

ULSTER UNIVERSITY

TUITION FEES PAYMENT POLICY

ACADEMIC YEAR 2023/24

Document Type	Policy
Scope	Ulster Students
Purpose	To define Tuition Fee Payment Policy for Ulster Students: Academic Year 2023/24
Document Owner	Tuition Fee Office
Reviewed	Director of Finance
Approver	Vice Chancellor
Approved Date	23/05/2023

ULSTER UNIVERSITY

TUITION FEES PAYMENT POLICY ACADEMIC YEAR 2023/24

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.
- applies to all new entry and continuing students who have completed registration and who are studying at the University in the Academic year 2023/24.
- 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. Tuition fee for part time students is calculated on a per credit basis.

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.
- will be determined by your Fee Status; if you are regarded as a Home, GB or International Student and the programme of study. EU students (excludes Republic of Ireland nationals) will be charged tuition fees in line with international fees.
- will be published at the start of each academic year on the Student Guide
- **will increase annually due to inflation.**

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 Loans 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.

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

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.

2.1.2. 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 Awards Agency Scotland](#)

- 2.1.3.** NI part-time undergraduate students may be eligible for a means tested tuition fee grant from Student Finance NI. For further detail refer to [Tuition Fee Grant](#)
- 2.1.4.** The loan must be applied annually for each year of study before or at registration, and for the correct course, year and amount.
- 2.1.5.** 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 2023, 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 applied for a tuition fee loan and that your application has not been declined by the Student Loan Provider.
- 2.1.6.** It is the responsibility of the student to monitor progress of their Student Finance through the Student Finance Portal.
- 2.1.7.** 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.
- 2.1.8.** 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.
- 2.1.9.** All full-time undergraduate students registered for less than 120 credit points will be charged according to the number of credit points registered for.
- 2.1.10.** Repayments to Student Finance only begin once you have left University and are earning more than a certain level of income.

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 must be received by the Tuition Fees Office in advance of registration.
- 2.2.3.** You will be unable to complete registration until we have confirmed and updated the sponsorship on your account.
- 2.2.4.** The sponsor letter must detail:
- student registration number
 - the value of the sponsorship
 - course title
 - academic year being sponsored

- Sponsor billing name and address to which the University can send an invoice
- contact name, telephone number and email address for sponsor accounts department for purposes of sending invoices and following up on payment
- A purchase order number if required by your sponsor to be quoted on the invoice

2.2.5. You must provide a new letter at each registration period to confirm that your sponsor is still willing to pay your fees.

2.2.6. 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.

2.2.7. Once the student is registered as self-funding, the University will not subsequently accept a sponsor letter, the student will be treated as self-funding and will have to reclaim monies paid directly from their sponsor.

2.2.8. 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.

2.2.9. As a sponsored student you are responsible for ensuring that your tuition fees are paid in full. If your sponsor fails to pay all your tuition fees within 30 days of the invoice date, the University will cancel the invoice and the payment of fees will revert to you. You will then be required to pay the fees in full. Sanctions (see Section 7) will be applied for non-payment in accordance with University policy.

2.2.10. If funding your tuition fee via a loan, banks are not regarded as a Sponsor.

2.3 Self-Funding NI/ROI/GB Students

2.3.1. At registration, tuition fees must be either paid in full or an instalment plan 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 [Section 7 and 8](#))

2.3.2. The instalment plan allows you the option to pay by either debit / credit card recurring payment (RCP) or direct debit (DD). Refer to [Section 4.2](#) for further details on instalment plans.

2.3.3. For September 2023 intake, 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.

2.3.4. For January 2024 intake, the RCP option requires 10% of tuition fee to be paid at registration followed by up to 5 monthly instalments collected on the first day of each month from 1 Feb to 1 June.

2.3.5. 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.

- 2.3.6.** 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 10% of the 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.
- 2.3.7.** 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 2023. This will be manually adjusted on your record.

2.4 Self-Funding International Students

2.5 Self-funding International Students commencing September 2023 onto MBBS programme

- 2.5.1.** If you are unable to pay your tuition fees in full, you can pay a minimum of 10% of the tuition fee (full programme cost) at registration and agree to pay the balance over 9 equal instalments. To avail of this option, you must sign up to the instalment plan using our international payment portal at registration.
- 2.5.2.** The Department of Health has introduced a clinical placement levy of £10,000 on top of your tuition fee, payable to the Department of Health. Ulster University contributes towards this levy. Student contribution towards the levy is available at [International and EU \(Excluding ROI\) - Student Guide \(ulster.ac.uk\)](#) and reviewed annually.
- 2.5.3.** The clinical placement levy is payable in full at registration.

