

Policy title	Tuition Fee Policy
Version number	26.2
Effective from date	16 th April 2026
Applicable to	Students for whom the University charges and receives payment for tuition fees, even if paid by a sponsor (e.g., Student Loans Company, employer or apprenticeship levy).
Owner	Chief Financial Officer
Date EIA completed	16 th April 2024
Approving Committee(s)	University Board Executive Committee Portfolio Oversight Committee
Date of approval	16 th April 2026
Review date	April 2027

1. Introduction

- 1.1. The University charges tuition fees annually against an agreed schedule of prices. Therefore, tuition fees are liable to change year on year but are set at least two years in advance and published alongside course information on the University's website and prospectus. The University reserves the right to increase its fees in line with changes to legislation, regulation and any government guidance or decisions.
- 1.2. The University Board has overall responsibility for the University's tuition fees and policy, and reviews both annually.
- 1.3. Words in **bold** (excluding section headings) relate to a policy or document which can be found on the University website.

2. Setting fees

- 2.1. Regulated fees: The Office for Students (OfS) set maximum fees chargeable for the following courses for home students: Bachelor/Undergraduate degree, Foundation year (year 0), Higher National Certificate/Diploma (HNC/HND), Postgraduate Initial Teacher Training, Accelerated degrees, overseas study and sandwich years.
- 2.2. Postgraduate research (PhD) fees are pegged to UK Research and Innovation (UKRI) funding levels for home students.
- 2.3. Apprenticeships: The Department for Education (DfE) sets maximum fee rates a provider can charge for a particular course which can be claimed from the apprentice levy. Charges over this need to be claimed directly from the relevant employer. The University, provided it can justify the full charge in accordance with DfE guidance, sets fees at the maximum fee rate.
- 2.4. Unregulated fees: This includes all masters programmes, fees for overseas/international (hereafter referred to as overseas only) students, and fees for Continuing Professional Development (CPD) and non-credit bearing courses.
- 2.5. Fee levels and uplifts for unregulated fees will be calculated taking into consideration:
 - Competitor benchmarking based on market conditions
 - Any specific costs of provision
 - Availability and level of financing options for students
- 2.6. Exceptional changes to the tuition fees policy or the application of tuition fees outside of this policy may only be made by the Chief Financial Officer, with any changes reported to Board as part of the next update. Exceptional is not expected to extend beyond changes to the regulatory environment, correction of mistakes, or clarification to avoid future confusion.

3. Calculating fees

Standard course fees

- 3.1. The tuition fee for each student is determined by the course, level, mode of study, the number of academic credits that the student is taking, and the student's fee status, less any scholarships.

- 3.2. Part-time tuition fees for taught provision are set pro-rata to the number of credits being studied against the number of credits and fee for the same full-time course. For postgraduate research degree provision, part-time tuition fees are half of the fee for the same full-time course. Not all courses are available on a part-time basis.
- 3.3. Tuition fees may be reduced where a student can demonstrate Recognition of Prior Learning (RPL – both certificated and experiential) as evidenced under the University's Recognition of Prior Learning Policy. Students should be aware that reducing the number of credits studied in a year may affect their eligibility for student loan financing and should agree the impact with SLC before making any change.
- 3.4. Regulations to determine a student's fee status as Home or Overseas are available on the UK Council for International Student Affairs website at www.ukcisa.org.uk. It is the student's responsibility to provide any documentation necessary to satisfy the University that they are eligible for home fee status. Fee status will be determined at admission and apply for the duration of the student's course.
- 3.5. Should a student believe their fee status has changed (e.g., following a successful application for UK citizenship) then they may apply to have their status reassessed. The University reserves the right to charge for any reassessments. Revised fees will only apply from the point of reassessment and will not be backdated i.e. from the course start date after a successful reassessment. For clarity, students should submit a request for a reassessment before (re)enrolling on their courses ahead of their course start date.
- 3.6. Home fees will apply to overseas students where:
- A UK based employer is sponsoring the student i.e. paying their tuition fees
 - The employer holds a valid visa for the student to be in the country
 - Overseas fees will always be charged where the University is required to issue the student's visa
- 3.7. Where a student chooses to change their mode of study (i.e. full-time to part-time or vice versa) all changes will be made in accordance with Student Loan Company (SLC) guidelines. For example, a student may be required to withdraw and re-apply if this is required to secure ongoing loan finance. Students must check requirements before making any change
- 3.8. Retrospective changes to a student's mode of study will normally not be permitted once an academic year has commenced, except to correct a discrepancy between the student's approved funding status and their recorded enrolment. Any such correction must be approved by the Chief Financial Officer.

