

## **STUDENT FEE POLICY**

### **1. Introduction**

- The School is committed to a transparent policy for the charging and payment of fees and is mindful of its obligations under consumer protection law.
- The School charges fees for all its courses of study. This policy applies to the School's two-year Masters (MA) Degrees, as well its diplomas, certificates and short courses, amongst others. Fees are updated annually in March.
- Course fees are set out in students' offer letters. The School commits that they will not change the fees for the duration of a course after a student has accepted an offer of a place on that course.
- On acceptance of an offer, prospective students are required to pay a deposit to confirm their place at the School. Deposits on Master degrees, diplomas and the Short Course Director Series are non-refundable. Prospective students have the right to cancel their acceptance of a place at the School for any reason during a 14-day cancellation period, which will start on the day the School receives written confirmation of acceptance of an offer of a place. In those circumstances, the School will reimburse all payments received.
- Students of the School are responsible for ensuring that fees are paid when due. This applies even if the student is sponsored by a third party or has applied for a career development loan or other source of funding.
- Fees are due one month in advance of starting the course, unless alternative arrangements have been agreed in writing with the School in advance of starting the course.
- Failure to pay fees when due is a serious matter at the School. The School reserves the right to apply one or all of a number of sanctions (see Section 3 of this policy) where fees remain unpaid or overdue.
- For the avoidance of doubt, students with outstanding tuition fees will not be permitted to complete certification nor be allowed to participate in the course graduation event.

### **2. Payment of fees**

- Tuition fees are to be paid up front, one month prior to the course start date. The only exception is 2<sup>nd</sup> year MA students who may pay termly in advance.
- Where payment of fees is not received prior to the start of the course, a student will not be allowed to enroll unless permission is given by the School Director in writing. Such approval will be given following consultation with the Finance Director.
- Where students are in receipt of funding either in full or part by a private sponsor, such as a commercial or charitable organisation, the School reserves the right to request an official letter of sponsorship prior to registration to a course.

- Parents, family members or friends are not classed as sponsors.
- If a sponsor fails to pay, the student is responsible for any outstanding amounts.

### **3. Non-payment of fees**

- The School reserves the right to apply one or all of a number of sanctions in the event of failure to pay fees owed to the School when due. These include:

Within 2 weeks:

- Suspension of library borrowing rights.
- Suspension of access to equipment for non-curriculum use.

Within 1 month:

- Suspension of access to School activities such as Masterclasses, Cinema Club and the School bar.
- Suspension of access to School equipment and property.

Within 3 months:

- Suspension of IT access to School systems.
- Suspension of entry to the next term of their course.

- For the avoidance of doubt, the students with outstanding tuition fees will not be permitted to complete certification nor be allowed to participate in the course graduation event.

### **4. Recovery of outstanding fees**

- Students of the School are responsible for ensuring that fees are paid when due. This applies even if the student is sponsored by a third party or has applied for a career development loan or other source of funding.
- Where students have outstanding fees due over 30 days from the invoice due date, they will be contacted by the Finance team in the first instance advising of the fees outstanding and requesting immediate payment.
- In the event of failure to respond to requests from the Finance team to make full settlement of the outstanding debt, or agree an alternative arrangement (see Section 5 of this policy), the matter will be escalated to the Registrar.
- In any event, where such students fail to settle outstanding fees, or agree an alternative arrangement in writing with the School, they may be precluded from returning to the school and / or be allowed to graduate, at the discretion of the School Director.
- The School reserves the right to refer the recovery of outstanding fees to a specialist debt recovery agency.

**5. Alternative payment arrangements**

- Where a student is not in a position to settle any outstanding fees in full in line with the invoiced payment terms, an alternative payment arrangement not exceeding 12 months may be agreed in writing with the Finance Director or nominee.
- At the School's discretion, agreements for alternative payment arrangements may need to be underwritten by a guarantor agreeable to the School.
- Where alternative arrangements have been agreed, the full debt becomes immediately payable in the event of any default in the agreed payment plan.
- The School reserves the right to refer the recovery of outstanding fees to a specialist debt recovery agency.

**6. Student withdrawal**

- All requests to interrupt or suspend studies after a course has started must be made in writing to the Registrar.
- Agreement to reasonable requests to interrupt or suspend studies, for example on the grounds of ill health, bereavement or financial difficulty, is at the sole discretion of the Registrar.
- Where a student withdraws or interrupts their studies, they will be liable for the course fees up to the end of the academic term in which they withdraw or interrupt their studies.
- If the School takes a decision to suspend a student, fees up to the end of the academic term in which they are suspended will remain payable by the student.

**7. Refund of fees**

- Where the student has paid fees in advance, the School will refund fees paid for all tuition terms that have not commenced. No refunds will be made in cash and no interest will be paid on fees refunded.
- Where the student's fees have been paid directly to the School by a sponsor then the refund shall be paid direct to the sponsor.
- Any refund of fees payable will be made to the original source and in the currency of funding. The School is not liable for any shortfall due to exchange rate fluctuations or offer compensation for any bank charges incurred.

**8. Compensation**

- In the event that the School fails to comply with its obligations under its contract with a student, the School will be responsible for any loss or damage suffered that is a foreseeable result of the School's breach of the contract or its negligence. The School will not be responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of the School's breach or if they were contemplated by the student and the School at the time the contract was entered into.

In considering whether it is appropriate to provide financial redress to a student to compensate them for reasonable costs or loss they have incurred, the School will consider, on a case-by-case basis:

- the particular circumstances of the matter;
  - the nature and reasonableness of the costs or loss which the student has incurred (for example, as relevant, additional costs such as reasonable travel costs or reasonable costs associated with the student's transfer to another course or institution or in connection with a bursary); and
  - the context in which the costs or loss arises (for example, the implementation by the School of its Student Protection Plan in circumstances where the School is no longer able to preserve continuation of the student's study).
- Students will be required to submit written evidence in support of a request for financial redress and should be submitted using the [Student Complaints Procedure](#).
  - The School will make all reasonable efforts to deliver the course and other services and facilities as specified in the School's offer. In certain circumstances the School may be required to alter the location of study or placement. In such cases the School will notify the affected students at the earliest opportunity. The [Student Protection Plan](#) provides greater detail.
  - In cases where the student does not wish to accept the alternative arrangements, they may request to withdraw from the course.
  - The School will consider a reasonable request for compensation where it is unable to preserve the continuity of study as outlined above.
  - The School will not normally offer compensation where it has not been possible to maintain continuity of study due to events outside its reasonable control.
  - The School will consider a reasonable request for compensation for maintenance costs where it has been necessary to alter the location of study.
  - The School will not normally offer compensation for maintenance costs where it has not been possible to maintain continuity of study due to events outside its reasonable control.

**This policy was approved in May 2018**