

Code of Practice on Payment and Refund of Tuition Fees

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Target Audience	
People who need a detailed knowledge of the Code of Practice	Director of Education; Management Committee; Academic Registrar; Education Business Development Manager; Finance Office
People who need a broad understanding of the Code of Practice	Quality Unit; Directors of Studies; Students
People who need to know that the Code of Practice exists	Academic staff

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1 Introduction and Context

- 1.1 As an international centre of excellence for postgraduate education, the Liverpool School of Tropical Medicine (LSTM) recognises the importance of implementing processes for the payment and refund of fees that are fair, explicit and consistent.
- 1.2 This Code of Practice is set within the context of the UK Quality Code for Higher Education Chapter B2: Recruitment, selection and admission to higher education (October 2013). The classification of students for fees purposes is based on the Education (Fees and Awards) Regulations 2007.
- 1.3 Related documents are:
 - Code of Practice on Admissions
 - Procedure for Awarding Scholarships for Taught Programmes
 - Procedure for Staff Undertaking LSTM Education Programmes

2 Scope

- 2.1 This Code of Practice applies to all programmes of study at LSTM.

3 Roles and Responsibilities

- 3.1 The LSTM Management Committee is responsible for setting tuition fees for taught and research programmes.
- 3.2 The supervisor of a prospective research student is responsible for setting an additional bench fee if appropriate.
- 3.3 The Academic Registrar is responsible for invoicing and approving refunds for all courses.
- 3.4 The LSTM Finance Office is responsible for processing payments.

4 Setting of Fees

- 4.1 Fees, including concessions, will normally be set in November for the next academic year and will be listed on the LSTM website.
- 4.2 For some programmes of study, LSTM will charge different fees depending on a student's status as 'Home/EU' or 'Overseas'.

- 4.3 Details of scholarships available to students offered a conditional place will be advertised on the LSTM web site and will be considered according to the *Procedure for Awarding Scholarships for Taught Programmes*.

5 Master's programmes

- 5.1 Payment of a deposit is required twelve weeks before the start of all programmes and is a condition for issue of a Confirmation of Place letter. This deposit is non-refundable except where an application for a visa has been submitted by an overseas student before the start date of the programme and has been refused due to circumstances beyond the control of the student. Sight of the visa refusal letter will be required before a refund can be made and LSTM reserves the right to deny a refund where the reason cited by UKVI could have been avoided by the student.
- 5.2 Students will be permitted to defer entry and carry payment forward for the next programme. Fees can be carried forward for a maximum of one year.
- 5.3 The balance of the fee is payable one week before the start of the programme. The amount of any scholarship awarded by LSTM will be deducted from the amount due. A student who fails to pay the balance before registration will not be permitted to start the programme. Access and ID cards will not normally be issued until fees have been paid in full. The following exceptions will apply:
- 5.3.1 If a student is funded by a postgraduate student loan or career development loan, instalment payments will be accepted provided that a letter from the bank is provided at registration confirming when payments will be received.
- 5.3.2 In the case of sponsored students, the deposit must be paid by the sponsor 12 weeks before the start date of the programme and a sponsor letter will be required by the Finance Office to confirm that the fees will be paid upon receipt of the invoice. If a sponsor withdraws support or fails to pay the fees, the debt automatically becomes the responsibility of the student.
- 5.4 Students/sponsors will be invoiced for any shortfall in fees caused by bank charges/foreign currency transactions.
- 5.5 The following rules will apply for the calculation of refunds:
- 5.5.1 A student who leaves the programme within the first week of teaching in Semester 1 will be entitled to a refund of fees minus the deposit.
- 5.5.2 A student who leaves after the first week of teaching but before the commencement of Semester 2 will be charged the fee for a Postgraduate Certificate and the balance will be refunded minus an administrative charge.

- 5.5.3 A student who leaves at any time during Semester 2 will be charged the fee for a Postgraduate Diploma and the balance will be refunded minus an administrative charge.
 - 5.5.4 A student who leaves at any time during Semester 3 will not be entitled to any refund.
 - 5.5.5 A student will not be given a refund for any part of the programme that has been attempted but where the student has failed to meet the required standard for awarding the qualification or credits.
- 5.6 The research support fee for an overseas project (if applicable) is payable with the balance of tuition fees one week before the start of the programme. If a student transfers subsequently to a project that does not involve overseas travel, the research support fee will be refunded in full.

