



ULSTER UNIVERSITY

TUITION FEES PAYMENT POLICY

ACADEMIC YEAR 2019/20

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All students are required to pay an annual tuition fee. The tuition fee includes charges for registration, tuition, supervision and examination and is payable for each year, or part of the year for which the student is registered, including placement years.

1 NI/EU/GB Undergraduate, Postgraduate Taught, MPhil and MRes Students

Eligible students may be able to defer payment of their tuition fees by applying for a tuition fee loan to the Student Loans Company (SLC). NI part-time undergraduate students may also apply for a means tested tuition fee grant from the SLC. Eligible GB postgraduate taught students may apply for a loan as a contribution towards your tuition fees and living costs from the SLC. Repayments to the SLC only begin once you have left University and are earning more than a certain level of income.

If you choose not to apply or are ineligible for a full tuition fee loan, then you must pay the balance of tuition fees or else set up an instalment plan at registration.

The instalment plan allows you the option to pay by either recurring card payment (RCP) or direct debit (DD). Tuition fees payable by RCP are collected in up to ten equal instalments, with the first instalment due at registration, with subsequent payments falling due on the first day of each month thereafter to 1 June. Tuition fees payable by DD are collected in five equal consecutive monthly instalments on the last day of each month from November to March. Please see the payment options detailed in *Section 6*.

All full-time undergraduate students registered for less than 120 credit points will be charged according to the number of credit points actually registered for.

2.1 Self-Funding UK/EU Students

Tuition fees must be paid in full or else an instalment plan should be set up at registration. The instalment plan allows you the option to pay by either recurring card payment (RCP) or direct debit (DD).

Tuition fees payable by RCP are collected in up to ten equal instalments, with the first instalment due at registration, with subsequent payments falling due on the first day of each month thereafter to 1 June. Tuition fees payable by DD are collected in up to five equal consecutive monthly instalments on the last day of each month from November to March. Please see the payment options detailed in *Section 6*.

Ten instalment payment terms are only available where graduation from a programme is 10 or more months after registration. Students may not be permitted to graduate in the event of unpaid tuition fees.

2.2 Self-Funding GB Postgraduate Master's Students

For those full-time and part-time GB students in receipt of a Postgraduate Master's loan from the SLC, there is an alternative payment plan available.

If the loan covers the full cost of your tuition fees, we will allow a 10% deposit to be paid during registration when setting up the RCP and the balance will be paid in 3 equal instalments, which must be aligned with the receipt of your loan from the SLC. This payment option does not apply to those paying by DD.

If your loan does not cover the full cost of your tuition fees, we would normally allow the fees that will be covered by the loan providing that they are in excess of £400 to be repaid in 4 instalments as above, and the outstanding balance to be repaid in line with the RCP plan as detailed in section 1.

In order to avail of this payment option you must provide a copy of your Postgraduate Loan summary to the Tuition Fees Office as soon as possible, but no later than 30 September 2019 in order for the plan to be updated.

3.1 Self-Funding International Students

Tuition fees must be paid in full at registration. If you are unable to pay your tuition fees in full, a minimum deposit of £2,000 must be paid and an instalment plan set up for the balance at registration in order to be registered.

Tuition fees payable by an instalment plan are collected in up to five equal consecutive monthly instalments either by recurring card payment (RCP) or direct debit (DD). RCP instalments are collected from 1 December to 1 April. DD instalments are collected on the last day of each month from November to March. Please see the payment options detailed in *Section 6*.

3.2 Self-Funding International Distance Learning Students

A 20% non-refundable deposit must be paid and an instalment plan set up for the balance at registration in order to be registered. New students only with an intake year of 2019/20 who withdraw within 14 calendar days of completing registration, will have tuition fees paid for in that academic year refunded.

The balance of tuition fees payable by an instalment plan are collected in up to five equal consecutive monthly instalments either by recurring card payment (RCP) or direct debit (DD). RCP instalments are collected from 1 December to 1 April. DD instalments are collected on the last day of each month from November to March. Please see the payment options detailed in section 6.

4 Students Receiving Fee Support from Employer or Other Sponsor body

If your employer, a government agency or any other organisation is paying your tuition fees, you must provide the Tuition Fees Office with an official sponsor letter on their headed paper. Sponsor letters should be sent to the Tuition Fees Office in **advance of registration** in order for your account to be updated prior to registration. For students registering in person, Finance Department staff will accept the sponsor letter at the time of registration.

Students that are being sponsored, but have not sent a sponsor letter to the Tuition Fees Office or provided a letter at the time of registration will be treated as self-funding in order to be registered. 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.

The sponsor letter must detail the value of the sponsorship, student registration number, course title, academic year being sponsored and a name and address which we can send an invoice to when you register for the course. If your sponsor requires a purchase order number to be quoted on the invoice this should be included on the sponsor letter. You must provide a new letter at each registration period to confirm that your sponsor is still willing to pay your fees.

Where your sponsor is only part paying your fees, you will be required to pay any personal contribution or else set up an instalment plan at registration. Please see *Section 6* for the payment options.

