



# **ULSTER UNIVERSITY**

## **ULSTER ONLINE ONLY**

### **TUITION FEES PAYMENT POLICY**

#### **ACADEMIC YEAR 2024/25**

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**ULSTER UNIVERSITY  
 TUITION FEES PAYMENT POLICY – Ulster Online Only  
 ACADEMIC YEAR 2024/25**

**TABLE OF CONTENTS**

<b>1</b>	<b>Policy Statement .....</b>	<b>2</b>
<b>2</b>	<b>COOLING OFF PERIOD.....</b>	<b>2</b>
<b>3</b>	<b>Self-Funding Students.....</b>	<b>2</b>
<b>4</b>	<b>EXTERNALLY FUNDED STUDENTS .....</b>	<b>2</b>
<b>4.1</b>	<b>Financing Tuition Fee through Student Finance .....</b>	<b>2</b>
<b>4.1.1</b>	<b>Postgraduate Taught Students: Northern Ireland and Republic of Ireland .....</b>	<b>2</b>
<b>4.1.2</b>	<b>Postgraduate Taught Students: Great Britain .....</b>	<b>3</b>
<b>4.2</b>	<b>Students Receiving Fee Support from Employer or Other Sponsor body.....</b>	<b>3</b>
<b>5</b>	<b>Payment Deadlines .....</b>	<b>4</b>
<b>6</b>	<b>PAYMENT OPTIONS .....</b>	<b>5</b>
<b>6.1</b>	<b>Credit/Debit Card .....</b>	<b>5</b>
<b>6.2</b>	<b>International Payments .....</b>	<b>5</b>
<b>6.3</b>	<b>Paying by Instalments – Recurring credit/ debit card Payments (RCP) .....</b>	<b>5</b>
<b>6.4</b>	<b>Rejected RCP.....</b>	<b>6</b>
	<b>Administrative Charge.....</b>	<b>7</b>
<b>7</b>	<b>Alumni Discount.....</b>	<b>7</b>
<b>8</b>	<b>Early Settlement Discount.....</b>	<b>7</b>
<b>9</b>	<b>Staff Discount.....</b>	<b>7</b>
<b>10</b>	<b>Additional Information Applicable to all Students.....</b>	<b>7</b>
<b>10.1</b>	<b>University Tuition Fees Account.....</b>	<b>8</b>
<b>10.2</b>	<b>Fee Adjustments .....</b>	<b>8</b>
<b>10.3</b>	<b>Break in Study.....</b>	<b>8</b>
<b>10.4</b>	<b>Bank Charges and Exchange Differences .....</b>	<b>8</b>
<b>10.5</b>	<b>Contract.....</b>	<b>8</b>
<b>10.6</b>	<b>Other Third Parties (Including Parents) .....</b>	<b>8</b>
<b>11</b>	<b>Victim of Fraud / Tuition Fee Scam.....</b>	<b>9</b>
<b>11.1</b>	<b>What happens next .....</b>	<b>9</b>
<b>11.2</b>	<b>What to do if you are a victim of fraud.....</b>	<b>9</b>
<b>12</b>	<b>Sanctions for Non-Payment of Fees.....</b>	<b>9</b>
<b>13</b>	<b>Financial Support and Advice.....</b>	<b>10</b>
<b>14</b>	<b>Contact Details for the Tuition Fees Office .....</b>	<b>11</b>

# 1 POLICY STATEMENT

This policy applies to students studying on any Ulster Online programme and provides guidance on how and when to make payment for your tuition fee.

All students are required to pay a tuition fee per module / programme.

The tuition fee includes charges for registration, tuition, supervision and examination and is payable for each module, or part of the programme for which the student is registered.

Tuition fee per credit point will increase annually in line with inflation and will be updated at the start of each academic year (September). The University will take into consideration factors such as Consumer Price Index (CPI), market competition and other external factors outside the University's control to determine the inflationary increase.

