules, the course, or payments associated with attendance on the course. Further, you may receive approval for an extension and still have to meet any difference between payments approved or granted and those due. For further details, visit: www.gov.uk/nhs-bursaries/eligibility www.nhsbsa.nhs.uk/nhs-bursary-students

12. Continuing Professional Development (CPD_Open)

12.1. Students who decide to take a slower route or modules on a standalone basis will be enrolled on CPD_Open.

12.2. If you are self-funded, full payment is required prior to starting the module and if your fees will be paid by a sponsor, your fee sponsorship must be confirmed prior to your enrolment/re-enrolment. Payment in instalments is not available for CPD_Open Health and Life Sciences courses.

12.3. The period of registration for CPD_Open courses is six years, meaning that all credits counting towards an award must be achieved within a six-year academic registration period.

12.4. No refund can be made once you have enrolled on a CPD_Open module. This also applies to study days and workshops.

12.5. Students who do not complete a module/element and return in a subsequent academic year to either repeat or re-enrol on the same module will normally be expected to pay for the module at the applicable fee rate for that academic year.

13. Ancillary fees

13.1. Students may be required to pay additional fees for ancillary products or services relating to their course e.g. residentials and field trips, equipment, materials, specialist software, uniform, the cost of additional DBS checks and student membership fees required by professional bodies.

13.2. The University may provide means-tested financial support to eligible students to help aid towards the cost of ancillary fees. Please note that some ancillary services may be provided by third parties with fees paid direct to them. https://myaccount.lsbu.ac.uk/s/article/How-can-I-support-myself-financiallywhilst-I-study

13.3. Any ancillary fees will be identified before applications open for the relevant year of study, published on the website and set out in offer letters where they are specifically applicable to your study.

13.4. Where a course or module requires a student to undertake a mandatory activity prior to studying or going on placement, the University will normally only pay a fee to an external provider once to provide this service for a student unless otherwise agreed by the Academic Registrar (or nominee). If the student does not attend the appointment or fails to undertake a reasonable instruction to do so from a staff member, the student will be expected to pay for the third-party service themselves. Such third-party services may include obtaining a Disclosure and Barring Service certificate, attending an Occupational Health assessment or other required training or certification.

13.5. For payment of accommodation fees, please refer to the Accommodation page on LSBU's website for specific details and individual agreements. If you fall into arrears with your accommodation fees, a Bad Financial Standing ("BFS") Halls banner will be applied to your account to reflect the debt. This will not restrict access to your student account.

14. Payment methods, deposits and payment due dates

14.1. There are a number of ways that you can pay your tuition fees, including:

- full payment upfront
- instalment plans
- student loans via government agencies such as SFE, SAAS, SFNI, SFW, US or Canada, mainland Europe etc.
- employer sponsorship, including apprenticeships
- government or other similar University recognised external sponsorship
- the University's staff fee waiver scheme

14.2. Tuition fees must be paid in accordance with the payment arrangements set out below. Click here for further information on the different payment methods.

14.3. If you have yet to apply for a tuition fee loan, you will be enrolled under an agreement that you will apply for student finance upon enrolling. You will be given 28 days from the course start date to secure student finance funding. If you fail to obtain funding from the SLC after this time period, you will be personally liable for your tuition fees as if you were a self-funding student.
www.gov.uk/brows6.1.e/education/student-finance
www.gov.uk/brows6.1.e/education/student-finance/who-qualifies

14.4. Where you enrol/re-enrol with a third party paying your fees, which includes an employer, a sponsor or a loan provider, you must understand that the contract is between the University and you, and that you are personally responsible for payment of tuition fees should the relevant party fail to make payment. Sponsor invoices must be paid within 30 days of receipt. If a sponsor is paying only part of the tuition fees, your contribution is payable in the same way as for self-funding students. If your sponsor fails to pay the fees for invoices issued from 1 August to 31 December, a BFS banner will be applied to your account on 31 January and may restrict your access to results and transcripts. Follow-up on these fees will be to both the sponsor and you. Invoices issued from January onwards which are unpaid, will have the BFS banner applied in the month after.

14.5. Overseas applicants who require a student visa for their course are normally required to pay 50% of the first year's tuition fee to secure a CAS. The pre-CAS process can be started with an initial payment of £1,000, with a top up to 50% of the first year's tuition fee (before discounts) prior to the CAS being issued. The 50% deposit may be refunded in the following limited circumstances:

- If you paid the 50% deposit while holding a conditional offer and fail to meet the academic or non-academic conditions of that offer and therefore cannot be admitted to the University; or
- If you withdraw your application before a CAS has been issued or;
- If we do not issue you a CAS following our pre-CAS interview process, except where we have reasonable grounds to believe that fraudulent documents have been used in the application process; or
- If you cancel your contract with the University within the statutory cancellation period as set out in the Enrolment terms (currently 14 days from the date that you accept your offer); or
- If your application for your student visa has been refused, except where fraudulent documents have been used to apply for or receive a visa; or
- If there are travel restrictions related to your right to study in the UK which prevent you from travelling to the UK and undertaking your course; or
- If the University fails to run the course for which you have been made the offer (or an alternative).