Scholarships, bursaries and discounts

- 3.9. Students may apply for any University **scholarships** they are eligible for. **Scholarships** are agreed annually and are used to reduce the level of tuition fee charged to the student. However once approved for a student they remain in place while the course is being studied e.g. a scholarship agreed for an undergraduate course will be in place for all three (or more) years the student is studying. This may impact on other financing options and students should check all relevant funding terms before committing.
- 3.10. **Bursaries** provided by the University and any external bodies are paid to support students with maintenance costs and do not reduce the tuition fee charged. The University reserves the right to offset any bursary payments it makes against any overdue fees.

- 3.11. University of Suffolk staff and staff teaching University courses at East Coast College and Suffolk New College may undertake courses at a reduced rate, provided they are agreed as part of the staff member's development plan. Please refer to the relevant organisation's staff development policy for eligibility and repayment conditions (the Hub for University of Suffolk staff).
- 3.12. A 25% **staff discount** is available for University staff to undertake any other course not agreed as part of a staff development plan i.e., for personal interest.
- 3.13. A University of Suffolk **alumni discount** is available on tuition fees for certain postgraduate and CPD courses. The discount reduces the overall level of tuition fee payable, but once applied is in place for all years the course is studied
- 3.14. Overseas students may be offered an **early payment discount** i.e., a reduction in total tuition fees payable, if full payment of annual tuition fees is received upon successful enrolment. The scope and level of any discount will be agreed each year.
- 3.15. The University does not offer country-based scholarships or discounts, and unless specified in the qualifying criteria, all scholarships and discounts are applicable to all students in all teaching locations.
- 3.16. For the avoidance of doubt, students may only qualify for one bursary per year, and one scholarship or staff/alumni discount per year. They may receive both a bursary and a scholarship or staff/alumni discount. The highest value award will be applied where the student is eligible for more than one. The exception is the care leaver bursary which will always be paid in addition to any other bursary, scholarship or discount the student qualifies for.
- 3.17. Postgraduate research degree students who do not submit their thesis in the standard period of study may be permitted to move into a completion (write-up) period, during which reduced write-up fees will apply. Students who are not approved to enter into the completion period at the end of their standard period of study will continue to be liable for full tuition fees until they are deemed ready to proceed into completion.

Retake costs and additional fees

- 3.18. If, under the terms of the course's Framework and Regulations, the student is required to retake a module and defer progression, a retake fee may be charged on the same basis as if the student were part-time. Students are advised to contact SLC for advice on retake fees and loan finance, including maintenance eligibility.
- **Resubmissions** – assessed course work is to be resubmitted, but student is not required to attend – no charge for tuition fees
 - **Retakes** – student must retake one or more modules due to academic issues – full module fee to be charged (unless only 20 credits required – see 3.20 below)
 - **Repeats** – student must retake one or modules due to extenuating circumstances, not academic issues – no charge for tuition fees
- 3.19. If, under the terms of the course's Framework and Regulations, a postgraduate research degree student is required to resubmit their thesis for re-examination following a referral, a resubmission fee will be charged.
- 3.20. While the University is transitioning to a revised academic model (e.g., from 20/40 credit to 30 credit framework), if a student is required to retake additional credits (for example

30-credit module as the failed 20-credit module is no longer available) the student will only be charged for the number of credits required to achieve the award.

