



STUDENT FEES POLICY

Undergraduate students funded for courses by Student Finance England, Wales, Northern Ireland, or Student Awards Agency Scotland (“UK Student Finance”)

Applicable to fees due for the 2024/25 Academic Year

1. INTRODUCTION

- 1.1 Bournemouth University (BU) is committed to a fair and transparent policy in respect of charges made to a student at Bournemouth University (whether they study at Bournemouth University or a Partner provider).
- 1.2 The University will use reasonable efforts to provide students and, where applicable, the student's sponsor(s) (an organisation or employer who is funding the student) with prompt notification of any fees or charges due to the University, along with details of the arrangements for payment.
- 1.3 Students retain responsibility for the payment of their fees, even if they are sponsored by a third party. The only exception is for students on programmes that have been directly commissioned by a third party (e.g., some nursing programmes).
- 1.4 Defaults on payment are treated seriously and may lead to a student being withdrawn from the University due to non-payment (see Section 6 below).
- 1.5 **This policy deals, mainly, with undergraduate and postgraduate tuition fees and any reference to fees in this document will relate to such tuition fees.** Information about tuition fees and additional charges is issued to students with their offer letter. This policy deals solely with tuition fees. Information for all programmes is also available on request from the Future Students Enquiry Team who can be contacted on 01202 961916 or by email at futurestudents@bournemouth.ac.uk (for prospective students) and the askBU Students Service Team who can be contacted on 01202 969696 or by email at askBU@bournemouth.ac.uk (for current students).
- 1.6 It is important that students keep their contact details up to date, as this will allow the University to communicate with them promptly on important matters, including matters related to tuition fees.
- 1.7 The University reviews its fees and its fees policy annually. These are set at least one year in advance and are available on the University website. Only members of the University's Finance Team are authorised to provide information about tuition fees. Any information provided by un-authorised staff will be advisory only.
- 1.8 The upper limit an institution may charge undergraduate full-time UK students for their tuition fee is currently set by the UK Government. All other fees are set by the University.
- 1.9 "UK Student Finance" is defined for the purposes of this policy as by "Student Finance England, Wales, Northern Ireland" and "Student Awards Agency Scotland" collectively. **This Fees Policy is specifically for students using loans from UK Student Finance to pay for their tuition. Any other students should refer to the relevant policy; "Student Fees Policy – Self Funded Students" which can be found at www.bournemouth.ac.uk/students/help-advice/important-information under the Finance section.**
- 1.10 UK students undertaking undergraduate study lasting one or more academic year, may defer payment of tuition fees by taking a tuition fee loan from UK Student Finance in accordance with published guidelines.
- i) Students who require funding from UK Student Finance must apply for funding for each academic year.
 - ii) Students may also choose to make a full or partial contribution to their fees at the time of registration.
 - iii) Students may be required to provide the University with evidence that they have applied for a tuition fee loan from UK Student Finance and that their application has been accepted.
 - iv) If UK Student Finance withdraws financial support or refuses to pay all or part of a student's tuition fees, the student will be responsible for the fees and must pay promptly as they fall due.
 - v) Where a student becomes responsible for their fees then the University's Student Fees Policy – Self Funded Students (www.bournemouth.ac.uk/students/help-advice/important-information) will apply.

2. PAYMENT METHODS

- 2.1 If a student chooses to make a payment as per 1.10 above, a student can pay by:
- 2.1.1 debit or credit card,

2.1.2 our authorised online payment platform(s) (e.g., Flywire); and/or

2.1.3 bank transfer.

2.2 The University will not levy a transaction charge for payment of fees by debit or credit card. Students should ensure that sufficient funds are available before instructing the University to process the payment/s. Bank transfers may incur a fee at the student's bank (or that bank's intermediary bank) and these are payable by the student.

3. PAYMENT MECHANISM

3.1 A student will agree to pay their tuition fees to the University before, or on, the course start date. This is done as part of the 'Online Registration and Payment' process.

3.2 If UK Student Finance has agreed to provide the student with funding before the course start date, the University will confirm the loan is in place and available to be drawn during the registration process.

3.3 If UK Student Finance has not agreed to provide the student with funding before the course start date, the University will require the student to apply for a loan promptly, to ensure funding is in place by 1 December of the year that the course starts.

3.4 If UK Student Finance agrees to provide the student with funding after the course start date but before 1 December in the year that the course starts, the student will not be subject to debt management.

3.5 If UK Student Finance withdraws financial support or refuses to pay all or part of a student's tuition fees, the student will be responsible for the fees and must pay promptly as they fall due.

3.6 Failure to either secure appropriate loan funding from UK Student Finance or pay the tuition fee owed within 8 weeks of 1 December in the year that the course starts, will result in the student being withdrawn from their programme of study. In such circumstances, students should refer to the Student Tuition Fee Payment Management: Policy & Process (www.bournemouth.ac.uk/students/help-advice/important-information)

3.7 If a student is experiencing difficulties with their loan application with UK Student Finance, they should seek support from the BU Student Money Advice team via AskBU.

