



UNIVERSITY OF
WINCHESTER

**REGULATIONS FOR THE
PAYMENT OF UNIVERSITY FEES**



Document Title:	<i>Regulations for the Payment of University Fees</i>
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Approving Body:	Approved by Lawyers
Date of Approval:	
Date Effective From:	<i>1st September 2018</i>
Review Date:	Annually reviewed
Indicate whether the document is for public access or internal access only Indicate whether the document applies to collaborative provision? <i>(Strikethrough text, as appropriate)</i>	Public Access Internal Access Only Applies to Collaborative Provision
Summary: This document defines the regulations regarding the payment of student tuition fees.	

REGULATIONS FOR THE PAYMENT OF UNIVERSITY FEES

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1. COMMUNICATION

Email is our preferred method of communication. Emails from the Finance Office will be sent to the student's University of Winchester (University) email address. Students are expected to check for messages on their University email address at regular intervals.

Posted communications from the Finance Office are normally sent to the student's term-time address during the standard term and to the student's home address at other times. The Finance Office reserves the right to send communications to either or both addresses, at any time as appropriate, and where specific individual circumstances dictate. Students are expected to collect or arrange to have mail forwarded where appropriate.

Students are reminded that they must notify the University immediately there is any change in either their home or term-time address. Students should update their addresses on line by accessing 'My Record' except those in University accommodation, in which case they must contact Student Housing Services.

2. INTRODUCTION

- Fees are for the full academic year 2018/19 unless otherwise stated.
- Students are personally responsible for ensuring that all appropriate fees, fines and other charges, including any element of fees payable by others (e.g. Student Finance England or other sponsors such as employers) are paid in accordance with the regulations set out below.

As a student of the University and in accordance with the regulations, a student accepts a contractual liability to pay the tuition fees, University housing (residency) fees, and other relevant fees for the duration of their course. Tuition fees go towards the cost of the course and allow the University to provide the resources, staff contact and support you need. The fees you will be charged will depend on the mode of study you are undertaking. Please see www.winchester.ac.uk/studentsandmoney to find your fees.

It is no longer University policy to send invoices for tuition fees, your tuition fee will be stated in your offer letter. If you require a copy of your invoice, or have a query on your tuition fee, please email credit.control@winchester.ac.uk

3. ANY QUERIES?

For any financial enquiries please come to the Finance Office on the first floor of the Main Building which is open from 10:00 to 15:00 Monday to Friday. Alternatively any queries regarding payments can be discussed with the University's Credit Controller on +44 (0) 1962 827265.

Information concerning fees can also be found on www.winchester.ac.uk/studentsandmoney

4. WHAT WILL I HAVE TO PAY?

Tuition fees, housing fees and any other associated fees are reviewed annually, and the University reserves the right without prior notice to amend any of its fees. The current tuition fees can be found on www.winchester.ac.uk/studentsandmoney; for the latest accommodation licence charges please contact Student Housing Services.

5. HOW DO I PAY?

All payments made to the University must be made in £ pounds sterling. Any currency conversion costs or other charges incurred in making a payment shall be borne by the student, or the third party making the payment, and shall not be deductible from the amounts due to the University.

Fees paid in full at the start of the academic year can be made by either of the following payment methods:

- Most Major Credit card or debit cards (NOT American Express) via our online payment portal <https://payments.winchester.ac.uk/payments>
- A sterling bank transfer

(Please note, instalments are not available by these payment methods)

Bank Transfer

If a student chooses to pay the University by bank transfer then the student's bank will require the following information:

- The amount in sterling £
- Beneficiary's name: The University of Winchester
- Beneficiary's address: Winchester, Hampshire, SO22 4NR
- Beneficiary's bankers: National Westminster Bank, Winchester
- Beneficiary's account: 00343048
- Sort code: 55-81-26
- SWIFT/BIC: NWBKGB2L
- IBAN: GB17NWBK55812600343048

It is important that the University can identify the sender when the money is received into the University bank account therefore **please quote your student number**

The student must also instruct their bank that all charges (including those of the beneficiary's bank) are to be paid by the sender. Any difference between the amount due and the amount received will have to be settled by the student. Please retain a copy of the bank transfer document as it may be necessary to prove to the University authorities that the correct payment has been made.