6 Professional Diplomas and Short Courses

- 6.1 Full fees are payable before the start of the programme in accordance with deadlines published on the LSTM website. The amount of any scholarship awarded by LSTM will be deducted from the amount due.
- 6.2 Students/sponsors will be invoiced for any shortfall in fees caused by bank charges/foreign currency transactions.
- 6.3 Fees are non-refundable except in the case of visa refusal (see 5.1). However, a student will be permitted to defer entry and carry payment forward provided the request is made before the payment deadline. Requests for deferral made after the payment deadline will be granted only if the place can be filled by another applicant. Fees can be carried forward for a maximum of one year.
- 6.4 If, in exceptional circumstances, a student is unable to complete the programme, fees will not be refunded but the student will be offered the chance to complete the missing components on the next available programme at no additional cost.

7 Research Programmes

- 7.1 Students will be registered from the 1st day of the month in which they commence their studies. Fees will be charged on a pro-rata basis for students commencing their first year of study after 1 October.
- 7.2 Invoices are normally issued to returning students during the months of October and November.
- 7.3 Students who are self-funding must complete a fees agreement letter and pay their tuition fees within one month of the date of the invoice. If an instalment plan has been

agreed, fees must have been paid in full by the end of July. Students who have not paid their fees before 1 August will not be permitted to register for the next academic year.

- 7.4 For students who are sponsored, the sponsor must provide a letter agreeing to pay the fees and will be invoiced accordingly. Payment is expected within one month of the date of the invoice. If the sponsor withdraws support or fails to pay fees, the debt automatically becomes the responsibility of the student.
- 7.5 A student who leaves within the first calendar month of registration will be entitled to a full refund of any fees paid. A student who withdraws formally from the programme after the first month will be entitled to a refund of any whole months' fees paid in advance minus an administrative charge.
- 7.6 Applications to pay by instalments will be considered on a case by case basis.
- 7.7 A change in registration status to 'submission pending' must be made on the 1st day of the month. A reduced fee will be charged on a pro rata basis up to the end of the maximum registration period.
- 7.8 Tuition fees charged to research students who have an overseas fee status remain the same for the duration of the programme. Tuition fees for students who have a Home/EU fee status are liable to a yearly increase.
- 7.9 For LSTM staff wishing to register for a research programme, the *Procedure for Staff Undertaking LSTM Education Programmes* will apply.

8 Debtors

- 8.1 A student who defaults on any payment arrangement that has been made will be denied access to LSTM buildings until the debt is paid. If the debt has not been paid within 30 days, the student will be placed on financial suspension and access to computing services will also be withdrawn. The student will be asked to meet with the Director of Education to discuss his/her academic standing with LSTM.
- 8.2 A student who has been placed on financial suspension will be withdrawn from the programme after six months with no right of appeal.
- 8.3 Students in debt to LSTM will not be notified of the marks of any completed assessments; permitted to register for a new session of study; or allowed to receive an award until all debts have been paid.

9 Changes to Programmes

- 9.1 In the unlikely event that LSTM discontinues or makes major changes to a programme before it begins, applicants will be entitled to a full refund of any tuition fees paid in advance.

10 Financial Regulations Governing Payment of Refunds

- 10.1 The full amount of any scholarship received from LSTM will be deducted from any refund due.
- 10.2 Any refund due following the application of this Code of Practice must be made to the person or account from which the original payment was received.
- 10.3 If a student/sponsor is refunded their fees, any bank charges that have been incurred on receipt of payment (bank commission charges/senders charges/exchange rate fees) are to be deducted from the refund made to them – at the discretion of the Education department.

Annex of Modifications		
Version	Date of issue	Details of modification from previous version
1.1	30.01.15	Minor edits following review by Management Committee 29.07.14
1.2	15.02.16	Paragraphs 5.4, 6.2, 7.2 and 10.3 inserted following audit visit
2.0	28.09.16	Paragraph 5.1 amended to give LSTM the right to refuse refund of a deposit where visa refusal has been due to negligence
2.0	17.01.17	Point 7.6 removed as setting of fees covered in section 4.
2.0	17.01.17	Addition of new Point 7.6 regarding payment by instalments following review of Codes of Practice in July 2016
2.0	17.01.17	Amendment to Section 3 - Academic Registrar responsible for invoicing and refunds for all courses.
2.0	17.01.17	Amendment to 5.3.1 to include Postgraduate Loans