



## ULSTER UNIVERSITY

### TUITION FEES PAYMENT POLICY ACADEMIC YEAR 2024/25

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## ULSTER UNIVERSITY

### TUITION FEES PAYMENT POLICY ACADEMIC YEAR 2024/25

#### 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 2024/25.
- 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](#) ) and College of Medicine and Dentistry.
- 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 externally funded or self-funded.

You will be considered an externally funded student if you:

- receive financial support from the Student Loans Company (Student Finance) or other 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, and the funds are paid directly to you.

## 3 Externally Funded

### 3.1 NI/ROI/GB students through Tuition Fee Loan from Student Finance

3.1.1 Eligible NI, ROI, GB students can apply for a tuition fee loan from Student Finance.

3.1.2 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 Northern Ireland \(includes ROI nationals\)](#)
- [Student Finance England](#)
- [Student Finance Wales](#)
- [Student Awards Agency Scotland](#)

- 3.1.3** 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](#)
- 3.1.4** You must apply for your Tuition Fee Loan from Student Finance well in advance of starting University and will need to apply in advance of re-enrolment for each academic year of your studies.
- 3.1.5** The Student Finance customer reference number must be documented during registration/re-enrolment.
- 3.1.6** If you advise on registration/re-enrolment that your fees are being paid via your Student Finance Provider and
- the Tuition Fee Office have not received confirmation from Student Finance that your application has been approved by 15 November 2024; or
  - if you are deemed ineligible for a full tuition fee loan, or the tuition fee loan does not cover your full cost; or
  - if the tuition fee loan is revoked or otherwise reduced; or
  - the value of the tuition fee grant is reassessed;

after 15 November you will immediately become liable to pay the tuition fees, which you can pay in full or alternatively, if you are unable to meet the full payment, you can contact the Tuition Fee Office on 028 7012 4252 to discuss agreeing to an instalment plan. Refer to [Section 6.4](#) for instalment plan terms.

It is the responsibility of the student to monitor progress of their Student Finance through the Student Finance Portal.

- 3.1.7** All full-time undergraduate students enrolled for less than 120 credit points will be charged according to the number of credit points registered for.
- 3.1.8** Repayments to Student Finance only begin once you have left University and are earning more than a certain level of income.

## **3.2 Externally Funded through Sponsorship**

- 3.2.1** If your employer, a Government Agency or any other external organisation is paying your tuition fees, you must upload your official sponsor letter on their headed paper at [Sponsor Letter \(ulster.ac.uk\)](#) in advance of registration/re-enrolment and the University will invoice the organisation directly.
- 3.2.2** Sponsor letters must be uploaded in advance of registration / re-enrolment to enable them to be processed.
- 3.2.3** You will not be able to complete registration / re-enrolment until we have confirmed and updated the sponsorship on your account.

- 3.2.4** 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.
- 3.2.5** You must provide a new letter at each registration / re-enrolment period to confirm that your sponsor is still willing to pay your fees.
- 3.2.6** Students will be treated as self-funding if at registration / re-enrolment they have stated that they are being sponsored but have not sent a sponsor letter to the Tuition Fees Office.
- 3.2.7** 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.
- 3.2.8** Where your sponsor is only part paying your fees, you will be required to pay the balance in full or alternatively, you may set up an instalment plan by contacting the Tuition Fee Office on +44 (0) 28 701 24252. Refer to Section 6 for instalment plan terms.
- 3.2.9** 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. Subsequently, you will be immediately become liable to pay the tuition fees which you can pay in full or alternatively, if you are unable to meet the full payment, you can contact the Tuition Fee Office on 028 7012 4252 to discuss the potential option of an instalment plan. Refer to [Section 6.4](#) for instalment plan terms.
- 3.2.10** If funding your tuition fee via a loan, banks are not regarded as a Sponsor.

## **4 Self-Funding**

### **4.1 Self-Funding Home / ROI / GB**

- 4.1.1** At registration / re-enrolment, tuition fees must be either paid in full or if the balance is £100 or more, an instalment plan can be set up. Refer to [Section 6.4](#) for further information on instalment plans.
- 4.1.2** Tuition fees paid in full at registration / re-enrolment may be eligible for a 5% discount. (For eligibility criteria on discounts see [Section 10](#))
- 4.1.3** 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.

