

Student Fee Regulations

1. PAYMENT AND REMISSION OF TUITION FEES

The regulations concerning payment and remission of tuition fees apply to students taking standard undergraduate or postgraduate degree programmes, and most diplomas and certificates. Students taking Royal Holloway International study programmes should refer to the requirements specified by Royal Holloway International for their programme.

Payments received after 4pm on the relevant final date for payment will be subject to a late payment charge to cover administrative and other costs in accordance with regulation 3.1 below.

1.1 Enrolment will not be permitted unless:

(a) tuition fees have been paid in full at or prior to enrolment, or the student has entered into one of the instalment arrangements offered by the College by completing the relevant form and has paid the first instalment and the full instalment charge (if applicable); and

(b) for any part of the fees not paid or included in an instalment arrangement, the student has produced satisfactory documentary evidence of an award for fees that will be paid by a responsible sponsoring body or authority, such as an employer or recognised government agency.

In the event of any uncertainty about the payment of fees by a sponsoring body/authority, or in cases where any sponsoring body or company refuses or is unable to make payment, the College will hold the student concerned personally liable for those fees and will invoice him or her accordingly. If a payment for tuition fees made at the start of a programme of study is dishonoured, the registration will not be valid.

Instalment arrangements are made at the College's discretion. Students who have previously defaulted on an arrangement may be refused.

1.2 The following rules apply to **U.K. or European Union undergraduates who make an application for Student Finance Support** through their Local Education Authority / Student Finance England / Student Finance Services:

(a)

(i) Students not paying the current variable fee (i.e. 'old rules' students) must pay their assessed personal contribution to tuition fees in full upon enrolment where that liability is less than £200. For students with an assessed contribution of £200 or more, and subject to the maximum fee liability of £1,285 in 2009/10, half may be paid upon enrolment, with the balance to be paid at the beginning of the second term, if they do not have an approved Loan for Fees :

1st Instalment: Enrolment – prior to, or during week commencing, 21st September 2009.

2nd Instalment: Start of Term 2 – by 15th January 2010.

(ii) Students paying the variable tuition fee (£3,225 2009/10) and not opting to take a full tuition fee loan must make a minimum payment of one third of the tuition fee at enrolment with the balance to be settled at the beginning of the second and third terms:

1st Instalment: Enrolment – prior to, or during week commencing, 21st September 2009.

2nd Instalment: Start of Term 2 – by 15th January 2010.

3rd Instalment: Start of Term 2 – by 30th April 2010.

(b) Students who have not received a finalised assessment in the form of a Student Support Notification, but who can present other evidence that they have been approved for a Fee Loan or Fee Grant for the current year, may be enrolled without payment. Otherwise students will be required to pay half the maximum fee for eligible students (half of £1285 in 2009/10) or one third of the maximum fee for students paying the variable tuition fee rate (one third of £3225 in 2009/10), in order to enrol.

(c) **At the College's discretion**, non variable fee-paying students who have received a Fee Grant in the preceding year, but who do not yet have a Student Support Notification for the current year, may be asked to pay an amount based on the previous year's assessment. Students subject to a maximum assessment in the previous year will be asked to pay based on the maximum applicable fee for the current year. Students assessed for less than the maximum fee in the previous year will be asked to pay this amount or half of it, if it is £200 or more, to enrol.

(d) Students (excluding those paying the variable tuition fee of £3225 2009/10) who are unable to present proof of eligibility or proof of application **will be required to pay the College's full self-financing fee (£1900 in 2009/10) in order to enrol.**

(e) Students, who are unable to bring a current support notification at enrolment, should present it to the Fee Payment Centre before the **end of the fifth week of the first term (in 2009/10 this will be 23rd October 2009)**. On presentation of an assessment, a refund of any fees overpaid, in relation to the assessment, will be issued (within ten working days) while any balance owing, in excess of half the maximum assessed fee, will be due at the beginning of the second term. **Students on the old fee structure (non-variable) for whom we do not hold authorised assessment data for the current year by 23rd October 2009, will be invoiced the College's current self-financing fee of £1900 without further notice.**

N.B. In all cases not involving recognised sponsors, any refund of fees will be made direct to the student.