4. SCHOLARSHIPS, DISCOUNTS AND PLACEMENTS

4.1 A 20% 'loyalty' discount is available for Bournemouth University graduates (first degree or above) on the published fee for all year/s of any further programme(s). Repeat units and Foundation degrees are excluded from the 'loyalty' discount scheme.

4.2 A 25% discount (10% for Bournemouth University International College affiliated staff) is available to students who are members of staff employed directly by Bournemouth University (or its Associate Partner Colleges and SUBU) on a permanent basis. A letter of validation (confirming employment status) will be required from the appropriate Human Resources Department. Where a programme lasts more than one academic year, these discounts are applicable for subsequent years subject to the student still being employed by the University (or its Associate Partner College).

4.3 A 20% staff family discount is available for any student who has an immediate family member (defined in section 4.5 below) working directly for Bournemouth University. The staff member must be a permanent member of staff having worked (full or part-time) for Bournemouth University for at least one calendar year prior to the award of the discount. Where a programme lasts more than one academic year, this 20% discount is applicable for all years but will cease to apply if the family member leaves the employment of Bournemouth University.

4.4 A 10% student family discount is available (for each year of study) for any student who has an immediate family member (defined in section 4.5 below) who is currently studying at Bournemouth University or has graduated from Bournemouth University.

4.5 For the purposes of section 4.3 and 4.4, an immediate family member means the student's:

4.5.1 Brothers or sisters,

- 4.5.2 Stepbrothers or stepsisters,
- 4.5.3 Children or stepchildren,
- 4.5.4 Husband, wife, or civil partner,
- 4.5.5 Parent or stepparent; or
- 4.5.6 Grandparents or step grandparents, or grandchildren.

4.6 Any claims for discounts will require appropriate evidence, such as (but not limited to):

- 4.6.1 Birth certificate(s)
- 4.6.2 Marriage certificate(s)
- 4.6.3 Civil partnership certificate(s)

- 4.7 A student may be eligible for one or more of the above discounts in any one academic year. However, the maximum discount available to a student in any one academic year will not exceed 20% of the applicable published fees (or 25% if that student is also a member of staff entitled to a discount under section 4.2).
- 4.8 The discounts referred to above shall only apply if the student qualifies for the discount on the course start date for the respective academic year.
- 4.9 Discounts will be applied annually for each complete year of study (i.e., a course which is 15-month in duration will be awarded one year's discount).
- 4.10 Discounts are subject to normal academic progression (i.e., a discount would not apply where a student decides, or is required, to repeat some, or all, of their programme).
- 4.11 Full details of all scholarships and discounts are provided on our Fees and Funding web pages at: www.bournemouth.ac.uk/scholarships
- 4.12 A student who undertakes a placement as part of their BU course may be eligible for a reduction in tuition fees for that year. It is the responsibility of funded students to notify their loan provider that they will be undertaking a placement so that the tuition fee element of the loan can be adjusted accordingly. More information about placements and placement year funding can be found at: www.bournemouth.ac.uk/students/help-advice/financial-support/placement-year-funding

5. FEE FOR APPLICANTS WITH REFUGEE STATUS

- 5.1 Students who are seeking refugee status will normally be charged the fee level appropriate to their country of origin until such time as the formal right to domicile in the UK is granted by the Home Secretary. Where a change of fee status occurs part way through the academic year, the revised fee will be applied as from the following academic year. Students will not be entitled to a fee refund where their refugee status changes part way through the academic year.

6. CANCELLATION, WITHDRAWAL, SUSPENSION OR OTHER INTERRUPTION OF STUDIES

- 6.1 Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, students have the right to change their minds and cancel within 14 days of accepting their offer from the University or registering for their programme. Students must tell the University if they want to cancel during this 14-day period.
- 6.2 If a student cancels within 14 days of registering for their programme, the University will notify UK Student Finance of the cancellation. The student will not have a loan liability with UK Student Finance as no payment will be levied by the University.
- 6.3 The University allows students to withdraw from their studies after the 14-day cancellation period described above has ended, and before the course start date of their programme. Students should refer to the University's withdrawal process in such circumstances (www.bournemouth.ac.uk/students/help-advice/looking-support/thinking-interrupting-your-studies-or-leaving-bu)
- 6.4 The student will not have a loan liability in such circumstances.

- 6.5 Students who wish to withdraw after the course start date of their programme must inform the University in writing. Any student considering such action should refer to the advice at: www.bournemouth.ac.uk/students/help-advice/looking-support/thinking-interrupting-your-studies-or-leaving-bu. The official withdrawal date will be recorded as the date on which the written notification was received by BU from the student. For students who are withdrawn or suspended by the University, the official withdrawal or suspension date will be the date on which the University reached its decision to withdraw or suspend the student.
- 6.6 Students who wish to put their studies on hold after the official start date of programme must inform the University in writing. Any student considering such action should refer to the advice at: www.bournemouth.ac.uk/students/help-advice/looking-support/thinking-interrupting-your-studies-or-leaving-bu.
- 6.7 Where a student has withdrawn from or interrupted their studies part way through an academic year, or been withdrawn or suspended by the University, the University will adjust the student's liability for tuition fees on the University records for that student. The University will notify the UK Student Finance of the adjustment of the student's liability for tuition fees because of their cancellation, withdrawal, suspension, or interruption of studies.
- 6.8 Withdrawing, or interrupting, after the official start date of a programme may affect the number of years of the student loan. Students should, therefore, check with the UK Student Finance if they are thinking about withdrawing or interrupting.
- 6.9 For students who withdraw from or interrupt their studies once the programme has started, or are withdrawn or suspended by the University, the University will refund fees as set out in **the table in Section 6.10 below from the official cancellation, withdrawal, suspension, or interruption date.**
- 6.10 Where the student interrupts their studies, or is suspended, but returns the following academic year, the University will calculate fees due based on the liability due to the University (as shown under the "Liability" column in the table set out in section 6.10) and fees paid by the student within the interrupted academic