To avail of this payment option, you must provide, by email, a copy of your Postgraduate Loan summary as soon as possible, but no later than 30 September 2024 to [fees@ulster.ac.uk](mailto:fees@ulster.ac.uk). This will be manually adjusted on your record.

## 4.2 Self-Funding International Students

### 4.2.1 Deposit for Self-Funding International Students studying on campus

For international students studying on campus and commencing their programme in September 2024 / January 2025, you will be required to pay a deposit of £4,000 before a Confirmation of Acceptance for Studies (CAS) can be issued, which is a requirement for your student visa.

Deposits are non-refundable, with exception of the following:

- You are not issued with a student visa by UKVI (unless the refusal by UKVI is for reasons of fraud or misrepresentation).
- You are not issued with a Confirmation of Acceptance of Studies (CAS) in line with our student visa CAS issuing procedure.
- If the University is unable to offer you a place.
- Where the applicant has personal circumstances such as illness, bereavement or other family situations that has prevented them from coming to the UK. These will be considered on a case by case basis and supporting documentation will be required to provide verification
- If the University cancels or suspends the programme for which the applicant has accepted an offer, then all fees paid will be refunded, (unless the applicant accepts an alternative programme).
- You invoke your right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if this Agreement is a 'distance contract' or/and 'off premises contract', you have the right to cancel your acceptance of it within a period of 14 days after you have accepted the terms of this Agreement without giving us any reason. To meet the cancellation deadline, it is sufficient for you to have sent your cancellation to us before the 14-day period has expired.

Further details on refunds can be found in [Section 17](#)

### 4.2.2 Instalment plan

The below instalment plan applies to self-funding:

- international students studying on campus; or
- any distance learning programme students; or
- PhD programme students

Students on MBBS programme should refer to [Section 4.2.3](#)

### **Commencing September 2024**

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 of 25% each on 01 December and 01 March selecting Instalment plan Payment Option at registration. Refer to [Section 6.4.4](#) for further information.

### **Commencing January 2025**

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 of 25% each on 01 April and 01 July selecting Instalment plan at registration. Payment Option, Refer to [Section 6.4.4](#) for further information

The 50% payment must be received by the University before completing registration.

If 50% of the full programme fee is not received by the advised registration deadline, you will be unable to complete registration and will be advised to defer your studies, unless an extension has been preapproved with the Course Director and the Compliance Team.

### **4.2.3 Self-funding International Students on MBBS programme commencing September 2024**

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 / re-enrolment and agree to pay the balance over 9 equal instalments. To avail of this option, you must sign up to the instalment plan at registration.

#### **Clinical Placement levy**

The Department of Health NI has introduced a mandatory clinical placement levy of £11,500 on top of the tuition fee, for all International medical students. This charge is payable in each year of study to cover access to clinical placements in the Northern Ireland Health and Social Care system.

Ulster University contribute towards this levy. Student contribution towards the levy is available at [International and EU \(Excluding ROI\) - Student Guide \(ulster.ac.uk\)](#)

The Department of Health NI reviews the clinical placement levy regularly and as such, is subject to change within the duration of your programme.

The clinical placement levy is payable in full at registration / re-enrolment.



## 5 Members of Staff

- 5.1.1 If you are an Ulster University staff member registering on an Ulster part-time programme of study relevant to your role within Ulster University, you must complete a staff tuition fee exemption form signed by your Executive Dean/Head of School/Head of Department.
- 5.1.2 If applying for an Ulster Online programme, staff are eligible for 10% discount and not a full fee waiver.
- 5.1.3 The form can be downloaded from the University's website at [Sponsored Students and Staff Tuition Fees - Student Guide \(ulster.ac.uk\)](#)

This form must be submitted and approved for each academic year without exception.

- 5.1.4 You will not be able to complete registration / re-enrolment until this form has been processed.

## 6 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 a scam, **payment should only be made using the below approved payment portals.**

See [Section 18](#) for further information on what to do if you are a victim of Fraud.