- 3.21. Where a longer period of deferral is required, and the student is required to move to a different year/cohort, they must check their funding eligibility with their relevant funding body.
- 3.22. Student Finance regulations do not allow 'seasonal swaps' e.g., moving to a September course start cohort from a February course. All other options for teach out etc must be explored as any student on a seasonal swap will remain on their original payment schedule and may therefore incur significant additional immediate repayment liability if they ultimately withdraw from the course.
- 3.23. Some courses may have additional fees associated with trips, consumables, or residentials, which will be specified in the **Definitive Course Record** (DCR). These will be charged separately and do not constitute tuition fees for the purpose of this policy.
- 3.24. Where a student studies additional academic credits beyond those funded by a sponsor or student finance body, the University may charge tuition fees for those additional credits on a pro-rata module basis. These charges will normally be invoiced directly to the student.

4. Payment of fees

- 4.1. Students remain ultimately liable for the payment of all tuition fees, regardless of any sponsor or financing arrangements, except for apprenticeships where the employer is liable.
- 4.2. Fees for the year will be invoiced upon enrolment and are due within 30 days of the course start date unless alternative payment arrangements are requested by the student and agreed by the University, e.g. successful student loan application or submission of a payment plan request at enrolment. The University reserves the right to amend fees charged should any errors or omissions be discovered.
- 4.3. All fees issued by the University must be paid to the University, regardless of location of study, and must be made in £ sterling. The preferred method of payment is bank transfer or direct debit for students on a payment plan. The University does not accept cash.
- 4.4. Home undergraduate students who expect all or part of their fees to be paid by a loan from the SLC must apply for student loan finance prior to each year of study. The University will be notified by the SLC of students who have financing, and their fees will be paid directly to the University by SLC.
- 4.5. It is the student's responsibility to keep the SLC and University up to date with any changes in circumstances and ensure their financing remains in place for their course. Students must complete enrolment with the University of Suffolk to become eligible for any maintenance loans, and tuition fee loans are conditional on continued engagement and attendance by the student.
- 4.6. Postgraduate students may apply for student finance to cover maintenance costs. Tuition fees must therefore be paid directly to the University and the student will be classified as a self-paying student.
- 4.7. Overseas students who require a student visa to study in the UK must pay a deposit to secure their place on a chosen programme of study in order to receive a CAS. The level

of deposit will be agreed each year, based on perceived sponsorship risk, alongside tuition fees and scholarships.

- 4.8. Overseas students who require a student visa are also required to provide appropriate evidence that they have sufficient funds to cover tuition fees and living expenses upon application for the first year of their course. This evidence must meet UK Visas and Immigration (UKVI) financial evidence requirements.
- 4.9. Overseas students may agree a payment plan. If requested at the beginning of the course, this will typically be over 9 months from the course start date (12 months for postgraduate research students). If requested during the year, the plan must finish no later than three months before the end of the course year. CAS deposits will reduce the balance to be paid. Payment must be made within 14 days of these dates to remain compliant with the payment plan.
- 4.10. Fees payable by sponsors will only be agreed upon receipt of official acceptance from the sponsor e.g., a purchase order, University of Suffolk Invoice Authorisation Form (IAF) or apprenticeship agreement.
- 4.11. Payment plans may be agreed with all other self-funding students i.e., excluding overseas and SLC funded tuition fees. Payment may only be spread over a maximum of 9 months from the course start date to ensure there is no impact on the student's progression and graduation, except for postgraduate research students who may pay over 12 months.
- 4.12. Payment plans will be reassessed for changes that affect the total chargeable tuition fee. Missed payments will result in the payment amounts being adjusted to meet the original payment deadline and not extended. Any other changes remain at the discretion of the Chief Financial Officer.
- 4.13. Failure to pay tuition fees may result in the following sanctions:
 - Removal of access to the University's campus facilities and online learning environments
 - Withholding of any payment due from the University e.g., bursaries
 - Withholding of any results, certificates of award or transcripts
 - Withholding of permission to attend their graduation ceremony
 - Withdrawal from the course and a bar on enrolling on any other courses awarded by the University
 - Barring of Graduate Route visa application as student will not be reported as Study Complete to UKVI
 - Notification to UKVI of non-compliance with visa terms and conditions
 - Referral to a debt collection agency, subsequent legal action and County Court Judgements on the student's credit history
- 4.14. For the avoidance of doubt, a student is not considered a debtor, and no sanctions will be applied, where full payment has been received in the University's bank account or where a payment plan has been agreed **and** is being adhered to.
- 4.15. No student may normally enrol into the next year of study while tuition fees remain outstanding, even if a payment plan has been agreed. This is to ensure the student does not continue to build up debt they are unable to repay. Exceptions to this policy will only

