



ULSTER UNIVERSITY

TUITION FEES PAYMENT POLICY

ACADEMIC YEAR 2022/23

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THIS POLICY:

- sets out important financial aspects governing your time as a student at Ulster University (“the University”). It should be read alongside the Terms and Conditions and your Offer Letter for your academic year of entry.
- forms part of the contract between you and the University.
- relates to the academic year where study commences or continues if re-enrolling.
- applies to all students and includes undergraduate, postgraduate taught and postgraduate research.
- does not apply to Global Online (refer to [Online Policies - Ulster University](#)), Queen Anne’s Higher Education (QAHE)(refer to [Terms & Conditions | Ulster University London & Birmingham](#))
- No fundamental changes will ever be made to a policy ‘in-year.’ The policy is published before the academic year begins and is enforced for the duration of that year of study.
- Updates will take place on an annual basis and will be published at the start of each academic year.

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1. Introduction

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.

EU students (excludes Republic of Ireland nationals) will be charged tuition fees in line with international fees.

2. Payment Options

Students will be classified as either an externally funded or a self-funded student.

You will be considered an externally funded student if you receive financial support from the Student Finance Company, a government funding body or are being funded by a sponsor and the funds are paid directly to the University by the external funder.

You will be considered a self-funded student if you are funding your own studies, getting financial help from family or friends, or are receiving financial assistance directly from an external funder.

2.1. Externally Funded NI/ROI/GB students through a Student Loan

2.1.1. Eligible NI, ROI, GB students can apply for a tuition fee loan from the Government.

Depending on where you live, students can apply online for a tuition fee loan, maintenance loan and grant at the following web links:

- [Student Finance NI \(includes ROI nationals\)](#)
- [Student Finance England](#)
- [Student Finance Wales](#)
- [Student Finance Scotland](#)

NI part-time undergraduate students may be eligible for a means tested tuition fee grant from Student Finance NI. For further detail refer [Tuition Fee Grant](#)

2.1.2. The loan must be applied for annually for each year of study before or at registration, and for the correct course, year and amount.

2.1.3. If you advise on registration that your fees are being paid via your Student Loan Provider and the Tuition Fee Office have not received confirmation by 15 November 2022, you will become liable to pay the tuition fees due immediately. You will be required to either agree a payment plan to pay the fees yourself or provide evidence that you have submitted an application for a tuition fee loan and that your application has not been declined by the Student Loan Provider.

2.1.4. Repayments to the SLC only begin once you have left University and are earning more than a certain level of income.

2.1.5. If you are deemed ineligible for a full tuition fee loan, or the tuition fee loan does not cover your

full cost then you must pay the balance of tuition fees or set up an instalment plan at point of registration.

- 2.1.6.** 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.

2.2. Externally Funded through Sponsorship

- 2.2.1.** If your employer, a government agency or any other external organisation is paying your tuition fees, you must provide the Tuition Fees Office with an official sponsor letter on their headed paper and the University will invoice the organisation directly.
- 2.2.2.** 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
- 2.2.3.** 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 the University 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 in order for them to make payment, this must be included on the sponsor letter
- 2.2.4.** Students will be treated as self-funding if at registration they have stated that are being sponsored, but have not sent a sponsor letter or provided a letter to the Tuition Fees Office.
- 2.2.5.** 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.
- 2.2.6.** You must provide a new letter at each registration period to confirm that your sponsor is still willing to pay your fees.
- 2.2.7.** 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.
- 2.2.8.** 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, the University 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.
- 2.2.9.** If you leave your sponsor's employment and they have failed to pay your tuition fees the University will treat you as self-funding and you will be required to pay the full balance of your fees.

2.3. Self-Funding NI/ROI/GB Students

- 2.3.1.** Tuition fees must be paid in full or alternatively an instalment plan should be set up at registration. Tuition fees that are paid in full at registration may be eligible for a 5% discount. (For further detail on discounts see point [6 and 7](#))

2.3.2. The instalment plan allows you the option to pay by either debit / credit card recurring payment (RCP) or direct debit (DD).

- The RCP option requires 10% of tuition fee to be paid at registration followed by up to 9 monthly instalments collected on the first day of each month from 1 October to 1 June.
- The DD option is only available to students registering before 14 October and is collected by five equal consecutive monthly instalments on the first day of each month from December to April.

2.3.3. For GB students in receipt of a Postgraduate Master's Student Finance loan which is paid directly to you an alternative payment plan is available. This option requires a 10% of tuition fee to be paid at registration followed by 3 equal instalments, which must be aligned with the receipt of your loan from the SLC.

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 2022. This will be manually adjusted on your record.

2.4. Self-Funding International Students commencing September 2022

2.4.1. For international students first commencing their programme in September 2022, there is a requirement to pay a deposit of £3,000 before a Confirmation of Acceptance for Studies (CAS) can be issued.