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

### 6.1 UK Credit/Debit Card

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

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



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

## 6.2 International Payments

Ulster 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.

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:



## 6.3 Cash

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

## 6.4 Instalment Plan

### 6.4.1 Instalment Plan Terms

**6.4.1.1** If you are unable to pay your tuition fees in full at registration / re-enrolment and the balance is £100 or more, an instalment plan can be set up at registration to pay your fees by one of the following methods:

- recurring debit / credit card payment (Home/GB only)([Section 6.4.2](#))
- direct debit (eligibility criteria applies)([Section 6.4.3](#)); or
- by agreeing to pay your instalment amount at agreed due dates via our payment portal ([Section 6.4.4](#)).

**6.4.1.2** If the balance of your tuition fees is less than £100, they must be paid in full at the time of registration / re-enrolment.

**6.4.1.3** Instalment due dates will depend on your fee status classification and / or payment method. Further information can be found in Section 6.4.2 to 6.4.4 and [Section 4.2.2](#) for international students.

**6.4.1.4** Maintenance loans are granted to provide support for living costs e.g. rent, food

and travel. Therefore, we are unable to delay your tuition fee payment to align with receipt of your maintenance loan payment.

- 6.4.1.5** 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.
- 6.4.1.6** Where a student either signs up to an instalment plan / 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.
- 6.4.1.7** If payment is not received by the due payment date(s), the University reserves the right to either cancel the instalment plan / agreement and demand immediate payment of the whole amount outstanding and / or impose Sanctions as detailed in Section 7 until tuition fee arrears have been cleared.
- 6.4.1.8** You will not be permitted to set up another instalment plan within the academic year.

#### **6.4.2 Recurring Debit / Credit Card Payment (RCP)**

- 6.4.2.1** Payment of tuition fees can be made by setting up a recurring credit / debit card payment at registration. This option requires 10% of your tuition fee to be paid at registration / re-enrolment followed by up to eight monthly instalments collected on the first day of the month (Oct to May) or for Jan intake, up to four instalments (Feb to May).
- 6.4.2.2** RCP is eligible for Home and GB students only
- 6.4.2.3** RCP can be set up until 31<sup>st</sup> March 2025 with the final collection being 01 May.
- 6.4.2.4** All communication regarding your RCP plan will be sent via email, using the email account you used to register your RCP plan.
- 6.4.2.5** If your card details change or expire 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>
- 6.4.2.6** 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.
- 6.4.2.7** Please do not set up another RCP plan as the system will automatically retry the failed transaction five days later.
- 6.4.2.8** 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.

### 6.4.3 Direct Debit (DD)

**6.4.3.1** The DD option is collected by five equal consecutive monthly instalments on the first day of each month from December to April.

**6.4.3.2** To set up a DD plan, you must have an eligible UK bank or building society account. Savings accounts are not permitted under the DD scheme rules.

**6.4.3.3** To sign up online at registration / re-enrolment, you must be the account holder and the only person required to authorise debits from the account. If not, a printable DD mandate found at: [Direct Debit - Student Guide \(ulster.ac.uk\)](https://ulster.ac.uk) should be completed by the account holder and uploaded in advance of registration for your account to be updated prior to registration.

**6.4.3.4** The cut-off date for setting up an online DD plan and receipt of a DD mandate is 14 October 2024. DD mandates received after this date will not be processed.

**6.4.3.5** The Tuition Fees Office will send you a letter in November 2024 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 2024, please contact the Tuition Fees Office.

**6.4.3.6** 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.

### 6.4.4 Instalment Plan for International payments

**6.4.4.1** To protect yourself from fluctuations in the foreign currency market, it is recommended that you pay your fees in full at registration, or as a minimum convert your local currency to GBP as early in the process as possible. This will provide protection from future foreign currency fluctuations (even if you pay in instalments) that can materially impact the cost to you in your local currency.

**6.4.4.2** If paying in your local currency, you are fully liable for any foreign currency movements and fluctuations. Changes in exchange rate and currency devaluation are not acceptable reason for non-payment of tuition fees, and as such failure to pay may result in sanctions as outlined in [Section 7](#).

