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LSBU

London South
Bank University

Tuition and Other Fee Regulations 2024/25

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This Procedure is available in accessible formats on request from Fees team.
Please contact: fees@lsbu.ac.uk

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Tuition and other fee regulations 2024/25

1. Introduction

The tuition and other fee regulations detail the rules setting out how and when students must pay fees to the University. This policy details 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 registered and/or enrolled at the University
- a student who had interrupted or is interrupting
- a student who is withdrawing or has withdrawn
- a past student at the University

3. Who is responsible for this procedure?

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

4. Summary

- your fee status will be assessed at enrolment
- you agree at enrolment/re-enrolment to pay the required tuition, and any other fees, by the due dates
- you must confirm at enrolment/re-enrolment how your fees will be paid, e.g. by a tuition fee loan, sponsorship or via the apprenticeship scheme
- if you are self-funding or if your loan or sponsorship is not confirmed, you must pay a minimum of 50% to be fully enrolled on your course
- it is your responsibility to ensure that you have confirmed funding for your course
- International students will be required to pay a 50% tuition fee deposit to secure their Confirmation of Acceptance for Study (CAS)
- if you wish to change course, interrupt or withdraw, you must follow the correct procedure
- you may be liable to pay repeat study fees, even if you have extenuating circumstances
- you must notify the University immediately if you are struggling to pay your fees
- you can contact the Student Life Centre for fee advice and assistance
- failure to pay may result in sanctions being imposed, such as restrictions on your access to the University
- you may also be withdrawn from the course and a debt collection agency may be instructed to recover the outstanding fees
- If you are eligible for a refund, you must submit a completed refund request form

5. Tuition Fees

- 5.1. You are liable for payment to London South Bank University of all tuition fees for the course on which you study. Course fees are set out on the University website. <https://www.lsbu.ac.uk/study/course-finder>
- 5.2. These regulations form part of the student contract and should be read in conjunction with the Enrolment Terms 2024/25 https://www.lsbu.ac.uk/_data/assets/pdf_file/0003/394914/Enrolment-terms-2024-2025.pdf
- 5.3. Tuition fees, where they are not capped by the government, are set on an annual basis by the University Executive.
- 5.4. Total tuition fees for part-time undergraduates enrolling in 2024/25 are usually averaged out equally per year over the standard length of the course.
- 5.5. If you interrupt or withdraw, your fee liability may be reduced. If your attendance and engagement fall below an acceptable level, you may be withdrawn and may become ineligible for further government or discretionary (e.g. scholarships) financial support (*section 18*).
- 5.6. At your enrolment, and any subsequent re-enrolment(s), you confirm your intention to study and your agreement to pay the fee for the course undertaken. New and continuing self-funding students must pay a minimum of 50% of the full annual tuition fee to complete enrolment/re-enrolment, followed by two instalments of 25% (*section 12.11*). You are expected to enrol/re-enrol at the University at the earliest opportunity and within 28 days of the first day of the semester in which the course commences. Different rules apply for students in receipt of a postgraduate or doctoral loan (*section 12.16*).
- 5.7. If you are embarking on an apprenticeship, which incorporates a course of study at the University, you are not normally liable for tuition fees. Your employer is liable for payment of the course tuition fee. If you leave your employment during the period of the apprenticeship agreement but choose to continue your studies, you will become liable for the remaining fees (*section 12.4*). The tuition fees charged for apprenticeship students who interrupt or withdraw will be based on the last date of learning in the academic year. https://www.lsbu.ac.uk/_data/assets/pdf_file/0003/394914/Enrolment-terms-2024-2025.pdf
- 5.8. All fees and refunds are quoted and will be calculated in GB pounds sterling. The international exchange rate calculation will be in accordance with the Finance team's procedure.
- 5.9. The University sets different fee rates for Home and International students. The Academic Registrar assesses the relevant student's fee at the point of application in line with the rules listed below in *Appendix 2*.
- 5.10. Your fee status will remain unchanged for the duration of the course, apart from in some very exceptional circumstances. If your fee status does change, it will normally take effect in the next academic year. You should contact fees@lsbu.ac.uk or <https://www.ukcisa.org.uk> for advice and guidance on fee status.