2.4.2. The preference is for tuition fees to be paid at registration.

2.4.3. If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of the tuition fee due at registration.

2.4.4. The balance can be paid in two further instalments on 1 December and 1 April through our Flywire Payment Option ([Refer to note 4.4](#)) / Payment Portal. Otherwise, an instalment plan must be set up for the balance at registration. Recurring Debit / Credit Card Payments (RCP) are collected in two further instalments on 1 December and 1 April.

2.4.5. If payment is not received by the payment date(s) then the University reserves the right to apply sanctions as in point [5](#).

2.5. Self-Funding International Students commencing January 2023

2.5.1. For international students first commencing their programme in January 2023 there is a requirement to pay a deposit of £3,000 before a Confirmation of Acceptance for Studies (CAS) can be issued.

2.5.2. The preference is for tuition fees to be paid in full at registration.

2.5.3. If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of the full programme cost at registration.

- 2.5.4. An instalment plan should be set up for the balance at registration. Recurring Debit / Credit Card Payments (RCP) are collected in two further instalments on 1 April and 01 June.

2.6. Self-Funding International Distance Learning Students September 2022 / January 2023 Registrations

- 2.6.1. New students only with an intake year of 2022/23 who withdraw within 14 calendar days of completing registration, will have tuition fees paid for in that academic year refunded.
- 2.6.2. The preference is for tuition fees to be paid in full at registration.
- 2.6.3. If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of the tuition fee due at or prior to the point of enrolment and an instalment plan set up for the balance at registration in order to become registered.
- 2.6.4. An instalment plan should be set up for the balance at registration in order to become a registered student.
- 2.6.5. RCP payments / Direct Debits are collected in two further installments on 1 December and 1 April for September starts and 1 April and 01 June for January starts.

2.7. Sponsorship

- 2.7.1. If your employer, a government agency or any other external organisation is paying your tuition fees, you must provide the Tuition Fees Office with an official sponsor letter on their headed paper and the University will invoice the organization directly.
- 2.7.2. 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.
- 2.7.3. 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 in order for them to make payment, this must be included on the sponsor letter and if not, we will not be able to accept the letter and you will be treated as self-funding.
- 2.7.4. 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.
- 2.7.5. 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.
- 2.7.6. You must provide a new letter at each registration period to confirm that your sponsor is still willing to pay your fees.
- 2.7.7. 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.
- 2.7.8. 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.

- 2.7.9.** 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.

3. Members of Staff

- 3.1.1.** 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.
- 3.1.2.** The form can be downloaded from the University's website at <https://www.ulster.ac.uk/student/fees-and-funding/tuition-fees-payments/sponsored-students#panel2-899337>. This form must be completed and sent to the Tuition Fees Office each academic year without exception.
- 3.1.3.** 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.

4. Payment Methods

Payment for all options can only be made in pounds sterling.

4.1. Credit/Debit Card

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

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.



Where it is not possible to use the online payment system, you can contact the Tuition Fees Office as detailed in note [14.4](#) and make a payment over the telephone.

4.2. 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 debit / credit 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 using Recurring Debit / Credit Card Payment or Direct Debit must be set up at registration in each academic year.

Where a student either signs an instalment plan, or where the University agrees to extend payment terms, there is an obligation on the student to make payments by close of business on the agreed payment dates.

If payment is not received by the due payment date(s) then the University reserves the right to cancel the instalment plan and demand immediate payment of the whole amount outstanding.

4.3. Recurring Debit / Credit Card Payment (RCP)

Payment of tuition fees can be made by setting up a recurring credit / debit card payment. This will be collected on the 01st of every month in up to ten instalments depending on your residency and date of registration.

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 2023 for international students registering in semester 1 and 30 April 2023 for other students.

Where a student either signs an instalment plan, or where the University agrees to extend payment terms, there is an obligation on the student to make payments by close of business on the agreed payment dates.

If payment is not received by the payment date(s) then the University reserves the right to cancel the instalment plan and demand immediate payment of the whole amount outstanding.

4.4. Payment by Flywire for International Students

The University is in the process of implementing Flywire as a means of paying your student fees. This will be available from August 2022 and you will be able to select this payment method as part of registration.

Flywire enables you to make international payments easily and securely in your own currency using a variety of local payment methods including online banking, bank transfer, Credit / Debit Card or e-wallet solutions including China UnionPay, alipay.com and Visa / Mastercard online banking, bank transfers, cards, and e-wallets.

The available payment methods depend on the country you are paying from

Where a student either signs up to Flywire at registration, there is an obligation on the student to make payments by close of business on the agreed payment dates.

4.5. Direct Debit (DD)

Please note that you must have an eligible UK bank or building society account 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. This form can be found at: [Direct Debit - Student Guide \(ulster.ac.uk\)](https://www.ulster.ac.uk)

The cut-off date for setting up an online DD plan and receipt of a DD mandate is 14 October 2022. DD mandates received after this date will not be processed.