Fees for new and continuing students are issued at <https://online.ulster.ac.uk>

## 2 COOLING OFF PERIOD

**2.1** New students only with an intake year of 2024/25 will not be liable for any tuition fees for that academic year/ module if they withdraw within 14 days of completing registration or within 7 days from the start date of the initial module, whichever is the latest date to allow a cooling off period.

**2.2** Should a student withdraw / be withdrawn after this period, please refer to Ulster Online Tuition Fee liability for further information on calculation of fee liability.

## 3 SELF-FUNDING STUDENTS

**3.1** To complete registration / re-enrolment, self-funding students can avail of one of the following options:

- tuition fees are either paid in full for each module as the student enrolls; or
- where the student has selected modules with
  - 60 credit points or more, an instalment plan can be set up at the time of registration / re-enrolment, which will require a deposit followed by consecutive monthly instalments. Further information at Section 7.3.
  - less than 60 credit points, tuition fees must be paid in full at or in advance of registration.

**3.2** Payment for all options can only be received in pounds sterling £GBP.

**3.3** Please see further detail under payment deadlines and methods in [Section 5](#) and [6](#)

## 4 EXTERNALLY FUNDED STUDENTS

### 4.1 Financing Tuition Fee through Student Finance

#### 4.1.1 Postgraduate Taught Students: Northern Ireland and Republic of Ireland

Eligible students may be able to defer part-payment of their tuition fees by applying for a tuition fee loan from Student Finance NI who will pay part of the fee directly to the University.

The first module fees must be paid at or in advance of registration. This is a non-refundable deposit.

If the student subsequently chooses not to apply or is ineligible for a tuition fee loan, then the student must pay the balance of tuition fees for each module as they enrol or set up an instalment plan in accordance with [Section 6.3](#).

Further detail on payment deadlines and methods can be found in [Section 5](#) and [6](#).

#### 4.2.2 Postgraduate Taught Students: Great Britain

Eligible GB postgraduate taught students may apply for a loan as a contribution towards their tuition fees from the Student Finance England/ Wales / Scotland. This loan is paid directly to the student and not the University and therefore the student must sign up to an instalment plan at Registration.

- The first module fees must be paid at or in advance of registration and the balance will be paid in up to three equal instalments aligned with the receipt of the loan from Student Finance to the student. This instalment plan is only available to students who have registered for 60 or more credits.
- The student is required to submit confirmation of the Student Finance Postgraduate Loan Summary to the Tuition Fee Office.
- Once confirmation of the Student Finance Postgraduate Loan summary is received, the student can avail of an alternative payment plan to align the instalments with the Student Finance payments to the student. The number of instalment dates is dependent on the start date of the course.
- For GB Student Finance Funded students only, the table below sets out the number of credit / debit card collections available when you register at the different enrolment points

Start Date	Number of Collections
September 2024	3
November 2024	2
January 2025	2
March 2025	Not Available
May 2025	Not Available
July 2025	Not Available

- For students enrolling after January 2025, fees must be paid in full at Registration and an instalment plan will become available in September 2025.

If the student subsequently chooses not to apply or is ineligible for a tuition fee loan, then the student must pay the balance of tuition fees for each module as they enrol or set up an instalment plan at Registration. See [Section 7.3](#) for further information on instalment plans.

## 4.2 Students Receiving Fee Support from Employer or Other Sponsor body

- #### 4.2.1
- If an employer, a government agency or any other organisation is paying the student's tuition fees, an official sponsor letter on their headed paper must be uploaded at [Sponsored Students - Ulster University](#) in advance of registration /re-enrolment to allow the student account to be updated.