2.6 Self-Funding International Students commencing September 2023

- 2.6.1.** For international students commencing their programme in September 2023, there is a requirement to pay a deposit of £3,000 before a Confirmation of Acceptance for Studies (CAS) can be issued.
- 2.6.2.** If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of the tuition fee due (full programme cost) before registration and agree to the balance being paid via two further instalments on 01 December and 01 April via our Instalment plan Payment Option (Refer to Section 4.4) at registration.
- 2.6.3.** The 50% payment must be received by the University before completing registration.

2.6.4. If 50% of full programme fee is not received by the advised registration deadline, you will be unable to register and the UKVI sponsorship may be withdrawn.

2.7 Self-Funding International Students commencing January 2024

2.7.1. For international students first commencing their programme in January 2024 you must pay a deposit of £4,000 before a Confirmation of Acceptance for Studies (CAS) can be issued.

2.7.2. If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of the tuition fee due (full programme cost) at registration and agree to the balance to be paid by 01 May 2024 via our Instalment Plan Payment Option ([Refer to Section 4.4](#)) at registration.

2.7.3. The University must have received the 50% payment before completing registration.

2.7.4. If 50% of full programme fee is not received by the advised registration deadline, you will be unable to register and the UKVI sponsorship may be withdrawn.

2.8 Self-Funding International Distance Learning Students September 2023

2.8.1. New students only with an intake year of 2023/24 who withdraw within 14 calendar days of completing registration, will have tuition fees paid for in that academic year refunded.

2.8.2. If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of the tuition fee due (full programme cost) before registration and agree to the balance being paid via two further instalments on 01 December and 01 April via our Instalment plan Payment Option (Refer to Section 4.4) at registration.

2.8.3. If making payment via our international payment portal, it is your responsibility to ensure that payment is made by due dates of 01 December and 01 April for September starts. The University reserves the right to apply Sanctions as detailed in [Section 6](#) in the event of non payment on the due dates.

2.9 Self-Funding International Distance Learning Students January 2024

2.9.1. New students only with an intake year of 2023/24 who withdraw within 14 calendar days of completing registration will have tuition fees paid for in that academic year refunded.

2.9.2. If you are unable to pay your tuition fees in full, you must pay a minimum of 50% of

the tuition fee due (full programme cost) before registration and agree to the balance being paid by 01 May 2024 via our international payment portal (Refer to Section 4.4) at registration.

- 2.9.3.** If making payment via our international payment portal, it is your responsibility to ensure that payment is made by due dates of 01 May 2024. The University reserves the right to apply Sanctions as detailed in Section 6 in the event of non payment on the due dates.

3 Members of Staff

- 3.1** 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.
- 3.2** The form can be downloaded from the University's website at [Sponsored Students and Staff Tuition Fees - Student Guide \(ulster.ac.uk\)](#)
- 3.3** This form must be completed and sent to the Tuition Fees Office each academic year without exception.
- 3.4** You will not be able to complete registration until this form has been processed.

4 Payment Methods

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

Tuition fee payment scams are on the rise with fraudsters taking advantage of new students who are considered vulnerable to financial crime scams.

To avoid being a victim of the scammers, **payment should only be made using one of the below approved payment methods.**

More information of Tuition Fee Scams can be found at [Tuition Fee Payment Scams - Student Guide \(ulster.ac.uk\)](#)

4.1 Credit/Debit Card

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

Debit / credit card payments at <https://www.ulster.ac.uk/pay> or via scanning the QR Code below.



4.2 Instalment Plan

- 4.2.1. If you are unable to pay your tuition fees in full at the time of registration and the balance is £100 or more, an instalment plan can be set up to pay your fees either by recurring debit / credit card payment, direct debit or by agreeing to pay via our international payment portal at the time of registration.
- 4.2.2. If the balance of your tuition fees is less than £100, they must be paid in full at the time of registration.
- 4.2.3. 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.
- 4.2.4. An instalment plan using Recurring Debit / Credit Card Payment, Direct Debit or Flywire must be set up at registration in each academic year.
- 4.2.5. Where a student either signs up to an instalment plan or agrees to make their payment via the International Payment portal, there is an obligation on the student to make payments by close of business on the agreed payment dates.
- 4.2.6. If payment is not received by the due payment date(s) then the University reserves the right to cancel the instalment plan/ agreement and demand immediate payment of the whole amount outstanding and / or impose Sanctions as detailed in [Section 6](#).