- 5.11. Should you wish to contest your fee liability, the Academic Registrar, or nominee, will determine the appropriate fee to be paid. If there are relevant circumstances which might justify an alternative fee, the Academic Registrar reserves the right to request documentary evidence of these (*Appendix 2*). If you are unhappy with the notified fee, you can challenge this decision using the Student Complaints Procedure.
https://www.lsbu.ac.uk/data/assets/pdf_file/0003/84423/LSBU-Student-Complaints-Procedure.pdf. Please note that you must make your complaint within three months from the date of the fee notification. Any complaints made after this time may be considered out of time.
- 5.12. If you are finding it difficult to pay your tuition fee, you should contact fees@lsbu.ac.uk.

6. Tuition fee amendments

- 6.1. It is important for the University to assess students' fees correctly. Students who have been under or overcharged, where they have not provided relevant information when asked at enrolment, will automatically be charged the correct rate of tuition fee as assessed by the University. Tuition fees are charged annually at the rate set for each course for the appropriate mode of study. In some circumstances, the University may agree that the student can take a non-standard study load and they may be charged a different tuition fee. The tuition fee will normally be pro-rated to the amount of credits in which you are enrolled on in the academic year but, in certain circumstances, which may relate either to the course of study or the student, a different calculation may be required. All non-standard tuition fees are subject to the agreement of the Academic Registrar, or their nominee.
- 6.2. If the credits a student is taking is reduced by recognition of accredited prior learning (APL) the tuition fee may be adjusted. There is no additional fee chargeable for the consideration of accredited prior learning (APL). The University may charge a fee to assess accredited prior experiential learning (APEL). See the APL policy for more information https://www.lsbu.ac.uk/data/assets/pdf_file/0003/330384/Assessment and Examinations Procedure 2022-23 .pdf

7. Early settlement discount

- 7.1. If you are self-funding student, enrolling for a whole year's study, and pay in full at enrolment or by your published re-enrolment deadline, you may be entitled to an early settlement discount of 5% of the year's course tuition fees. The discount is not applicable if you are in receipt of any Student Finance England tuition fee funding, or if you are eligible for but choose not to apply for a tuition fee loan. Further, the discount will not be applied to any additional fees, e.g. field trip costs.
- 7.2. Students in receipt of a loyalty award or International self-funded students in receipt of an international or merit scholarship may also qualify for the 5% early settlement discount on the balance of the tuition fees once any award/scholarship discount has been applied. 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. The early settlement discount will be applied after any international or loyalty award is applied. Discounts do not apply to tuition fees for repeat modules.

8. Government policy, annual increases and fee-charging by cohort

- 8.1. The University reserves the right to set or increase its fees in line with changes to government legislation, regulation or guidance.
- 8.2. The University cannot exceed any maximum government-regulated undergraduate fee. Substantial changes to fees normally come into effect for students starting on a course. Where fees are changed, continuing students will not be subject to the new fee, except where there are inflationary increases.
 - 8.2.1. Students are charged an annual tuition fee in each year of their course. After the first year, tuition fees may be subject to annual inflationary increases. Regulated fees for Home undergraduate students (*section 8.2*) will only increase to permitted maximums. In all other circumstances, and for the duration of their course, students may expect tuition fees to increase annually in line with inflation, up to a maximum of the Consumer Price Index (CPI) plus 4%.
- 8.3. When students first enrol on a course, they are 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. A student's fee is linked to their cohort of study which indicates when they commenced their course. Students in a particular cohort will pay the same tier of fee as other students of the same type, e.g. Home or International, in that cohort.
- 8.4. The University may charge different fees for EU, EEA, and Swiss students, depending on whether they have settled, pre-settled or International status. Students not holding UK immigration permission will be required to apply for a student visa to study in the UK. [Studying in the UK: guidance for EU students - GOV.UK \(www.gov.uk\)](http://www.gov.uk/government/guidance/studying-in-the-uk)
- 8.5. If you interrupt continuously for two academic years, you will join a new cohort for fee purposes and will be charged the appropriate tuition fee for the course year of study. Please refer to paragraph 18.8.
- 8.6. Any student taking deferred modules, not previously charged for, will be charged at the standard module fee rate for those deferrals. Resuming students will be charged again for any modules which they paid for but which they did not complete (*section 8.5*).
- 8.7. If you resit a module and still do not meet the necessary standard, we may allow you to repeat that module again. You will normally be charged a fee, at the standard module rate applicable, 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 Student Loans Company. The exam board decision may allow some students to pass to the next 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).