- 4.2.2** The sponsor letter must detail:
- Student registration number
  - Course title
  - Academic year being sponsored
  - The value (£) of the sponsorship
  - Sponsor billing name and address for which we can raise an invoice when you register for the course
  - Sponsor contact name and telephone number
  - Sponsor contact email address to which the invoice will be issued
  - If your sponsor requires a purchase order number to be quoted on the invoice, this should be included on the sponsor letter.
- 4.2.3** All modules for the academic year must be selected at Registration. Only one invoice will be issued to the sponsor after Registration.
- 4.2.4** Students that are being sponsored but have not uploaded a sponsor letter to the Tuition Fees Office at the time of registration will be treated as self-funding at registration. Once the student is registered as self-funding, the University will not subsequently accept a sponsor letter. Instead, the student will be treated as self-funding and will have to reclaim monies paid directly from their sponsor.
- 4.2.5** A new letter must be provided at each registration period to confirm that the sponsor is still willing to pay the student's tuition fees.
- 4.2.6** Where the sponsor is only part paying the tuition fees, the student will be required to pay any personal contribution or else set up an instalment plan at registration. Please see [Section 5](#) for payment deadlines and [Section 6](#) for payment options.
- 4.2.7** 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 either immediately pay the fees in full or contact the Tuition Fee Office on +44(0) 28 701 24252 to discuss the potential of an instalment plan to avoid University sanctions being applied. Sanctions will be applied for non-payment. Further detail on sanctions for non-payment can be found in [Section 12](#).
- 4.2.8** If the student leaves the sponsor's employment and they have failed to pay the tuition fees the University will treat the student as self-funding and the student will be required to pay the full balance of the tuition fees.

## **5 PAYMENT DEADLINES**

Students paying in full for each module at point of enrolment must pay and enrol by deadlines specified below in Table 5.1 to be eligible to study in the Teaching Period (TP).

**Table 5.1:** Payment deadlines for new and continuing students paying in full for each teaching period in the 24/25 academic year.

TP Key Dates	Application deadline	New student payment deadline	Continuing student payment deadline	Teaching Start	Teaching Ends
TP 5 - September 2024	19/08/2024	28/08/2024	28/08/2024	11/09/2024	24/10/2024
TP 6 - November 2024	14/10/2024	23/10/2024	23/10/2024	06/11/2024	19/12/2024
TP 1 - January 2025	13/12/2024	23/12/2024	23/12/2024	15/01/2025	27/02/2025
TP 2 - March 2025	17/02/2025	25/02/2025	25/02/2025	12/03/2025	02/05/2025
TP 3 - May 2025	21/04/2025	30/04/2025	30/04/2025	14/05/2025	27/06/2025
TP 4 - July 2025	20/06/2025	30/06/2025	30/06/2025	09/07/2025	22/08/2025

## 6 PAYMENT OPTIONS

### 6.1 Credit/Debit Card

Paying online is the preferred method of payment. Online payments should be paid at Registration / enrolment via the University Online Enrolment system.

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

Outside of enrolment, online payments can be made using the University self-service facility via the student portal, at <https://www.ulster.ac.uk/pay> or scan the QR Code to take you directly to online payments.



The University does not accept Tuition Fee credit card payments over the telephone.

### 6.2 International Payments

The University has partnered with Flywire to provide you with a range of payment methods in your home currency.

Outside enrolment, payment can be made by clicking [University of Ulster | Open](#)



### 6.3 Paying by Instalments – Recurring credit/ debit card Payments (RCP)

- 6.3.1** If modules selected total more than 60 credit points, payment of tuition fees can be made by setting up an instalment plan using a credit/debit card and are collected in consecutive monthly instalments. The number of collections available depend on the

start date of the enrolled module. See [Section 6.3.6](#) for further information on instalment plans.

- 6.3.2** This option is not available for students re-engaging on 60 credit point modules.
- 6.3.3** The balance of the tuition fees payable by RCP are collected in up to eight instalments depending on the start date of your modules. The collection dates fall on the first day of the month from 1 October to 1 May. If your instalment date falls on a weekend or a bank holiday, the instalment will be collected on the next available banking day.