14.6. Tuition fee deposits will not be refunded in any of the following circumstances:

- A student visa is refused due to fraudulent documentation, misrepresentation, nondisclosure of prior refusals or if other material information has been withheld during the admissions and enrolment process or whilst studying with the University.

- A student visa is approved but you do not travel to the UK.
- You do not enrol on the course for reasons within your control. For example, you do not make reasonable and timely arrangements to travel to the UK shortly after having a student visa approved.
- You obtain a visa but decide not to enrol.
- You enter the UK with a student visa and during the period of your course you withdraw from your studies and seek alternative means of leave to remain in the UK.
- Enrolment has commenced, either online or in person, and you subsequently withdraw.

Discretionary part-refund of deposit in compelling circumstances

14.7. The University may in its absolute discretion make a refund to you of up to 50% of the deposit paid, if you withdraw your application and produce documentary evidence to prove that any of the following exceptional circumstances have occurred on a specified date after your payment of the deposit and before your enrolment:

- Death or terminal illness of an immediate family member; or
- Death or terminal illness of the person responsible for the payment of your tuition fees.

14.8. Payments of deposits should only be made via our payment portal hosted by Convera for Students. Any additional tuition fee payments should be paid via Convera.

14.9. The University will not support any student for a post study visa whilst tuition fee or ancillary fees remain outstanding.

14.10. Students whose tuition fees will be paid through Federal Aid should seek advice from our website.

14.11. You can usually obtain a student loan from SLC if you are a home undergraduate student and you are embarking on your first undergraduate course of study. Tuition fee loans are usually available for the full, standard length of the course plus one extra year, to cover false starts or university/course transfers. Please note that if you have already received funding for an undergraduate course, you may be required to self-fund part or all your course. For further information, please check the relevant pages of the SLC website.

14.12. Some postgraduate courses attract government tuition fee funding, *e.g.* PGCE, MArch, and pre-registration health courses. Any fees payable in excess of the maximum amount which is available under the government’s funding e.*g.* a dissertation fee, remain the responsibility of the student. Additional fees applicable for your course will be set out in your offer letter.

14.13. Some students undertaking a second undergraduate degree in a STEM subject may be eligible for government support and funding, depending on the subject area and the rules in force at the time.

14.14. Students studying for fewer than two semesters in any one academic year cannot pay in instalments and must pay their tuition fees in full at enrolment.

14.15. If you are eligible but choose not to take out a tuition fee loan, or if you are ineligible for a loan, you may be allowed to pay in instalments but will be required to pay a minimum of 50% of the annual fee to be fully enrolled/re-enrolled.

14.16. Postgraduate loan payments are paid directly to students and will only be released once they have completed enrolment and cannot, therefore, be used to pay towards tuition fees at enrolment. You will need sufficient funds to make the first tuition fee payment without the postgraduate loan and will need to provide evidence at enrolment/re-enrolment that your loan has been confirmed. If you are unable to provide this evidence, you will be required to pay at least 50% of the annual fee at enrolment/re-enrolment. Please click here for further information.

15. Payment dates

15.1. Payment dates for September 2025 starters:

Amount due	New students commencing in 2025/26	Continuing students	Postgraduate/ doctoral loan (new and continuing students)	MA Social Work (new and continuing students)
Full payment	By enrolment (or by 15 August 2025 for CAS applicants)	By re-enrolment (or by 15 August for CAS applicants)		
Or initial down payment	50% by enrolment (or by 15 August 2025 for CAS applicants)	50% by re-enrolment (or by 15 August for CAS applicants)		1/6 (of your portion) to enrol/re-enrol
1st instalment	25% of the annual fee by 1 December 2025	25% of the annual fee by 1 December 2025	1/3 of the annual fee by 1 November 2025	1/6 by 1 November 2025
2nd instalment	25% of the annual fee by 13 April 2026	25% of the annual fee by 13 April 2026	1/3 of the annual fee by 30 January 2026	1/3 of the annual fee by 30 January 2026
3rd instalment			1/3 of the annual fee by 13 April 2026	1/3 of the annual fee by 13 April 2026

15.2. Payment dates for January/February/March starters:

Amount due	New students commencing in 2025/26	Continuing students	Postgraduate/doctoral loan (new and continuing students)
Full payment	By 12 December 2025	By the start of your new academic year	
Or initial down payment	½ of the annual fee by 12 December 2025	½ of the annual fee by 12 December 2025	
1st instalment	¼ of the annual fee by 24 April 2026	¼ of the annual fee by 24 April 2026	1/3 of the annual fee by 27 February 2026
2nd instalment	¼ of the annual fee by 26 June 2026	¼ of the annual fee by 26 June 2026	1/3 of the annual fee by 8 May 2026
3rd instalment			1/3 of the annual fee by 9 October 2026