As a sponsored student you are responsible for ensuring that your tuition fees are paid in full. If your sponsor fails to pay all of your tuition fees within 30 days of the invoice date, we will cancel their invoice and the payment of fees will revert to you. You will then be required to pay the fees in full. **Sanctions will be applied for non-payment in accordance with University policy.**

If you leave your sponsor's employment and they have failed to pay your tuition fees we will treat you as self-funding and you will be required to pay the full balance of your fees.

5 Members of Staff

If you are an Ulster University staff member registering on an approved part-time programme of study, you must complete a staff tuition fee exemption form signed by your Executive Dean/Head of School/Head of Department. This form should be forwarded to the Tuition Fees Office for processing before the registration period. Until this form is processed, you will not be able to complete registration, therefore, you will not be registered. The form can be downloaded from the University's website at ulster.ac.uk/finance/student/forms. This form must be completed and sent to the Tuition Fees Office **each academic year** without exception.

6 Payment Options

For self-funding students to be registered, we request that tuition fees are either paid in full or an instalment plan is set up at the time of registration. Payment for all options can only be made in pounds sterling.

6.1 Credit/Debit Card

The University accepts payments by various methods, however, paying online is the preferred method of payment. Online payments should be made using the University self-service facility at <http://ssb.ulster.ac.uk> and selecting the 'Tuition Fee Payment' tab. We accept all major credit/debit cards except for American Express and Laser. Where it is not possible to use the online payment system, you can contact the Tuition Fees Office on the number below and make a payment over the telephone.

6.2 Cheque/Banker's Draft

Sterling cheques should be made payable to 'Ulster University' crossed 'Account Payee Only' and drawn on a UK clearing bank. The **student's name** and **student ID (B00) number** should be written clearly on the back of the cheque. Cheques should be posted to the Tuition Fees Office at the address below. Alternatively, cheques can be lodged in person at any of our Cashier's Offices.

6.3 Bank Transfer/BACS

When sending payments by bank transfer or BACS to the University's bank account, please ensure that the **student ID (B00) number** and **student name** are quoted on the transfer to ensure that the monies can be processed correctly on receipt. If paying fees for more than one student, please include an invoice number or company name in order that these monies can be processed correctly on receipt. You should allow a minimum of seven working days for the payment to clear.

6.4 Cash

If it is essential to pay in cash then this should be paid in sterling in person at the Cashier's Offices. You should retain your receipt as proof of payment. On no account should cash be sent through the post. Under money laundering regulations, large cash payments may be subject to investigation.

6.5 Paying by Instalments

If you are unable to pay your tuition fees in full at the time of registration and the balance is £100 or more, then an instalment plan should be set up to pay your fees either by recurring card payment or direct debit at the time of registration using the online enrolment system. If the balance of your tuition fees is less than £100, they must be paid in full at the time of registration using one of the above methods.

If the tuition fee balance changes from the initial set up of the plan you should receive a revised notification schedule of payments with the balance being collected in the remaining instalments depending on the date of the change. An instalment plan must be set up at registration in each academic year.

Students may not be permitted to graduate in the event of unpaid tuition fees.

6.5.1 Recurring Card Payment (RCP)

Payment of tuition fees can be made by setting up a RCP plan using a credit/debit card. All communication regarding your RCP plan will be sent by email. You must contact the Tuition Fees Office if your card details change or your card expires whilst the plan is active.

If you wish to change the card that you used to set up the RCP plan, this may be done by contacting the Tuition Fees Office with your new card details.

If after set up the initial transaction is declined, you must contact your 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 foreign cards, it is recommended that you contact your bank or credit card issuer to notify them you are intending to process a high value transaction to avoid delays. RCP plans can be set up until 15 March 2020 for international students and 30 April 2020 for other students.

Tuition fees payable by RCP are collected in either up to five or up to ten instalments based on your residency.

All tuition fees must be settled in full at least four weeks prior to graduation.

6.5.2 Direct Debit (DD)

Please note that you must have an eligible UK bank or building society account operating the DD scheme in order to set up a DD plan. Savings accounts are not permitted under the DD scheme rules. To sign up online you must be the account holder and the only person required to authorise debits from the account. If not, a printable DD mandate will be made available. This should be completed by the account holder and sent to the Tuition Fees Office in advance of registration in order for your account to be updated prior to registration. For students registering in person, Finance Department staff will accept the DD mandate at the time of registration. This form can be found at: ulster.ac.uk/finance/student/forms.

The cut-off date for setting up an online DD plan and receipt of a DD mandate is 30 September 2019. DD mandates received after this date will not be processed with the exception of new students with an admit term of 2019/20. New students who would have preferred to pay their fees by DD but set up a RCP plan at registration, as they did not

have an eligible UK bank account, may still do so by contacting the Tuition Fees Office with a completed DD mandate no later than 14 October 2019.