By Credit / Debit Card

Credit and debit card payments can be made via our online payment portal <http://payments.winchester.ac.uk/payments> The University accepts most credit/debit cards (but NOT American Express). Before paying by this method, the student must ensure that there are sufficient funds, or your credit limit is high enough, to cover the value of the fees.

Fees Paid by Instalments - Recurring Card Payment (RCP) only

A recurring card payment (RCP) is an easy way to pay fees. This method of payment benefits both the University and the Student.

The advantages of paying by RCP are:

- it helps budget planning
- no queuing necessary to pay fees
- no worries about paying on time and therefore no risk of a late charge being imposed providing there are sufficient cleared funds available in the account on the due dates.
- it keeps administrative costs down and there is no extra charge for payment by instalments.

What fees can be paid by RCP?

Payment of tuition fees and Housing fees for undergraduate students who start in semester 1 and all postgraduate student fees can be made using the University's RCP Instalment Scheme.

How will I know when my fees will be taken from my account?

The student will receive a confirmation email to their University email account from the Finance Office to confirm the amounts and dates of the instalments which will automatically be collected from their card. The email should be received by the following dates

Tuition Fees

Semester 1 start

16th November 2018

Semester 2 start

15th March 2019

April Research Cohort

10th May 2019

Housing (residence) Fees

5th October 2018

If this email is not received by the above dates, please contact the Credit Controller in the Finance Office on +44 (0) 1962 827265.

Can I cancel an RCP mandate?

An RCP may be cancelled by giving the University at least 10 days' notice in writing to: studentpayments@winchester.ac.uk. The University shall confirm in writing to the student's email address.

If the student is having financial problems, please contact Finance straight away.

If Finance are not informed of any cancellations and the payment subsequently fails and is not paid by other means within 7 days of the due date, the student will be charged a late payment fee of £50 for recording this in the accounts and chasing for payment.

In the event that the University is unable, for any reason, to collect any payment for all or any part of the Fees from the Card, they will forfeit the choice to pay by instalments and the full outstanding fee will become payable immediately.

How long is my RCP mandate open for?

The RCP will be open for the duration of the academic year. At the end of the academic year, the mandate will be closed. A new RCP needs to be set up at the beginning of each subsequent academic year.

How do I set up an RCP?

Please visit our online payment portal at <http://payments.winchester.ac.uk/payments> and follow the instructions.

Please note that in order to qualify for the instalment scheme this must be completed by the 14th September 2018 for Residence fees and the 19th October 2018 for Tuition fees.

If you require any further information and guidance on the RCP Instalment Scheme, please contact the Credit Controller in the Finance Office on 01962 827265.

Please note that no other instalment plans are available so please take this into account when budgeting for the academic year.

6. CAN MY EMPLOYER OR ORGANISATION PAY MY TUITION FEES?

Yes. If an employer or other organisation agrees to pay all or part of a student's tuition fees the University will refer to them as the sponsor. The University will invoice the sponsor for the appropriate amount. Please note that parents, family and friends are not deemed to be sponsors. If they assist with payment of fees, the student is considered to be self-financing and must pay the fees accordingly.

Students will need to inform their sponsor of the following points:

- The sponsor must provide the University with an official letter on company headed paper and signed by an authorised person, OR provide the University an official signed purchase order containing the following information. Please note that a purchase order or letter of confirmation is required for each year of study.
- The student's (your) full name (and University ID number if known).
- The amount of tuition fees the sponsor wishes to pay for that student for the academic year.
- The academic year for which sponsorship applied.
- The name of the person, and organisation to whom the invoice should be sent and the email and postal address where the invoice should be sent.
- If appropriate, the purchase order or confirmation letter should be signed by the issuer
- A reference (or purchase order number) to be quoted (if applicable).