4.3 Recurring Debit / Credit Card Payment (RCP)

- 4.3.1. 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 nine instalments from Oct to Jun or up to 5 instalments for Jan intake (Feb to Jun) for Home and GB students. (Does not apply to international students)
- 4.3.2. All communication regarding your RCP plan will be sent by email.
- 4.3.3. If your card details change, expires whilst the plan is active or you wish to change the card that you used to set up the RCP plan, you can amend details at <https://epay.ulster.ac.uk/customer-card-update>
- 4.3.4. 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.
- 4.3.5. Please do not set up another RCP plan as the system will automatically retry the failed transaction five days later.
- 4.3.6. For high value transactions, 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.

4.3.7. RCP plans can be set up until 30 April 2024 for Home / GB students

4.4 Instalment Plan for International payments

4.4.1. University has partnered with Flywire to provide a simple and cost-effective payment method which allows international and home students to pay their deposit / instalment in their local currency.

Flywire enables you to make international payments via bank transfer, card or alternative payment methods in your local currency easily and securely 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.

4.4.2. International payment via bank transfer / card in your own currency / non-UK Bank account can be made by clicking [University of Ulster | Open](#) or by scanning the QR code below:



4.4.3. At registration, if you are unable to pay your tuition fees in full and the balance is £100 or more, you can agree to make your payments for the balance in two 25% instalments before or on the due dates using the above link.

4.4.4. Where a student signs up to instalment plan via international payment portal at registration, there is an obligation on the student to make payments by close of business on the agreed payment dates.

4.4.5. If payment instalments are not received by the payment due date(s), the University reserves the right to cancel the agreement and demand immediate payment of the whole amount outstanding and / or impose Sanctions as detailed in [Section 6](#).

Payment Methods for Nigerian Students

4.4.6. Due to delays within the Nigerian banking system, payment via Form A must be processed as early as possible and progress must be followed up with your bank. If we have not received the funds prior to registration or by the due dates, you will be required to provide supporting documentation that your payment has been approved by the appropriate bank.

- 4.4.7.** If your Form A is not approved, you will be unable to become registered and the University will withdraw UKVI sponsorship.
- 4.4.8.** If you select the Nigerian option and are paying in NGN, you have the option to use Flywire ([University of Ulster | Open](#)); you do not need to use Form A.
- 4.4.9.** You can use Form A if you select to pay in GBP or USD.

4.5 Direct Debit (DD)

- 4.5.1.** 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.
- 4.5.2.** 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)
- 4.5.3.** The cut-off date for setting up an online DD plan and receipt of a DD mandate is 14 October 2023. DD mandates received after this date will not be processed.
- 4.5.4.** The Tuition Fees Office will send you a letter in November 2023 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 2023, please contact the Tuition Fees Office.
- 4.5.5.** 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.
- 4.5.6.** 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.
- 4.5.7.** 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 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.

4.7 Cash

Cash is not an acceptable method of payment for Tuition Fees.

4.8 Rejected RCP / DD Instalment

- 4.8.1.** Where an RCP or DD instalment is rejected by your bank or card issuer on two occasions, your instalment plan will be cancelled, a finance hold will be placed on your tuition fee account and the sanctions as detailed in Section 6 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
- 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 Missed Flywire Instalment due dates

- 5.1** Where you have agreed to pay your instalments by our international payment portal and fail to make your payment by the due date: your instalment plan may be cancelled, a finance hold will be placed on your tuition fee account and the sanctions as detailed in [Section 6](#) may be enforced.
- 5.2** You will be required to pay the balance of your tuition fees in full immediately and will not be permitted to set up another instalment plan in the future.

6 Sanctions for Non-Payment of Fees

- 6.1** 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.
- 6.2** 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.
- 6.3** 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 University sanctions being applied.