- 8.8. 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 Centre via MyLSBU. <https://my.lsbu.ac.uk/campusm/home#menu> Once a student is allocated to a new cohort they cannot return to the lower fee cohort. Students should also note that their financial support arrangements and tuition fee can be affected by the cohort to which they belong and are subject to government student funding regulations.

9. NHS contract-funded students

- 9.1. HEE funding is now only available for students who enrol on courses which still attract HEE funding.
- 9.2. If you cannot provide proof of approval for the payment of tuition fees or the University does not hold any approval for your extension, you will remain personally responsible for payment of any tuition fees and charges, regardless of any arrangements held by the University with HEE. 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

10. Health & Social Care CPD_Open

- 10.1. Students who decide to take a slower route or modules on a standalone basis will be enrolled on CPD_Open.
- 10.2. If you are self-funded, full payment is required prior to starting the module.
- 10.3. The period of registration for courses is six years; all credits counting towards an award must be achieved within a six-year academic registration period.
- 10.4. The fee needs to be confirmed by a sponsor or paid prior to enrolment. For enrolment on CPD_Open, Health and Social Care does not offer payment in instalments.
- 10.5. No refund can be made once enrolled on CPD_Open. This also applies to study days and workshops.
- 10.6. 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.

11. Ancillary fees

- 11.1. Students may be required to pay additional fees for ancillary products or services, such as library fines, sports services, residentials, equipment, travel and/or accommodation, field trips and student membership fees required by professional bodies. The University may provide means-tested financial support to eligible students to help aid towards the cost of these. <https://myaccount.lsbu.ac.uk/s/article/How-can-I-support-myself-financially-while-I-study> Ancillary services may be provided by third parties with fees paid direct to them.

11.2. Any ancillary fees will be clearly identified and communicated to students before applications open for the relevant year of study. For course-related fees, the respective Director of Operations will have accountability for this. For central services, the respective operative lead will have accountability.

12. Payment methods and deposits

12.1. The University website includes a list of tuition fee payment methods:

- full payment upfront
- instalment plans
- student loans via SFE, SAAS, SFNI, SFW, US or Canada, mainland Europe etc.
- employer sponsorship
- LSBU staff study assistance
- Apprenticeship scheme

12.2. Tuition fees must be paid in accordance with the current arrangements which are updated annually. <https://www.lsbu.ac.uk/study/undergraduate/fees-and-funding/how-to-pay>

12.3. If you have yet to apply for student finance, you will be enrolled under an agreement that you will apply for student finance upon enrolling. You will be given 28 days to secure student finance funding. www.gov.uk/brows6.1.e/education/student-finance
www.gov.uk/brows6.1.e/education/student-finance/who-qualifies

12.4. 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.

12.5. International applicants requiring entry clearance to enter/remain at LSBU are required to pay a deposit (except those who are in receipt of a full scholarship or sponsorship) – 50% of the Year 1 tuition fee – to secure their Confirmation of Acceptance for Study (CAS), in accordance with the pre-CAS process set out in the offer letter. The deposit will be refunded in limited circumstances specified in your offer letter, for example, if you cancel the tuition contract within the statutory time limit for consumers (currently 14 days). Otherwise, the deposit will not be refunded if you decide not to enrol at the University. If you are unable to take up your place, a full refund of the deposit will be made only in the following cases:

- If your application for entry clearance has been refused (evidence required)
- If LSBU fails to run the programme for which you have been made the offer (or an alternative)
- If LSBU decides not to issue you with a CAS for visa purposes

12.5.1. *Discretionary part-refund of deposit in exceptional circumstances.* LSBU may in its absolute discretion make a refund to you of 50% of the deposit paid, if you

withdraw your application and produce documentary evidence to prove that any of the following exceptional circumstances has occurred on a specified date after your payment of the deposit and before your enrolment:

- Death or serious illness of an immediate family member
- Death or serious illness of the person responsible for payment of your fees

12.6. Payments of deposits should be made via our payment portal hosted by GlobalPay for Students. <https://www.lsbu.ac.uk/international/fees-and-funding>. Any additional tuition fee payments should be paid either via GlobalPay or Convera. <https://www.lsbu.ac.uk/international/fees-and-funding>

12.7. The University does not accept tuition fee payments via bank transfer or cash.

12.8. For Federal Aid, students should seek advice from our website. <https://www.lsbu.ac.uk/international/fees-and-funding/us-loans>

12.9. Students studying for fewer than two semesters in any one academic year cannot pay in instalments.

12.10. It is your responsibility to ensure that funding is in place via any government or non-government loan providers or sponsors. If you have not secured funding, you will be liable for the fee as a self-funding student. You cannot become fully enrolled/re-enrolled until your loan is confirmed or your payment is received (*section 5.6*).

