

POSTGRADUATE RESEARCH DEGREES

TUITION FEES CHARGING AND REFUND POLICY

2022 - 23

STUDENT FEES AND FUNDING

UNIVERSITY OF GREENWICH

POSTGRADUATE RESEARCH DEGREES

TUITION FEES – CHARGING AND REFUND POLICY

1. Tuition Fee Liability

- 1.1 Studying for a research degree of Master of Philosophy (MPhil), Doctor of Philosophy (PhD) or Doctor of Education (EdD) at the University of Greenwich requires students to pay full tuition fees at the prevailing level corresponding to their fees assessment status and mode of study, for the duration of their studies. Duration of study is defined as the period from when a student registers with the university as a postgraduate research student to the date when;

- i) the student makes their formal submission for examination via form RDA6a/b¹, or
- ii) the Faculty Research Degrees Committee either approves a formal application from the student to withdraw from their studies or approves a formal application made by the supervisors to withdraw a student from their studies.

Important note:

This document does not apply to research students studying in the Medway School of Pharmacy and only section 1.2 of this policy applies to students studying on MA/MSc Research/by Research programmes. For further information relating to tuition fees for the MA/MSc Research/by Research programmes, refer to the Student Fees and Funding pages of our website (<https://www.gre.ac.uk/finance>). The provisions of the relevant university Charging and Refund Policy for undergraduate and postgraduate taught students will apply to any tuition fee refund (e.g. in the event of withdrawal) or compensation that may be payable to students on MA/MSc Research/by Research programmes: see <https://docs.gre.ac.uk/rep/sas/charging-and-refund-policy>.

1.2 Tuition fees for research students are charged per annum and will rise annually for new students only by no more than RPIX +3% (Retail Price Index excluding mortgage interest payments +3%). Historically, the university has held the fee at the same rate for continuing students for the duration of their study and it is expected that this continued practice will be applied for 2023/24.

For **Home Postgraduate Research Students** assessed as paying fees at the home rate undertaking an **MPhil, PhD or an MA/MSc by Research programme**, tuition fees are subject to an annual fee setting exercise in line with the fees as set annually by UK Research and Innovation, which are available at <https://www.ukri.org/>. Fees will be charged in subsequent years at the rate of fee charged in your first year of entry.

Overseas students paying fees at the **International rate**, tuition fees are subject to an annual fee setting exercise and will be charged in subsequent years at the rate of fee charged in your first year of entry.

The tuition fees for international students who will be studying on a full time basis outside of the United Kingdom (UK) will be half the corresponding fees for international students who study on a full time basis at one of the main university campuses. This does not apply to international students who are based at one of the main university campuses but who spend periods of time studying outside of the UK as part of their approved programme of research.

The level of fees applicable for the current year of study can be viewed at:
<https://www.gre.ac.uk/finance/fees/postgraduate-fees>

- 1.3** Should such a student fail to submit their draft thesis to the Research & Enterprise Training Institute for examination within the maximum registration period as set out in the university's *'Academic Regulations for Postgraduate Research Awards'*, an extension to registration must be sought from the Faculty Research Degrees Committee. Should an extension to registration be approved, tuition fees will become payable until the thesis is formally submitted to RETI for examination in accordance with sections 1.1 and 1.2 above.

2. Registration and Payment of Tuition Fees

2.1 Registration with the university

All students, including staff, who are officially engaged in studies leading to the award of a research degree, are required to formally register with the university as a research student on commencement of

¹ It should be noted that in connection with section 1.1 i), further fees may be required depending on the recommendation made by the approved examiners following the formal examination process, section 4 refers.

their studies, and also re-register at the start of each academic year, for as long as they are permitted to study to meet the requirements of their award, irrespective of whether tuition fees are payable (i.e., if a student is awaiting examination or awaiting award). Failure to re-register for each academic year will result in a student's record becoming inactive and the student may be withdrawn from their programme of study. It should be noted there is maximum registration periods for the award of research degrees, as set out in the 'Academic Regulations for Postgraduate Research Awards', which is available [here](#)

2.2 Tuition fees due on initial registration

Where tuition fees are payable in accordance with the terms set out in the offer letter, commencement on the programme to become a research student is contingent on the payment of these tuition fees in accordance with the university's standard payment policy, which can be viewed at <https://www.gre.ac.uk/finance/fees/how-to-pay-your-fees>. For year 1 only, such fees will be determined on a pro-rata basis of the applicable annual fees based on the period between the date of registration and the end of the relevant academic year. For example, a student registering in January 2022 will be charged fees up to the 31 August 2022 (i.e., 8 months of the 12 month fees).

2.3 Tuition fees due on annual re-registration

Research students are required to re-register with the university at the start of each academic year, for the period from 1 September to 31 August. Re-registration will be contingent on payment of the annual tuition fees applicable for that year of study, in accordance with the university's standard payment policy, which can be viewed at <https://www.gre.ac.uk/finance/fees/how-to-pay-your-fees>.