**6.4.4.3** At registration / re-enrolment, you can opt to pay your tuition fee balance in instalments by agreeing to pay via our payment portal on the due dates as outlined in your payment plan. See [Section 4.2.2](#) for further detail on instalment plans.

The Tuition Fees Office will send a reminder prior to due dates advising of the forthcoming payment due.

**6.4.4.4** Instalment payments must be made via our payment portal on the agreed due

dates:

- [Make a Payment - Debit / Credit Card](#)
- [Make a Payment - International Payment](#)

This payment portal enables bank transfer / card in your own currency / non-UK Bank account.

## 6.4.5 Rejected RCP / DD Instalment

**6.4.5.1** 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.

**6.4.5.2** 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.

**6.4.5.3** 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 7 of the policy until the tuition fee arrears have been cleared.

**6.4.5.4** Where a DD instalment is rejected by your bank in one month, the University reserves the right to terminate the payment plan with fees being made payable immediately and/or apply sanctions per Section 7 of the policy until the tuition fee arrears have been cleared.

**6.4.5.5** 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.

**6.4.5.6** If your payment plan has been terminated, you will not be permitted to set up another instalment plan in the current academic year.

## 7 Sanctions for Non-Payment of Fees

The following sanctions will be applied for non-payment of fees:

- 7.1** 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;
- An inability to systematically record and monitor student attendance and engagement;
  - For international students attendance and engagement monitoring is required for UKVI purposes. This will result in a failure of the student to meet their sponsored student obligations and could lead to their sponsorship being withdrawn;
  - If student sponsorship is withdrawn, the student will be required to leave the UK and return to their home country.

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 reserve the right to withdraw the student from their programme of study. See Section 7.2 for further information.

- 7.2** 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.
- 7.3** 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.
- 7.4** 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. The student 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.
- 7.5** Where an international student is sponsored on an UKVI Student visa and they fail to pay tuition fees in accordance with the terms and conditions and/ or their payment plan, the University considers this evidence of non-engagement with studies.

Non-engagement with the programme of studies is a breach of the terms of student sponsorship. Consequently, the university will enact its process for managing student non-engagement. This may result in the University withdrawing their sponsorship and notifying UKVI. Once notified UKVI will begin the process of curtailing the student visa and the student will have to return to their home country. Once sponsorship has been

withdrawn it cannot be re-instated.

- 7.6** Where a student holds an UKVI Student Visa and has outstanding tuition fee debt, the student will not be eligible to apply for the Graduate visa. Further eligibility criteria can be found at [Graduate visa: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/graduate-visa-overview)
- 7.7** 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. Overseas agents will be utilised where necessary.
- 7.8** Where a student has an outstanding tuition fee debt at the end of an academic year the student will not be permitted to re-enrol on their existing course in a future year until outstanding fees are settled in full.
- If by the end of the second week of teaching following the registration / re-enrolment period in the new academic year, returning students have failed to pay the outstanding tuition fees in full, those students:
    - will be withdrawn from their programme of study. Students unable to pay their tuition fees 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.
    - will not be eligible to attend classes or have access to the University IT facilities
  - Where a student pays 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 for the student to be able to enrol and re-join classes, submit assessments and use all IT systems and platforms.

The University has a legal obligation to report any UKVI sponsored students that have failed to enrol on their course within a specified time period. Once notified, UKVI will begin the process of curtailing the student visa, the University is obliged to withdraw sponsorship and the student will have to return to their home country.

- 7.9** 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.

## **8 Fraudulent Payment Activity**

- 8.1** If the University is informed of, or suspects fraudulent payment activity, the University reserves the right to reject an application, withdraw a Confirmation of Acceptance for Studies (CAS) or de-register a student from the course without further recourse.

## **9 Alumni Discount**

- 9.1** 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.

- 9.2** 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.
- 9.3** You will qualify for the alumni discount regardless of when you finished your previous eligible programme.
- 9.4** 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.
  - Students who have completed any previous Free of Charge course / 'Skills' course.
- 9.5** This discount cannot be used in conjunction with any other discount, offer or scholarship.

