



ULSTER UNIVERSITY

ULSTER ONLINE ONLY

TUITION FEES PAYMENT POLICY

ACADEMIC YEAR 2023/24

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**ULSTER UNIVERSITY
TUITION FEES PAYMENT POLICY – Ulster Online Only
ACADEMIC YEAR 2023/24k**

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1 POLICY STATEMENT

This policy applies to students studying on any Ulster Online programme and provides guidance on how and when to make payment for your tuition fee.

All students are required to pay a tuition fee per module / programme.

The tuition fee includes charges for registration, tuition, supervision and examination and is payable for each module, or part of the programme for which the student is registered.

Tuition fee per credit point will increase annually in line with inflation and will be updated at the start of each academic year (September). The University will take into consideration factors such as Consumer Price Index (CPI), market competition and other external factors outside the University's control to determine the inflationary increase.

Fees for new and continuing students are issued at <https://online.ulster.ac.uk>

2 SELF-FUNDING STUDENTS

2.1 New students only with an intake year of 2023/24 will not be liable for any tuition fees for that academic year/ module if they withdraw within 14 days of completing registration or within 7 days from the start date of the initial module, whichever is the latest date to allow a cooling off period.

2.2 To complete registration, self-funding students can avail of one of the following options:

- tuition fees are either paid in full for each module as the student enrolls; or
- where the student has selected modules with
 - 60 credit points or more, an instalment plan can be set up at the time of registration, which will require a deposit followed by consecutive monthly instalments. Further information at Section 7.3.
 - less than 60 credit points, tuition fees must be paid in full at or in advance of registration

2.3 Payment for all options can only be received in pounds sterling £GBP.

2.4 Please see further detail under payment deadlines and methods in [Section 6](#) and 7

3 EXTERNALLY FUNDED STUDENTS

3.1 Financing Tuition Fee through Student Finance

3.1.1 Postgraduate Taught Students: Northern Ireland and Republic of Ireland

Eligible students may be able to defer part-payment of their tuition fees by applying for a tuition fee loan from Student Finance NI who will pay part of the fee directly to the University.

- The first module fees must be paid at or in advance of registration
- If modules selected total less than 60 credit points, tuition fees must be paid in full at the time of registration. Further detail on payment deadlines and methods can be found in [Section 6](#) and 7.
- If modules selected total more than 60 credit points, payment of tuition fees can be made by setting up an instalment plan using a credit/debit card and are collected in consecutive monthly instalments. The number of collections available depend on the start date of the enrolled module. See Section 7.3 for further information on instalment plans.
- If the student subsequently chooses not to apply or is ineligible for a tuition fee loan, then the student must pay the balance of tuition fees for each module as they enrol or set up an instalment plan at Registration. Further detail on payment deadlines and methods can be found in [Section 6](#) and 7

3.1.2 Postgraduate Taught Students: Great Britain

Eligible GB postgraduate taught students may apply for a loan as a contribution towards their tuition fees from the Student Finance England/ Wales / Scotland. This loan is paid directly to the student and not the University and therefore the student must sign up to an instalment plan at Registration.

- The first module fees must be paid at or in advance of registration and the balance will be paid in up to three equal instalments aligned with the receipt of the loan from Student Finance to the student. This instalment plan is only available to students who have registered for 60 or more credits.
- The student is required to submit confirmation of the Student Finance Postgraduate Loan Summary to the Tuition Fee Office.
- Once confirmation of the Student Finance Postgraduate Loan summary is received, the student can avail of an alternative payment plan to align the instalments with the Student Finance payments to the student. The number of instalment dates is dependent on the start date of the course.
- For GB Student Finance Funded students only, the table below sets out the number of credit / debit card collections available when you register at the different enrolment points

Start Date	Number of Collections
September 2023	3
November 2023	2
January 2024	2
March 2024	Not Available
May 2024	Not Available
July 2024	Not Available

- For students enrolling after January 2024, fees must be paid in full at Registration and an instalment plan will become available in September 2024 for 24/25 tuition fees.
- If the student subsequently chooses not to apply or is ineligible for a tuition fee loan, then the student must pay the balance of tuition fees for each module as they enrol or set up an instalment plan at Registration. See Section 7.3 for further information on instalment plans.

3.2 Students Receiving Fee Support from Employer or Other Sponsor body

- 3.2.1 If an employer, a government agency or any other organisation is paying the student's tuition fees, an official sponsor letter on their headed paper must be uploaded at [Ulster Online Sponsor Letter](#) advance of registration to allow the student account to be updated.

3.2.2 The sponsor letter must detail:

- Student registration number
- Course title
- Academic year being sponsored
- The value (£) of the sponsorship
- Sponsor billing name and address for which we can raise an invoice when you register for the course
- Sponsor contact name and telephone number
- Sponsor contact email address to which the invoice will be issued
- If your sponsor requires a purchase order number to be quoted on the invoice, this should be included on the sponsor letter.

3.2.3 All modules for the academic year must be selected at Registration. Only one invoice will be issued to the sponsor after Registration.