Your sponsor should attach a PDF of the letter or purchase order on headed paper and send via email to the following address prior to enrolment: credit.control@winchester.ac.uk

Please note that:

- The University reserves the right to reject a sponsor.
- The University reserves the right to reject a sponsor's letter or purchase order if the necessary information is not complete.
- A new letter or purchase order is required for each academic year of study.
- Payment by a sponsor is due on receipt of invoice; there is no instalment option.
- If your sponsor fails to pay or withdraws their support at any point in the year the student is still responsible for any outstanding fees and the University will hold them liable for this amount.

7. WHEN WILL I HAVE TO PAY?

Tuition fees

If the student has chosen not to take out a tuition fee loan, or does not satisfy the requirements for a tuition fee loan, they will be regarded as self-financing and will be required to pay their tuition fees in accordance with the payment terms of the University detailed below.

Please note – short courses (16 weeks or less) such as Pre-session courses must be paid in full on commencing the course.

Undergraduate Fees

UK, EEA and EU students

Students are required to pay their tuition fees in full, or to join the University RCP instalment scheme.

Fees are to be paid:

- in full by or at enrolment or,

- by RCP in **two** equal instalments on **1 December 2018** and **1 February 2019**.

Students funded by Lånekassen

Fees are to be paid:

- in full by or at enrolment or,
- by two equal instalments the first of which is due by / at enrolment and the second instalment by 18th January 2019.

Instalment payments can only be made via our online payment portal by following the link below. When making your online payment, if your invoice isn't showing to be paid, please select the "upfront payment" option for tuition and enter the amount you are paying. **(Please do not select Recurring Card Payment.)**

<https://payments.winchester.ac.uk/payments>

Overseas students (non EU)

The University requires all international students to make an initial tuition fee deposit before the Confirmation letter is released. The student will have been sent a 'Fee Deposit Information Sheet' detailing the amount of the tuition fee deposit. Please visit our on-line store <http://store.winchester.ac.uk/product-catalogue/student-payments/finance/tuition-fee-deposit-payments> to make this payment.

If the student requires a TIER 4 student visa, they will need to request a Confirmation of Acceptance for Studies (CAS) from the University's Admissions Team (see International Handbook for details).

Overseas students (non EU) are required to pay the balance of their tuition for 2018/19 as follows:

- in full by or at enrolment or,
- by RCP in **two** equal instalments on **1 December 2018** and **1 February 2019**.

Tuition fee deposits will be refunded if a student is unsuccessful with their visa application and can produce a valid, official visa refusal letter.

An international student who wishes to apply for a refund must notify the University's International Office in writing and supply the visa refusal letter.

Please note:

- A refund will be made to the individual or organisation that originally paid the deposit. If a third party has paid the deposit on behalf of the applicant the refund is made to that organisation. In that case, the University is unable to refund the deposit directly to the applicant.
- Due to money laundering regulations, refunds can only be made to the account from which the payment was made originally.
- Refunds will be made as soon as possible but exact times may vary depending upon the method by which the original payment was made.
- All refunds will be made in £ sterling. Any bank charges or currency conversion costs incurred in making a refund shall be borne by the student or the third party receiving the payment.
- The University will make an administration charge of £50 before issuing a deposit refund to students entitled to receive it.

Postgraduate Fees

Part-time and full-time postgraduate students

Part Time and Full Time Postgraduate Tuition fees are taken in line with the instalment plan selected by the student when they enrol online each year; payment dates for each are as follows:

Postgraduate students starting in semester 1:

- **2 equal instalments (suited to students receiving a Postgraduate Loan):** payments will be taken on 18 January 2019 and 10 May 2019
- **5 equal instalments:** payments will be taken on the 1st of each month -1st December 2018 to 1st April 2019 inclusive

Postgraduate students starting in semester 2:

- **2 equal instalments (suited to students receiving a Postgraduate Loan):** payments will be taken on 10 May 2019 and 1 October 2019
- **5 equal instalments:** payments will be taken on the 1st of each month -1st April 2019 to 1st August 2019 inclusive

Research students starting in April:

- **2 equal instalments (suited to students receiving a Postgraduate Loan):** payments will be taken on 1 May 2019 and 11 October 2019
- **5 equal instalments:** payments will be taken on the 1st of each month -1st June 2019 to 1st October 2019 inclusive

University Housing Residency Licence Charges:

Students living in University housing will be notified separately about housing costs. Students are required to pay housing licence fees in accordance with their Student Residential Licence Agreement and the appropriate Student Residence Regulations.