2.4 Tuition fees due on expiry of PhD Scholarships

When a Vice-Chancellor PhD Scholarship or Professorial PhD Scholarship expires, relevant tuition fees become payable from the day following the expiry date until the point where the thesis is formally submitted to the RETI for examination. In the academic year the scholarship expires, fees will be charged on a pro-rata basis from the day after expiration to the 31 August of that academic year. Subsequent year's fees will be charged in line with section 2.3 until submission of the thesis for examination, following which the fees charging policy as set out in section 4 will apply.

2.5 Tuition fees due where a student changes mode of study

Where a research student changes their mode of study (i.e., from full time to part time or part time to full time), the following will apply:

- i) If the change of mode occurs just prior to or at the start of the next academic year, the standard annual tuition fees relevant to the new mode of study will be charged from that point onwards.
- ii) If the change of mode occurs part way through an academic year, the tuition fees will be charged pro-rata to the full time rate for the number of months studied in full time mode and pro-rata to the part time rate for the number of months studied in part time mode.

3. Exceptions

3.1 Students in receipt of a Vice-Chancellor's PhD Scholarship or Professorial PhD Scholarship

For students who are in receipt of a Vice-Chancellor's PhD Scholarship or a Professorial PhD Scholarship, the fees charging will be as follows:

- i) Home students will be exempt from paying tuition fees for the three-year period they are in receipt of the scholarship.
- ii) For students who are classified as overseas students, the overall fees will be reduced by the equivalent of the home student fees. The student is responsible for paying the difference between the home and overseas fees.

- iii) Once the Scholarship expires, full tuition fees at the applicable rate will become payable as set out in section 2.4, irrespective of whether further financial support is secured through funding from another source. The exception to this is if the student meets the eligibility criteria for the 'Reduced tuition fees scheme' as set out in section 3.2.
- iv) Where a student is in receipt of a Scholarship and where they are permitted to submit their thesis for examination to the RETI, on an exceptional basis, prior to the end of the three year period, they will continue to be exempt from tuition fees until the three year period expires. Once the scholarship expires, they will then become liable for tuition fees in accordance with section 4.

3.2 Reduced tuition fees scheme

For eligible students, the university operates a 'reduced tuition fees scheme' which has the objective of encouraging full time doctoral students to complete their studies within four years and part-time students within six years.

The scheme is open to eligible students entering their fourth year of full-time study or their sixth/seventh year of part-time study from the 1 August 2015 onwards. A student can only benefit from this scheme once during their studies.

The scheme operates as follows:

- i) Students who commenced their programme prior to 1 February 2017, have successfully transferred from MPhil to PhD (where applicable) and completed the research phase of their programme within:
 - three years and will be writing, completing, and submitting their thesis in their fourth year of full-time registration, or
 - five years and will be writing, completing, and submitting their thesis in their sixth year of part-time registration

Students can apply to pay a fixed reduced tuition fees for one year only (i.e., year four for full-time students and year six for part-time students), subject to the submission of the Reduced Tuition Fees Scheme application form (formally RDA12) and presentation of demonstrable evidence (RDA4 form or Logbook) to confirm this is the case.

- ii) Students who commenced their programme post 1 February 2017, have successfully transferred from MPhil to PhD (where applicable) and completed the research phase of their programme within:
 - three years and will be writing, completing, and submitting their thesis in their fourth year of full-time registration, or
 - six years and will be writing, completing, and submitting their thesis in their seventh year of part-time registration

can apply to pay a fixed reduced tuition for one year only (i.e., year four for full-time students and year seven for part-time students), subject to the submission of the Reduced Tuition Fees Scheme application form and presentation of demonstrable evidence to confirm this is the case.

- iii) To apply for the scheme, students are required to complete the application form, which may be accessed [here](#) under notes on research fees and under the Research & Enterprise Training Institute area of the Research tab in the portal. The completed form must be submitted to their first Supervisor for support, and subsequently to their Faculty Pro Vice-Chancellor for approval, along with the demonstrable evidence set out in section 3.2i). Once approved, the form and demonstrable evidence to support eligibility should be submitted to: researchstudentfinance@gre.ac.uk for processing. This process must be completed within 28 calendar days of the research student officially entering their fourth year of full-time study or sixth/seventh year of part-time study, as defined by the original date of their registration as a research student with the university, not the date they complete their re-registration for the qualifying academic year.