The Tuition Fees Office will send you a letter in November 2022 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 2022, please contact the Tuition Fees Office.

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

Where a student either signs an instalment plan, or where the University agrees to extend payment terms, there is an obligation on the student to make payments by close of business on the agreed payment dates.

If payment is not received by the payment date(s) then the University reserves the right to cancel the instalment plan and demand immediate payment of the whole amount outstanding.

4.6. 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.

4.7. 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.

4.8. Rejected RCP / DD Instalment / Flywire Instalment

- 4.8.1.** Where a RCP or DD instalment is rejected by your bank or card issuer, your instalment plan may be cancelled or if you have failed to make your flywire instalment by the due date, a finance hold will be placed on your tuition fee account and the sanctions as detailed in section 5 may 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.
- 4.8.2.** Please do not set up another RCP plan after the failed first RCP attempt as the system will automatically retry the failed transaction five days later.
- 4.8.3.** 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 or if your Flywire instalment payment has not reached us by the payment due date.
- 4.8.4.** If after setup, 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.

5. Sanctions for Non-Payment of Fees

- 5.1.** Under no circumstances will students 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.
- 5.2.** Students with outstanding tuition fees from a previous programme wishing to apply for a new programme at the University will not have their application processed.
- 5.3.** Where a student provides a sponsor letter and the sponsor fails to pay the invoiced tuition fees within 30 days from the invoice date, responsibility for the payment of fees will revert to the student. You will then be required to pay the fees in full to avoid the University sanctions being applied.
- 5.4.** Students who have successfully completed their programme but have an outstanding tuition fee debt one calendar month before the date of the award will not be deemed eligible to have a degree, diploma, certificate or other academic award granted and conferred.
- 5.5.** Students with outstanding debt will not be permitted to attend a graduation ceremony nor receive a transcript of marks
- 5.6.** Where by 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.
- 5.7.** Where by 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.

- 5.8. 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.
- 5.9. If you hold an UKVI Student visa, are sponsored by the University and your student account is restricted for reasons of debt, this may result in non-engagement with your programme of study and an inability to meet the terms of your sponsorship. Consequently, you may be withdrawn from your course for non-engagement, resulting in the University notifying UK Visa and Immigration (UKVI) that sponsorship of your Student visa had been withdrawn. UKVI would then begin the process of curtailing your Student visa.
- 5.10. 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.

6. Alumni Discount

- 6.1. Eligible Ulster University alumni commencing a programme with an intake year will receive a 10% discount on their tuition fees. This discount applies to full-time and part-time postgraduate taught programmes and excludes PGCE and PhD programmes.
- 6.2. 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
PhD. Study year abroad programme.
- 6.3. 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.
- 6.4. You will qualify for the alumni discount regardless of when you finished your previous eligible programme.
- 6.5. This discount cannot be used in conjunction with any other discount, offer or scholarship.

7. Upfront Payment Discount

- 7.1. Students who are fully self-funding commencing a programme with an intake year 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.
- 7.2. Full-time NI/ROI/GB undergraduate and PGCE students are not entitled to this discount.
- 7.3. This discount cannot be used in conjunction with any other discount, offer or scholarship.

8. Students Registering or Adding on Additional Modules in Semesters 2 or 3

- 8.1.** For students first registering or adding modules in semester 2 and 3, you must either pay fees in full at registration or set up a recurring card payment (RCP) (Refer to point [4.3](#)) or have provided the necessary sponsor letter to the Tuition Fees Office in advance or at the time of registration.
- 8.2.** Payment by instalment by direct debit (DD) is not available to students first registering or adding modules in semesters 2 and 3.
- 8.3.** 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 no later than the end of the second week of the semester

9. University Tuition Fees Account Information

- 9.1.** All students are expected to log into their University tuition fee account via the University portal on a regular basis to view charges applied.
- 9.2.** Communications regarding your tuition fees will be sent to your @ulster.ac.uk email address.

10. Fee Adjustments

- 10.1.** Students whose fees are paid in part or in full by Student Finance must notify the Tuition Fees Office of any changes to their personal contribution resulting from reassessment.
- 10.2.** 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.

11. Bank Charges and Exchange Differences

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

12. No Contract

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.

13. 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.

14. Financial Support and Advice

- 14.1. Students who are experiencing unforeseen financial difficulties in paying their tuition fees or experiencing exceptional circumstances should seek help from their School or Tuition Fee Office at the earliest opportunity.
- 14.2. 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.
- 14.3. 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 \(ulster.ac.uk\)](#)

14.4. Contact Details for the Tuition Fees Office

Tuition Fees Office Room X005
Ulster University Cromore Road Coleraine
Co Londonderry
Northern Ireland BT52 1SA
Telephone: +44 (0) 28 7012 4252
E-mail: fees@ulster.ac.uk