12.11. *Previous study*. You can usually obtain a student loan if this is your first full degree. Tuition fee loans are available for the full length of the course plus one extra year, to cover false starts or university/course transfers. Please note that if you have already received two years of funding, you may be required to self-fund part of your course. Your funding may be affected if you change course, interrupt or withdraw.

https://www.lsbu.ac.uk/data/assets/pdf_file/0015/123423/student-interruption-withdrawal-procedure.pdf

12.12. Some postgraduate courses attract undergraduate funding, e.g. PGCE, MArch, and pre-registration health courses. The maximum loan available is £9250 per year. Any fee payable in excess of £9250 per year, e.g. a dissertation fee, remains the responsibility of the student. Some students undertaking a second undergraduate degree in a STEM subject may be eligible for support funding, depending on the subject area of that second degree.

12.13. If you are eligible but choose not to take out a tuition fee loan, e.g. for religious reasons, or if you are ineligible for a loan, you will 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.

12.14. Where a student is not able to make a payment on time, they should contact fees@lsbu.ac.uk to make an alternative arrangement at least three working days before the payment is due. If you fail to make a payment by the due dates, you will incur an additional £25 enrolment charge for each agreed instalment missed, up to a maximum of £100 (*Appendix 1*).

12.15. Postgraduate loan instalments will only be released to students once they have completed enrolment and **cannot**, therefore, be used to pay towards tuition fees **at enrolment**. Students 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 their loan has been confirmed. Students unable to provide this evidence will be required to pay at least 50% of the annual fee at enrolment/re-enrolment. <https://www.lsbu.ac.uk/study/postgraduate/fees-and-funding/postgraduate-loans>

12.16. Payment dates for September 2024 starters:

Amount due	New students commencing in 2024/25	Continuing students	Postgraduate/doctoral loan (new and continuing students)
Full payment	By 5 August 2024	By 2 September 2024 (with no summer resits) By 23 September 2024 (with summer resits)	
Or initial down payment	½ of the annual fee by 5 August 2024	½ of the annual fee by 2 September 2024 (with no summer resits) By 23 September 2024 (with summer resits)	1/6 of the annual fee by 5 August 2024
1 st instalment	¼ of the annual fee by 31 January 2025	¼ of the annual fee by 31 January 2025	1/6 of the annual fee by 1 November 2024
2 nd instalment	¼ of the annual fee by 18 April 2025	¼ of the annual fee by 18 April 2025	1/3 of the annual fee by 31 January 2025
3 rd instalment			1/3 of the annual fee by 18 April 2025

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

Amount due	New students commencing in 2024/25	Continuing students	Postgraduate/doctoral loan (new and continuing students)
Full payment	By 2 December 2024	By the start of your new academic year	
Or initial down payment	½ of the annual fee by 2 December 2024	½ of the annual fee by 2 December 2024	1/6 of the annual fee by 2 December 2024

1 st instalment	¼ of the annual fee by 25 April 2025	¼ of the annual fee by 25 April 2025	1/6 of the annual fee by 7 March 2025
2 nd instalment	¼ of the annual fee by 27 June 2025	¼ of the annual fee by 27 June 2025	1/3 of the annual fee by 9 May 2025
3 rd instalment			1/3 of the annual fee by 10 October 2025

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

Amount due	New students commencing in 2024/25	Continuing students	Postgraduate/ doctoral loan (new and continuing students)
Full payment	By 17 March 2025	By the start of your new academic year	
Or initial down payment	½ of the annual fee by 17 March 2025	½ of the annual fee by 17 March 2025	1/6 of the annual fee by 17 March 2025
1 st instalment	¼ of the annual fee by 5 September 2025	¼ of the annual fee by 5 September 2025	1/6 of the annual fee by 6 June 2025
2 nd instalment	¼ of the annual fee by 28 November 2025	¼ of the annual fee by 28 November 2025	1/3 of the annual fee by 10 October 2025
3 rd instalment			1/3 of the annual fee by 30 January 2026

13. Fraudulent payments

13.1. Any person may offer to pay your fee on your behalf, in return for an upfront payment. Invariably, this involves 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 they are 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 LSBU receives multiple failed payment attempts, your ability to pay on the portal will be disabled and you will have to attend the campus and pay onsite.