- iv) Students who are granted a one year reduced tuition fees and do not submit their thesis for examination within that year, will not qualify for such a reduced fees in any subsequent years of study and will be required to pay full fees at the published annual rate for the relevant academic year, in line with section 2.3.
- v) Full-time students who are granted a one year reduced tuition fees and do not submit their thesis for examination during their fourth year of study, will not be permitted to transfer to part-time study at the beginning of their fifth year as a matter of course, simply as a means of reducing their tuition fees liability.
- vi) Where a student is eligible for the reduced tuition fees scheme and receives authorisation from their Faculty to re-register late for the qualifying academic year, having failed to re-register within the required timeframe stipulated by the university, continued eligibility for the reduced tuition fee scheme will be dependent on whether the application process for the scheme was completed in accordance with section 3.2 ii). If it is determined the application was submitted in accordance with section 3.2 ii), the reduced tuition fee will then be applied from the date the student officially enters their qualifying year, not the date the student completes their re-registration for that year (i.e. If the student enters their fourth year of full time study in September but does not re-register until November, the fee will still be applied from the September). If the application process is not completed within the required timeframe set out in section 3.2 ii), the student will not be eligible for the scheme and will be liable for the full relevant annual tuition fees, in line with section 2.3.
- vii) The current rate payable for those students who are approved as eligible for this scheme is £500 for the year, irrespective of their mode of study and fees assessment status. This rate will be reviewed annually in line with the fees setting requirements outlined in section 1.2.
- viii) Where a student has paid the officially approved reduced tuition fees for the year and submits their thesis for examination part way through the course of the qualifying year or withdraws, the student will not be entitled to a pro-rata refund of the reduced tuition fees, as referred to in sections 4.1 and 5.2.

3.3 Students in receipt of an official university offer letter pre-dating 1 September 2012

- 3.3.1** Research students who hold an official offer letter pre-dating 1 September 2012, offering them a university bursary comprising a university funded stipend and a full tuition fees waiver, will be exempt from tuition fees providing they continue to be in receipt of an officially recognised stipend and provide evidence of this extension when re-registering with the university on an annual basis. This rule will continue to apply to research students who change their mode of study. In the academic year the university bursary expires (i.e., the stipend payments stop), fees will be charged on a pro-rata basis from the day after expiration to the 31 August of that academic year. Tuition fees for subsequent years will be charged in line with section 2.3 until submission, when the fees charging policy as set out in section 4 will apply.
- 3.3.2** Where a student formally submits their thesis to the RETI for examination within the maximum registration period set out in the university's '*Academic Regulations for Postgraduate Research Awards*', such students will continue to be exempt from paying tuition fees for the period it takes to complete any major modifications or re-submit their thesis for the approval of the examiners, provided they continue to be in receipt of a university stipend. If they are no longer in receipt of a university stipend, the student will be liable for tuition fees in accordance with section 4.
- 3.3.3** Should a research student fail to formally submit their thesis to RETI for examination within the maximum registration period corresponding to their mode of study, the terms and conditions set out in the original offer letter become null and void, and the process for continuation and tuition fees charging will then follow that set out in Sections 1.3 and 2.3.

3.4 Students who registered with the university prior to 1 September 2010

Research students who commenced their studies prior to 1 September 2010 may qualify for a 'thesis completion and presentation fee', dependent on their mode of study, as set out below:

- i) Full-time research students are required to pay the annual tuition fees applicable for years 1 - 3 of their studies. In years 4 and 5 they are eligible for a 'thesis completion and presentation fee' charge, which is currently £500. Should a full-time student exceed the maximum registration period for completion and the Faculty Research Degrees Committee permit the student to continue with their studies, they will become liable to pay the annual tuition fees applicable in accordance with sections 1 and 2.3.
- ii) Part-time research students are required to pay the annual tuition fees applicable for years 1 – 5 of their studies. In Year 6 they are eligible for a 'thesis completion and presentation fee' charge, which is currently £500. Should a part-time student exceed the maximum registration period or completion, provided they are permitted to continue by the Faculty Research Degrees Committee, they will become liable to pay the annual tuition fees applicable in accordance with sections 1 and 2.3.

Note: The 'thesis completion and presentation fee' referred to in this section is not to be confused with the 'Reduced tuition fees scheme' detailed in section 3.2.

3.5 University staff registered on a research degree programme from 1 September 2012

Staff who are registered with the university on a research programme leading to an award of a research degree after 1 September 2012 are also considered as research students and are subject to the payment of tuition fees in accordance with the *current 'Partial Fee Exemption Scheme – Policy and Arrangements for Staff Studying on University Programmes'*, which can be viewed [here](#).

Should such a member of staff fail to formally submit the thesis to RETI for examination within the maximum registration period relevant to their mode of study, tuition fees payable will be in line with section 1 above, except when the payment of tuition fees remains in line with the 'Partial Fee Exemption Scheme' referred to in this section.

3.6 University staff registered on a research degree programme before 1 September 2012

Staff who registered with the university on a research programme leading to the award of a research degree prior to 1 September 2012, are also considered as research students and are exempt from tuition fees during their studies, including the period(s) of time it takes to progress through the examination process to the awarding of the degree. However, the decision whether to permit staff to continue their studies beyond the maximum permissible completion time relevant to their mode of study rests with the Faculty Research Degrees Committee, as outlined in section 1.

