



Tuition Fee Deposit Refund Policy 2023/2024



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<p>Summary: The Tuition Fee Deposit Refund policy for 2022/2023 needs to be revised/updated for the 2023/2024 cycle.</p> <p>The existing policy works well and the attached revised policy has been agreed between The Finance Office and the International Recruitment Team. The only change from 202/2023 is the removal of references to payment by bank transfer and the change to the FlyWire payment process.</p>	

INTERNATIONAL STUDENTS

POLICY ON REFUND OF TUITION FEE DEPOSITS

Academic Year 2023/2024

1. This policy states how and when a refund of the tuition fee deposit can be made.

Paying a Tuition Fee Deposit

2. International students who wish to study at the University may need to obtain a statement that confirms their place at the University; this is a Confirmation of Acceptance of Studies (CAS). A CAS statement enables international students to apply for a Student visa to enter the UK for the purpose of their studies. In order to obtain their CAS statement, an international student is required to pay a tuition fee deposit to secure their place at the University. This payment should be made directly by the student to the University of Winchester prior to the application for a visa. After paying the deposit, a student will be given a CAS statement by the University. Details of how the deposit can be paid are available at <https://landing-pages.flywire.com/landing/winchester>
3. Upon arrival at the University in Winchester, the tuition fee deposit that they have already paid will be automatically deducted from the tuition fees account for that academic year.
4. If the University is unable to deliver the programme onto which the student has accepted a place, or is not in a position to receive students onto the campus at the scheduled start of the academic year, and the student can therefore not register at the University, the tuition fee deposit will be refunded in full.
5. If the University is not prepared to issue a CAS statement to a student, as it feels the student would be unlikely to secure a Student Visa, the tuition fee deposit will be refunded in full. However, if the CAS statement will not be issued due to fraud on behalf of the student no refund will be payable.
6. If a student fails to register at the University of Winchester, having already paid a tuition fee deposit, an application for a tuition fee deposit refund may be undertaken. The University will consider making a tuition fee deposit refund in the circumstances described as follows:-

Ref number	Reason for not registering at the University	Action taken by the Student and the University	Outcome
1.	The student was not issued a CAS by the University because the University was not confident that the student would secure a Student Visa	The University will make a full refund of the tuition fees	Full refund, without any administration charge
2.	<p>The students' visa application is rejected because of an error made by the student. (Note 1) This may include:</p> <ul style="list-style-type: none"> • Submitting incorrect documents • Incorrectly completing the application form <p>See Note 1 at the end of this policy: visa checking service.</p>	<p>The student may apply for a refund of the tuition fee deposit.</p> <p>A refund may be made upon the request of the student, of up to half the amount of the tuition fee deposit. Evidence of the visa refusal will be requested by the University.</p>	Possible refund, depending on circumstances.
3.	The students' visa application is rejected because of an error made by either the University or by the UK Government Agency.	<p>The student may apply for a refund of the tuition fee deposit.</p> <p>A full refund is made upon request of the student. Evidence of the visa refusal will be requested.</p>	Refund, provided satisfactory evidence of visa refusal is supplied.

Ref number	Reason for not registering at the University	Action taken by the Student and the University	Outcome
4.	<p>The students' application for either a CAS statement or a visa is rejected as it was determined that fraudulent documentation was submitted by, or on behalf of, the student.</p> <p>The University determines that false and/or fraudulent information and/or documents have been submitted by the student, or on behalf of that student, in pursuit of a study place at the University.</p>	<p>The student may not apply for a refund of the tuition fee deposit.</p> <p>No refund will be made as the University's charge will match any deposit paid. Evidence of any visa refusal will be requested.</p>	No refund.
5.	The student changes their study plans with regard to registering at the University of Winchester.	<p>The student may apply for a refund of the tuition fee deposit.</p> <p>A refund will be made at the student's request with the following charges applied.</p> <p>If the student informs the International Student Recruitment Team in writing:</p> <ul style="list-style-type: none"> • 120 days or earlier before the start of their programme • 90-119 days before the start of their programme • 60-89 days before the start of their programme • 30-59 days before the start of their programme 	<p>A full refund will be made upon the student's request.</p> <p>A refund will be made upon the student's request subject to an administration charge of £50.</p> <p>A refund will be made upon the student's request, subject to an administration charge of £250.</p> <p>A refund will be made upon the student's request subject to an administration charge of £500</p>