14. Student visa sponsorship

14.1. International students who require a UK student visa to study and who are not funded by a scholarship or sponsorship are required to pay a deposit, when accepting an offer, to secure their place (*section 12.5*).

14.2. Details of the deposit scheme terms and conditions are available <https://www.lsbu.ac.uk/international/visas-and-immigration/confirmation-of-acceptance-for-studies-cas>

14.3. Students are issued a student visa Confirmation of Acceptance for Study (CAS) on condition that they have sufficient financial resources to cover tuition fees and living costs in the UK and you will be required to provide evidence of this.

14.4. Non-payment of fees will result in the withdrawal of the student visa sponsorship (*Appendix 1*).

14.5. Refunds for students with student visa sponsorship will be made to the original payer and only processed once the student has provided confirmation that they have left the UK, in accordance with the terms of their visa (*section 20*).

15. Research students

15.1. Self-funding students enrolled/re-enrolled as research students will be charged the appropriate full PhD course fee. Research students at writing-up stage will be charged a lower fee, in accordance with the writing-up policy. https://www.lsbu.ac.uk/data/assets/pdf_file/0007/115693/lda-research-degrees-code-of-practice.pdf. Any variation to the relevant fee will be agreed by the Academic Registrar in consultation with the Pro Vice Chancellor Research or nominee.

15.2. Fees are listed on LSBU's website: <https://www.lsbu.ac.uk/study/course-finder>

15.3. Fees quoted for PhD courses are based on your 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 year (full-time) or five years (part-time), you must pay the continuing student annual fee for each extended year. The writing-up fee must be paid in full at enrolment.

15.4. 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. https://www.lsbu.ac.uk/data/assets/pdf_file/0007/115693/lda-research-degrees-code-of-practice.pdf

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

16. Tuition fee debt

16.1. Students should not enrol/re-enrol on any course of study unless they have sufficient funds or access to funding to pay their fees. Where a student offers 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 the responsibility of applicants/students to pay their tuition fees when requested to do so.

16.2. If you are unable to pay tuition fees at any time, you should contact fees@lsbu.ac.uk in the first instance or the Student Life Centre for advice and support on the requirements and penalties for those on payment schemes. (*section 16.7*) <https://my.lsbu.ac.uk/campusm/home#menu>

16.3. A student becomes a debtor to the University when tuition fees remain unpaid, in part or fully, in the timeframes agreed 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.

- 16.4. 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 or ineligibility to stand in LSBU Student Union elections.
- 16.5. You will be contacted about your tuition fees and any issues via your LSBU 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.
- 16.6. If you experience financial hardship, you may be able to apply to LSBU 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 Centre for further advice on the options available to them. <https://my.lsbu.ac.uk/campusm/home#menu>
- 16.7. For students who are in tuition fee debt to the University, the following can apply:
- students will be recorded on the student record system as a debtor in Bad Financial Standing
 - students will not be able to enrol/re-enrol while any tuition fee remains outstanding
 - students may be withdrawn or interrupted from the University for non-compliance with the enrolment terms. Visa-sponsored students will be reported to the Home Office
 - students will be withdrawn if they do not heed written reminders and pay the outstanding debt
 - students may find that educational services, for example access to the University library and computer facilities, may be withheld
 - students may not be permitted to access educational services, which means attending their lectures or other classes, accessing Moodle resources, or to receive their coursework, examination, or assessment results, subject to their rights under data protection law¹
 - if you are in Bad Financial Standing you will not be eligible to receive an academic or personal reference from the University
 - a tuition fee debtor will not be normally issued with a certificate or official transcript of their studies, or a degree certificate, subject to their rights under data protection law, while the debt remains outstanding
 - students may normally only obtain an official transcript for the modules and credits which have been paid for in full
 - student debtors will be ineligible to book or attend a graduation ceremony or to stand in Student Union elections
 - students are reminded that the University will not normally issue official degree certificates or transcripts where they have not met their tuition fee obligations. The University will also not normally be able to provide any employer or volunteer references until the tuition fees or any other debt to

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Where the University is legally obliged to disclose assessment results to a student debtor, the communicated results (mark, grade or award) will not constitute an official transcript. The results will also be communicated in a medium that does not associate them with the University.

the University are paid in full. Current students who misrepresent the level of studies completed may be referred to the Student Disciplinary process

- Students 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, hardship funding, clothing, computers, or equipment.