3.7 Doctorate by Published Work (PhD) and Higher Doctorates (DSc, DTech, DLitt, LLD)

For those eligible to undertake a Doctorate by Published Work (PhD) or Higher Doctorate (see the [Academic Regulations for Postgraduate Research Awards](#) for eligibility), a flat administration fee of £1000.00 is payable.

For University staff members, the amount payable by the candidate and/or the faculty will be determined by the University's Partial Fee Exemption Scheme Policy and whether the member of staff is deemed to be operating under Category A (sponsorship) or Category B (partial fee exemption).

For those who hold an honorary position with the University, the full administration fee of £1000.00 is payable.

4. Tuition fees following examination outcomes

4.1 Tuition fees following submission of a thesis

During the academic year, a research student is due to submit their thesis for examination, tuition fees will continue to be charged according to section 2.3 until the RDA6a/b and accompanying thesis have been submitted to the Research & Enterprise Training Institute for examination. Tuition fees will then be recalculated on a pro-rata basis of the annual tuition fees, from the start of the relevant academic year to the point where the student has officially submitted the RDA6a/b and accompanying thesis to the Research & Enterprise Training Institute for examination. Any overpayment of tuition fees identified will be held until completion, as further charges may be incurred because of the examination outcome, as set out in section 4.2.

Note: Tuition fees will not be calculated on a pro-rata basis, as above, for students who submit their thesis for examination during the year they are in receipt of an approved Reduced Tuition Fees as set out in section 3.2.

4.2 Tuition fees following the outcome of an examination

The tuition fees following the outcome of the examination are as follows:

- i) **Minor amendments** – Where the examiners' recommendation requires the student to undertake minor amendments and corrections to their thesis, students are normally given 3 months, from the date they receive the official notification of the examination outcome and required amendments, to complete and submit these amendments for the examiner's approval, as set out in the university's *Academic Regulations for Postgraduate Research Awards*. Research students will not be liable to pay tuition fees during the 3 month period permitted, but if a student exceeds the 3 month period, tuition fees will be charged pro-rata to the applicable annual tuition fees for each month in excess of the 3 months permitted until the point the amendments is officially submitted to RETI.
- ii) **Major amendments** – Where the examiners' recommendation requires the student to undertake major amendments to their thesis and submit these amendments for their approval within a year, as set out in the university's *Academic Regulations for Research Awards*, students will be liable to pay the annual tuition fees applicable for this period and payment is due in line with the university's standard payment policy, which can be viewed at <https://www.gre.ac.uk/finance/fees/how-to-pay-your-fees>. If a student submits their amendments for approval prior to the one year deadline and the amendments are approved by the examiners', they will be reimbursed on a pro-rata basis for each month that was paid for but not used to undertake the amendments. For example, if a student is examined in April and has one year to complete major amendments and submits their completed amendments for approval by the examiners in the December, if they have paid the full annual tuition fees, they will be reimbursed for four months of tuition fees, from January to April.

Note: Where a research student is still in receipt of a Vice-Chancellor's or Professorial Scholarship when they commence their major amendments, the same tuition fees charging and payment policy as stated above applies, except the annual tuition fees will be charged pro rata to the number of months from when the scholarship ceases to the end of the relevant year permitted for completing the amendments.

- iii) **Re-submission and/or re-examination** – Where the examiner's recommendation requires the student to re-submit their thesis within a year, as set out in the university's *Academic Regulations for Postgraduate Research Awards*, students will be liable to pay the annual tuition fees applicable for this period and payment is due in line with the university's standard payment policy, which can be viewed [here](#). If a student submits their revised thesis prior to the one year deadline and it is approved by the examiners, they will be reimbursed on a pro-rata basis for each month that was paid for but not used for re-submission. For example, if a student is examined in April and has one year to re-submit and re-submits their revised thesis in the December for consideration by the examiners, if they have paid the full annual tuition fees, they will be reimbursed for four months of tuition fees, from January to April.

Note: Where a research student is still in receipt of a Vice-Chancellor's or Professorial Scholarship when they commence their re-submission and/or re-examination year, the same tuition fees charging and payment policy as stated above applies, except the annual tuition fees will be charged pro-rata to the number of months from when the scholarship ceases to the end of the relevant year permitted for re-submission and/or re-examination.

4.3 Completion of studies

Should a research student's tuition fees account be in credit following the calculation of the tuition fees due on completion of studies according to the processes set out in sections 4.1 and 4.2, the university will refund any credit identified.

5. Interruption and withdrawal from studies

5.1 Interruption from studies

5.1.1 Current interruption from studies

Should a Faculty Research Degrees Committee support a formal application made by a research student to interrupt their studies during the academic session they are currently registered for, tuition fees for the academic session the interruption applies to will be calculated pro-rata to the number of months they were actively registered for. Where the student has paid more than the months they were actively registered for, they may request any credit identified within that academic year be refunded to them. Where a student does not request a refund, any tuition fees credit identified will be held as a deposit and credited towards future years of study.