#### Recurring credit/debit Card Payments Collection Schedule

<b>Start Dates</b>	<b>Number of collections</b>	<b>Date of first collection</b>
September 2024	8	1 October
November 2024	6	1 December
January 2025	4	1 February
up to 31 March 2025	2	1 April
>31 March 2025	Not Available	
May 2025	Not available	
July 2025	Not available	

- 6.3.4** All communication regarding your RCP plan will be sent by email. The student will receive a notification a week in advance of each collection date stating the amount to be collected.
- 6.3.5** Changes to the card details that was used to set up the RCP plan can be made at <https://epay.ulster.ac.uk/customer-card-update>
- 6.3.6** If after set-up the initial transaction is declined, the student must contact their card issuer in the first instance who will explain the reason why the transaction has been declined. Please do not set up another RCP plan as the system will automatically retry the failed transaction five days later. For high value transactions, particularly those drawn on international cards, it is recommended that the student contacts their bank or credit card issuer to notify them they are intending to process a high value transaction to avoid delays.
- 6.3.7** RCP plans can be set up until 31 March 2025 for the 24/25 academic year only.
- 6.3.8** For students enrolling after 31 March 2025, fees must be paid in full at Registration / re-enrolment and an instalment plan will be available in September 2025.

## **6.4 Rejected RCP**

- 6.4.1** 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.
- 6.4.2** 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.
- 6.4.3** Where an RCP instalment is rejected by your bank or card issuer on two occasions:

- the University reserves the right to terminate the payment plan with fees being made payable immediately and/or apply sanctions per Section 11 of the policy until the tuition fee arrears have been cleared.
- the student will not be allowed to enrol on the next module until the outstanding fees are fully paid; and
- the student will not be permitted to set up another instalment plan within the academic year.

## Administrative Charge

An administrative charge of £45 per transaction will be added to the student account where an RCP instalment is rejected by their card issuer.

## 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 but cannot be applied on PGCE and PhD programmes.

To qualify for Ulster University alumni discount, the student must have successfully completed an Ulster University:

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

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.
- Students who have completed any previous free of charge course / Skills course

**7.2** The student will qualify for the alumni discount regardless of when they finished their previous eligible programme.

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

## 8 EARLY SETTLEMENT DISCOUNT

**8.1** No early settlement discount is available for paying fees in their entirety at the start of Ulster online courses.

## 9 STAFF DISCOUNT

**9.1** Eligible staff commencing an online programme will receive a 10% discount on their tuition fees but are not eligible for a full exemption.

**9.2** Eligible staff are defined as those staff on a permanent contract.

## 10 ADDITIONAL INFORMATION APPLICABLE TO ALL STUDENTS



## 10.1 University Tuition Fees Account

All students are expected to log into their University tuition fee account via the University portal on a regular basis to view charges applied. All communications regarding your tuition fees will be sent to your @ulster.ac.uk email address or personal email addresses in the event of no correspondence.

For further information on how we process your personal data, please visit [Data Protection at Ulster University - Ulster University](#) or view our [Student Privacy Notice - Ulster University](#).

## 10.2 Fee Adjustments

If the tuition fee loan is revoked or otherwise reduced 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.

## 10.3 Break in Study

Details of the process for a break in study is available in the deregistration policy and impact on fee liability is available in the Liability policy.

## 10.4 Bank Charges and Exchange Differences

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

## 10.5 Contract

Payment of any sums for tuition fees shall not itself constitute an agreement between the University and the relevant student or, if different, the payer.

A contract will only be formed between the student and the University upon acceptance of an Offer to study on a programme.

## 10.6 Other Third Parties (Including Parents)

The University will accept payment of a student's fees from a parent / guardian or other third party. However, the liability for paying fees will always remain with the student.

Where payment is made by a parent / guardian or other third party:

- this will not constitute, form or create a separate binding contract between the University and the parent / guardian / third party; nor
- do they become parties to the contract between the student and the University.

A parent / guardian 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.

## 11 VICTIM OF FRAUD / TUITION FEE SCAM

### 11.1 What happens next

If you are the victim of fraud or a tuition fee scam, the funds that were transferred to the University may be reclaimed by the bank or card provider. When this happens your student debt is re-instated and you will still owe the University your tuition fees. The University may notify the National Crime Agency or Police Service NI that an attempted fraud has taken place.

### 11.2 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. Whilst the University cannot report the matter to the police on your behalf, we will fully co-operate with any ongoing investigation.