1.3 Students with personal tuition fee liabilities enrolling on standard degree-level programmes starting in September are eligible to receive an early payment discount on their personal tuition fee liability if the College receives payment of the **full year's fees and if online sign up has been completed on or before 4th September 2009**. Payments received and / or online sign up completed after that date will **not** be eligible. The

discount does not apply to students enrolled on mixed or block learning modes of study and those taking Royal Holloway International programmes (with the exception of the Postgraduate Bridging Diploma). Students paying their tuition fees on one of the College's instalment plans or via a Student Loans Company (SLC) Loan for Fees are also ineligible for the early payment discount. Please also note:

(a) Students subsequently entitled to a refund of fees upon withdrawal (Clause 1.5 below) will surrender the right to benefit from a payment discount for the year in which a full year's tuition fee has not been paid. The College will make the appropriate adjustment when returning monies paid.

(b) The discount is available to self-financing students from the U.K. and overseas, including part-time students.

(c) Students from the U.K. and E.U. are eligible for a discount on their personal tuition fee liability to the extent that an SLC Loan / Grant for fees is not provided, but to receive the discount a copy of the support notification for 2009/10 should be sent with any postal payment so that the College can confirm the correct tuition fee liability. Students who wish to benefit from the early payment discount and who know they will be liable for the maximum 'assessed', non-variable fee should ensure they make their fee payment (net) by the discount cut-off date **even if they do not yet hold the relevant year's Support Notification from their Local Education Authority.**

(d) The discount is determined by the value of the tuition fees for which the student is **personally liable** as follows:

Personal Tuition Fee Liability	Discount
£50-£199	£5
£200-£299	£10
£300-£399	£15
£400-£499	£20
£500-£599	£25
£600-£699	£30
£700-£799	£35
£800-£899	£40
£900-£999	£45
£1000-£1999	£50
£2000-£4000	£100
£4001-£10,000	£200
Over £10,000	£400

Adjustments will normally be made to discounts allowed where students' personal tuition fee liabilities change during the year.

1.4 No tuition fee liability will normally arise in the following circumstances:

(a) if the College cancels the programme;

- (b) if the student withdraws before the start of the programme (except in circumstances where a non-refundable deposit has been paid);
- (c) if the student withdraws within three weeks of the start of a full-year programme (defined as the first day of the new academic session for Undergraduates), the student will be entitled to a full refund of fees already paid (except for non-refundable deposits), but an administrative charge of £50 will be made.

1.5 Students who withdraw will normally be liable for tuition fees, (including a personal liability for both assessed and variable tuition fees for eligible U.K. and European Union undergraduates — subject to the rules of the Student Loans Company as issued to Institutions by the Department for Business, Innovation, and Skills) as follows:

- (a) withdrawals after the end of the third week of the first term and before the end of the 1st week of the 2nd term (i.e. for standard term programmes between 11th October 2009 and 15th January 2010): the student is liable for 33% of the tuition fee; in the case of assessed students this is 33% of the tuition fee the **student** has been assessed to pay;
- (b) withdrawals before the end of the 2nd term (i.e. between 16th January 2010 and 26th March 2010 for standard term programmes): the student is liable for 66% of the tuition fee. In the case of assessed students this is 66% of the tuition fee the **student** has been assessed to pay.
- (c) withdrawals after the end of the 2nd term (i.e. from 27th March 2010 onwards for standard term programmes): the student is liable for 100% of the tuition fee. In the case of assessed students this is 100% of the tuition fee the **student** has been assessed to pay.

Please note: Separate terms and conditions apply to Royal Holloway International programmes of study. Reference should be made to Royal Holloway International in cases of withdrawal or suspension.