5.1.2 Retrospective interruption from studies

Should a Faculty Research Degrees Committee exceptionally support a formal application made by a research student to retrospectively interrupt studies for a previous academic session, tuition fees for the academic session the interruption applies to will be calculated pro-rata to the number of months they were actively registered for. Where the student has paid more than the months they were actively registered for, any credit identified will not be refunded to the student and will instead be deducted from tuition fees due in their current or returning year of study.

5.2 Withdrawal from studies

5.2.1 Should the Faculty Research Degrees Committee support a formal application made by a research student to withdraw from their studies, or from the supervisors to withdraw a research student from their studies, within 14 days of the student completing registration in full² with the university for their first year of study, the student will not be liable for tuition fees and shall receive a full refund of any tuition fees paid for the academic year. Where a research student withdraws after 14 days during their first year and during any subsequent years of study, tuition fees will be charged in accordance with section 5.2.2.

5.2.2 Should the Faculty Research Degrees Committee either approve an application from a research student to withdraw from their studies, or from the supervisors to withdraw a research student from their studies, tuition fees will be charged pro-rata the annual fees for the number of months the student was actively registered. Where the student has paid more than the number of months they were actively registered for, any credit identified will be refunded to the student.

² i.e. you have verified your personal details, your programme of study and courses, paid your tuition fees and, if you are a new student, your identity and qualifications documents have been presented to and verified by a relevant member of university staff.

Note: Tuition fees will not be calculated on a pro-rata basis, as above, for students who withdraw during the year they are in receipt of an approved Reduced Tuition Fees as set out in section 3.2.

6. Appeals and Complaints

6.1 Appeal of an examination decision

Where a research student submits an appeal in line with the procedures outlined in the, *Academic Appeals Policy and Procedure (Postgraduate Research Awards)*, which can be viewed [here](#), the student will not incur further tuition fees whilst the appeal is under review. Tuition fees will then be charged in accordance with section 4, based on the outcome of the appeal.

6.2 Complaints

Where a research student submits a formal complaint in line with the procedures outlined in the *Student Complaints Procedure*, which can be viewed [here](#), the student will continue to be charged tuition fees in accordance with sections 1–4.

7. Debt Policy and Procedures

Research students are subject to the university's policy and procedure for the non-payment of tuition fees as detailed in the Appendix

8. Other Fees

Some postgraduate research programmes within Faculties will incur additional fees to cover the cost of consumable items used in undertaking a research programme. These are sometimes referred to as Bench Fees and may vary according to discipline and Faculty. Such fees should not be confused with Tuition Fees that have been the focus of this document. The level of such fees are set locally by the Faculty and are payable directly by the student or sponsor to the Faculty. Students are therefore advised to contact their Faculty office about the applicability, level, and payment of such fees.

9. Loss of supervision or closure of programmes

9.1 General

9.1.1 This section applies to the exceptional situations where:

- The university is unable to continue with a postgraduate research programme; or
- A postgraduate research student's supervisor leaves the university, and it is not possible to assign the student to another supervisor at the university due to the highly specialised nature of the student's research project.

9.1.2 This section applies to students who pay their own tuition fees and to students whose tuition fees are paid by a sponsor.

9.1.3 If payment was made by a third party, any refund due will be made directly to the third party. All refunds will be returned to the payment originating account. Any compensation will be paid to the student.

9.1.4 Where payments have originated from outside of the UK, any refund will be made to the overseas postal address or account from which it originated. Any compensation will be paid to the student.

9.1.5 If you believe that you are due a refund or compensation under this section and the refund or compensation has not been offered by the University, please contact the University Secretary (universitysecretary@greenwich.ac.uk).

9.2 Loss of supervision

- 9.2.1** Where a postgraduate research student's supervisor leaves the university, we will normally reassign the student to a suitable alternative supervisor from within the university.
- 9.2.2** In the exceptional circumstance that no suitable alternative supervision can be found within the university, we will work with the student to identify the most suitable replacement supervisor at another provider. The university will refund all tuition fees for periods of study that are not taken into account by the new provider and will provide compensation for reasonably incurred additional maintenance or travel costs that the student cannot reasonably avoid because of their transfer to the other provider, with claims for compensation to be considered on an individual basis.
- 9.2.3** Where the postgraduate research student received a bursary/scholarship from the university, the university will honour the full amount of the bursary/scholarship (for as long as the student continues under the replacement programme) subject to the student continuing to meet the university's eligibility criteria for the bursary/scholarship.