year and the returning year. The total fees due over the two periods will not exceed the published programme fee based on the year of entry.

- 6.11 The loan adjustment advised to UK Student Finance for students undertaking study lasting for one or more academic years shall be calculated in accordance with the following table:

Start Year	Academic Year	Cancellation/Withdrawal/Interruption/Suspension Dates	Liability*	Refund**
Autumn (Sep & Oct)	2024/25	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 December 2024	25%	75%
		1 January until 31 March 2025	50%	50%
		On or after 1 April 2025	100%	0%
Winter (Jan & Feb)	2024/25	First 14 calendar days from official start date	0%	100%
		From calendar day 15 of start date until 31 March 2025	25%	75%
		1 April until 30 June 2025	50%	50%
		On or after 1 July 2025	100%	0%
Other Start Dates (Aug, Nov, Dec, Mar, Apr, May, Jun & Jul)	2024/25	1 - 14 calendar days	0%	100%
		15 - 90 calendar days	25%	75%
		91 - 180 calendar days	50%	50%
		181 calendar days or more	100%	0%

* Student liability in percentage terms of full fee.

** This is the maximum potential refund that will be given; the actual refund will depend on how much has been paid.

- 6.12 Where the student interrupts their studies, or is suspended, but returns the following academic year, the University will calculate fees due based on the liability due to the University (as shown under the "Liability" column in the table set out in section 6.10) and fees paid by the student within the interrupted academic year and the returning year. The total fees due over the two periods will not exceed the published programme fee based on the year of entry.

- 6.13 Any refund of fees will normally be made directly to the relevant funding body.

7. NON-PAYMENT OF FEES

- 7.1 As per 3.6 above, if a student fails to pay their fees or fails to agree to a repayment plan in line with this policy, the University will take steps to recover the debt, in line with the Student Tuition Fee Payment Management: Policy & Process.

- 7.2 The following steps may be applied if payment is not made:

- 7.2.1 the University will withdraw the student from their programme,
- 7.2.2 the student will not be permitted to re-enrol unless fees are fully paid before the start of re-enrolment,
- 7.2.3 the student will not be issued with a final degree certificate, although this does not affect the validity of any degree award. Where a student is withdrawn before completion of the degree course, they may be eligible for an interim award (such as a Cert HE or a PG Dip); and

- 7.2.4 the University may also refer tuition fee debt to external solicitors and/or debt collection agents to pursue the recovery of monies owed.
- 7.3 The University will be understanding of each student's financial circumstances. A student experiencing financial difficulties in relation to tuition fee debt should inform the University's Finance helpline on 01202 961600 or email fees@bournemouth.ac.uk at the earliest opportunity.
- 7.4 Information on financial support that may be available to students suffering financial difficulty can be found at www.bournemouth.ac.uk/students/help-advice/financial-support. Students can also visit the askBU Students Service Team at Poole House, Fern Barrow, Talbot Campus, Bournemouth, BH12 5BB, telephone the askBU Students Service Team on 01202 969696 or email askBU@bournemouth.ac.uk for further information.
- 7.5 Students requiring advice on how to manage their debts can obtain free, confidential, and independent advice from SUBU Advice. They can be contacted on 01202 965779 or by email at subuadvice@bournemouth.ac.uk.
- 7.6 Only the University's Finance Team are authorised to vary fees or agree payment schedules on behalf of the University. Academic tutors and other employees of the University are not able to make such variations.
- 7.7 Students with outstanding tuition fees owing to the University will not be entitled to any payment in relation to any bursary or scholarship administered by the University unless a repayment plan that is acceptable to the University is in place.

8. RIGHTS TO DISPUTE FEES OR TO APPEAL AGAINST WITHDRAWAL FOR NON-PAYMENT OF TUITION FEES

- 8.1 A student who disputes the tuition fee the University has applied should contact the University's Finance helpline as soon as possible by email to fees@bournemouth.ac.uk. If the dispute cannot be resolved, the student may make a complaint under the Students Complaint Policy and Procedure (www.bournemouth.ac.uk/students/help-advice/looking-support/making-complaint)
- 8.2 Debt recovery action will not be pursued, and the sanctions referred to above will not be applied whilst an appeal about an outstanding debt is in progress.
- 8.3 The University's process for a student to appeal its decision to withdraw a student for non-payment of fees is set out in the Student Tuition Fee Payment Management: Policy & Process.