15.3. Payment dates for April/May/June starters:

Amount due	New students commencing in 2025/26	Continuing students	Postgraduate/doctoral loan (new and continuing students)
Full payment	By 20 March 2026	By the start of your new academic year	
Or initial down payment	½ of the annual fee by 20 March 2026	½ of the annual fee 20 March 2026	
1st instalment	¼ of the annual fee by 4 September 2026	¼ of the annual fee by 4 September 2026	1/3 of the annual fee by 8 May 2026
2nd instalment	¼ of the annual fee by 25 November 2026	¼ of the annual fee by 25 November 2026	1/3 of the annual fee by 9 October 2026
3rd instalment			1/3 of the annual fee by 29 January 2027

16. Fraudulent payments

16.1. You may be approached by individuals offering to pay your tuition fees on your behalf, in return for an upfront payment. Where this happens, it is often the case that this could involve the person using stolen debit or credit cards to make the payment. Fraud is illegal and could be an example of money laundering. If you know or believe that a person who is paying for your tuition fees is involved in such activity you could be aiding and abetting fraud and may be subject to arrest by law enforcement, and the University may take disciplinary action against you. If the University receives multiple failed payment attempts, your ability to pay on the portal will be disabled and you will have to pay by direct bank transfer. A BFS_DST (in dispute) banner will be applied to your account, and you will be notified of this. If there is a chargeback on your account, *i.e.* monies are clawed back after receipt by the University, you will be notified and requested to make payment by direct bank transfer. If an agent arranged your introduction to the University, Admissions will review your case and liaise with the agent. Payment fraud will also be considered under the Student Disciplinary Procedure.

17. Student visa sponsorship

17.1. Overseas students who require a student visa to study in the UK, and who are not funded by a full scholarship or sponsorship, are required to pay a deposit, when accepting an offer, to secure their place. For more information on deposit payments please see paragraph 14.5.

17.2. By providing evidence of your financial means to gain a CAS you are confirming that those funds remain available to pay your tuition fees and living expenses for that academic year/the duration of your course.

17.3. Details of the deposit scheme terms and conditions are available here.

17.4. Non-payment of tuition fees will result in the withdrawal of your student visa sponsorship.

18. Research Students

18.1. Self-funding research students will be charged the appropriate full PhD course fee. Students at writing-up stage will be charged a lower fee, in accordance with the writing-up policy.

18.2. Fees listed on our website for PhD courses are based on you completing your PhD in three years plus one year writing-up (full-time) and five years plus one year writing-up (part-time). If your PhD studies, prior to the writing-up stage, extend beyond three years (full-time) or five years (part-time), you must pay a continuing student annual fee for each extended year. The writing-up fee must be paid in full at re-enrolment.

18.3. If you are a PhD student and you transfer to the writing-up stage during the academic year, you will be charged pro rata for the period from when you re-enrolled to when you transferred to writing-up, plus the writing-up fee.

18.4. Research students must be enrolled/re-enrolled to submit their thesis for examination.

19. Late payment and tuition fee debt

19.1. The following section outlines how the non-payment of tuition fees is managed.

19.2. You should not enrol/re-enrol on any course of study unless you have sufficient funds or access to funding to pay your fees. If you offer evidence of funding to secure a place or a CAS, the expectation is that this funding remains available to settle a tuition fee when it becomes due. It is your responsibility to pay your tuition fees when requested to do so.

19.3. If you are unable to pay your tuition fees at any time, you must contact fees@lsbu.ac.uk in the first instance or the Student Life Hub for advice and support on the requirements and penalties for those on payment schemes. All fee-related matters, including disputes, are processed by the Fees team. If you wish to withdraw or interrupt and reduce your fee liability you must follow the Interruption and Withdrawal Procedure.

19.4. You will become a debtor of the University when tuition fees remain unpaid, in part or fully, in the timeframes set out by the University. If you are in debt to the University, you will only be permitted to undertake further study once the debt is settled.

19.5. If you are in tuition fee debt to the University you may be described as in Bad Financial Standing ("BFS"). This may result in services being withdrawn and your ineligibility to stand in the University's Student Union elections. A BFS banner will appear on your MyAccount page and other systems to notify you of your financial status. This will be removed once payment has been received by the University.

19.6. You will be contacted about your tuition fees debt and any payment issues via your university email address, and it is your responsibility to check and respond to all communications from the University or its agents relating to the payment or non-payment of fees and acknowledge receipt of them when requested to do so.