9.3 Closure of a programme

- 9.3.1** If a postgraduate research programme is to be closed, the university will consult with students before it is closed and will take all reasonable steps to ensure continuation of study. Usually, this will be by the university arranging to 'teach out' the programme. Where the University is unable to teach out a programme, the University will assist the student in transferring to a different programme at the University or to a programme at another provider.
- 9.3.2** If because of a postgraduate research programme closing the student transfers to another provider or decides to transfer to a different programme within the university, the university will refund all tuition fees for periods of study that are not taken into account by the new provider (or on the new programme at the university) and will provide compensation for reasonably incurred additional maintenance or travel costs that the student cannot reasonably avoid. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be appropriate, but the university's intention is that if additional costs are reasonable and the student acts in a reasonable manner to minimise their losses, the university will seek to ensure that the student is not out of pocket because of the transfer.
- 9.3.3** If because of a postgraduate research programme closing the student transfers to another provider (or another programme within the University) and the student received a bursary/scholarship from the university, the university will honour the full amount of the bursary/scholarship (for so long as the student continues the replacement programme) subject to the student continuing to meet the university's eligibility criteria for the bursary/scholarship.
- 9.3.4** In the exceptional circumstance that a postgraduate research programme is closed, and the university is not able to preserve continuation of study, the university will refund all tuition fees and any other fees (as described in section 8) that are applicable and will pay the student reasonable compensation for maintenance costs and time lost. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be available, but the university's intention is that as long as the student acts in a reasonable manner to minimise their losses, the university will seek to ensure that they are not out of pocket.

10. Complaints

Complaints relating to the operation of this policy will be considered under the university's Student Complaints Procedure (<https://docs.gre.ac.uk/rep/sas/student-complaints-procedure>).

Appendix

We advise that you read this section carefully as it contains important information about the University's policies and procedures with regard to non-Payment of tuition fees for postgraduate research students from academic year 2022-2023

1. Students are persons registered on to any programme of study at the university or at one of its partners where the University of Greenwich is responsible for the collection of the tuition fee.

2. Tuition fee debt is an outstanding payment owed to the university in respect of tuition fees, this includes but is not limited to:

- An outstanding tuition fee payment from a previous year or programme of study;
- Non-payment of tuition fees for the current year, which have not been paid by an agreed (instalment) date:

3. Non-payment of fees includes but is not limited to:

- Failure to make payments on a due date;
- Payments made which are subsequently not honoured or are reclaimed; for example when a cheque has been written to us and the bank cannot pay the university the money as there were not enough funds in the account.
- Where payments have been made or are due to be made, for example by a sponsor or student support or student loan provider, and either of the following circumstances apply:
 - the payments are not made by a due date,
 - where the payment(s) have been made, they are insufficient to cover the tuition fees due or where they are subsequently withdrawn by the provider;
- Where a student has applied to a student support provider but has failed to provide the necessary documentation to the provider and/or does not supply the university with adequate information to substantiate that their application is still being assessed;
- Where a student registers under the provisions for students waiting for a decision from a UK government support provider and they are subsequently not eligible for support;
- Where funding is re-assessed and reclaimed by Student Finance England (SFE), SFE EU Team or devolved regional equivalent.

3.4 This policy explains the sanctions:

- Which are applied to students' accounts in the event of the non-payment of tuition fees;
- Where students have received support from a funding provider and due to previous study the university would not normally expect them to be eligible for such funds;
- Where a process required as part of students' application for funds (for example, US Federal Aid) has not been completed.

6. Students with unforeseen circumstances

Students who are experiencing unforeseen financial difficulties in paying their tuition fees after they have registered onto the programme for that academic year should seek help at the earliest possible opportunity. We can then discuss what your options may be and see if there is assistance that can be provided to you. You can also contact your Students' Union for advice if you are experiencing financial difficulties (please see section 5 Financial Support and Advice).

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The University will be sympathetic and will assist where it can, however, the quality of teaching is dependent upon funding and in the interest of equity for all paying students, the university must therefore act to recover all outstanding debts.

In exceptional circumstances, which are supported by documentary evidence, a student may be permitted to defer payments. These arrangements may only be made by the Student Fees & Funding Team following individual consultation.

Students should normally send an email to the Student Fees & Funding Team:

This email must include the following:

- Student's ID number
- full current postal address
- University of Greenwich e-mail address
- Reasons why they are unable to pay their tuition fee on the due date;
- specify the date by which they will make the payment;
- explain why sufficient funds will be available at this time;
- all of which will need to be supported by third party documentary evidence.

Letters from friends or relatives are not acceptable if presented as the only evidence.

Should a student wish to discuss their situation with a Finance Adviser at the University an appointment can be made.

Students will normally receive a reply from Student fees & Funding in writing advising one of the following:

- An acceptance of the student's proposal with conditions or,
- A decline email or,
- A request for further information or to attend an appointment.

Students whose requests are declined may appeal in writing to the Senior Student Finance Manager Fees or their nominee whose decision will be final.