1.6 A remission of tuition fees will not be considered when a student is suspended or asked to leave the College under the Disciplinary Regulations. Local Education Authorities or the Student Loans Company (on behalf of Student Finance England) will not pay tuition fees for students who withdraw from the College before 1 December, whether by way of Fee Grant or a Loan for Fees. Supported students who withdraw from the College before this date are liable for 33% of their personal liability for tuition fees or an administrative charge of £50, if applicable, as set out above (1.4 & 1.5).

1.7 Where a student returns after an agreed period of interruption, allowance will be made for fees already paid for the corresponding year of study.

1.8 Where a student transfers to or from another institution within an academic year the tuition fees will be collected by the institution attended on 1 December. The institutions concerned will then re-allocate fees according to Universities U.K. guidance set out in circular 1/02/90.

- 1.9 Postgraduate research students enrolling for years of study not commencing at the start of the academic year will be charged at the rates prevailing at the start of their study year.
- 1.10 Any instalment plan to pay the full year's fees is agreed independently of actual periods of registration and attendance. The calculation of the fee liability in the event of withdrawal or interruption of study is set out above and the amount payable for the relevant period will not, therefore, be linked to either the number or amount of instalments, agreed, paid or still outstanding.
- 1.11 A receipt for tuition fees will be applied to an overdue residence fee or other overdue amounts if the tuition fee liability is cancelled or reduced. Similarly, residence fee receipts will be applied to overdue tuition and other fees if the residence fee liability is cancelled or reduced.
- 1.12 There may be exceptional individual circumstances for which the Academic Registrar, in consultation with the Director of Finance, may authorise remission of tuition fees.
- 1.13 Refunds of tuition fees paid will be determined in accordance with the above rules. However, for postgraduate research students who submit their thesis during the year, separate rules apply.
- 1.14 If tuition fees paid initially by the student are subsequently paid in full (as cleared funds) by another person or body, the refund will normally be made to the student.

1.15 Tuition Fees for the Year Abroad

- (a) College policy with regard to the charging of fees for the 'Year Abroad' follows guidelines issued by Higher Education Funding Council for England (HEFCE). At present, their guidelines stipulate that the tuition fee to be charged to Home/E.U. Undergraduates for the academic year 2009/10 is £640.
- (b) Home/E.U. students on outgoing whole-year Socrates/Erasmus exchange programmes have tuition fees paid under special funding arrangements for these programmes. Home /E.U. Undergraduates on outgoing part-year Socrates/Erasmus exchange programmes will remain liable for tuition fees (£640 for the academic year 2009/10).
- (c) Overseas and Islands students will be charged a fee of £925 for whole-year or part-year Socrates/Erasmus exchange programmes (year three of 4 year degree) in the academic year 2009/10.
- (d) A separate range of fees applies to Overseas and Islands students studying abroad under different arrangements.

2. PAYMENT AND REMISSION OF RESIDENCE FEES

- 2.1 **Residence fees must be paid each term in advance, usually in the first week of term or billing period to which they relate.** The final dates for payments in 2009/10 are:

- Term 1 2nd October 2009
- Term 2 15th January 2010
- Term 3 30th April 2010
- Term 4 22nd June 2010

Visiting students and students taking Royal Holloway International programmes of study may have different dates for payments and need to refer to the instructions provided to them.

Payments received after 4pm on the relevant final date for payment will be subject to a late payment charge to cover administrative and other costs in accordance with regulation 3.1 below.

- 2.2 There is no provision in the General Residence Regulations for students to give notice on their rooms at any time during the session, but consideration will be given to the refund of residence fees in the following situation:-

where a student wants to vacate a room in Hall and the circumstances are agreed by the Student Housing Bureau Manager, the student may do so, subject to the student being responsible for the rent until that room can be re-let to another eligible person, and payment in advance of an administration charge of £30.