Residence fees can be paid in one of the following ways:

All students (except those funded by Lanekassen)

- in full before **12 October 2018** and receive a discount of £100 on the bill. Please note the discount only applies to those students paying for and using a full year's housing. If a student leaves the accommodation early the discount will be reclaimed. The £100 discount is per room, if there are multiple occupants, the discount will be pro-rata.
- by RCP in three equal instalments: **12 October 2018, 18 January 2019** and **10 May 2019**.

Students funded by Lanekassen:

- in full before **12 October 2018** and receive a discount of £100 on the bill. Please note the discount only applies to those students paying for and using a full year's housing. If a student leaves the accommodation early the discount will be reclaimed. The £100 discount is per room, if there are multiple occupants, the discount will be pro-rata.
- by two equal instalments the first of which is due by / at enrolment and the second instalment by 18 January 2019.

Payment information for students funded for Lanekassen

Instalment payments can only be made via our online payment portal by following the link below. When making your online payment, if your invoice isn't showing to be paid, please select the "upfront payment" option for accommodation fees and enter the amount you are paying. **(Please do not select Recurring Card Payment.)**

<https://payments.winchester.ac.uk/payments>

8. WHAT IF I MISS A PAYMENT DATE?

It is important that fees are paid on time. If any proportion of the fees or charges remain unpaid after the due date relevant to the chosen method of payment, the student will be recorded on the Student Record System as a debtor. Please see the section called "Consequences of non-payment of your fees" below for details.

The University operates a debt recovery programme in respect of all fees and charges owing to the University.

Any student experiencing difficulty with paying University fees should immediately contact the Finance Team email credit.control@winchester.ac.uk or telephone 01962 827265 so that the University can work with them regarding any payment difficulties.

Consequences of non-payment of your fees:-

If a student is unable to pay any fees on the due date for payment, the sooner they contact the Finance Office the better. It is usually possible to arrange a payment plan and this will help to avoid the University taking further action to recover what is owed.

- If fees are paid in any other currency than GB pounds sterling, the University will charge the student with the cost of converting the fees to pounds sterling
- If the student does not pay fees when they fall due for payment, the University will charge them an administration fee of £50 for recording this in the accounts and chasing for payment

The following are treated as late or non-payment and will attract a £50 administration fee:

- Failure to pay within 7 days of the Payment Due Date
 - Cheque returned unpaid by the banking system
 - Failure of a Recurring card payment – 2nd attempt
-
- If you have agreed to pay by RCP and a payment is not met, the balance of the fees becomes payable in full within 7 days of the rejected payment
 - The University may begin court proceedings against any student in debt to the University, but will give fair warning before doing so. In addition to the debt, the debtor may become liable for court fees, interest and enforcement fees. These can increase the amount owed by over 40%
 - If judgement for debt is entered against the student, they may find it difficult to rent accommodation in the private sector, obtain credit facilities or enter into mobile phone contracts for a period of 6 years
 - Late or non-payment of fees for accommodation may result in the University taking proceedings for eviction against the debtor
 - The student's contract with the University may be for the supply of more than one service and/or product (e.g. tuition, accommodation, internet, course materials or excursions etc.). If the student agrees to buy several products and/or services from the University and does not make all the agreed payments when they fall due, the University may refuse to continue to supply services and/or products until payment has been made
 - The University will not normally suspend a student from tuition (including Library access) during an academic year if they have paid at least 80% of their tuition fees and have a payment plan in place for the balance. The University may ask them to provide detailed evidence of their income and expenditure before agreeing a payment plan with them
 - The University may withdraw a student from study during an academic year if they have not provided evidence of funding for tuition fees by 14th October 2018

