
Tuition Fee Refund and Fee Waiver Guidelines

Updated 06/08/2009
Version 2.02



A Quick Guide to Terms Used

Administration Charge	All applications are subject to an administration and recruitment charge. This fee will take into account the costs of the University in processing the request and any recruitment costs.
Enrolment	The formal process whereby a student confirms that they will be studying with the University. At the point of enrolment students sign a form that confirms that they agree to abide by the University's regulations and will pay the full tuition fees for the academic year.
Exceptional Circumstances	A situation or event that could not have been predicted at the point of enrolment, and that has prevented the student from studying.
Fee Waiver	Where the University agrees in instances of exceptional circumstances to reduce the tuition fees charged for a course. If a student decides to leave the course and there are tuition fees still outstanding, which the student is disputing, they would need to formally apply for a tuition fee waiver. If this is not done, and the fees remain unpaid, the student would still be liable, and the University may take legal action to recover the outstanding amount.
Full-time	Mode of attendance defined by the number of module credits registered for each academic year or semester. International students that are in the UK on a student visa must be studying full-time. This is normally seven or eight 15-credit modules at undergraduate level or nine 20-credit modules at postgraduate level.
Intermission (<i>Suspension of Studies</i>)	Where a student stops attending the University, but intends to resume the course at a later date.
Refund	Where a percentage of the payment made by a student or sponsor is returned to them.
Transfer of fees	Where tuition fee payment is transferred to the next academic year, or to a different course at the University.
Withdrawal	Where a student stops attending the University permanently.

Guidelines for Tuition Fee Refunds and Fee Waivers

1. Introduction

The formal position regarding tuition fee refunds and fee waivers is stated in the University's academic regulations, with the relevant paragraph quoted below. Please note that when students enrol they formally accept that these regulations apply to them.

'A student remains liable for all fees due, even if his or her enrolment is terminated before the end of the academic year. At the discretion of the Director of Academic Administration, tuition fees may be refunded or waived, on application by a student who has paid all or part of their fees and subsequently withdrawn or interrupted their studies. Refunds will only be granted where the student has shown that their withdrawal or interruption of studies has been occasioned by exceptional circumstances.'

The full text of the academic regulations can be found on the University website at the following address:

<http://www.londonmet.ac.uk/academic-regulations/>

In order for a student's request to be considered they should read the academic regulations carefully and follow the instructions detailed in this document.

2. The Application Process

If a student wishes to apply for a tuition fee refund or fee waiver they will need to complete the application form, which can be downloaded from the University website at the following address:

<http://www.londonmet.ac.uk/admin/registry-offices/tuition-fees-and-refunds.cfm>

Provided that all relevant information is supplied with the request, applications will normally take three weeks to process. It is in the student's interests to ensure that all the relevant information is provided to enable the request to be considered promptly. Failure to provide all the relevant information will delay consideration of the request.

3. Completing the Application Form

Section 1 asks the student to confirm their personal details, including current postal address and email address. This needs to be accurate and up to date so that correspondence will reach the student. The student must also confirm their University ID number in this section. This ID number can be found on the student ID card (below 'STUDENT') or on the letter of admission, and is usually 8 digits long.

Section 2 is about the student's course and their status on it. This section also asks if the student is withdrawing or intermitting from the course. See points 4 to 6 in these guidelines for further details on the implications of this.

Section 3 is about tuition fee status and so does not apply to Home/EU fee paying students. International students are required to provide full details of their immigration status, as this is needed before a decision can be made on a tuition fee refund or fee waiver request.

Section 4 asks the student to provide the reason for their request. Requests for tuition fee refunds and fee waivers will only be considered in cases of unforeseen exceptional circumstances. Evidence must be provided to support all requests, and further details of what evidence is required is outlined within this section. It is the student's responsibility to provide accurate details and the relevant supporting evidence to demonstrate their exceptional circumstances, and each request will be considered on its own merits.

Section 5 asks the student to provide a brief statement detailing the reason for the request, as listed in Section 4, and providing any further relevant information.

Section 6 is a declaration for the student to read and sign.

At the back of the form (page 7) is a checklist to help ensure that all sections have been completed fully, and that the student has supplied all of the relevant documentation. It is very important that the form is completed in full, as incomplete applications will not be considered, and the student will need to complete a new form if they wish to apply again.

4. Withdrawal from the University

From the moment a student enrolls at London Metropolitan University they enter into a contract with the institution to pay the full tuition fees for that academic year. Withdrawing from the University does not release the student from this commitment nor does it automatically entitle them to a reduction of the tuition fees due, or a refund of the fees paid.

If a student withdraws from the University, a tuition fee refund or fee waiver will only be considered where the withdrawal was caused by exceptional circumstances. Where the withdrawal is due to medical reasons then it is very likely that we will need to see medical certificates, a statement from a doctor, or similar evidence. We may also look at evidence of attendance and engagement with the course and the University. If the withdrawal is for any other reason then the student will need to provide strong documentary evidence to support the application. If the stated reason for withdrawal is financial then the student will need to demonstrate that their financial circumstances have changed since they enrolled. This is especially relevant for international students, as a student visa is only granted where students demonstrate that they have the funds to support themselves for the period of study.