- 2.3 Students in residence who wish to change rooms will be charged an administration fee of £30. Students who change rooms on a second, or subsequent occasion will be charged an administrative fee of £100 per exchange. Fees in respect of the original room, together with the administration fee, must have been paid in full before any change can be processed. An adjustment to the fees to be paid, or refunded if appropriate, will then be made by the Student Fees Office.
- 2.4 Withdrawing students may not have their liability for payment of Hall fees waived. Students who suspend or discontinue their studies will remain liable for the payment of Hall fees up to the date they have notified the Student Housing Bureau in writing **and** their keys have been signed back into the appropriate Hall Reception Office.

3. ACTION IN THE CASE OF NON-PAYMENT

- 3.1 Where tuition or residence fees are not paid by the due date (as quoted in these Regulations, or on an invoice, electronic notification, account statement or other form of reminder issued by the College), an additional charge will be raised on the student's account on the following basis for **each item of debt overdue**:

Late Payment Charge Scale

Working day following Invoice due date	Invoice Amount less than £2,000	£2,000- £3,999	£4000+
1	£10	£ 20	£ 30
2	£20	£ 40	£ 60
3	£30	£ 60	£ 90
4	£40	£ 80	£120
5	£50	£100	£150

The late payment charge will only be waived in **exceptional and serious circumstances**, at the discretion of the Head of Student Fees. Tuition fees, or the first instalment of the fees subject to an instalment arrangement, must be paid at enrolment. Second and third instalments of tuition fees are due to be paid by the last working day of the first week of the second and third terms respectively; i.e. 15th January 2010 and 30th April 2010. Residence fees are due to be paid by the last working day of the first week of the term or billing period to which they relate. However, for the first term of the academic year **only**, the late payment charge will be applied to residence fees that have not been paid by the last working day of the **second week of term**. **For residence and other fees raised during the term, reference needs to be made to the due date indicated on the invoice/electronic statement document.**

3.2 Students who have not paid fees due, and who have not made satisfactory arrangements to pay with the Head of Student Fees, will be liable to action under the College's Disciplinary Regulations; such action will be taken according to the procedure given below, and may result in termination of the student's registration and dismissal from the College.

(a) A written warning will be issued advising the student that, if the debt is not cleared within two weeks, action will be taken under the College's disciplinary procedures.

(b) If the debt remains unpaid after this period, a first formal warning will be issued in writing, giving one week to pay all outstanding amounts. If that warning is disregarded, a second written warning will be issued giving a further week to pay in full.

(c) Failure to pay the full amounts owed by the deadlines set out in (a) and (b) above will lead to the Academic Registrar taking steps to recommend the termination of registration of the students in accordance with section 4 below.

(d) Once a student has had his or her registration terminated in accordance with section 4, readmission will be at the absolute discretion of the Principal.

4. TERMINATION OF REGISTRATION

- 4.1 The Academic Registrar will give a Vice-Principal, nominated each year by the Principal, a list of the names of those students who have not paid fees owed by the stipulated date, despite two formal written warnings. The Academic Registrar will, at the same time, write and notify the students that this action is being taken.
- 4.2 Acting with the delegated authority of the Student Disciplinary Committee, the Vice-Principal will, after a preliminary examination of the circumstances of each student's case, arrange for them to be considered by the Fees Sub-Group.
- 4.3 The Fees Sub-Group shall be composed of:
 - (a) a Vice-Principal, nominated each year by the Principal, who shall chair the group;
 - (b) two academic teaching staff members of the panel for the Student Discipline Committee;
 - (c) the College Secretary, or his or her nominee, shall be the Secretary of the Fees Sub-Group.
- 4.4 The Fees Sub-Group shall meet to consider the students whose names have been provided by the Academic Registrar not earlier than seven days and not later than twenty-one days from the date that the Academic Registrar notified the students that their cases were being referred to a Vice-Principal.
- 4.5 The students shall be invited to submit a written statement to the Group and to attend the hearing. Students attending hearings held by the Fees Sub-Group may be accompanied by another student or by a member of staff, provided prior notification is given to the College Secretary.
- 4.6 After considering the information provided by the Finance Office, and taking note of any written or oral representations from the student, the Sub-Group may either:
 - (a) decide that the student's registration with the College should be terminated, or
 - (b) adjourn the meeting by not more than fourteen days to seek more information to reach a decision, or
 - (c) permit the student to continue in attendance, subject to his or her written agreement to arrangements for payment of the debt, which are acceptable to the Director of Finance.
- 4.7 The Sub-Group's decision will be conveyed in writing to the student as soon as possible after its meeting, either by recorded delivery letter or by hand via the appropriate Head of Department or Warden. In the event of the decision being termination of registration, it shall be accompanied by a notification of the student's right to appeal against the decision.