## **10 Upfront Payment Discount**

- 10.1** 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 / re-enrolment. Where additional modules are added on and paid for after registration, those modules will not be eligible for this discount.
- 10.2** Full-time NI/ROI/GB undergraduate and PGCE students are not entitled to this discount.
- 10.3** This discount cannot be used in conjunction with any other discount, offer or scholarship.

## **11 Students registering / re-enrolling or adding additional modules in Semesters 2 or 3**

- 11.1** 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).
- 11.2** Payment by instalment by direct debit (DD) is not available to students first registering or adding modules in semesters 2 and 3.
- 11.3** 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.



## 12 University Tuition Fees Account Information

**12.1** All students are expected to log on to their university tuition fee account via the University portal on a regular basis to view charges applied.

Tuition fee communications will be sent to the student's @ulster.ac.uk email address or on occasion personal email address as provided at registration

**12.2** To collect outstanding tuition fees from self-funding students, the University's credit control processes may include the following:

- Contact student by phone and/or email (Ulster and personal) to discuss account and assist with direction on how to make payment where required;
- Face to face meeting where requested/appropriate;
- Email communication regarding relevant sanctions that may be initiated;
- Appointment of the University approved external debt collector to facilitate collection.

**12.3** 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](#).

## 13 Fee Adjustments

**13.1** Students whose fees are paid in part or in full by a tuition fee loan must notify the Tuition Fees Office of any changes to their personal contribution resulting from reassessment.

**13.2** 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.

**13.3** It is the responsibility of the student to monitor progress of their Student Finance through the Student Finance Portal.

## 14 Bank Charges and Exchange Differences

**14.1** All bank charges including exchange rate shortfalls become the liability of the student to be paid in full.

## 15 No 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.

## 16 Other Third Parties (Including Parents)

- 16.1 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.

- 16.2 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.

## 17 Refunds

- 17.1 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.

- 17.2 For further information on how your tuition fee is affected by your withdrawal, please refer to the [Tuition Fee Liability Policy - Student Guide \(ulster.ac.uk\)](#)

- 17.3 Refunds will only be processed after your registration record has been updated and your account is in credit.

- 17.4 To request a refund, please complete the [Tuition Fee Refund Request Form](#).

- 17.5 Refunds will be reimbursed via the same means as the original payment was received to the University (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 have been split between more than one payee, any refund due will be made in proportion to the original split.

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 same original payer's name, provided the original fee payment came from a UK bank account and was also in the payer's name.

- 17.6 Refunds can take a number of weeks to process particularly at busy periods such as registration.

## 18 Victim of Fraud / Tuition Fee Scam

### 18.1 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.

## 18.2 What to do if you are a victim of fraud

**18.2.1** 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. If you require independent confidential advice, please contact UU Students' Union Advice Bureau at <https://www.uusu.org/advice/getintouch/> Additional support can be provided to International students by the International Student Advisory Services Team at [isas@ulster.ac.uk](mailto:isas@ulster.ac.uk)

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

**18.2.3** 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.

Any student found to have been involved in tuition fee fraud / scam will have contravened the Student Conduct Ordinances detailed within [Ulster University Ordinances 2023/24](#), will be subject to the Student Disciplinary process and face sanctions up to and including suspension / expulsion from the University.

## 19 Support and Advice

**19.1** Students who are experiencing unforeseen financial difficulties in paying their tuition fees or experiencing exceptional circumstances preventing payment, should seek help from the Tuition Fee Office at the earliest opportunity via our enquiry form [Tuition Fee Query Form](#)

**19.2** 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.

**19.3** 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 \(ulster.ac.uk\)](#)

**19.4** If you are experiencing financial hardship, Student Wellbeing can provide advice on budgeting and money matters. They can be contacted on +44 (0) 28 953 67000 or by submitting an enquiry at [Contact 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. Teaching staff are unable to answer questions about tuition fees or provide alternative mechanisms for attendance monitoring.

## 20 Contact Details for the Tuition Fees Office

**For Tuition Fee queries, contact the Team via:**

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



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

**Tuition Fees Office Room X005  
Ulster University  
Cromore Road  
Coleraine  
Co Londonderry  
Northern Ireland BT52 1SA**