

# **Tuition Fee Regulations**

2017 /18

### 1. Student status assessment

- **1.1** The University is required to verify your right to study in the UK in order to comply with Home Office regulations. This may affect your right to enrol.
- **1.2** When you enrol on a course at LSBU, we will assess whether you are a Home, EU or Overseas student. The reason we do this is to determine the level of fees payable (if appropriate) and for our regulatory returns. You must complete a Student Status Assessment form and provide evidence to support the answers you give. If you hold a student visa you will not be eligible to join a part-time course.
- 1.3 Your student status assessment normally remains unchanged for the duration of your course of study. However, there are some circumstances when your status may change after the start of your course. If your circumstances change, you will be required to provide proof and to complete a further Student Status Assessment form, before a decision can be made. Any new rate of fee payable will be charged from the next academic year.

# 2. Payment arrangements for different types of students

- **2.1** There are different payment arrangements for different types of students.
  - Full-time Home or EU undergraduates (see section 3)
  - Part-time Home or EU undergraduates (see section 4, section 5 and section 6 or section 7)
  - Full and part-time Overseas undergraduates (see section 5 and section 6 or section 7)
  - Full and part-time Home or EU or Overseas postgraduates (see section 5 and section 6 or section 7)

# 3. Full-time undergraduate Home and EU students

- **3.1** Applications for maintenance, tuition fee loans and other support can be made online to Student Finance England (SFE) (see contacts section).
- **3.2** Payment will be made by the Student Loans Company. The support you are entitled to will differ depending on whether you are eligible for the new or old package of student support.

Check your eligibility at www.lsbu.ac.uk/fees/underGrad.html

You will be sent a Payment Advice as part of your Financial Notification letter from the SLC setting out your entitlements.

**3.3** Students who started their studies from 2006/7 onwards:

You will be given the option to take out a loan for your tuition fees\*. You must tell SFE as part of your application how much tuition fee loan you wish to borrow. Any amount you do not borrow is payable at your published face-to-face enrolment session or by your re-enrolment deadline.

Visit www.lsbu.ac.uk/fees/underGrad.html to find out more.

- **3.4** The exam board decision may allow some students to pass to the next level with outstanding modules at the previous level.
- **3.5** The exam board decision for some students will be 'continue outstanding modules' or 'repeat failed modules with attendance'. In both cases this means that you must repeat all failed modules and are ineligible to take any additional modules. **Students remain liable for payment in lieu of funding confirmation from SFE.**
- **3.6** Payment arrangements for new students. As part of your face-to-face enrolment we will check whether you have applied for and been awarded a tuition fee loan. You will be asked to make payment in full of any amount not covered by your tuition fee loan.

- **3.7** Payment arrangements for continuing students. You will need to have your Payment Advice available when you reenrol online. It will set out the following:
  - a) Your course fee
  - b) Your tuition fee loan amount
  - c) The amount you pay to your University

You will be asked to make payment of any amount not covered by your tuition fee loan.

- **3.8** If you are eligible but choose not to take out a tuition fee loan you will be expected to make payment of your tuition fees in full at your face-to-face enrolment session or by the published re-enrolment deadline.
- **3.9** Some courses contain field trips the cost of which is not covered by the Student Loans Company. Your School will give you details of how much you need to pay and the date for payment.
- **3.10 Previous study.** You can usually get student finance funding for your first full degree. If you have studied a higher education course before and had funding for this course, you may not get funding for a second course. As a general rule tuition fee loans are available for the full length of the course plus one extra year if needed. This extra year can cover any false starts or course/university transfers. The number of years that students are eligible for funding is calculated as follows:

Length of current course + one additional year - years of previous study

Please note: your funding may be affected if you are thinking of withdrawing, interrupting or changing course.

# 4. Part-time undergraduate Home and EU students

- **4.1** Starting their studies in 17/18 or continuing having started in 16/17, 15/16, 14/15, 13/14 or 12/13.
  - **4.1.1** If you are a Home or EU student studying a first degree at undergraduate level in 17/18 you may be eligible for a nonincome assessed tuition fee loan up to a maximum of £6,935.