5. APPEALS AGAINST THE DECISION OF THE FEES SUB-GROUP

- 5.1 Students whose registration is terminated by the Fees Sub-Group have the right of appeal against that decision. Appeals must be in writing and may only be made on one or more of the following grounds:
- (a) that the Fees Sub-Group was given inaccurate or misleading information that had a material effect on its consideration of the case;
 - (b) that the meeting of the Fees Sub-Group was not conducted in accordance with the principles and procedures set out in these regulations, or was contrary to natural justice;
 - (c) that fresh evidence can be presented, which was not available and could not for good reason have been available to the Fees Sub-Group when the decision was made.
- 5.2 Students wishing to appeal shall submit a written statement of appeal to the College Secretary within ten days of the despatch of the decision of the Fees Sub-Group.
- 5.3 The College Secretary shall arrange for a meeting of the Student Discipline Committee to consider any appeal which is made on the grounds and in the timescale set out above, such a meeting to be held not later than twenty-one days from the receipt by the College Secretary of the appeal unless the appellant and the Chairman of the Student Discipline Committee agree that it may be held at a later date. No member of the Fees Sub-Group may serve on the Student Discipline Committee in relation to consideration of the same student.
- 5.4 If the appeal is on the grounds of fresh evidence, the student shall send the evidence in question or a statement of it to the College Secretary to arrive not less than seven days before the appeal is to be heard.
- 5.5 The student may attend the Student Discipline Committee to present the appeal, provided that the College Secretary receives prior notification. Another student or a member of staff may accompany the student, provided that the name of this person is given to the College Secretary in advance of the Student Discipline Committee.

6. OTHER ACTION IN THE CASE OF NON-PAYMENT

- 6.1 Students who have not paid their third or final term's residence fees, or who have any other fees owing to the College at the end of the third or final year of a programme of study, will receive no written confirmation of their examination results until such time as all outstanding amounts have been cleared in full.
- 6.2 For students other than finalists, progression to and enrolment for the next academic year will not be allowed if any amounts are still outstanding at the start of the academic year. Enrolment for the academic year will not be allowed until all amounts have been cleared, and may be refused if the attendance requirements specified by the student's department cannot be met.
- 6.3 For final-year students, the academic regulations make it one of the conditions for award of a degree, diploma or certificate that the student must have cleared all outstanding debts to the University and the College.

This means that failure to pay by the specified date will disqualify students from being informed of their degree result and from attending the Presentation Ceremony. This Regulation covers fees for tuition, examination, residence and health care as well as the non-return of Library books, materials and equipment, unpaid fines, and any debt owed to the University or College.

- 6.4 Where a student has left a Library account for lost materials or a Library fine unpaid for a month or longer, the student will not be allowed to borrow materials from the Library until the debt has been settled.
- 6.5 Where a postgraduate has outstanding debts to the College, these will be regarded as an immediate charge on any demonstrating or tutoring fees earned from the College.
- 6.6 An administration charge of £20 will be made for payments that are dishonoured, and a late payment charge will be raised in accordance with regulation 3.1, if the due date/final payment deadline has passed.
- 6.7 Students who are given a loan by the College are required to repay it on the specified date. Failure to do so will convert the loan into a debt, and the College may take action as set out in section 3 above.