16.8. The University reserves the right to pursue student debtors (including those who failed to return University property, eg 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.

16.9. Ancillary debts (such as library or trip fees) will not prevent you from progressing in your studies or graduating.

16.10. The University reserves the right to make a student a BFS where they have enrolled/re-enrolled on the basis of applying for a tuition fee loan from the Student Loans Company or its regional agencies – SNW, SFNI, and SAAS – and the tuition fee loan is not paid to LSBU when the student's study commences.

16.11. If a student is in dispute with the Student Loans Company (SLC), the University asks that the student provide relevant staff with the authority to speak with the SLC on their 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 students to enrol/re-enrol and may be compelled to withdraw them.

16.12. If the SLC confirms that the student is ineligible for funding, e.g. a tuition fee or postgraduate loan, the University reserves the right to request that the student sets up a new instalment plan. If the fee is not paid, the student will become a tuition fee debtor of the University (*section 16.7*).

16.13. Any dispute about the nature of a debt recorded by the University should be dealt with under the University's Student Complaints Procedure. Please refer to the timeframes outlined within the Student Complaints Procedure on when you can make a complaint (*section 5*).

https://www.lsbu.ac.uk/data/assets/pdf_file/0003/84423/LSBU-Student-Complaints-Procedure.pdf

17. Changing course or mode of study

17.1. Students who wish to change course or mode of study are encouraged only to do so between academic years. If a student changes mode of study from full-time to part-time, or vice versa, or transfers to a different course of study, during the academic year, the fee will be recalculated for the full year of study, based on the new mode of study. Please note that this applies to changes in course or mode of study in the first semester of the academic year and that changes to course or mode of study after semester one are not normally possible.

17.2. Changing mode of study can affect government student funding entitlements, which may be subject to the terms and conditions of a funder, eg the Student Loans Company, and students receiving tuition fee and/or maintenance loans

should seek advice about the impact on their fees prior to making the change.
<https://my.lsbu.ac.uk/campusm/home#menu>

18. Cancellation, withdrawal and interruption

- 18.1. Students who choose not to begin their studies can decline their offer or, if enrolled/re-enrolled, can withdraw from study without financial liability up to 14 calendar days into the start of the first semester. If a student enrolls after the course start date, they will still have 14 calendar days from their enrolment date to withdraw. If a student starts attending classes before completing their enrolment, the 14-day period starts from the date of the first class attended. Attendance in class is interpreted as an intention to study so this will apply even if formal enrolment is not completed. **You will be given 28 days to secure student finance funding.**
- 18.2. For students who withdraw from their studies within the 14-day period, their tuition fee liability will be reduced to 0% and any sums paid to the University to enrol/re-enrol will be reimbursed if paid by the student in advance and if the student requests a refund. Where a non-refundable deposit has been paid, this will not usually be returned should the student cancel their studies within the 14-day period.
- 18.3. 'Withdrawal' means that a student ceases their studies and does not intend to return to study before their whole course concludes. A student who withdraws or is withdrawn from study ceases to be a student at the University and their contract with the University is at an end. Interruption is where a student takes an approved and temporary break from their enrolment/re-enrolment on their course or modules. Withdrawal or interruption may take place between or during academic years. If a student is considering withdrawing or interrupting, they should follow the University's Interruptions and Withdrawals Procedure. https://www.lsbu.ac.uk/data/assets/pdf_file/0015/123423/student-interruption-withdrawal-procedure.pdf. You should also discuss the decision with your personal tutor or course director. The Student Life Centre can provide advice on non-academic matters. You can also find useful information in MyAccount FAQs. <https://myaccount.lsbu.ac.uk/s/>
- 18.4. Students may withdraw or be withdrawn at any time in line with the Student Interruption and Withdrawal Procedure https://www.lsbu.ac.uk/data/assets/pdf_file/0015/123423/student-interruption-withdrawal-procedure.pdf. Once a student is withdrawn, they will have no right to access or receive services from the University. A student who interrupts or withdraws will be liable to pay fees based on the period that they were enrolled/re-enrolled, calculated on a termly basis. Fee liability is calculated in relation to when the withdrawal or interruption was requested. Attendance is defined as including in-person or online attendance at a lecture, seminar, lab session or examination, a research student attending a one-to-one session with a supervisor or the submission of coursework. It can also involve interacting with a virtual learning environment such as Moodle. The definition accords with the requirements of external funding bodies, such as the Student Loans Company and US Federal Loans, to which the University must report details of student attendance and engagement. If the funding body has additional requirements of the student, it is the student's responsibility to ensure that they act in accordance with these. Further information about the University's attendance and

engagement requirements are outlined in the Academic Engagement Policy and Procedure [Academic Engagement Policy and Procedure \(lsbu.ac.uk\)](https://www.lsbu.ac.uk/academic-engagement-policy-and-procedure)