The Tuition Fees Office will send you a letter in November 2019 detailing the amounts of your DD plan and the dates each instalment will be collected. If you do not receive this letter by 23 November 2019, please contact the Tuition Fees Office.

Should the last day of each month fall on a weekend or a bank holiday, the DD instalment will be collected on the next working day.

6.5.3 Rejected RCP or DD Instalment

Where a RCP or DD instalment is rejected by your bank or credit card issuer, your instalment plan will be cancelled. A finance hold will be placed on your tuition fee account and the sanctions as detailed in section 10 will be enforced. You will be required to pay the balance of your tuition fees in full immediately and you will not be permitted to set up another instalment plan in the future.

6.6 Administrative Charge

An administrative charge of £45 per transaction will be added to your account where a cheque, RCP or DD instalment is rejected by your bank or credit card issuer.

7 Alumni Discount

Eligible Ulster University alumni commencing a programme with an intake year from 2015/16 will receive a 10% discount on their tuition fees. This discount applies to full-time and part-time postgraduate taught programmes and the Graduate Diploma in Accounting only and excludes PGCE and PhD programmes.

You will qualify for our alumni discount if you 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.
- 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.

You will qualify for the alumni discount regardless of when you finished your previous eligible programme.

This discount cannot be used in conjunction with any other discount, offer or scholarship.

8 Upfront Payment Discount

Students who are fully self-funding only commencing a programme with an intake year from 2015/16 will receive a 5% discount on your tuition fees provided you have paid your fees in full before or during registration. Where additional modules are added on and paid for after registration, those modules will not be eligible for this discount.

Full-time NI/EU/GB undergraduate and PGCE students are not entitled to this discount.

This discount cannot be used in conjunction with any other discount, offer or scholarship.

9 Additional Information Applicable to all Students

9.1 Students Registering or Adding on Additional Modules in Semesters 2 or 3

9.1.1 Students Registering in Semester 2

For students first registering in semester 2 you must pay fees in full at registration or set up a recurring card payment (RCP) or have provided the necessary sponsor letter to the Tuition Fees Office in advance or at the time of registration. Payment by instalment by direct debit (DD) is not available to students first registering in semesters 2 and 3.

RCP plans can be set up until 15 March 2020 for international students and 30 April 2020 for other students. Please refer to *Section 6.5* for details. If you are an international student, please refer to *Section 3.1 and 3.2* and for other students please refer to *Sections 1 and 2* for further information.

9.1.2 Students Registering or Adding on Modules in Semester 3

If you first register or add a module(s) to your record during semester 3, the fees must be paid in full at that stage.

9.2 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.

9.3 Fee Adjustments

Students whose fees are paid in part or in full by the SLC must notify the Tuition Fees Office of any changes to their personal contribution resulting from reassessment.

In the event that the tuition fee loan is revoked or otherwise reduced, or the value of the tuition fee grant is reassessed, 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 or grant.

9.4 Adding or Dropping Modules

Students should note that they may add or drop modules only during the first two weeks of each semester. Details of module changes must be approved by your course director and submitted to the Registry Office not later than the end of the second week of the semester.

9.5 Bank Charges and Exchange Differences

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

9.6 No 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 only with regard to such programme.

9.7 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

The following students who fail to pay on a due date or provide the relevant documentation will have their access to library, computer and other facilities withdrawn immediately and will not be permitted to attend classes and lectures.

- Those who had advised that their tuition fees would be paid by a loan or a grant from the SLC and we have not received confirmation of this by 15 November 2019.
- Those who provide a sponsor letter, however the sponsor fails to pay your tuition fees within 30 days from the invoice date.
- Where a cheque, RCP or DD instalment is rejected by your bank or credit card issuer.

Students will be expected to contact the Tuition Fees Office to make payment arrangements. Once payment has been made in full, library and computer access will be reinstated within two working days. If payment has not been received in full by one week of the due date, or no contact has been made with staff in the Tuition Fees Office to arrange payment, then the registration record will be suspended and then later terminated.

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.

Under no circumstances will any student with outstanding tuition fees be permitted to register in the next academic year. When the outstanding tuition fees have been paid in full, it will take up to two working days before you will be able to register.

Students who have successfully completed their course but have an outstanding tuition fee debt will not have a degree, diploma, certificate or other academic award granted and conferred. Students will not be permitted to attend a graduation ceremony nor receive a transcript of marks.

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

Students who are experiencing unforeseen financial difficulties in paying their tuition fees should seek help at the earliest opportunity. 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.

Full-time undergraduates who are unable to pay their own fees will be expected to apply for a tuition fee loan from the SLC. Other students who are experiencing difficulty in paying their fees should contact the Tuition Fees Office in the first instance.

12 Contact Details for the Tuition Fees Office

Tuition Fees Office
Room X009
Ulster University
Cromore Road
Coleraine
Co Londonderry
Northern Ireland
BT52 1SA

Telephone: +44 (0) 28 7012 4252

Fax: +44 (0) 28 7012 3255
E-mail: fees@ulster.ac.uk
Website: ulster.ac.uk/finance/student/