19.7. If you experience financial hardship, you may be able to apply to the University for support towards living costs, or unexpected essential expenses. Financial support is not normally available to use towards tuition fees and students who are in debt to the University are not eligible to receive financial support funds until they have a payment arrangement in place. Students who are experiencing financial hardship or struggling to meet fee payments should contact fees@lsbu.ac.uk and/or the Student Life Hub for further advice on the options available to them.

19.8. For students who are in tuition fee debt to the University, the following can apply:

Removal of access
*W*ithdrawal of access to facilities, withdrawal of sports centre membership and access, and pausing of scholarship or hardship funding. You may not be permitted to access educational services, which means attending your lectures or other classes and accessing Moodle resources

Official transcripts and certificates
Official transcripts and certificates of assessment results will not be provided to/for students who owe tuition fees arrears to the University. Data Protection Law allows for marks to be provided on a document, but this does not constitute a transcript and will not be branded as a LSBU transcript suitable for employment or further study purposes. Marks will not be calculated to provide an award classification. These will not constitute a transcript of formal certification.

Students are reminded that the University will not issue official degree certificates or transcripts where they have not met their tuition fee obligations.

References
The University will not provide any employer, further study or volunteer references until the tuition fees and any other academic related debts owed to the University are paid in full. Current students who misrepresent the level of studies completed may be referred to the Student Disciplinary process.

If you are in tuition fee arrears you will not be eligible to receive an academic or personal reference from the University.

Enrolment/Re-enrolment
Students with a prior year debt or debt from a previous programme will be recorded on the Student Record System as a debtor and will not be allowed to enrol/re-enrol.

Immigration
Visa sponsored students are subject to the University's and government CAS policy:
LSBU Visa and Immigration page
Government website – Student Visas
In accordance with these policies, students who are withdrawn from the University due to non-payment of fees will have their visa sponsorship withdrawn.

Graduation attendance
Students who have not paid their tuition fees in full will not be allowed to book or attend the University's graduation ceremonies, until the tuition fee debt is paid in full.

External debt agencies
A late payment charge of £100 will be applied to your account per missed instalment and a BFS banner will appear on your MyAccount to notify you of your financial status. If you fail to settle your outstanding debt, or engage with the University, you may be referred to an external debt collection agency. This may result in a County Court Judgement (CCJ), which can significantly affect your credit rating and ability to obtain credit in the future.

You must return all equipment or funding awarded, loaned or borrowed from the University on request by the Academic Registrar or nominee. This can include Student ID cards, scholarships, bursaries, hardship funding, clothing, computers, or equipment.

19.9. The University reserves the right to pursue student debtors (including those who fail to return University property, *e.g.* a laptop or lab equipment) for any fees owed. This may include passing your details and information regarding the debt, to debt collection agents employed by the University, through which further costs may be incurred.

19.10. Ancillary debts (*e.g.* library or trip fees) will not prevent you from progressing in your studies or graduating. The University will however continue to pursue recovery of these debts.

19.11. The University reserves the right to put you in BFS where you have enrolled/re-enrolled on the basis of applying for a tuition fee loan from SLC or its regional agencies – SNW, SFNI, and SAAS – and the tuition fee loan is not paid to the University when your study commences.

19.12. If you are in dispute with SLC, the University asks that you provide relevant staff with the authority to speak with SLC on your behalf. This is known as a Consent to Share Information Agreement and it is to facilitate resolution of any dispute. If consent is not given, the University may choose not to permit you to enrol/re-enrol and may be compelled to withdraw you.

19.13. Any dispute about the nature of a debt recorded by the University should be dealt with initially by the Fees team. You can contact them at fees@lsbu.ac.uk. The team will manage your dispute as per the University's Student Complaints Procedure. Please note that any disputes about your debt must be made within 3 months from when you first made aware of it. Disputes made outside of this timeframe may not be considered.

20. Failure to pay tuition fees and procedure to withdraw from studies

20.1. If you do not pay your fees when requested, you will be sanctioned by the university and then withdrawn from your studies. Your details will also be passed to a third-party collection agent. When the University confirms your Bad Financial Standing, this means you can no longer be an enrolled student, and you will be sent an Intention to Withdraw communication. You can request a review of the Intention to Withdraw decision (see below) within 10 working days. If you do not request an Initial Review after 10 days, a 'FINAL notice of withdrawal' letter will be sent to you, confirming that you will be withdrawn from the University for non-payment of fees.

Requesting a Review of "Intention to Withdraw" decision

If you are not satisfied with the decision to withdraw you, you may request a review of this decision within 10 working days of the date of the notification of the Intention to Withdraw decision by submitting a request in writing to the Academic Registrar at: coursesupport@lsbu.ac.uk

Requests to review an Intention to Withdraw decision will only be considered on limited grounds, namely:

1. there was a material and identifiable procedural irregularity by the University in its conduct of these Regulations; or
2. the outcome was not reasonable in all the circumstances (i.e. no reasonable decision-maker, taking into account the relevant facts, could have reached that decision); or
3. new material evidence is available which you were unable, for valid reasons, to provide earlier in the process
4. Payment has been made and this is confirmed by the Fees team

You should set out your concerns clearly and succinctly and provide evidence in support (where possible). You must explain how your request for review falls within one or more of the grounds set out above.