- 18.5. The University has the right to determine what constitutes a student's 'last' date of attendance once the University has received a request for interruption or withdrawal.
- 18.6. In line with government regulations for students receiving government funding, the last date of attendance or engagement must also be reported to the Student Loans Company who will make any necessary adjustments to a student's loan entitlement and may claw back any overpaid funds.
- 18.7. If you continue to 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.
- 18.8. Any interruption will commence from the date on which the student requested the interruption. The fee liability will be calculated based on them pausing their studies at this point. Students are recommended to only pursue interruption when they have a clear intent and/or plan to return to study. When a student returns to study following an approved interruption, they will not be charged again for any modules already passed, and for which they have paid in full, but will be required to pay again for any modules not attempted or attempted but not completed. However, if a student changes their mode of study, credit load or course, following interruption, this may affect their fees as outlined in section 8. When a student returns to study, having interrupted for two or more academic years, they will be liable to pay the relevant tuition fee for the cohort to which they are returning at the time of re-enrolment. This may result in the student paying a higher fee because of any changes to fee tiers for their course of study (*section 8*).
- 18.9. Students who withdraw before the end of the academic year and have not paid the full course or module fee (even if teaching is complete) may not be entitled to receive credit or an award.
- 18.10. When a student interrupts or withdraws, they will be liable for the fees relating to any module where all teaching has been completed prior to the student's 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 ensure that students who have had the opportunity to receive all teaching on the module are charged appropriately for that module.
- 18.11. Students who progress and re-enrol on the dissertation stage of a master's course will not have their fee adjusted or be eligible for a refund if they later interrupt or withdraw.
- 18.12. 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 discounts if your interruption was as the result of pregnancy, maternity, paternity, or adoption. If your interruption is for health reasons, medical evidence must be provided.

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

18.14. If a student withdraws or interrupts, their tuition fee liability will be automatically adjusted as outlined below and the rules listed below will apply.

18.15. When fees are paid using a combination of payment methods, any refunds for which a student is eligible will be applied in proportion to the sums covered by the different payment methods. This includes if the tuition fee was 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.

18.16. For students who withdraw or interrupt from their course (which means a course longer than a single module or semester), student fee liability will be adjusted as indicated below (*section 18.17*).

18.17. If you withdraw by Friday 4th October 2024 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 international student) will not be returned). If you stay enrolled after this period, you will be liable for a percentage of the academic year's fees not covered already by the retained deposit as detailed below.

18.17.1. September 2024 starters:

- who withdraw by Sunday 5th January 2025 will be charged 25% fees
- who withdraw by Friday 28th April 2025 will be charged 50% of fees
- who withdraw after Friday 28th April 2025 will be charged 100% of fees

18.17.2. January/February/March 2025 starters:

- who withdraw by Friday 31st January 2025 (or within 14 days of enrolment) will not be charged fees
- who withdraw by Friday 28th April 2025 will be charged 25% of fees
- who withdraw any time after Friday 28th April 2025 but before the start date of the Autumn 2025 term will be charged 50% of fees
- who withdraw after the start date of the Autumn 2025 term will be charged 100% of fees

18.17.3. April/May/June 2025 starters:

- who withdraw by Friday 28th April 2025 (or within 14 days of enrolment) will not be charged fees
- who withdraw any time after Friday 28th April 2025 but before the start date of the Autumn 2025 term will be charged 25% of fees

- who withdraw any time between the start of the autumn term (September 2025) and by Friday 9th January 2026 will be charged 50% of fees
- who withdraw after 9th January 2026 will be charged 100% of fees

18.18. 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. https://www.lsbu.ac.uk/data/assets/pdf_file/0015/123423/student-interruption-withdrawal-procedure.pdf The fee liability for a student returning from interruption depends on the date on which the student interrupted.

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

19. Refunds

19.1. Any refund is at the discretion of the University. <https://myaccount.lsbu.ac.uk/s/article/How-do-I-apply-for-a-tuition-fee-refund-1624446393931>

19.2. Students who have had their fee liability reduced and 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 record. If a student wishes the credit to be refunded, they must contact fdrefund@lsbu.ac.uk

19.3. 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.

