



Vice-Chancellor: Professor Simon Ofield-Kerr

# **SHORT COURSES STUDENT TUITION FEES PAYMENT POLICY 2024 - 2025**

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## **1. INTRODUCTION**

- 1.1 When you enrol on a course at Norwich University of the Arts there are financial implications for you to consider. This Student Tuition 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 costs associated with your course. 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 team or email: [finance@norwichuni.ac.uk](mailto:finance@norwichuni.ac.uk).

## **2. ASSESSMENT OF LEVEL OF FEES**

- 2.1 Before you enrol you will be informed of your tuition fees for the course. The University will assess your fee status using the guidance provided by the UK Council for International Student Affairs.
- 2.2 If you are a Home student you may be eligible for financial support from your student loan provider.
- 2.3 If you are in any doubt as to whether you are a Home student or an Overseas student you should contact the University's Academic Registry department for advice. The final decision regarding status rests with the Pro Vice-Chancellor Student Experience and Academic Registrar.
- 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 Home students**

- 3.1.1 You are required to indicate how you intend to pay your fees. You will be asked to do this when you complete the University's enrolment process. Options available are detailed under 3.1.2, 3.1.3 and 3.1.4.

- Start dates for short courses are advertised on our web site.

- 3.1.2 If your tuition fees are being paid via your student loan provider:

You are required to:

- have applied to the student loan provider before the start date of your course
- before or on the start date of your course, we must have received confirmation from your student finance provider that they will fund your tuition fees. If we do not have this confirmation then you must pay your

fees in full before your course start date, if your student finance provider subsequently pays us your fees, we will refund any fees that you paid.  
NB - If your student finance provider does not pay your tuition fees within 14 days of the start date of your course you will be invoiced in full for your fees, and immediate payment will be required.

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

You must produce a letter from your sponsor before the start date of your course 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 are paying all or some of your tuition fees then full payment must be received before the start date of your course.

### 3.2 Overseas students

3.2.1 Payment of your fees

You are required to indicate how you intend to pay your fees. You will be asked to do this when you complete the University's enrolment process. Options available are detailed under 3.2.2 and 3.2.3.

- Start dates for short courses are advertised on our web site.

3.2.2 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 before the start date of your course 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.

3.2.3 If you are paying all or some of your tuition fees then these must be paid in full before the start date of your course.

### 3.3 Dishonoured Payments

3.3.1 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 card / debit card / direct debit payment is declined, to cover our additional administration costs.

#### **4. IF YOU DO NOT COMPLETE YOUR COURSE**

##### **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 withdrawal form and send it to the Course Administration Office. Do not assume that simple non-attendance will signify your formal withdrawal from the University.
- 4.1.3 Your fee liability will be calculated based on the date the University receives formal notification of your withdrawal, or the date the Academic Registry determines that you are no longer in attendance, whichever is earlier. It is therefore important that you contact your Course Leader as soon as you are thinking about withdrawing from your course, and that you complete and return a withdrawal form as soon as you have made the final decision to withdraw.
- 4.1.4 If you withdraw from the University your fees will be calculated as below:
- If you withdraw within 14 days of the start date of your course, no fees will be due, and any fee already paid will be refunded.
  - If you withdraw after this date full the full fee for the course is payable.

#### **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 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 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)
  - Have your access to facilities withdrawn;
  - Have the details of your debts passed to our external debt collection agents. This will 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 fees have not been paid within 14 days of the start date of your course, and you have taken none of the actions outlined below, the University may withdraw you from your course.

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 fees within 14 days of the start date of your course, you will be required to pay the outstanding fees, or we may withdraw you from your course.
- **If you tell us that your fees are being paid via your Student Loan Provider** and we have not received confirmation within 14 days of the start date of your course that they will pay your fees, you will be required to pay the tuition fees due or provide evidence that you have submitted an application for a tuition fee loan and that your application has not been declined by the Student Loan Provider. If you do not do this we may terminate your course.
- **If you tell us that a sponsor will be paying your fees**, and they fail to pay the fees within 14 days of the start date of your course you will be liable to pay the tuition fees due. If you do not do this we may terminate your course.

5.2.3 Where clause 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 your recorded address, giving formal notice of the outstanding fee due and our intention to terminate your course. You will then have the following options:

- To pay your outstanding fees within 10 days of the date of the formal notice letter.
- To provide evidence, within 10 days of the date of the formal notice letter, that you have applied for tuition fee funding from your Student Loan Provider and that your application is under consideration and has not been rejected.

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 use the appeal or complaint procedure

outlined in Section J and Section K of the *Student Regulations and Procedures* available on the University intranet.

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;
- You have applied for funding from your Student Loan Provider but were unable to provide the evidence when originally requested but can do so now – you should include this evidence with your appeal;

5.3.3 Your appeal must be made in writing and submitted to the Director of Finance and Planning, 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 and course, the grounds for appeal and how you intend to pay your outstanding fees. You should include any additional evidence that will support your case (for example, copies of correspondence with your Student Loan Provider, 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 and Planning 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 and Planning, or his 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 and Planning or the withdrawal notice will be reinstated and your course terminated.

5.3.6 The decision of the Director of Finance and Planning 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

[www.oiahe.org.uk](http://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
  - Flywire – the preferred method for payments from Overseas 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.