The Academic Registrar or nominee (the "Reviewer") will review the request, and all information collated for the review, together with any new evidence presented on paper, and may contact you and anyone previously involved in the case
There are two possible outcomes from the review:

- The decision to withdraw has been upheld (i.e. decision does not change)
- The decision to withdraw has been overturned (you will be allowed to return upon receipt of the outstanding payment – please note that this may be in the next academic year depending on the timeframes for making payment. If this is the case, you will be interrupted instead). The decision of the review will be communicated to you in writing, usually within 10 working days from the review request being made.

If you do not request a review of the Intention to Withdraw decision or the review is unsuccessful, you will be withdrawn from your course. If you are withdrawn, you will be sent a 'notice of withdrawal' letter, advising you of the date you are to be withdrawn. The official date of withdrawal will be the date you receive this letter.
The letter will outline your opportunity to request a review of the withdrawal decision ("Final Review") by the Pro Vice Chancellor Education and Student Experience as set out in the Interruptions and Withdrawal Procedure

If the withdrawal decision is overturned on Final Review, please note that your route to re-instatement on your course may involve:

- Delayed starts due to length of time missed during the withdrawal and review process
- A requirement for a new student visa, due to UKVI reporting requirements on your withdrawal

Where you have been withdrawn due to being in BFS, the University will send the outstanding debt to an external debt collection agency. The University has debt collection agencies overseas and in the UK. Any student with outstanding debt can expect to be contacted by an enforcement agent and/or have legal action taken against them if they do not make payment. If the University has to resort to using an outside agency to recover debt, you will, under no circumstances, be re-enrolled at the University, unless a decision is made to overturn your withdrawal and re-instate you at the University as set out above.

If you make payment in full or have an exceptional payment plan agreed before the withdrawal date, you will have your access to services reinstated and no further emails/notifications regarding the outstanding debt will be sent whilst these payment conditions continue to be met.

21. Changing course or mode of study

21.1. If you who wish to change course or mode of study you are encouraged to do so only between academic years.

21.2. Changes in course or mode of study during an academic year are normally only possible during the first semester of that academic year. If you change mode of study from full-time to part-time, or vice versa, or transfer to a different course of study, during the academic year, the tuition fee will be recalculated for the full year of study, based on the new mode of study.

21.3. Changing mode of study can affect government student funding entitlements, which may be subject to the terms and conditions of the funder, *e.g.* the SLC, and if you are receiving a tuition fee and/or maintenance loan, you should seek advice about the impact on your fees prior to making the change.

22. Cancellation

22.1. In addition to the statutory right to cancel as set out in the Enrolment Terms, if you choose not to begin your studies you can decline your offer or, if enrolled/re-enrolled, you can withdraw from study without financial liability up to 14 calendar days from your course start date. If you enrol after the course start date, you will still have 14 calendar days from your enrolment date to withdraw, without financial liability. Unless paragraph 22.2 applies, any sums paid to the University in advance will be reimbursed to you if you cancel within this period and request a refund.

22.2. Where a non-refundable deposit has been paid, this will not usually be returned should you cancel your studies, except as set out in paragraphs 14.5 and 14.6.

23. Withdrawal and interruptions

23.1. 'Withdrawal' means that you cease your studies and do not intend to return to study before your whole course concludes. If you withdraw or are withdrawn from study, you cease to be a student at the University and your contract with the University is at an end.

23.2. Interruption is where you take an approved and temporary break from your enrolment/re-enrolment on your course or modules.

23.3. Withdrawal or interruption may take place between or during academic years. If you are considering withdrawing or interrupting, you should follow the University's Interruptions and Withdrawals Procedure. You should also discuss the decision with your personal tutor or course leader, but please note that this discussion alone does not constitute confirmation of interruption or withdrawal. It is your responsibility to follow the correct process to be interrupted/withdrawn and you will continue to be liable for fees until the process has been completed. The Student Life Hub can provide advice on non-academic matters. You can also find useful information in MyAccount FAQs.

23.4. If you interrupt or withdraw, you will be liable to pay fees based on the period that you were enrolled/re-enrolled, calculated on a termly basis. Fee liability is calculated using the date of the decision that the withdrawal or interruption is approved as set out below.

23.5. If you withdraw by the 20 October 2025 (6 October 2025 for HSC students) or 14 days after fully enrolling, you will not be liable for any further fees (but any non-refundable deposits paid (e.g. if you are an Overseas student) will not be returned). If you stay enrolled after this period and then withdraw, you will be liable for a percentage of the academic year's tuition fees (not covered already by any retained deposit) as detailed below.