be agreed by the Chief Financial Officer subject to satisfactory academic engagement and conduct, and due to extenuating or mitigating financial circumstances.

- 4.16. No student will be issued a new CAS, awarded their degree or invited to graduation while fees remain outstanding, even if adhering to their payment plan. There are no exceptions to this rule.
- 4.17. Where a student is unable to clear their debt before the normal resumption of studies, students may apply to intercalate on the basis of debt. The standard **Additional Time Due To Extenuating Circumstances Policy** applies.

5. Refunds and Liability Points

- 5.1. Students have the right to withdraw, intercalate or change/transfer from a course of study and this may trigger a refund of fees:
- Withdraw – a student may voluntarily leave a course of study, or, following a period of suspension, be required to leave. Return to study is only possible through a new successful application
 - Intercalating – taking a break from study for an authorised reason – charges will apply up to the liability point at which the student intercalated. The student will be charged the remaining fees for the academic year when they return to study
 - Current continuing – where a student has outstanding submissions - no charge until the student re-joins the course, although the student is also ineligible for a student finance loan while current continuing
- 5.2. Students should confirm their maintenance and tuition fee funding and liability arrangements with SLC before submitting a change.
- 5.3. For postgraduate research degree students, a partial refund of fees may also be triggered by entry into the completion period following an extended standard period of study.
- 5.4. All notifications to change must be via official University of Suffolk processes and forms. The last date of engagement by the student will be used to calculate the fee liability.
- 5.5. In accordance with the General Regulations all correspondence with an enrolled student must be via a University of Suffolk email account (ending uos.ac.uk).
- 5.6. The University reserves the right to suspend a student for lack of engagement or attendance, academic misconduct, failure to pass an annual progression review, or non-payment of tuition fees. The last date of engagement will be used to calculate the liability point.
- 5.7. For the avoidance of doubt, the last date of engagement for SLC submissions is determined as the latest date where the student:
- Attends teaching sessions including all types of timetabled session (lectures, seminars, tutorials, workshops, and lab-based learning)
 - Attends timetabled activities including those delivered through guest lectures, field trips, Library and Learning Services, Careers Employability and Enterprise, or as part of Enrichment Weeks
 - Attends group and individual Personal Academic Coaching sessions or equivalent interactions

- Attends placements
- Submits written work and assignments
- Attends extra / co-curricular activities designed to further the learning of students and apprentices and provide opportunities to ensure success and progression into further higher study and / or graduate level employment
- Where a student has submitted all the course work for a year, and attended all the relevant timetabled sessions, then the last date of engagement will be the course end date.

And for postgraduate research only:

- Attends supervisor sessions for research students
- Progresses research
- Attendance at training and development sessions

The student must confirm attendance using the official register at each location. No other records will be used as evidence of attendance, but students must flag any issues which prevent registration (e.g., missing on class lists).

The following activities will not typically be considered as engagement for any student when determining the last date of engagement:

- Extended or deferred submission deadlines
- Evidence of correspondence with University staff
- Evidence of access to University systems, including the Virtual Learning Environment

5.8. Sharing of codes or other practices to by-pass physical attendance checks, whether for yourself or for other students, is a disciplinary offence.