You must be studying at a minimum intensity of 25% of the full-time equivalent per year, taking no more than four times the time it would take to complete the course if studied full time (up to a maximum of 16 years).

Visit www.gov.uk/student-finance/loans-and-grants for more details

- **4.1.2** Some students studying a second undergraduate degree may be eligible for support funding depending on the subject area of that second degree.
- **4.1.3** You will need to show evidence of your tuition fee loan or that you have applied for such a loan, at your face-to-face enrolment session.
- **4.1.4** If you are eligible but choose not to take out a tuition fee loan you will be expected to make payment of your tuition fees in full at your face-to-face enrolment session or by the published re-enrolment deadline.
- **4.2** The total standard fee for part-time undergraduate students enrolling in 17/18 is averaged out equally per annum over the standard length of the course. For example fees for a Home/EU student on a four-year course are £6,935 per annum. Students with APEL will have their fee adjusted as follows. The standard yearly fee for the 17/18 year will be reduced by the total of: APEL module credit x £75.
- **4.3** Continuing having started before 12/13.
  - **4.3.1** You may be eligible for an income assessed, non-repayable Part-time Fee Grant and Course Grant to help with the

costs of your tuition fees and other course costs, such as books and travelling expenses. The amount you are awarded will depend on both your household income and the intensity of your course. Even if you are granted the maximum level of Part-time Fee Grant it will not cover the total cost of your yearly tuition fees.

Visit www.lsbu.ac.uk/courses/undergraduate/part-timestudy for more details.

- **4.3.2** On re-enrolment you will need to pay at least the initial down payment of your tuition fees in order to be enrolled.
- **4.4** It is your responsibility to contact SFE to make sure your application is processed and you receive a letter confirming your fee loan/grant entitlement.
- **4.5** Students not eligible for the Part-time Fee Loan/Grant can pay as self-funded, sponsored or part-self/part-sponsored students.

## 5. Self-funding students

(not applicable to full-time Home and EU undergraduates)

- **5.1** Self-funding students studying for a whole year (2 semesters) can choose to either pay in full or pay by initial down payment and instalments. The number of instalments and due dates depend on whether you are a new or continuing student or are funding your tuition fees via a SFE Postgraduate Loan. If you pay in full you may be entitled to an early settlement discount.
- **5.2** New students: pay 1/2 of the annual tuition fee and the full amount of any registration fee, followed by two instalments of 1/4 of the fee due on the dates given in the table in the next column.

Continuing students: pay 1/3 of the annual tuition fee and the full amount of any registration fee, following by four instalments of 1/6 of the fee – due on the dates given in the table in the next column.

New and continuing postgraduate students funding their studies by a SFE postgraduate loan: pay the fees by the due dates given in the table in the next column.

**5.3** Payment arrangements for self-funding students:

Amount due	New students	Continuing students	PGLoan (new and continuing students)
Full payment	At the face-to- face enrolment session you have been invited to attend	By 4 Sept 2017 (with no Summer resits) 27 Sept 2017 (with Summer resits)	
Or			
Intial down payment	1/2 of the annual fee, and the full amount of any registration fee at the face-to- face enrolment session you have been invited to attend	1/3 of the annual fee, and the full amount of any registration fee by 4 Sept 2017 (with no Summer resits) or by 27 Sept 2017 (with Summer resits)	
1st instalment	1/4 by 1 December 2017	1/6 by 1 December 2017	1/3 of the annual fee and the full amount of any registration fee by 17 November 2017
2nd instalment	1/4 by 31 January 2018	1/6 by 31 January 2018	1/3 by 31 January 2018
3rd instalment		1/6 by 27 April 2018	1/3 by 27 April 2018
4th instalment		1/6 by 1 June 2018	

NB Students studying for less than 2 semesters in any one academic year are not eligible to pay by instalments.

**5.4** If you fail to make a payment by the instalment due dates you will incur an additional £25 enrolment charge for each instalment missed, up to a maximum of £100.