23.5.1. September 2025 starters:

- who withdraw by the 5 January 2025 will be charged 25% fees
- who withdraw by the 20 April 2026 will be charged 50% of fees
- who withdraw after the 20 April 2026 will be charged 100% of fees

23.5.2. January/February/March 2026 starters:

- who withdraw by the first 9 February 2026 (or within 14 days of enrolment) will not be charged fees
- who withdraw by the 20 April 2026 will be charged 25% of fees
- who withdraw by the 1 September 2026 will be charged 50% of fees
- who withdraw after the 1 September 2026 will be charged 100% of fees

23.5.3. April/May/June 2026 starters:

- who withdraw by the 20 April 2026 (or within 14 days of enrolment) will not be charged fees
- who withdraw by the 1 September 2026 will be charged 25% of fees
- who withdraw by the 5 January 2027 will be charged 50% of fees
- who withdraw after the 5 January 2027 will be charged 100% of fees

23.6. The University considers your 'last' date of attendance, and your fee liability point as the point the interruption or withdrawal process has been approved. This should be no more than 10 working days from the request.

23.7. If you continue to attend campus, access University systems or services or use your student ID card after you claim to have interrupted or withdrawn, you will be treated as still enrolled and will remain liable for tuition fees.

23.8. You are recommended to only pursue interruption when you have a clear intent and/or plan to return to study. Please see the University's Interruptions and Withdrawals Procedure for further information about returning from interruption.

23.9. When you return to study following an approved interruption, you will not be charged again for any modules already passed, and for which you have paid in full, but will be required to pay again for any modules not attempted or attempted but not completed. However, if you change your mode of study or course following interruption this may affect your fees as outlined in section 9. If you return to study, having interrupted for two or more academic years, you will be liable to pay the relevant tuition fee for modules yet to be taken for the cohort to which you are returning at the time of re-enrolment. This may result in you paying a higher fee because of any changes to fee tiers for your course of study.

23.10. If you withdraw before the end of the academic year and have not paid the full course or module fee (even if teaching is complete) you may not be entitled to receive credit or an award.

23.11. When you interrupt or withdraw, you will be liable for the fees relating to any module where all teaching has been completed prior to your last day of attendance. This provision applies even if the last date of attendance is before the end of the academic year. This is to reflect the fact that you have had the opportunity to receive all teaching on the module and are charged appropriately for that module.

23.12. If you progress and re-enrol on the dissertation stage of a master's course, you will not have your fee adjusted or be eligible for a refund if you later interrupt or withdraw.

23.13. If you are in receipt of a loyalty or international merit discount and, because of your interruption or withdrawal, your overall fee liability is reduced, you will no longer be eligible for the discount. However, you will remain eligible for a discount if your interruption was as the result of pregnancy, maternity, paternity, or adoption. Evidence must be provided.

23.14. If you are withdrawn from study having provided misleading or incomplete information on a Disclosure and Barring Service (DBS) application, you will be liable for the appropriate fee up to the point the issue of eligibility to continue on the course is confirmed.

23.15. Subject to approval from the Academic Registry, a research student on interruption may resume studies in January, April or September, instead of waiting to return at the beginning of the next academic year. The fee liability for a student returning from interruption depends on the date on which the student interrupted.

23.16. Please refer to your CPD contract for interruptions and withdrawals relating to your CPD course.

24. Refunds

24.1. This section of the Regulations details when you will be entitled to a refund of tuition fees following interruption or withdrawal, where an overpayment has been made or where an adjustment to your tuition fee leaves a credit on your student account.

24.2. A request for a refund must normally be made in writing to fees@lsbu.ac.uk within 20 working days of your course start. Refunds will not normally be considered after this date other than in exceptional circumstances at the University's discretion. A request for a refund must be accompanied by all supporting documentation.

24.3. Any refund is at the discretion of the University. If you think you are eligible for a refund, please complete the refund request form and return it to fdrefund@lsbu.ac.uk.

24.4. Students who have had their fee reduced where payment has already been made above the fee liability (other than by a tuition fee loan) may have the amount applied as a credit to their student account. If a student wishes the credit to be refunded, they must contact fdrefund@lsbu.ac.uk

24.5. Students studying for fewer than two semesters in any one academic year will not have their fee status adjusted or be entitled to any refund if they interrupt or withdraw. Research students at writing-up stage are not eligible for a refund if they interrupt or withdraw.

24.6. Refunds will not be made to sponsors/employers who have paid tuition fees in full for students who then leave their employer but remain enrolled on the course unless the student self-funds or is funded by another sponsor/employer. For students who interrupt or withdraw, a partial refund to the sponsor/employer may be made on request.

24.7. When fees are paid using a combination of payment methods, any refunds for which you are eligible will be applied in proportion to the sums covered by the different payment methods. This includes if the tuition fees were paid by a third party. If a discount has been applied to reduce the fee liability, students will not receive a refund or credit on the portion of the fee that was discounted.

