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**POSTGRADUATE (RESEARCH)
STUDENT TUITION FEES PAYMENT POLICY
2021 - 2022**

CONTENTS

<i>Section</i>	<i>Paragraph</i>	<i>Page</i>
1.	INTRODUCTION	1
2.	ASSESSMENT OF LEVEL OF FEES.....	1
3.	PAYMENT OF FEES.....	1
	3.1 UK / EU students	1
	3.2 Overseas students	3
	3.3 Instalment plans	3
	3.4 Dishonoured Payments	4
4.	IF YOU DO NOT COMPLETE A FULL YEAR OF STUDY	4
	4.1 Withdrawal from the University (Terminating your studies)	4
	4.2 Suspending registration (Time out from studies).....	4
	4.3 Writing up Policy.....	5
	4.4 Submitting your thesis for examination.....	5
5.	FAILURE TO PAY	6
	5.1 Consequences of paying your fees late	6
	5.2 Consequences of non payment of fees.....	6
	5.3 Your right of appeal.....	7
	5.4 Further action that the University may take against you.....	8
6.	METHODS OF PAYMENT AND UNIVERSITY BANK DETAILS	8
7.	IF YOU GET INTO FINANCIAL DIFFICULTY	9

1. INTRODUCTION

- 1.1 When you enrol on a programme of study at the Norwich University of the Arts there are financial implications for you to consider. This Student Fees Payment Policy document will help guide you through these implications.

NB: This policy covers only rules and procedures with regard to tuition fees. There are other costs that you may incur, such as accommodation charges or costs associated with your programme of study. There are separate guidelines and procedures for these types of costs, which are not covered in this document.

Should you have any queries regarding this policy please contact a member of the finance staff or email: finance@nua.ac.uk.

2. ASSESSMENT OF LEVEL OF FEES

- 2.1 Before you enrol each year you will be advised by the Academic Registrar what your tuition fees will be.

- 2.2 The University charges higher fees for non-Home students, if you are in any doubt as to whether you are a Home student or an Overseas student you should contact the University Academic Registry department for advice. The final decision regarding status rests with the Academic Registrar.

- 2.3 Fees are charged for each year of study, and will remain the same for the duration of your course.

UK students can study towards an MPhil or PhD either full time or part time. Overseas students can study towards an MPhil or PhD full time.

- 2.4 You should not withhold or reduce any payment as a result of any complaint you may have against the University, unless we confirm in writing to you that you can do so.

3. PAYMENT OF FEES

3.1 UK students

- 3.1.1 You are required to indicate how you intend to pay your fees. Options available are detailed under 3.1.2, 3.1.3 and 3.1.4.

- 3.1.2 If you are paying all or some of your tuition fees there are two options available:

(i) Pay the full fee before 31 August 2021;

(ii) Pay by instalments:

You must complete and return a direct debit mandate by 6 August 2021 so that payments can be taken on (or shortly after) the following dates:

First instalment – 1/3 of the fees due on **8 October 2021**;
Second instalment - 1/3 of the fees due on **14 February 2022**;
Third instalment - 1/3 of the fees due on **13 June 2022**.

In exceptional circumstances we may agree to other instalment plans. In such circumstances, you would be required to complete and return a direct debit mandate by 6 August 2021.

Students who are unable to pay instalments by direct debit from a UK bank account should contact the Finance department for further advice.

Failure to meet any of the payment deadlines above may incur an administration fee of up to £50.

3.1.3 If your tuition fees are being paid by a sponsor:

You must produce a letter from your sponsor by 6 August 2021 confirming the proportion of your fees that they will pay, and stating that they will pay these fees. Please note that in the event of your sponsor not paying, liability for payment of your tuition fees will rest with you.

3.1.4 If you have applied for a Post Graduate Doctoral Loan from the Student Loan Company:

You are required to:

- Inform us that you will be applying for a Post Graduate Doctoral Loan by 6 August 2021;
- before or on enrolment day, produce confirmation that your Post Graduate Doctoral Loan has been approved.

You will then be required to pay your fees in instalments by Direct Debit on the following dates:

First instalment – 1/3 of the fees due on **8 October 2021**;
Second instalment - 1/3 of the fees due on **14 February 2022**;
Third instalment - 1/3 of the fees due on **13 June 2022**.

Students who are unable to pay instalments by direct debit from a UK bank account should contact the Finance department for further advice.

Failure to meet any of the payment deadlines above may incur an administration fee of up to £50.

3.1.5 Tuition fees paid by a NUA or UK Research Council studentship award:

If you have accepted an offer of a studentship award from the University or the UK Research Council a copy of your acceptance letter will be forwarded to the Finance section. Your tuition fees will be paid automatically for the period of study associated with the award.

3.2 Overseas students

3.2.1 International Deposit Scheme

3.2.1.1 If you apply to NUA and are offered a place on a course, you will need to pay a deposit of £2,500 to secure your place. The £2,500 deposit only applies to your first year of study at the University.

The deposit must be paid by 18 June 2021. You will be instructed as to how this should be paid by the University.

Full terms and conditions of the International Deposit Scheme are available on request from the NUA International Office.