Additional information for international students:

One of the main requirements of the UK immigration rules for student visa holders is that they are engaged in full-time study. If a student is in the UK on a student visa and they stop studying full-time at any point, it is likely that they will be required to leave the country. Therefore, if an international student on a student visa decides to leave their course they should make arrangements to leave the UK as soon as possible. Please note that the University will be required to inform the Home Office about any student visa holders who stop attending their courses.

5. Intermission

Any students contemplating intermitting from their course are strongly advised to seek guidance from the Student Advice, Information and Funding Service within Student Services before confirming their intention to do so. Contact information can be found on the Student Services website at the following address:

<http://www.londonmet.ac.uk/student-services/>

It is also recommended that academic advice is sought before requesting to intermit.

If a student intends to intermit for part or all of the current academic year and return at a later date it is highly unlikely that a refund will be agreed, although we may agree to transfer some of the payments made to a subsequent academic year or course.

Additional information for international students:

As detailed in point 5 above, if a student is in the UK on a student visa and they stop studying full-time at any point, it is likely that they will be required to leave the country. Therefore, if an international student on a student visa decides to take a break in their studies they should make arrangements to leave the country as soon as possible. Please note that the University will be required to inform the Home Office about any student visa holders who stop attending.

6. Transferring to another recognised and publicly funded Higher Education Institution (HEI)

If a student withdraws in order to attend another institution then the following should be noted:

- The student must provide a copy of an enrolment confirmation from the new institution. An offer of admission or receipt of payment will not be sufficient.
- The transfer must be to another recognised and publicly funded Higher Education Institution (HEI) in the UK. If the student enrolls at a place of study that is not a recognised and publicly funded HEI then it is very unlikely that a refund will be granted. A full list of institutions we regard as recognised and publicly funded HEIs can be found at the following internet address: <http://hefce.ac.uk/unicoll/HE/>

Please note that inclusion on the Department for Innovation, Universities and Skills (DIUS) list of approved institutions does not mean that we will regard it as a recognised and publicly funded institution for these purposes.

A tuition fee refund or fee waiver as a result of a transfer is only granted at the discretion of the Academic Registrar or nominee, and only in exceptional circumstances. The student will be expected to provide documentary evidence of the exceptional circumstances that have caused them to transfer to another institution.

Additional information for international students:

If an international student on a student visa decides to change institution, they are advised to inform the Home Office of this in writing. Any international students wishing to discuss this information in relation to their specific case are advised to attend a drop-in session with an International Student Adviser in Student Services. Details of these drop-in sessions can be found on the Student Services website at the following address:

<http://www.londonmet.ac.uk/studentsservices/>

7. International Students That Have Not Enrolled

Where a payment was made to the University by a person that subsequently did not enrol, a refund will be considered in the following circumstances:

- Where an application for a student visa was turned down. In these instances a copy of the visa refusal letter will be required.
- Where a student visa was granted but the person has remained in their home country. Proof that the person did not enter the UK will be required.
- Where the person has entered the UK but can prove that they have subsequently returned home or transferred to another recognised and publicly funded Higher Education Institution. Supporting evidence will be required for each situation.

It is unlikely that a refund will be granted if the person entered the UK and does not intend to return home or study at another recognised and publicly funded HEI, or if they intend to stay in the UK for work purposes.

Please note that the University is not obliged to provide tuition fee refunds or fee waivers in any of the above cases.

8. Academic Credits

Where a student has been granted credits for previous study then we will need to have evidence that the credit has been agreed by the University.

Additional information for international students:

Please note that if a student enrolls on the basis of holding a student visa they must remain on a full-time programme of study. This means that they must still be studying enough modules to be classed as full-time. Because of this they can only be given credit for one module per semester.

9. When will a decision be made?

Normally a decision will be made within three weeks provided that the request form has been completed correctly, and that all of the relevant information has been supplied. Where further information is required in order for a final decision to be made, we will notify the student as to the information required. Please note that this will delay the process further, and the initial three week estimate will be extended.

If the tuition fee refund or fee waiver request has been refused, this decision will not normally be reconsidered unless the student can provide additional information and documentary evidence to support their claim, other than that submitted in the initial request.

10. Administration Fee

All applications are subject to an administration charge. This fee will take into account the costs of the University in processing the request and any recruitment costs, including any agents fees incurred.

11. Agreed Refunds

Where a refund is agreed then payment will normally be made via direct credit transfer to the bank account from which the original payment was made. If payment was made by credit card, then the refund would be made back to that credit card. It is very unlikely that cheques or cash refunds will be issued.

12. Appeals

All decisions on tuition fee refunds are made on the basis of the information and evidence included in the student's application form. If a student wishes to appeal against the decision, they will need to complete a new application form and submit details and evidence that were not included in the original request.

13. Address Details

The completed application forms should be returned to the University for a decision to be made on the request. These can be submitted in the following ways:

- In person to any Undergraduate or Postgraduate Registry
- Sent as an attachment by email to feequery@londonmet.ac.uk
- Posted to the following address: *Refund & Fee Waiver Applications
Student Fees Office
London Metropolitan University
166-220 Holloway Road
London N7 8DB*