24.8. If you have student visa sponsorship, refunds will be made to the original payer and only processed once you have provided confirmation that you have left the UK, in accordance with the terms of your visa.

25. Student Protection, compensation and refunds

25.1. This section of the Regulations covers situations where the University is no longer able to preserve continuation of study for one or more students, for example due to:

- Closure of the University as a whole, either permanently or temporarily
- Unplanned temporary closure of part of the University
- Planned closure or restructuring of departments or colleges
- Departure of key members of staff in highly specialist areas of provision and should be read alongside the University's Student Protection Plan.

25.2. The University is committed to ensuring that, as far as possible, all students are able to continue and complete their studies at the University, and to 'teach out' students on a course that is being discontinued. The University therefore considers refunds and compensation to be a remedy of last resort and is committed to ensuring all students are able to continue with and complete their studies at the University. It is important however to explain how the University will refund and/or compensate students if the risks of non-continuation outlined above materialise and the University is unable to maintain continuation of study. In many circumstances, a non-financial remedy may be the most appropriate outcome and the University will take all reasonable steps to explore such remedies.

25.3. If the University is unable to preserve continuation of study, those affected may include:

- Individuals who have accepted a place on a course of study which the University terminates before those individuals have enrolled; and
- Students who have already enrolled on a course of study which the University terminates before those students can complete their course.

25.4. Applicants who have accepted a place but have not yet enrolled on a course of study which closes, will receive communication of the course closure at the earliest opportunity. They may receive compensation, but will, as a minimum, receive an offer of advice and support of help in seeking an alternative course at the University or a different higher education institution (HEI).

25.5. The University will assist existing enrolled students in seeking an appropriate alternative course at another HEI where in the academic and professional judgement of the University there is no suitable alternative course at the University.

25.6. Each College has a senior member of staff who is designated as the Director of Operations. The Director of Operations or nominee will be responsible for identifying students who may be affected by the closure of a course and will consider individual compensation plans for each individual student affected, as set out in more detail in the Student Protection Plan. For financial compensation to be paid, there has to be a quantifiable loss evidenced.

25.7. Once the amounts to be paid under the compensation plan have been finally confirmed (including, where relevant, amounts which have been confirmed following any review conducted under paragraph 25.18), the Director of Operations or nominee will refer the matter to the Fees team to make the relevant refund and compensation payments.

25.8. Where the University is not able to teach out a course and, in its reasonable academic and professional judgement, there is no suitable alternative course at the University (or in the case of post-graduate research, no suitable alternative supervisory arrangements), the contract will be brought to an end on four weeks' notice and students will be refunded fees already paid to us, subject to appropriate and reasonable deductions in individual cases for credits transferred to other institutions, and will not be under any obligation to pay any further fees to the University.

25.9. Where the University is not able to teach out a course and, in its reasonable academic and professional judgement, it is able to deliver an appropriately modified version of the same course or there is a suitable alternative course at the University (or in the case of post-graduate research, suitable alternative supervisory arrangements), but the student does not wish to transfer to that course (or to the supervisor/s in the case of post-graduate research), the student is given the option of ending the contract with the University. In those circumstances, the student is not under any obligation to pay any further fees to the University but is not entitled to any refund of fees already paid.

25.10. In the circumstances described in paragraph 25.8 above, the University will also reimburse a student's reasonable maintenance and accommodation costs, where these have been wasted costs as a result of the inability to teach out the course and/or offer a reasonable alternative course, and/or reasonable travel costs as a result of relocation of the course. In appropriate circumstances, other University-related costs e.g. sports club membership/professional body registration fees for which membership is required, will be reimbursed insofar as they amount to wasted costs.

25.11. Where students are materially delayed in completing their course because of an interruption to their studies within the scope of the Student Protection Plan that is within the reasonable control of the University, it will consider claims for other losses (e.g. lost time claims, or additional maintenance and accommodation costs) on a case-by case-basis.

25.12. Where students transfer to alternative courses at the University or where they are materially delayed in completing their existing course at the University through an interruption to their studies that is within the reasonable control of the University, the University will ensure that any bursaries that were offered to students as a condition of offer are maintained throughout their studies.

25.13. Enrolled students, and any applicants who have accepted a place on the relevant course, should take reasonable steps, in line with any advice given by the University, to mitigate their losses.

25.14. If a student is affected by a course closure and has not received any communication from the School Executive Administrator, they can contact their Student Administration/School Office to obtain the contact details for the Director of Operations or nominee, or they can contact the Student Life Hub (020 7815 6454 or studentlife@lsbu.ac.uk) to obtain the contact details of the Director of Operations or nominee.