5.9. Liability points are calculated as per the table below:

Home students	Term ¹ start date		
	Jul - Dec	Jan – Mar	Apr - Jun
1 - 25% of fee	Day 14 after term start date	Day 14 after term start date	Day 14 after term start date
2 – 50% of fee	Day 1 of return from Christmas break	Day 1 of return from Easter break	Day 1 of return from summer break
3 – 100% of fee	Day 1 of return from Easter break	Day 1 of return from summer break	Day 1 of return from Christmas break

¹ Term dates as defined with Student Loan Company. The first day of term is typically the date on which a student will receive their maintenance loan payment.

Overseas	Term start date		
Liability Point	Jul - Dec	Jan – Mar	Apr - Jun
1 - 80% of fee	Day 14 after term start date	Day 14 after term start date	Day 14 after term start date
2 – 100% of fee	Day 1 of return from Christmas break	Day 1 of return from Easter break	Day 1 of return from summer break

- 5.10. Postgraduate research degree students are refunded on a monthly pro-rata basis. For the purposes of fee liability, partial months of attendance or engagement are charged as full months.
- 5.11. Where postgraduate research students are not permitted to enter into a completion period at the end of their standard period of study (in accordance with paragraph 3.13), full tuition fee liability is pro-rata to the number of full and partial months in the extended standard period of study.
- 5.12. Where postgraduate research students do not submit their thesis within the standard completion period (up to one year for full-time students or two years for part-time students) and are exceptionally permitted to enter into an extended period of completion, the relevant annual write-up fee is non-refundable.
- 5.13. Refunds for additional charges for modules to be retaken, CPD and other short courses are available up until the earlier of 14 days after the start of the course or the date of course completion.
- 5.14. Refunds will only be made on money actually paid, so will exclude any outstanding amounts, discounts or scholarships which reduce the tuition fee. Non-refundable deposits are also excluded.
- 5.15. Money Laundering Regulations require refund payments to be made to the account from which the payment was originally made. This includes where the payment was made from either the SLC or a sponsor.
- 5.16. Where an overseas student has their student visa rejected, their CAS deposit will be refunded, subject to the provision of appropriate evidence of the rejection, and that it was not on the grounds of failure to follow UKVI guidance or the submission of fraudulent documents. Refunds, minus an administrative fee, will be considered if an Administrative Review is successful.
- 5.17. If there is evidence of fraudulent or cheating behaviour during any part of the process leading up to Visa issuance decision, no refund of deposits will be made.
- 5.18. Students who arrive in the UK on a Student visa and claim asylum, or switch their immigration/visa status, will not be issued a CAS deposit refund unless there are exceptional circumstances, which will be assessed on a case-by-case basis by the International Team and approved by the Chief Financial Officer.

- 5.19. CAS deposit refunds will not be given to students granted a student visa who then fail to enrol. In some cases, and at the University's discretion, we may consider a refund but will need proof to support the exceptional circumstances and evidence that the student is resident in their home country at the point at which the refund is requested — this may include meeting with a member of in-country staff or an approved University agent.
- 5.20. CAS deposit refunds to applicants applying under the student route are subject to administration fees and will only be refunded to the account from which the payment was originally made.
- 5.21. All refunds will be calculated in £ sterling. The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for bank or similar transaction charges incurred.
- 5.22. If a course is closed or provision is withdrawn and a suitable alternative course is not available, then a full refund of all tuition fees paid for the year in which the course is closed will be made. Bursaries already paid will be honoured. The University will also compensate students for any additional travel costs due to a change of study location, and maintenance costs for transfers or lost time as per the University's **Student Protection Plan**.
- 5.23. The University, SLC, professional statutory regulatory bodies, employers and sponsors require regular engagement and attendance from students. Failure to adhere to the **Student Attendance and Engagement Monitoring Policy** will result in the student being withdrawn from their course. Any SLC maintenance and tuition fee loans will be suspended, and for overseas students a report will be made to the Home Office which may result in withdrawal of sponsorship and the revocation of the student's permission to stay in the UK.
- 5.24. In the event of fire, strike, lock-out, accident, civil disturbance, pandemic, or any other cause whatsoever beyond the University's control, the University will provide suitable alternative provision for continuation of learning, including online provision, and will not be liable for refund of fees, or any other financial penalty, unless alternative provision cannot be made.