

TUITION FEES REFUND POLICY 2018/19

The purpose of this document is to provide guidance on when refunds of tuition fees will be made by the University and how they will be calculated, following the withdrawal of a student from study, or suspension of studies. This policy relates to the portion of the tuition fee that is paid directly by the student or by a sponsor. It should be read in conjunction with the undergraduate and postgraduate fee policies.

The Refund Policy is split into 5 sections:

1. On campus Undergraduate and Postgraduate Taught Programmes
2. Online Undergraduate and Postgraduate Taught Programmes
3. Postgraduate Research Programmes
4. Policy Guidance notes
5. Payment of Refunds

Refunds are calculated according to the category of student and programme of study. Sections 1, 2 and 3 must be read in accordance with Section 4. The University will apply the following rules when calculating fee liability for students who are withdrawn from University.

1. ON CAMPUS UNDERGRADUATE AND POSTGRADUATE TAUGHT PROGRAMMES

The following outlines how refunds will be calculated for students undertaking their study through on campus study. Students studying online should consult Section 2.

1.1 FULL-TIME UNDERGRADUATE PROGRAMMES COMMENCING IN THE FIRST HALF-SESSION

Withdrawal date	Fee liability
Up to 30 September	Full refund
Up to 31 January	60% annual tuition fee will be payable.
Thereafter	100% annual tuition fee will be payable/No refund

1.2 FULL-TIME UNDERGRADUATE PROGRAMMES COMMENCING IN THE SECOND HALF-SESSION

Withdrawal date	Fee liability
Up to 31 January	Full refund
Thereafter	100% of 2 nd half session tuition fee will be payable/No refund.

1.3 POSTGRADUATE TAUGHT PROGRAMMES COMMENCING IN THE FIRST HALF-SESSION (INCLUDES MRES TYPE PROGRAMMES)

Withdrawal date	Fee liability
Up to 30 September	Full refund
Up to 31 January	60% of the appropriate Postgraduate Diploma fee will be payable (60% of 10/12 of Masters fee).
Up to 31 May	100% of the appropriate Postgraduate Diploma fee will be payable (10/12 of Masters fee)
Thereafter	100% of the appropriate Masters fee will be payable.

1.4 POSTGRADUATE TAUGHT PROGRAMMES COMMENCING IN THE SECOND HALF-SESSION (INCLUDES MRES TYPE PROGRAMMES)

Withdrawal date	Fee liability
Up to 31 January	Full refund
Up to 31 May	60% of the appropriate Postgraduate Diploma fee will be payable.
Up to 30 September	100% of the appropriate Postgraduate Diploma fee will be payable.
Thereafter	100% of the appropriate Masters fee will be payable.

1.5 STUDENT LOAN COMPANY (SLC) FUNDED STUDENTS

The SLC will pay fees for students funded through tuition fee loans on specific dates and University will apply charges according to the dates set out by SLC as follows for students commencing in the first half-session:-

- 25% if in attendance on 3rd Wednesday in October
- 50% if in attendance on 1st Wednesday in February
- 100% if in attendance on 1st Wednesday in May

1.6 STUDENT AWARDS AGENCY FOR SCOTLAND (SAAS) FUNDED STUDENTS

The SAAS cut-off date for tuition fee payment is 1st December. SAAS will not make a tuition fee payment for students who withdraw on or before 30th November. The full fee is paid for students who withdraw on 1st December or subsequently.

1.7 MODULAR CREDIT-BASED PROGRAMMES (INCLUDING PART-TIME UNDERGRADUATE STUDENTS AND INDIVIDUAL SUBJECT STUDY)

In the case of programmes of study where fees are modular credit-based, the full fee will be charged for each course that has been started, or for which the student has received learning materials. If a student withdraws after the start date of the course, refunds will not be given.

2. ONLINE UNDERGRADUATE AND POSTGRADUATE TAUGHT PROGRAMMES

Students studying a taught programme online will be charged the full fee for each course that has been started and for which the student has received the learning materials. If a student withdraws after the start date of the course, refunds will not be given.

3. POSTGRADUATE RESEARCH PROGRAMMES

The official start date of the programme of study will be used to calculate the tuition fee liability. Tuition fees will be charged on a pro-rata monthly basis. Students studying a Master of Research programme (MRes) should consult section 2.

4. POLICY GUIDANCE NOTES

- 4.1 In all cases, any other debt owing to the University will be subtracted from any refund of fees.
- 4.2 Any refund of tuition fees and or reduction in tuition fee liability is at the discretion of the University of Aberdeen.
- 4.3 In the case of students who have left their programme of study refunds will only be made when the University's student withdrawal procedure has been correctly followed and the student is recorded as

withdrawn in the University student records system. Retrospective or backdated withdrawals will not normally be permitted. The date of withdrawal will be taken as the date that the notification of withdrawal is received by the Infohub or Registry. The date of withdrawal will be used to calculate tuition fee liability.

- 4.4 Where tuition fees are wholly or partially paid by a third party, the refund rules will be superseded by any relevant arrangement agreed by the University, concerning the student and the third party. This includes refunds of US Federal Loans which will be calculated according to the Return to Title IV (R2T4) regulations.
- 4.5 All refunds will be made to the bank and account holder (or other financial institution) that originally paid the fee. Refunds are not made in cash.
- 4.6 Students who suspend their studies will have their tuition fee liability reassessed according to Sections 1, 2 and 3.
- 4.7 Any English, Welsh or Northern Irish undergraduate electing to take a tuition fee loan and who subsequently withdraw will be charged according to the payment dates determined by SLC as shown above.
- 4.8 Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. The University shall consider each case on merit. Such cases must be submitted in writing to the Assistant Academic Registrar. Cases based on academic and financial difficulties are not normally regarded as acceptable reasons for any refund or reduction in fee liability. Refunds will be made at the discretion of the University.
- 4.9 Complaints about refund decisions or the refund process should be made in accordance with the University's *Policy and Procedures on Student Appeals and Complaints*.
- 4.10 This policy does not cover the following:
- Non-refundable tuition fee deposits.
 - Accommodation fees. For information on these please contact accommodation@abdn.ac.uk
 - Graduation official gown hire and photography - please contact Ede and Ravenscroft
 - Field trips - please contact your School/Department

5. PAYMENT OF REFUNDS

- Please allow 4 weeks from requesting a refund to receiving it.
- All refunds will be calculated in UK Sterling. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.
- Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split
- Cash refunds are not made.
- Documentary evidence of sponsorship is required before any refund of personal contributions towards fees can be considered. This may include copies of award notices from funding bodies or letters from sponsors confirming details of the tuition support to be provided.
- All refunds will be paid back using the original payment method ie if paid by credit card, the refund where possible will be credited back to that card and if paid by bank transfer, it will be refunded back to the same bank account