25.15. In making a final assessment of any refund or compensation payment, consideration will be given to:

- whether the University failed to deliver on specific material undertakings given to students in the way the course would be delivered;
- whether sufficient action was taken by the University to ensure students had a fair and reasonable opportunity to complete the course;
- whether there has been a demonstrable loss to the student;
- whether the student achieved the learning outcomes for their course;
- whether the student has met their own responsibility to minimise losses;
- whether the University followed its own processes in delivering the course;
- whether the student has been affected in relation to a final degree award, external accreditation or the ability to take up a job offer;
- consideration of alternative arrangements/adjustments that were implemented for students to minimise loss and whether students took advantage of them;
- whether the University communicated with the student effectively throughout the process; and
- whether a refund or compensation payment is the most appropriate way to deal with the issue.

25.16. Refunds under this section, in all cases, will be paid back to the original payee and, wherever possible, to the original bank account. This applies to refunds where the student is in receipt of a tuition fee loan from SLC, where the student paid their own tuition fees or where tuition fees are paid by a sponsor. Refunds and/or compensation will be paid where reasonably possible within 14 days of the University's decision that payment is warranted in the circumstances.

25.17. If a refund and/or compensation payment is agreed and made, this will be considered a full and final settlement of all claims arising out of the same issue.

25.18. If a student is not satisfied with the University's refund and, where relevant, compensation plan relating to that student, they should refer the matter in writing to the Pro Vice Chancellor Education and Student Experience ("PVC ESE") setting out the reasons and any supporting evidence. A referral to the PVC ESE should be made promptly and in any event within 10 working days of the date the individual refund and, if relevant compensation, plan is communicated to the student.

25.19. Group and/or third-party requests for review will be dealt with by the PVC ESE in accordance with the provisions for group complaints and third-party complaints set out in the Student Complaints Procedure.

25.20. The PVC ESE may ask for additional evidence and may, in circumstances regarded by the PVC ESE as warranting it, arrange a meeting with the student to determine the review. The student may be accompanied at that meeting by a companion who may be a Students' Union representative or a fellow student.

25.21. The PVC ESE may either uphold the original decision regarding refunds and compensation, or make a new decision. That decision shall be final and shall be issued in writing within 15 working days of the date on which the request for review was submitted, the date on which any additional requested evidence was submitted or the date of the meeting, whichever applies to the specific review.

25.22. If the outcome of the review is favourable to the student, they may request the University to provide them with a Completion of Procedures letter ("COP") within 30 days of the date of the outcome letter. Where such a request is made, the COP will be provided within 14 days of the request. If the outcome of the review is not favourable, a COP will be sent to the student automatically within 28 days of the date of the decision letter.

26. Useful contacts

You can access MyAccount to raise a tuition fees query. You can also raise queries with the Income Team, regarding any agreed payment plan or to check your tuition fees balance:
https://myaccount.lsbu.ac.uk/s/

Student Finance England/Student Loans Company

For Home students, domiciled in England, wishing to apply for higher education support online www.gov.uk/browse/education/student-finance

Tel: 0300 100 0607
8am to 8pm Monday to Friday
9am to 5.30pm Saturday and Sunday

Student Finance England
PO Box 210
Darlington
County Durham DL1 9HJ

The University offers a range of support services for students and students are urged to make use of them if they have any difficulties arising from tuition fees.

MyAccount is LSBU students' one stop shop, and makes it easier for students to ask questions, find answers and get the support they need.

MyAccount: LSBU

Services include:

Student Advice Team

The LSBU Student Advice Team supports students with money and welfare matters, including support appealing Student Finance decisions or help navigating the process.

Careers Hub
The University have a sector leading employability offer for all students: Careers Hub | London South Bank University (lsbu.ac.uk)

Disability and Dyslexia Support
A service dedicated to LSBU students who have a disability, mental health difficulty, medical condition, sensory or a specific learning difference (such as dyslexia, dyspraxia, AD(H)D).

Mental Health and Wellbeing Team
An inclusive and accessible service for all students who are experiencing personal, emotional, or mental health difficulties that may be impacting on their studies.

27. Useful publications

London South Bank University Academic Regulations
https://www.lsbu.ac.uk/__data/assets/pdf_file/0017/351260/Academic
https://www.lsbu.ac. uk/__data/assets/pdf_file/0017/351260/Academic-Regulations-202223.pdfRegulations2022-23.pdf

Research Degrees Code of Practice
https://www.lsbu.ac.uk/__data/assets/pdf_file/0007/115693/ldaresearch-degrees-codeofpractice.pdf

Student Finance Student Finance Calculator
www.gov.uk/student-finance-calculator

Forms and guides for new and continuing students on full- and part-time undergraduate courses www.gov.uk/student-finance-forms

Forms and guides for applying for Disabled Students' Allowances (DSAs) 24/25 https://www.gov.uk/student-finance-forms/y/uk-fulltime/apply-dsa/year-2425

Childcare grant and other support for full-time students 24/25 www.gov.uk/student-finance-forms/y/uk-full-time/ccg-expenses