- The University will not normally prevent them progressing to the next academic year if they have paid at least 80% of their tuition fees and have a payment plan in place for the balance. The University may ask them to provide detailed evidence of their income and expenditure before agreeing a payment plan with them
- The University may refuse to give references to future landlords where the students are in debt to the University in respect of their housing
- The student and their guests will not be permitted to attend any award ceremony until the student has paid the University all money due under the contract
- The University will not normally accept a student onto a new program of study while they have debt with the University
- The University will try and contact a student promptly if they miss a Payment Date. The University will not normally suspend supplies until it has made at least 2 attempts to contact the student and given them a reasonable opportunity to pay what is owed or negotiate alternative arrangements for payment.
- If a student does not respond to the University's request for them to make contact to discuss their fees, the University may suspend the student's University IT access until they make contact with the Finance Office, or for a period of up to 14 days whichever is the shorter period. The University will warn the student of this consequence (and what needs to be done to avoid it) when making the 2nd attempt to contact you.

Suspension from a University IT account may make it difficult or impossible for a student to complete or submit coursework and will block access to their University email account. It may not be necessary to pay all outstanding debts before suspension is lifted, but the student will need to contact the Credit Controller if they want their University IT account to be restored in less than 14 days.

The University may, without notice to the student concerned, deduct from any sums due or becoming due to that student from the University, all sums owed to the University by the student.

Where monies have been received and there are tuition and housing fees outstanding, or if in addition to these, the student also has other outstanding debts to the University, the University will allocate funds to the earliest debt first.

9. WHAT IF I DECIDE TO WITHDRAW FROM MY PROGRAMME OF STUDY? WILL I STILL HAVE TO PAY MY TUITION FEES?

If a student withdraws from or interrupts their course after enrolment and during an academic year, they are liable to pay a proportion of their course fees.

These liabilities apply to all full time and part time students, regardless of source of funding.

Start Date	Date upon which the student's withdrawal or interruption is agreed by registry.	Proportion of course fee payable.
Semester 1	24 September to 14 October 2018	0%
	15 October 2018 to 13 January 2019	25%
	14 January to 6 May 2019	50%
	7 May to 24 May 2019	100%
Semester 2	14 January to 3 February 2019	0%
	4 February to 6 th May 2019	25%
	7 th May to 24 May 2019	50%
	23 September 2019 to 12 January 2020	100%
Research / Doctorate (1 October start)	1 October to 21 October 2018	0%
	22 October to 31 December 2018	25%
	1 January to 31 March 2019	50%
	1 April to 30 September 2019	100%
Research / Doctorate (1 April start)	1 April to 21 April 2019	0%
	22 April to 30 June 2019	25%
	1 July to 30 September 2019	50%
	1 October 2019 to 31 March 2020	100%

Please note: Withdrawal/Interruption of studies may affect your entitlement to University Financial support. Please refer to our website

<http://www.winchester.ac.uk/studentsandmoney> for more information.

Points to note for all students

- If a student wishes to withdraw or interrupt studies it is the student's responsibility to contact Registry and complete the appropriate form, and return their ID card, if appropriate.
- Withdrawal or interruption from study will become effective from the last date of attendance as specified on the official form.
- Failure to access services available to the student or non-attendance does not reduce your liability for fees due.
- If appropriate the student must inform Student Finance England of the 'Change of Circumstance'. (See <http://www.slc.co.uk/students/student-finance-england.aspx>)

Refund of University fees

The University will only process a claim for a refund of University fees when all other debts owed by the relevant student or on behalf of the relevant student to the University have been cleared.

Any refund by the University depends upon the initial payment method and will be made as follows:

- Credit/Debit Card – approved refunds will be made directly back to the card from which it was paid.
- Bank Transfer – approved funds will be made directly back to the bank from which it was paid.

Please note, all refunds requested will be subject to investigation by the University, and a student may be requested to provide further documentation should the University deem this necessary. All refund requests must be made in writing.

All payments from the University will be made in £ sterling. Any currency conversion costs or other charges incurred in making a refund shall be borne by the student or the third party receiving the payment.

10. REPEATING A YEAR

Students repeating all or part of an academic session will be charged the appropriate fee for that additional course of study.

11. ANY QUERIES?

If you have a financial enquiry please come to the Finance Office on the first floor of the Main Building which is open from 10.00 to 15:00 Monday to Friday. Alternatively any queries regarding payments can be discussed with our Income Team on +44 (0)1962 827536 / 827275.