Ref number	Reason for not registering at the University	Action taken by the Student and the University	Outcome
		<ul style="list-style-type: none"> • 15-29 days before the start of their programme • 0-14 days before the start of their programme, on the course start date or after the start of the programme 	<p>A refund will be made upon the student's request subject to an administration charged of £1,000.</p> <p>A refund will be made upon the student's request at the discretion of the University, for up to £1000, condition dependant.</p>
6.	<p>The student is unable to attend the University due to illness or other extenuating circumstances. Note 2</p> <p>See Note 2 at the end of this policy</p>	<p>The student may apply for a full refund of the tuition fee deposit.</p> <p>The University may issue a refund upon the student's formal written request. The student must also supply evidence to back up this request. This may include a doctor's letter confirming that they are unable to study or a letter/equivalent evidence from an independent professional (i.e. not a friend or relative) to confirm the circumstances. Administration charges may be applied at the discretion of the University depending on the evidence submitted by the student.</p>	<p>Possible refund, depending on circumstances. The refund may be subject to an administration charge at the discretion of the University.</p>
7.	<p>The student fails to meet the University entry requirements in sufficient time either to apply for a visa or to arrive at the University to start their programme on time.</p>	<p>The student may apply for a refund of the tuition fee deposit.</p> <p>The student must have contacted the University in writing to alert them to this issue or the potential for this issue at least 90 days prior to the start date of the programme. The student must then contact the University to formally request a refund. As part of this process the student must also submit their relevant documentation (usually academic transcripts or English language results but this will be determined by the University). This documentation must be the relevant documents with regard to any conditions the student has on their offer letter but that have not been met in time for registration.</p> <p>The University will then normally offer the student the opportunity to defer their place at Winchester to the next enrolment point for their programme. If the student does not take up this option then</p>	<p>Possible refund, depending on circumstances.</p>

Ref number	Reason for not registering at the University	Action taken by the Student and the University	Outcome
		<p>the University may issue a full refund to the student once it is satisfied that the student has done everything possible to try and meet the conditions of their offer. If the University is not satisfied that the student has done everything possible to meet their conditions an administration charge of £150, deducted from any refund, will be applied.</p>	
8.	<p>The student notifies the University that they are unable to pay the fees required to study at the University and that they are therefore unable to register.</p>	<p>The student may apply for a refund of the tuition fee deposit.</p> <p>The University requests evidence be provided to support any changes in financial circumstances. A refund will be made at the student's request with the following charges applied:</p> <p>If the student informs the International Student Recruitment Team in writing:</p> <ul style="list-style-type: none"> • 120 days or earlier before the start of their programme • 90-119 days before the start of their programme • 60-89 days before the start of their programme • 30-59 days before the start of their programme • 15-29 days before the start of their programme, on the course start date or after the start of the programme 	<p>A full refund will be made upon the student's request.</p> <p>A refund will be made upon the student's request subject to an administration charge of £50</p> <p>A refund will be made upon the student's request subject to an administration charge of £250</p> <p>A refund will be made upon the student's request subject to an administration charge of £500.</p> <p>A refund will be made upon the student's request subject to an administration charged of £1,000.</p>

Ref number	Reason for not registering at the University	Action taken by the Student and the University	Outcome
		<ul style="list-style-type: none"> 0-14 days before the start of their programme, on the course start date or after the start of the programme 	A refund will be made upon the student's request at the discretion of the University, for up to £1000, condition dependant.
9.	The student defers their offer to the next enrolment for a reason other than financial circumstances and/or not being able to meet their academic conditions.	<p>The student may not apply for a refund of the tuition fee deposit.</p> <p>The University will hold the deposit ready for the student to attend at a future date.</p>	No deposit refund is made.

If your circumstances are not described above, the University will review each request for a tuition fee deposit refund on a case-by-case basis.

Any request for a tuition fee deposit refund must be made within 90 days of the start of the academic term listed on the student's offer letter.

Registration at the University of Winchester entitles a student to all student benefits. After a student has arrived at the University and registered for their course, they are not eligible to apply for a refund of their deposit.

Any request for a tuition fee deposit refund must be made by the student in writing. A request from another person or organisation is not acceptable. A request for a refund of a tuition fee deposit should be sent to international@winchester.ac.uk or by post to:

International Student Recruitment

The University of Winchester

Sparkford Road

Winchester

Hampshire

SO22 4NR

England

The University will acknowledge any refund request by email using the email address provided by the student in their **course application** to the University. The number of days notice that the University is given by a student applying for a refund will be determined by the date on which a request is received by the International Recruitment Team.

Processing of refunds

If a refund request is accepted by the International Recruitment Team and meets the relevant refund criteria, any approved refund will be processed by the University's Finance Department.

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 will be made to that organisation. In that case, the University is unable to refund the deposit directly to the applicant.
- Due to UK money laundering regulations, refunds can only be made to the account from which the payment was originally made.
- A refund will be made as soon as possible. Exact times may vary depending upon the method by which the original payment was made.
- A refund 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.

Administration charges

The administration charges that are made reflect the range of costs incurred by the University at various stages leading up to the start of courses and programmes. Such costs include commitments to all relevant staff, accommodation, facilities, equipment and other resources.

Notes

Note 1 The University offers a full visa checking service. This is available to all students and is provided by the International Office. This includes help with checking all forms and documents prior to submission as well as being available for any questions or queries. Please contact the International Recruitment Team for this assistance. As this is available to all students, any mistakes made by a student who has not sought the help of the University will be deemed the responsibility of the student and an administration charge may be levied on any tuition fee refund.

Note 2 The University will determine extenuating circumstances; students are strongly advised to contact the University.