**5.5 Early Settlement Discount.** If you are a self-funding student and are enrolling for a whole year's study and pay in full at your face-to-face enrolment session or by the relevant reenrolment date as set out above, you may be entitled to an early settlement discount of 5% of your year's course fee.

The discount is not applicable if you are in receipt of, or eligible for, any SFE tuition fee funding, scholarship, discount or bursary or to registration fees. However if you are an overseas self-funded student in receipt of an International or 10% Graduate Loyalty you may also qualify for the 5% early settlement discount.

NB Students studying for less than 2 semesters in any one academic year are not eligible for the Early Settlement Discount.

- **5.6** Multiple discounts will be applied in the following order: International, Graduate Loyalty, Early Settlement.
- **5.7** Discounts do not apply to fees for repeat modules.
- **5.8 Deposit.** Any deposit paid in advance will be treated as part of the initial down payment of fees. The minimum payable by overseas students in order to be enrolled will be the larger of 1/3 of your full year's tuition fees or the £3,500 deposit paid in order to obtain your CAS. Overseas deposits are non-refundable.
- **5.9 Postgraduate Loans.** Any student applying for a postgraduate loan via SFE will be required to provide evidence that their loan is in place at their face-to-face enrolment appointment in order to be granted the instalment arrangment set out at 5.3

Students that are unable to provide evidence of their loan will be required to make payment of at least 1/2 of their annual tuition fee at their face-to-face enrolment session.

Students should be aware that universities have an obligation to inform SFE of any changes to your programme of study, after enrolment, which may affect your eligibility for the postgraduate loan. These include:

- transfers to programmes that do not qualify for the loan scheme (for example from MSc to PGDip programmes)
- the award of APL or APEL credit giving you exemption from

studying the full masters programme

- withdrawal/interruption from your course and
- exiting the course with a lower qualification

As a result of this notification, SFE may cancel your loan and reclaim any overpayment deemed to have been made.

## **6. Sponsored students**

**6.1** If you are sponsored by your employer or another organisation, you will need to complete the Tuition Fee Sponsorship Form.

*Visit my.lsbu.ac.uk/my/wcm/myconnect/Tuition-fee-sponsorship-form.pdf* 

Print off a hard copy and bring it to your face-to-face enrolment session. **Please note** you will remain personally responsible for payment of fees and charges, even if there is an arrangement for the University to receive payment on your behalf from a sponsor or any other third party.

- **6.2** Students studying as apprentices: If you are a student studying as an apprentice, the cost of your apprenticeship is usually covered by the Skills Funding Agency and your employer. While you remain employed as an apprentice, you will not be responsible for any fees and charges relating to the tuition or assessment of your course. You accept responsibility for payment of accommodation or any other charges that you may incur whilst at the University. Should your employment status change or any amendments be made to your existing contract of employment, your funding eligibility will be impacted and it is your responsibility to inform the University immediately.
- **6.3** The standard payment terms for sponsor invoices are 30 days from the date of the invoice.
- **6.4** NHS London Strategic Health Authority Contract Students.

  Some students have their tuition fees paid via a contract that LSBU has with the NHS London Strategic Health Authority (SHA). When you enrol or re-enrol you need to confirm which

Primary Care Trust, NHS Trust (Acute Hospital), Foundation Trust, Mental Health Trust or Ambulance Trust you work for, or will be spending your clinical placement with, as part of the LSBU/NHS London Contract.

LSBU will validate the information you provide against the contract. You will remain personally responsible for payment of fees and charges, even if there is an arrangement for the University to receive payment on your behalf from a Strategic Health Authority.

# 7. Part self-funding/partsponsored students

**7.1** If your sponsor is only paying part of your fees your contributions are payable in the same way as those of self-funding students. Please also remember to complete the Tuition Fee Sponsorship Form and bring it to your face-to-face enrolment session (see 6.1). You will remain personally responsible for payment of fees and charges, even if there is an arrangement for the University to receive payment on your behalf from a sponsor or any other third party.