**11.2.1** You can report the crime to Action Fraud by telephone on 0300 123 2040 or online at [Action Fraud](#)

**11.2.2** If you believe another Ulster University student to be involved in the fraud, then you should contact [fees@ulster.ac.uk](mailto:fees@ulster.ac.uk) to report the misconduct. Copies of emails and screenshots should be supplied, where available.

## 12 SANCTIONS FOR NON-PAYMENT OF FEES

The following sanctions will be applied for nonpayment of fees:

**12.1** 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 apply the following sanctions which may result in serious consequences such as:

- Withdrawal of student access to Blackboard, the University's virtual learning system;
- Withdrawal of student access to the Ulster University Student Portal and other IT systems;
- Withdrawal of student access to Library e-resources and limited borrower account functionality;
- An inability to submit assessments, resulting in a mark of '0' being awarded for non-submission, and any future submissions may be capped;
- An inability for student to receive their marks, confirm if they have a resit assessment/examination and where those examinations will be held;

The University will provide adequate notice of their intention to initiate sanctions.

Sanctions will remain in place until the agreed payments have been made in full.

If payment for overdue fees is not subsequently received in full, the University reserves the right to withdraw the student from their programme of study. See Section 11.2 for further information.

**12.2** 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/or

- withdraw the student from their programme of study. Students who are unable to pay their tuition fees / meet their financial obligations as agreed in the payment plan selected at registration can request a Leave of Absence for an initial period of 12 months. A Leave of Absence will preserve the academic record of the student for a defined period.

**12.3** Where a student has successfully completed their programme but has an outstanding tuition fee debt one month prior to the date of the award, the student:

- will not be permitted to attend their graduation ceremony. If a payment is received after this date, the student will be eligible to attend a later ceremony;
- will not receive their academic transcript of marks / degree certificate until the outstanding tuition fee has been paid.

**12.4** 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 either immediately pay the fees in full or contact the Tuition Fee Office on +44(0) 28 701 24252 to discuss the potential of an instalment plan to avoid University sanctions being applied. Refer to [Section 6.4](#) for instalment plan options.

**12.5** Students who leave the University with outstanding tuition fees will be traced via the debt collection agency engaged by the University and debts plus collection fees will be recovered via the appropriate legal process.

**12.6** Students with outstanding tuition fee debt at the end of an academic year will not be permitted to re-enrol on their existing course until outstanding fees are settled in full.

- If by the end of the second week of teaching following registration in the new academic year, returning students have failed to pay the outstanding tuition fees in full, those students will be required to take a leave of absence for the current academic year or be withdrawn from their course.
- If you pay the full outstanding balance before the end of the second week of teaching it may take up to two working days for systems to update in order for you to be able to enrol and re-join classes, submit assessments and use all IT systems and platforms.

**12.7** Students with outstanding tuition fee debt will not be permitted to register/re-enrol for the next module / academic year.

**12.8** 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 until outstanding fees are settled in full.

## **13 FINANCIAL SUPPORT AND ADVICE**

**13.1** Students who are experiencing unforeseen financial difficulties / exceptional circumstances preventing them in paying their tuition fees by the agreed due date should seek help from the Tuition Fee Office at the earliest opportunity via our enquiry form [Tuition Fee Query Form](#)

**13.2** Foreign currency fluctuations and cost of living pressures are not deemed exceptional circumstances for non-payment of fees. The University will assist where it can, however, the quality of teaching is dependent on funding and the University must therefore act to recover all outstanding debts.

- 13.3** 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.
- 13.4** 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 \(ulster.ac.uk\)](#).

Please note that all discussions in relation to your outstanding fee should be directed to the Tuition Fee Office via our Tuition Fee Enquiry Form or telephone on +44 (0) 28 701 24252.

## **14 CONTACT DETAILS FOR THE TUITION FEES OFFICE**

Telephone: +44 (0) 28 7012 4252  
Form: [Tuition Fee Query Form](#)  
Website: [ulster.ac.uk/finance/student/](http://ulster.ac.uk/finance/student/)

Tuition Fees Office  
Room X014  
Ulster University  
Cromore Road  
Coleraine  
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