3.2.2 Payment of the balance of your fees:

You are required to indicate how you intend to pay the balance of your fees. Options available are detailed under 3.2.2.1 and 3.2.2.2.

3.2.2.1 If your tuition fees are being paid by a sponsor or other third party:

You must produce a letter from your sponsor or other third party by 6 August 2021 confirming the proportion of your fees that they will pay, and stating that they will pay these fees. Please note that in the event of your sponsor or other third party not paying, liability for payment of your tuition fees will rest with you.

3.2.2.2 If you are paying all or some of your tuition then these must be paid before 31 August 2021.

3.3 Instalment plans

3.3.1 Where a student either signs an instalment plan, or where the University agrees to extended payment terms, there is an obligation on the student to make payments by close of business on the agreed payment dates.

3.3.2 If payment is not received by the payment date(s) then the University reserves the right to cancel the instalment plan and demand immediate payment of the whole amount outstanding. The University also reserves the right to make a late payment charge of up to £50 for each occurrence.

3.4 Dishonoured Payments

- 3.4.1 The University reserves the right to make a charge of up to £50 on each occasion that a cheque is dishonoured by your bank, or when an agreed credit / debit card / direct debit payment is declined, to cover our additional administration costs.

4. IF YOU DO NOT COMPLETE A FULL YEAR OF STUDY

4.1 Withdrawal from the University (Terminating your studies)

- 4.1.1 Where we refer to withdrawal in this document, this includes students whose course is terminated by the University for any reason, as well as those students who have chosen to withdraw.
- 4.1.2 The date of your withdrawal is crucial, as this determines the tuition fee applicable. If you decide to withdraw from your studies it is your responsibility to complete a UAL Notification of Withdrawal of Registration form and send it to the Research Office. Do not assume that simple non-attendance will signify your formal withdrawal from the University.
- 4.1.3 Before deciding to withdraw you should consult your Supervisory Team and / or the Director of Research.
- 4.1.4 If you withdraw from the University your fees will be calculated pro-rata from 1st October 2021 to the end of the month in which the University approves your withdrawal.

For example, if we approve your withdrawal on 11 April 2022, your fees would be calculated as 7/12ths of your full year fees.

- 4.1.5 If you are a new entrant to the University in September 2021 and we receive your withdrawal form by 22 October 2021 there will be no fees due. Any fees already paid by you will be refunded in full.

4.2 Suspending registration (Time out from Studies)

- 4.2.1 If you wish to suspend your registration it is your responsibility to complete a 'Request for Time out from Studies of Registration' form and send it to the Research Office. Where the University and the University of the Arts London agree to your time out from Studies of registration you will be advised of your fees for both the academic year in which you suspend your registration and the academic year you intend to resume.
- 4.2.2 Fees in the year of time out from Studies of registration and the year of your return will be calculated pro-rata to your actual attendance.

4.2.3 If you are a new entrant to the University in September 2021 and you take time out from Studies by 22 October 2021 there will be no fees due. Any fees already paid by you will be refunded in full.

4.3 Writing up status

4.3.1 Students nearing completion of their research degree may be eligible to apply for 'Writing up' status of up to a maximum of 12 months. A writing up fee of £800 will be charged for both full and part-time Home and Overseas students. Full details of the writing up policy are available from the Research Office.

4.3.2 Writing up status can be approved to commence at the start of any month during the academic year. The writing up period will commence from the 1st of the month following approval of the application, and students will be liable for a proportion of the standard tuition fees payable up until that point as determined by the University's Finance department.

4.3.3 The writing up fee is payable in four equal instalments as follows:

- Instalment 1 - on or before the first day of the writing up period
- Instalments 2,3 and 4 - on or before the first day of every 3 months thereafter.
 - E.g. if the writing up period commences on 1 October then instalments will be due on 1st October, 1 January, 1 April and 1 July

If the student submits their final thesis for examination before the end of the writing up period no future instalments will be payable.

4.3.4 Students who do not submit their thesis for formal examination by the end of the writing up period and enter a further period of study will be liable for the standard tuition fees payable in that subsequent year (or pro-rata) as determined by the University's Finance department.

4.4 Submitting your thesis for examination

4.4.1 When you are ready to submit your thesis for examination it is your responsibility to complete a UAL Student's Submission Declaration form and send it to the Research Office. When you submit your thesis for examination your status as a student ends.

4.4.2 Fees in the year of submission of the thesis will be calculated pro-rata according to the period for which you have student status.

5. FAILURE TO PAY

5.1 Consequences of paying your fees late

5.1.1 If you fail to pay your fees by the due date(s) for payment you will receive reminders from the University, and may incur late payment charges of up to £50 on each occasion, as detailed above.

5.2 Consequences of non-payment of fees

5.2.1 If you fail to pay your tuition fee by the due date(s) for payment you will receive reminders from the University, and may incur late payment charges as outlined in 5.1.1 above. If you still fail to pay you may:

- Be excluded from the University by being withdrawn from your course (see 5.2.2);
- Be unable to re-enrol for your next year of study;
- Have your access to facilities withdrawn;
- Be refused entry to graduation ceremonies;
- Have the details of your debts passed to our external debt collection agents. This may incur additional costs which you will be liable to pay for;
- Be prevented from enrolling at the University for any other course in the future.