# 8. Health and Social Care CPD\_ Open students

- **8.1** Students who decide to take a slower route or modules on a standalone basis will be enrolled on CPD\_OPEN.
- **8.2** If you are self-funded full payment is required prior to starting the module.
- **8.3** The period of registration for courses is six years maximum; all credits counting towards an award have to be achieved within a six year academic registration period.
- **8.4** The fee needs to be confirmed by a sponsor or paid, prior enrolment. For enrolment on CPD\_OPEN, HSC does not offer payment by instalment.

- **8.5** No refund can be made once enrolled on CPD\_OPEN. This applies to study days and workshops as well.
- **8.6** Students who do not complete a module/element and return in a subsequent academic year to either repeat or enrol on the same module will normally be expected to pay for the module again.

# 9. Non-September start programmes

**9.1** The payment deadlines for self-funding/part self-funding students on non-September start programmes are:

Amount due	New students	Continuing students	PGLoan (new and continuing students)
Full payment	At the face-to- face enrolment session you have been invited to attend	By the start of your new academic year	
Or			
Intial down payment	1/2 of the annual fee, plus the full amount of any registration fee, at the face-to- face enrolment session you have been invited to attend	1/3 of the annual fee, plus the full amount of any registration fee by the start of your new academic year	
1st instalment	1/4 by 27 April 2018	1/6 by 27 April 2018	1/3 of the annual fee, and the full amount of any registration fee by 2 March 2018
2nd instalment	1/4 by 1 June 2018	1/6 by 1 June 2018	1/3 by 1 June 2018
3rd instalment		1/6 by 10 August 2018	1/3 by 12 October 2018
4th instalment		1/6 by 12 October 2018	

## 10. Career development loans

**10.1** Some students may choose to fund their studies by a career development loan. In order to have this funding in place at the start of your course you need to apply 8 to 10 weeks in advance. If you've already had your loan agreed in advance you will need to bring to enrolment a schedule from your bank detailing the instalment amounts for fees and the dates these will be paid to the University. If you are in the process of applying for a career development loan LSBU will certify your application. While you are awaiting a decision on your loan, in order to commence your studies you will need to pay at least the initial down payment of your year's tuition fee (see self-funding students). If you have a contribution to make over and above any CDL amount, this is payable as per self-funding students.

Visit www.gov.uk/career-development-loans for more details

### 11. Other fees

- **11.1 Residentials.** Some courses include residentials, the cost of which is added to your total tuition fee. These costs are non-refundable.
- **11.2** Some courses contain field trips the cost of which is not covered by the Student Loans Company. Your School will give you details of how much you need to pay and the date for payment.
- **11.3** Additional activities and registration fees. Your course may require you to attend other teaching sessions outside the University for which you may be required to pay an additional fee. Some courses, e.g. HNDs, require registration with an external body for which a fee is also payable. These costs are non-refundable.
- **11.4 Repeat study.** If you are required to repeat any part of your course your fees are payable at the module rate applicable, irrespective of whether you are not required to attend or only take part of the module(s) e.g. if you only have to retake exams or submit coursework.

Part-time undergraduate students who enrolled in 16/17 who repeat or return from interruption in 17/18 will be charged at a rate of £75 per credit, up to a maximum of £6750 per annum.

Part-time undergraduate students enrolling in 17/18 who repeat or return from interruption in 18/19 will be charged at a rate of £75 per credit, up to a maximum of £6935 per annum.

- **11.5** Students who have interrupted and resume their studies will be charged for their studies including any deferred modules not previously fully charged for.
- **11.6 Deferrals.** As of 14/15 any student (new or continuing) taking deferred modules will be charged at the standard module fee rate for those deferrals.
- 11.7 Exemptions from Fees for deferred modules. An application for exemption from fees will be considered if satisfactory evidence is produced to show that a circumstance listed below under (a) to (c) existed at the time when a student was deferred in a module or modules and was the main or only cause of the student's impaired ability to study for the module or modules and fee exemption is a reasonable adjustment -
  - (a) Disability
  - (b) Gender reassignment
  - (c) Pregnancy or maternity/paternity.
- **11.8** The combined total of all tuition fees to be charged to any student in a given academic year, will not exceed the standard tuition fees for that year which are prescribed by that student's fee status, mode of study and course.