19.4. 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. For students who interrupt or withdraw, a partial refund may be made on request.

20. 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

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

21. 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-2022-23.pdf

Research Degrees Code of Practice

https://www.lsbu.ac.uk/_data/assets/pdf_file/0007/115693/ldaresearch-degrees-code-ofpractice.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

22. Appendices

Appendix 1 Procedure for enforcing payment

Failure to pay fees

At enrolment/re-enrolment at the University, you agree to pay your fees by the payment deadlines (*section 12*). If you miss these deadlines, the University will start the debt management procedure and will contact you to arrange payment:

Stage 1 – immediate notification of bad financial standing (student debtors)

Notification by email to the student when a payment date is missed. The email will outline the future sanctions which will be applied in the event of further non-payment. No sanctions applied at this time.

Stage 2 – reminder and sanctions applied

Second email notification will be sent 14 days after the missed payment date. The following sanctions will be applied: your ID card will not offer access to LSBU buildings and your IT account will be limited. Students who pay in full will have their access to services reinstated.

Stage 3 – official debt letter sent

Third email notification will be sent 28 days after the missed payment date. A debt collection letter will also be sent to the term-time address.

Stage 4 – intention to withdraw letter sent

Seven calendar days after the Stage 3 letter has been sent, students who have failed to pay will be sent an 'intention to withdraw' letter and have their details sent to the Academic Registrar and the Chief Financial Officer who will consider if the student is to be withdrawn for non-payment of tuition fees.

Students who are then withdrawn will be sent a 'notice of withdrawal' letter, advising them of the date they are to be withdrawn.

At this stage, 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 at this stage 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, the student will, under no circumstances, be re-enrolled at the University.

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

Sanctions applied for non-payment of tuition fees (section 16.7)

The following may be applied at any stage after a payment has been missed:

Removal of access

Withdrawal of access to facilities, withholding coursework and examination marks, withdrawal of sports centre membership and access, and pausing of hardship fund.

Official transcripts and certificates

Official transcripts and certificates of assessment results and Higher Education Achievement Reports (HEAR) will not normally be provided to/for students who owe tuition fees to the University. Whilst we will be able to provide confirmation of study letters/emails/references if a student owes tuition fees, these will not mention any academic achievement or grades.

Students are reminded that the University will not normally issue official degree certificates or transcripts where they have not met their tuition fee obligations. The University will also not be able to provide any employer or volunteer references until the tuition fees or any other debt to the University are paid in full. Current students who misrepresent the level of studies completed may be referred to the Student Disciplinary process.

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 until acceptable arrangements are made for this debt to be cleared in full (*section 16*).

Immigration

Visa sponsored students are subject to the University's and government CAS policy <https://www.lsbu.ac.uk/international/visas-and-immigration/confirmation-of-acceptance-for-studies-cas> [Visas and immigration | London South Bank University \(lsbu.ac.uk\)](#) [Student visa : Overview - GOV.UK \(www.gov.uk\)](#). 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 debt is paid in full.

https://www.lsbu.ac.uk/_data/assets/pdf_file/0010/308782/2023-2024-Accommodation-Licence-.pdf

External debt agencies

If you do not engage with our debt management process and fail to settle your outstanding debts, the University can refer the debt to an outside debt collection agency (*section 16.8*).

Appendix 2 – Fee status assessment

How are tuition fees assessed?

Fee status is determined by the Academic Registrar, or nominee, in accordance with [Department of Education guidance](#) and is based on the details you provide in the application form, including your immigration status. If fee status cannot be ascertained, you may be contacted via email for additional information. Applicants who cannot provide the information necessary to establish their eligibility for Home status may be classified as an International student for tuition fee purposes. An 'interim status assessment' may be made during the application process to ensure the smooth progression of your application. If you are an apprentice or an applicant sponsored by an employer, your employment status will be assessed as well.

What determines my fee status?

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.

<https://www.legislation.gov.uk/ukxi/2007/779/contents/made>

For more information, UKCISA (UK Council for International Student Affairs) offers detailed explanations of the conditions required to qualify for Home fee status.

<https://www.ukcisa.org.uk/>

Important notice

By accepting an offer, 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 (*section 5.10*).

Changing fee status as a current student

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

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

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.

17 July 2024