5.2.2 If any instalments of fees have not been paid within 8 weeks of the due dates for each teaching block, and you have taken none of the actions outlined below, the University may withdraw you from your course at the end of that teaching block.

The action you will need to take will depend on how your fees are being paid:

- **If you are paying your own fees** and have not paid the current instalment within 8 weeks of the due date, you will be required to agree a payment plan to pay the outstanding fees, or we may withdraw you from your course.
- **If you tell us that a sponsor will be paying your fees**, and they fail to pay any instalment within 8 weeks of its due date you will be liable to pay the tuition fees due. You will be required to agree a payment plan to pay the fees yourself. If you do not do this, we may terminate your course.

5.2.3 Where clauses 5.2.2 applies and you have taken no action to contact the University and make arrangements to pay your outstanding fees, we will write to you at both your recorded term-time and home addresses, and to your NUA email address, giving formal notice of the outstanding fee due and our intention to terminate your course at the end of that teaching block. You will then have the following options:

- To pay your outstanding fees within 10 days of the date of the formal notice letter and enter into a binding agreement to pay subsequent fees on time.
- To agree an extended monthly instalment plan with the Director of Finance within 10 days of the date of the formal notice letter to pay the arrears and remaining instalments when they become due. Please note that all fees must be paid before the end of June in each academic year.

5.2.4 Provided that you comply with one of the options in 5.2.3 (above), your notice of course termination will be withdrawn by the University. Should you not comply we will write to confirm that your course will be terminated.

5.2.5 If you are experiencing financial difficulty, please refer to section 7 of this document.

5.3 Your right of appeal

5.3.1 Once you have received the notice specified in 5.2.3 you have the right to appeal against the decision to terminate your course. **This procedure should only be used for appeals against withdrawal due to non-payment of fees.** If you have an appeal or complaint about any other aspect of your course you should seek the advice of the Senior Research Manager in the first instance.

5.3.2 You may appeal against your withdrawal on one of the following grounds:

- You are able to pay your fees and wish to make payment arrangements – you should state why you did not make payment arrangements within 10 days of the date of the formal notice letter;
- You have made an attempt to come to an agreement which has been rejected by the University, and you wish this decision to be reviewed – you must state the reason that you think that the University should review its decision.

5.3.3 Your appeal must be made in writing and submitted to the Director of Finance, Francis House, 3-7 Redwell Street, Norwich, NR2 4SN within 10 days of the date of the notice of course termination. You should clearly state your name, course and year of study, the grounds for appeal and how you intend to pay your outstanding fees **and** meet your future instalments. You should include any additional evidence that will support your case (for example, proof of funds in a UK bank account or other correspondence that demonstrates that you can pay your fees).

5.3.4 The Director of Finance will consider your appeal and notify you of the outcome within 10 working days of receipt of your written appeal and evidence. You may be required to attend a meeting with the Director of Finance, or their representative, to discuss your appeal should further clarification be required.

- 5.3.5 If your appeal is upheld, you must make appropriate arrangements to pay your outstanding fees as confirmed by the Director of Finance or the withdrawal notice will be reinstated and your course terminated.
- 5.3.6 The decision of the Director of Finance will be final.
- 5.3.7 Following the conclusion of the University's procedures relating to this appeal you will be sent a letter notifying you of this fact and providing information on appealing to the Office of the Independent Adjudicator for Higher Education (OIA). A student may appeal to the OIA if he/she remains dissatisfied with the outcome of the appeal and has exhausted the relevant procedures of the University. The OIA may be contacted at the following address:

OIA
Third Floor
Kings Reach
38-50 Kings Road
Reading
RG1 3AA
0118 959 9813
www.oiahe.org.uk

5.4 Further action that the University may take against you

- 5.4.1 The University reserves the right to refer outstanding debts to an external collection agency, or ultimately to take legal action. The University will seek to recover any costs it incurs in taking such steps

6. METHODS OF PAYMENT & UNIVERSITY BANK DETAILS

- 6.1 The student payment office is located in room 107 on the first floor of Francis House. Our opening times are 10.30am to 4.30pm Monday to Friday.
- 6.2 We are able to accept the following forms of payment:
- Cheque drawn on a UK bank
 - Debit card
 - Credit card
 - Direct Debit (the method for instalment payments)
 - Flywire – the preferred method for payments from international students, please contact the Finance department for further information
 - Bank transfer (please contact us for our bank details)
 - If you wish to pay by a different method other than those above, please contact the Finance Department for advice.

7. IF YOU GET INTO FINANCIAL DIFFICULTY

- 7.1 We recognise and understand that the expenses involved in undertaking a Higher Education course can sometimes leave a student facing financial difficulties.
- 7.2 In such circumstances we can often assist by finding a way of helping you meet your financial obligations, but only if you seek our help at an early stage.
- 7.3 Should you find yourself in difficulty, please contact either the University's Student Support department or Finance department as soon as possible.