## 12. How to pay your tuition fees

The University accepts cash, sterling cheques, debit cards (Delta, VISA Electron, VISA Debit, Maestro), credit cards (VISA and MasterCard only) and bank transfers. You can pay in the following ways:

#### **12.1** Online

- All Students via MyLSBU
- Visit payonline.lsbu.ac.uk

### **12.2** By phone

• Call 020 7815 6304 / 6305 / 6311 / 6324 / 6328 / 6334 / 6335 / 6363

### **12.3** In person

- At your scheduled enrolment session
- At the Cash Office, Technopark, 90 London Road. Hours are restricted for 2017/18 to 12-2pm Mon-Fri. If you need to make a cash transaction outside these hours, contact income@lsbu.ac.uk to arrange an appointment.

### 12.4 Bank transfer

All bank transfers should be made via our partner Western Union Business Solutions.

This service allows you, your parents and sponsors to pay your fees in your local currency and from your home bank account without worrying about exchange rates or bank charges. Your payment will arrive quickly and in full to the university.

Visit www.lsbu.ac.uk/courses/funding-information/western-union for more information or https://student.globalpay.wu.com/geo-buyer/lsbu#!/

This link requires the latest version of your internet browser.

# 13. Withdrawals, interruptions and refunds

**13.1** If you wish to withdraw or interrupt from your studies it is your responsibility to make an appointment with the Student Life Centre to complete the withdrawal/interruption process as outlined at

my.lsbu.ac.uk/my/portal/My-Course/Course-Administration/ Interruption-or-Withdrawal-from-your-Studies

### **13.2** It is also your responsibility to:

- Discuss the decision with your personal tutor or Course Director.
- **13.3** You will continue to be liable for fees until the date you submit your Interruption of Studies/Withdrawal from Studies form as provided during your advisory meeting with the Student Life Centre, even if you stop attending or fail to access facilities.
- **13.4** Students who progress and re-enrol on the dissertation stage of Masters courses will not have their fee adjusted or be eligible for a refund if they later interrupt or withdraw.
- **13.5** If you continue to use your card after you claim to have withdrawn or interrupted your studies you will be treated as still enrolled and remain liable for fees.

Charges apply to all enrolled students (new and continuing) who withdraw, are terminated or excluded, or who interrupt or are suspended, or change mode of study/attendance.

**13.6** If your Interruption of Studies/Withdrawal from Studies form is submitted by the following dates or you are withdrawn or suspended your fees will be adjusted as follows:

#### For September 2017 start programmes:

- For new students only: by Friday 6 October 2017: you will not be liable to pay any fees and any fees you have already paid will be refunded (with the exception of any non-refundable deposit). This concession by the University does not affect your legal rights.
- At any time before 8 January 2018: you must pay 25% of your full year's tuition fee plus any registration and residential fee
- At any time before 16 April 2018: you must pay 50% of your full year's tuition fee plus any registration and residential fee
- At any time on or after 16 April 2018, you must pay your full year's tuition fee plus any registration and residential fee.

### For January/February 2018 start programmes:

- For new students only: by Friday 9 February 2018: you will not be liable to pay any fees and any fees you have already paid will be refunded (with the exception of any non-refundable deposit). This concession by the University does not affect your legal rights
- At any time before 16 April 2018: you must pay 25% of your full year's tuition fee plus any registration and residential fee
- At any time between 16 April 2018 and the start of the Autumn term 2018 (Sept 2018): you must pay 50% of your full year's tuition fee plus any registration and residential fee
- At any time after the start of the Autumn term (Sept 2018), you must pay your full year's tuition fee plus any registration and residential fee.
- **13.7** If you change mode of study/attendance you will be classified as starting a new course of study and will be charged the current rate of fees for new students.
- **13.8** If your period of continuous interruption exceeds 1 year you will be charged at the prevailing rate for new students in the year that you resume your studies.
- **13.9** If you are in receipt of any of the following tuition fee discounts (National Scholarship Programme (NSP), Graduate Loyalty/Alumni, International or Institutional, MBA Excellence Scholarship), and as a result of your withdrawal or interruption your overall fee liability is reduced, you will no longer be eligible for the discount/s. However, you will remain eligible for discounts if your interruption was the result of pregnancy, maternity or paternity.
- **13.10** Any refund is at the discretion of the University. You will need to complete the refund request form.
- **13.11** In all cases any refund due will be paid back to the original payee, and wherever possible to the original bank account. Refunds will not in any circumstances be paid to any third party.