Any exceptional payment agreements given to students will normally have the standard due payment date as the last working day of the month in which it has been agreed that the payment should be made.

Should the re-negotiated payment date not be met, any exceptional payment agreement made will be cancelled, the full outstanding balance will become due and students will fall under the sanctions for the non-payment of tuition fees as detailed below.

Students will not normally be permitted to carry tuition fees into the next academic year.

We will aim to answer such requests within 15 working days, so students are advised to contact us as swiftly as possible to avoid unnecessary sanctions being applied to their accounts.

7. Procedures and sanctions applied for the non-payment of tuition fees

Stage 1

Students will be sent an email advising them that they have outstanding tuition fees due to the university, with a link to the Student Portal, where they can check the balance of their student account statement. Access to computer and library facilities will be restricted 7 days' from the date of the email.

Students who make payment in full or receive an agreed exceptional payment plan will have their access to computer and library facilities reinstated as swiftly as possible.

Stage 2

Students who have failed to pay the fee due or obtain an exceptional payment plan within 7 days will be sent a second email or letter advising them that they have outstanding tuition fees due to the university with a link to the Student Portal where they can check the balance of their student account statement.

If after 7 calendar days from the date of the second email the student has either failed to pay the fee due or agree an exceptional payment plan, a restriction will be placed on their account which will limit their access to certain university services, for example library and computing and viewing their student record via the Portal. This will prevent students from: accessing coursework header sheets; the ability to hand-in/electronically submit coursework; obtaining student letters for bank or building societies; view their academic profile, grades, marks, etc. online, until full or acceptable payment has been made.

Students who make payment in full or receive an exceptional payment plan will have their access to services reinstated as swiftly as possible.

Stage 3

Students who fail to respond under stages 2 and 3 above; who have failed to pay the fee due; or failed to obtain an agreed exceptional payment plan will be sent a letter and a statement. This will advise them of their outstanding tuition fees due to the university

The letter will state that those students, who fail to pay their tuition fee in full or have an exceptional payment plan with the university agreed within a further 7 calendar days from the date of the letter, will be withdrawn for the non-payment of tuition fees and the relevant authorities informed.

Stage 4

Seven calendar days after the letter has been sent at stage 3, students who have failed to pay the fee due or obtain an exceptional payment plan, will be sent a final letter and have their details sent to the Director of Student & Academic Services and the Chief Financial Officer who will consider if the student is to be withdrawn for the non-payment of tuition fees.

Students who are to be withdrawn will be sent an 'intention to withdraw' letter, advising them of the date they are due to be withdrawn, should they not make payment in full or have an exceptional payment plan agreed during the intervening period.

Students who make payment in full or have an exceptional payment plan agreed before the withdrawal date will have their access to services reinstated.

8. Procedures and sanctions applied when a payment is not honoured by the payee's bank or where a payment is reclaimed

Where a payment by card or cheque is not honoured on the first presentation or is subsequently reclaimed, a £50 charge is payable as well as the outstanding fee payment. Students will be written to via email and advised:

- that an immediate restriction has been placed on their account which will limit their access to certain university services, for example library and computing and viewing their student record via the Portal; this will prevent students from: accessing coursework header sheets; the ability to hand-in/electronically submit coursework; obtaining student letters for banks or building societies; view their academic profile, grades, marks, etc. online, until acceptable payment has been made.
- that any subsequent payments will need to be made directly to the university via Western Union GlobalPay and students will then need to provide satisfactory proof of the transfer so that we may reactivate their account as appropriate. Further information on how to pay fees is available [here](#).

Students who make any further or multiple payments that fail to be honoured or are reclaimed will also be asked to make an appointment with the Senior Student Finance Manager Fees or their nominee. Students' access to certain services as described above will not be resumed until an appointment has been attended and satisfactory arrangements are in place for the payment of the tuition fees in question.

9. Procedures and sanctions applied for failure to respond to University correspondence that affects the payment of fees

9.1. Eligibility for Student Support

Stage 1

Where a student has received an award from a student funding provider (for example, Student Finance England), and due to previous study the university would not normally expect to receive a tuition fee loan payment, the student will be sent an email advising that they need to contact a campus Student Finance Manager/adviser or their nominee within 14 calendar days of the date of the email and either provide documentation that substantiates their eligibility as requested by the university or make acceptable alternative arrangements for the payment of the tuition fees due.

Stage 2 Students who:

- fail to substantiate their eligibility,
- make acceptable arrangements for the payment of the tuition fee due or
- respond to the email they have been sent will be sent a letter advising that they need to contact a Student Finance Senior Manager or their nominee within 7 calendar days of the date of the email/letter. The student must either provide documentation that substantiates their eligibility as requested by the university or make acceptable alternative arrangements for the payment of the tuition fees due.