3.2.4 Students that are being sponsored but have not uploaded a sponsor letter to the Tuition Fees Office at the time of registration will be treated as self-funding at registration. Once the student is registered as self-funding, the University will not subsequently accept a sponsor letter. Instead, the student will be treated as self-funding and will have to reclaim monies paid directly from their sponsor.

3.2.5 A new letter must be provided at each registration period to confirm that the sponsor is still willing to pay the student's tuition fees.

3.2.6 Where the sponsor is only part paying the tuition fees, the student will be required to pay any personal contribution or else set up an instalment plan at registration. Please see [Section 6](#) for payment deadlines and [Section 7](#) for payment options.

3.2.7 As a sponsored student, the student is responsible for ensuring that their tuition fees are paid in full. If the sponsor fails to pay all tuition fees within 30 days of the invoice date, the University will cancel their sponsor invoice and the payment of fees will revert to the student. The student will then be required to pay the fees in full. Sanctions will be applied for non-payment. Further detail on sanctions for non-payment can be found in [Section 12](#).

3.2.8 If the student leaves the sponsor's employment and they have failed to pay the tuition fees the University will treat the student as self-funding and the student will be required to pay the full balance of the tuition fees.

4 PAYMENT DEADLINES

Students paying in full for each module at point of enrolment must pay and enrol by deadlines specified below in Table 7.1 to be eligible to study in the Teaching Period (TP).

Table 7.1: Payment deadlines for new and continuing students paying in full for each teaching period in the 23/24 academic year.

TP Key Dates	Application deadline	New student payment deadline	Continuing student payment deadline	Teaching Start	Teaching Ends
TP 5 - September 2023	21/8/2023	30/8/2023	09/06/2023	13/9/2023	26/10/2023
TP 6 - November 2023	16/10/2023	25/10/2023	11/01/2023	11/08/2023	21/12/2023
TP 1 - January 2024	12/08/2023	18/12/2023	01/03/2024	01/10/2024	22/2/2024
TP 2 - March 2024	02/12/2024	21/2/2024	28/02/2024	03/06/2024	05/02/2024
TP 3 - May 2024	22/4/2024	05/01/2024	05/08/2024	15/5/2024	28/6/2024
TP 4 - July 2024	17/6/2024	26/6/2024	07/03/2024	07/10/2024	23/8/2024

5 PAYMENT OPTIONS

5.1 Credit/Debit Card

Paying online is the preferred method of payment. Online payments should be paid at Registration via the University Online Enrolment system.

The University accepts all major credit/debit cards except for American Express and Laser.

Outside of enrolment, online payments can be made using the University self-service facility via the student portal, at <https://www.ulster.ac.uk/pay> or scan the QR Code to take you directly to online payments.



5.2 International Payments

The University has partnered with Flywire to provide you with a range of payment methods in your home currency.

Outside enrolment, payment can be made by clicking [University of Ulster | Open](#) or scanning the QR code below.



5.3 Paying by Instalments – Recurring credit/ debit card Payments (RCP)

- 5.3.1 Payment for the first module selected must be made upfront at or in advance of Registration as a deposit.
- 5.3.2 If your first module is a 30 credit module, you are only required to pay the first 15 credits upfront.
- 5.3.3 This option is not available for students re-engaging on 60 credit point modules.
- 5.3.4 The balance of the tuition fees payable by RCP are collected in up to nine instalments depending on the start date of your modules. The collection dates fall on the first day of the month from 1 October to 1 June. If your instalment date falls on a weekend or a bank holiday, the instalment will be collected on the next available banking day.

Recurring credit/debit Card Payments Collection Schedule

Start Dates	Number collections	of	Date of first collection
September 2023	9		1 October
November 2023	7		1 December
January 2024	5		1 February
up to 15 March 2024	3		1 April
>15 March 2024	Not Available		
May 2024	Not available		
July 2024	Not available		

- 5.3.5 All communication regarding your RCP plan will be sent by email. The student will receive a notification a week in advance of each collection date stating the amount to be collected.
- 5.3.6 Changes to the card details that was used to set up the RCP plan can be made at <https://epay.ulster.ac.uk/customer-card-update>
- 5.3.7 If after set-up the initial transaction is declined, the student must contact their card issuer in the first instance who will explain the reason why the transaction has been declined. Please do not set up another RCP plan as the system will automatically retry the failed transaction five days later. For high value transactions, particularly those drawn on international cards, it is recommended that the student contacts their bank or credit card issuer to notify them they are intending to process a high value transaction to avoid delays.
- 5.3.8 RCP plans can be set up until 15 March 2024 for the 23/24 academic year only.

5.3.9 For students enrolling after 15 March 2024, fees must be paid in full at Registration and an instalment plan will be available in September 2024 for 24/25 tuition fees.

5.4 Rejected RCP

Where an RCP instalment is rejected by the student's card issuer on two occasions:

- the instalment plan will be cancelled;
- the student will be required to pay the balance of their tuition fees due in full immediately;
- the student will not be allowed to enrol on the next module until the outstanding fees are fully paid; and
- the student will not be permitted to set up another instalment plan in the future.