Visit my.lsbu.ac.uk/my/wcm/myconnect

- reasons you will need to provide evidence in the form of your MATB1 form to the appropriate School Administration office. This will ensure that you are not charged again for any modules that you were studying at the point of interruption and that you continue to study on resumption.
- **13.13** Students enrolled on courses of less than 1 year/2 semesters' duration will not have their tuition fee adjusted or be entitled to any refund if they interrupt or withdraw.

## 14. Failure to pay tuition fees

- **14.1** If you fail to pay your fees by the due dates for payment you will:
  - Be recorded on the Student Record System as a debtor
  - Have your access to facilities withdrawn
  - Have your coursework and exam marks withheld
  - Have your certificates withheld
  - Be refused attendance at degree ceremonies
  - Have your details and information regarding your debts passed to debt collection agents employed by the University, which may incur further costs for you to pay
  - Be prevented from enrolling or re-enrolling with the University until the debt is paid in cleared funds
  - Be excluded from the University.
- **14.2** If you fail to make payment by the instalment due dates you will incur an additional £25 enrolment charge for each instalment missed, up to a maximum of £100.
- **14.3** If you cancel your cheque, or it is returned by the bank unpaid, or your card transaction is returned unauthorised by your bank, you will be suspended and/or excluded immediately.

### **Useful contacts**

### **London South Bank University**

For queries about payment of your tuition fees i.e. payment deadlines, instalments and making card payments over the phone, contact the relevant Income Team member for your School:

### SASC/WLSS:

Melanie Gordon: 020 7815 6304 / gordonam@lsbu.ac.uk

### **BUS/IACI:**

Andrea Stehlikova: 020 7815 6324 / stehlika@lsbu.ac.uk

#### **NENG/RBEA:**

Frank Joseph: 020 7815 6335 / josephfc@lsbu.ac.uk

#### HSC

Vic Van Rensburg 020 7815 6334 / 6305 / vanrensv@lsbu.ac.uk

For queries about your student record i.e. withdrawal / interruption / transfers that may affect the tuition fee due, contact:

### LSBU Fees & Bursaries Office:

Tel: 020 7815 6181 Email: fees@lsbu.ac.uk

### **Student Finance England**

For Home students domiciled in England wishing to apply for higher education support online:

#### Visit the SFE website:

www.gov.uk/browse/education/student-finance

#### Phone: 0300 100 06 07

8am to 8pm Monday to Friday 9am to 5.3opm on Saturdays and Sundays

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#### Send applications to:

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

### **Student Finance Services European Team**

For EU students wishing to apply for higher education support:

### Download an application form

Email: EU\_Team@slc.co.uk

Phone: (+44) (o) 141 243 3570 9am to 5.30pm Monday to Friday

or

### Send applications to:

Student Finance England PO Box 89 Darlington Co Durham DL1 9AZ

## **Useful publications**

### **London South Bank University publications**

**Academic Regulations** 

**Research Degrees Code of Practice** 

### **Student Finance publications**

**Student Finance Calculator:** 

www.gov.uk/student-finance-calculator

Forms and guides for new and continuing students on full- and part-time UG courses: <a href="https://www.gov.uk/student-finance-forms">www.gov.uk/student-finance-forms</a>

Forms and guides for applying for Disabled Students' Allowances (DSAs) 17/18: <a href="https://www.gov.uk/student-finance-forms/y/uk-full-time/apply-dsa/year-1718">https://www.gov.uk/student-finance-forms/y/uk-full-time/apply-dsa/year-1718</a>

Childcare grant and other support for full-time students 17/18: www.qov.uk/student-finance-forms/y/uk-full-time/ccq-expenses