- 6.4** Students who have successfully completed their programme but have an outstanding tuition fee debt one calendar month prior to the date of the award will not be deemed eligible to have a degree, diploma, certificate or other academic award granted and conferred.
- 6.5** Students with outstanding debt one calendar month prior to the date of the award will not be permitted to attend a graduation ceremony or receive their transcript of marks.
- 6.6** 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.
- 6.7** 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.
- 6.8** 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. Once your visa has been withdrawn, it cannot be re-instated.
- 6.9** The University will in all cases seek to adopt a proportional approach to the application of the academic sanctions identified in sections 6.6, 6.7 and 6.8, and will undertake a risk-based review of all the results which it will use to inform its decision making, before seeking to apply such academic sanction.
- 6.10** If you hold an UKVI Student Visa and have outstanding debt, you will not be able to apply for the postgraduate route visa. Further eligibility criteria can be found at Graduate visa: Overview - GOV.UK (www.gov.uk).
- 6.11** 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.

7 Alumni Discount

7.1 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 and excludes PGCE and PhD programmes.

7.2 You will qualify for our alumni discount if you have successfully completed one of the below:

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

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

7.4 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.

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

8 Upfront Payment Discount

8.1 Students who are fully self-funding will receive a 5% discount on their tuition fee provided the fees are paid 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.

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

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

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

9.1 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 or have provided the necessary sponsor letter to the Tuition Fees Office in advance or at

the time of registration.

- 9.2** Payment by instalment by direct debit (DD) is not available to students first registering or adding modules in semesters 2 and 3.
- 9.3** 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

10 University Tuition Fees Account Information

- 10.1** All students are expected to log into their university tuition fee account via the University portal on a regular basis to view charges applied.
- 10.2** Tuition fee communication will be sent to your @ulster.ac.uk email address or on occasion their personal email address.

11 Fee Adjustments

- 11.1** Students whose fees are paid in part or in full by tuition fee loan must notify the Tuition Fees Office of any changes to their personal contribution resulting from reassessment.
- 11.2** If 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.
- 11.3** It is the responsibility of the student to monitor progress of their Student Finance through the Student Finance Portal.

12 Bank Charges and Exchange Differences

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

13 No Contract

- 13.1** 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.

14 Other Third Parties (Including Parents)

- 14.1** 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.
- 14.2** 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.

15 Refunds

- 15.1** If you drop modules, take a leave of absence, withdraw from your programme or have overpaid for any reason, you may be entitled to a refund.
- 15.2** For further information on how your tuition fee is affected by your withdrawal, please refer to the [Tuition Fee Liability Policy - Student Guide \(ulster.ac.uk\)](https://www.ulster.ac.uk/tuition-fee-liability-policy)
- 15.3** Refunds will only be processed after your registration record has been updated and your account is in credit.
- 15.4** To request a refund, please complete the [Tuition Fee Refund Request Form](#)
- 15.5** Refunds will be made to the original payment method (debit / credit card, Flywire or bank transfer or a combination of these if you have used multiple methods of payment.
- Where payment of tuition fees or any other charges has been split between more than one payee, any refund due will be made in proportion to the original split.
- 15.6** In cases where a bank account has been closed, it may be possible to make direct payment to an alternative UK bank account in the payer's name provided the original fee payment came from a UK bank account and was also in the payer's name.
- 15.7** Refunds can take a number of weeks to process particularly at busy periods such as registration.

16 Victim of Fraud / Tuition Fee Scam

16.1 What happens next

If you have unfortunately been a victim of fraud, the funds that were transferred to university will be reclaimed by the bank or card provider. When this happens your

student debt is re-instated, so you will still owe the university your tuition fees. The University will notify the National Crime Agency that an attempted fraud has taken place.

16.2 What to do if you are a victim of fraud

- Tuition fee fraud is a crime committed against you the student, and you may decide to report this to the police. The University cannot report the matter to the police for you, but support can be provided by the Global Engagement Team, Student Services, and / or Students' Union.
- You can report the crime to Action Fraud
- If you believe another Ulster University student to be involved in the fraud, then you should contact fees@ulster.ac.uk to report the misconduct. Copies of emails and screenshots should be supplied, where available.

17 Financial Support and Advice

17.1 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.

17.2 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)

17.3 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.

18 Contact Details for the Tuition Fees Office

18.1 For Tuition Fee queries, contact the Team via

- Clicking on [Tuition Fee Query Form](#)
- Scanning the QR code below:



- or by telephone on +44 (0) 28 7012 4252

**Tuition Fees Office Room X005
Ulster University**

Cromore Road
Coleraine
Co Londonderry
Northern Ireland BT52 1SA