For continued non-payment, a finance hold will be placed on the student's tuition fee account and the University reserves the right to restrict access to IT facilities, including access to online learning.

5.5 Administrative Charge

An administrative charge of £45 per transaction will be added to the student account where an RCP instalment is rejected by their card issuer.

6 ALUMNI DISCOUNT

6.1 Eligible Ulster University alumni commencing a programme will receive a 10% discount on their tuition fees. This discount applies to full-time and part-time postgraduate taught programmes but cannot be applied on PGCE and PhD programmes.

To qualify for Ulster University alumni discount, the student must have successfully completed an Ulster University:

- Undergraduate degree programme to include honours, non-honours and integrated masters;
- Masters' programme including a postgraduate certificate/diploma and a PhD; or
- Study year abroad programme.

The alumni discount is not available to:

- Associate students who have completed a validated programme;
- Lower undergraduate degree awards such as an associate bachelor's degree, advanced diploma, CERT, graduate diploma, etc.

- 6.2 The student will qualify for the alumni discount regardless of when they finished their previous eligible programme.
- 6.3 **This discount cannot be used in conjunction with any other discount, offer or scholarship.**

7 EARLY SETTLEMENT DISCOUNT

- 7.1 No early settlement discount is available for paying fees in their entirety at the start of Ulster online courses.

8 STAFF DISCOUNT

- 8.1 Eligible staff commencing an online programme will receive a 10% discount on their tuition fees but are not eligible for a full exemption.
- 8.2 Eligible staff are defined as those staff on a permanent contract.

9 ADDITIONAL INFORMATION APPLICABLE TO ALL STUDENTS

9.1 University Tuition Fees Account

All students are expected to log into their University tuition fee account via the University portal on a regular basis to view charges applied. All communications regarding your tuition fees will be sent to your @ulster.ac.uk email address or personal email addresses in the event of no correspondence.

9.2 Fee Adjustments

If the tuition fee loan is revoked or otherwise reduced the student shall be liable for payment direct to the University of that part of the tuition fee which has not been covered by the loan.

9.3 Break in Study

Details of the process for a break in study and impact on fee liability is available in the deregistration policy.

9.4 Bank Charges and Exchange Differences

All bank charges including exchange rate shortfalls become the liability of the student.

9.5 Contract

The payment of any sums for tuition fees shall not itself constitute an agreement between the University and the relevant student or, if different, the payer.

Only upon acceptance by the University of a request for enrolment by a student on a programme shall a contract come into being for the student.

9.6 Other Third Parties (Including Parents)

The University will accept payment of a student's fees from a parent or other third party. However, the liability for paying fees will always remain with the student. Where payment is made by a parent or other third party, this will not constitute, form or create a binding contract between the University and that third party.

A parent or other third party shall have no right to demand a refund from the University of any fee payment already made on behalf of a student.

10 SANCTIONS FOR NON-PAYMENT OF FEES

10.1 Students who have outstanding tuition fees from a previous programme and wish to apply for a new programme at the University will not have their application processed.

10.2 Students with outstanding tuition fee debt will not be permitted to register for the next module / academic year.

10.3 Where a student fails to make the necessary programme fee payment(s) in accordance with their relevant published payment plan, the University reserves the right to terminate the payment plan and tuition fees will be payable immediately.

10.4 Where a student fails to make the necessary programme fee payment(s) in accordance with their relevant published payment plan, the University reserves the right to restrict access to Blackboard, the University's virtual learning system and other IT and Library facilities for continued failure to pay your tuition fees. The University will provide adequate notice of their intention to revoke access to the student university IT systems.

The sanction will remain in place until such time that a suitable arrangement to pay programme fees is in place and/or the outstanding account balance is settled.

10.5 To be considered eligible for graduation, outstanding tuition fees should be cleared one calendar month in advance of graduation.

- 10.6** Students who have successfully completed their course but have an outstanding tuition fee debt one calendar month in advance of graduation will not have a degree, diploma, certificate or other academic award granted and conferred and will not be permitted to receive their transcript of marks.
- 10.7** Students who leave the University with outstanding tuition fees will be traced via the debt collection agency engaged by the University and debts will be recovered via the appropriate legal process.

11 FINANCIAL SUPPORT AND ADVICE

- 11.1** Students who are experiencing unforeseen financial difficulties in paying their tuition fees or experiencing exceptional circumstances should raise their concerns with their Course Director or Tuition Fee Office at the earliest opportunity.
- 11.2** Financial problems are not deemed exceptional circumstances. The University will be sympathetic and assist where it can, however, the quality of teaching is dependent on funding and the University must therefore act to recover all outstanding debts.
- 11.3** Our full range of student wellbeing services are available for any students who may require support. For further detail, please refer to [Student Wellbeing - Student Wellbeing \(ulster.ac.uk\)](#)

12 CONTACT DETAILS FOR THE TUITION FEES OFFICE

Telephone: +44 (0) 28 7012 4252
Form: [Tuition Fee Query Form](#)
Website: ulster.ac.uk/finance/student/

Tuition Fees Office
Room X014
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