Stage 3

Students who fail to substantiate their eligibility, make acceptable arrangements for the payment of the tuition fee due or respond to the letter they have been sent will have their Tuition Fee Loan payment rejected by the university and students will then be subject to the procedures and sanctions at sections 7 and 10 for non-payment of tuition fees.

9.2 Non UK Government funded loans

Stage 1

Where students are applying for non UK Government funded loans and they fail to undertake all the steps necessary for us to be able to issue them with the relevant paperwork so that their tuition fees may be paid and/or

that the University may fulfil its obligations to the loan provider, they will be sent an email advising that they need to contact a campus Student Finance Manager/Advisor or their nominee within 14 calendar days of the date of the email and undertake the necessary steps required or make an acceptable alternative arrangement for the payment of the tuition fees due.

Stage 2

Students who fail to respond to the email and undertake the necessary steps required or make an acceptable alternative arrangement for the payment of the tuition fees due within 14 calendar days will be sent an email advising that they need to contact a campus Student Finance Manager/Advisor or their nominee within 7 calendar days of the date of the email and undertake the necessary steps required or make an acceptable alternative arrangement for the payment of the tuition fees due.

Stage 3

Students who fail to undertake the necessary steps required, make an acceptable alternative arrangement for the payment of the tuition fees due or respond to the letter they have been sent within 7 calendar days will have a restriction placed on their account.

This restriction will limit their access to certain University services, for example library and computing and viewing their student record via the Portal; this will prevent students from: accessing coursework header sheets; the ability to hand in/electronically submit coursework; obtaining student letters for bank or building societies; view their academic profile, grades, marks, etc. online, until they either complete the necessary steps as requested by the university or make acceptable alternative arrangements for the payment of the tuition fees due.

In certain circumstances this will mean that we will be unable to release loans to tuition fee accounts and students will be subject to the procedures and sanctions at sections 7 and 10 for the non-payment of tuition fees. Students' access to services as described above will not be resumed until they either complete the necessary steps as requested by the university or make acceptable alternative arrangements for the payment of the tuition fees due.

10. General sanctions applied for the non-payment of fees

- **Transcripts/certificates** - Transcripts or certificates of assessment results, Higher Education Achievement Reports (HEAR) and confirmation of study letters/emails will not be provided to/for students who owe tuition fees to the University.
- **Registration**
Students with a prior year debt or debt from a previous programme will not be allowed to re-register until acceptable arrangements are made for this debt to be cleared in full. They will then be required to make payments to register as provided in the [Tuition Fee Policy and Procedures](#) and the [University Principal Conditions of Registration](#).

Students who are not permitted to register due to outstanding tuition fee payments should also note that there are annual closure dates for registration. Students who make acceptable arrangements for the payment of fees after this date will also be subject to the late registration procedures of the university and may be too late to resume studies for that academic year and should contact their faculty swiftly to discuss this.

Students withdrawn for the non-payment of tuition fees who make payments after they have been withdrawn from their programme for the non-payment of tuition fees may be reinstated to their programme of study subject to the consent of the university and are urged to contact their faculty as a matter of urgency regarding this.

- **Immigration**
Students who require a Student visa to study in the UK are subject to the university's policy on [Sponsorship of International Students for Visa Purposes](#). In accordance with this policy, students who are withdrawn from the university due to non-payment of fees will have their Visa sponsorship withdrawn.
- **Attendance at graduation**
Students who have not paid their tuition fees in full will not be allowed to attend the university's Graduation ceremonies, until the debt is paid in full. Once the debt has been cleared students should contact awards@gre.ac.uk to see if it is possible for them to attend a future ceremony.

11. External debt agencies

Once a student has left the university, should they have tuition fees outstanding the university will reserve the right to refer the debt to an outside collection agency.

12. Annual threshold for tuition fee debts

The University will set a threshold each year for tuition debts above which the sanctions detailed at section 7 will apply. Students who have a debt under this threshold who remain in debt at the end of the academic year will be sent an email and will not be permitted to reregister, receive their transcript or certificate or attend their graduation ceremony until acceptable arrangements for payment have been made as per the information at section 10.

Students can check their tuition fee accounts and make online payments via the portal.

How to make payments online:

- Log in to the Student portal
- Navigate to the 'Student Records
- Click the link on Check accounts, make online payments
- Select the option: 'Check accounts, Make online payments again'
- Click on Programme fee transactions(tuition fees etc), enter the payment amount, add it to the basket and follow the payment instructions.

13. Correspondence

All email correspondence will be sent to the student's University of Greenwich email account. Students are advised therefore to check their university email account regularly.

All letters will be sent to the address we hold for the student on the student record system. Students are therefore advised to make sure that they keep the addresses provided to the university regularly updated.

The University may also alter its method of communication and, for example, provide email notifications rather than letters should circumstances arise where this is required.

14. Data Protection - no part of this policy or procedure shall preclude a current or former student from making a formal request to see data held on them. Further information on data subject rights is available [here](#).