



UNIVERSITY OF SUFFOLK  
TUITION FEE POLICY  
2023/24

## University of Suffolk

### Tuition Fee Policy

This document sets out the University of Suffolk (“the University”) policy concerning the charging and collection of fees.

This policy comes into force for all courses of study from the academic year starting 1 August 2023, at which point it supersedes all previous versions. It is to be reviewed annually by the Director of Finance & Planning.

The Finance and Planning Department will only discuss accounts including fee and payment options over the phone after security questions are answered correctly. Please have your student number ready when you contact the department. Students must give written consent to the department if they would like a third party to discuss their account on their behalf.

This policy is applicable to all new and continuing students studying at Ipswich, one of the University of Suffolk Partner Colleges or at any other partner institutions, with the exception of the following:

- Students studying the Foundation Degree in Youth Justice; BA (Hons) Youth Justice; Managing and Coaching; Crime, Criminology and Criminal Justice BA (Hons) or Youth Justice Effective Practice in conjunction with UNITAS should contact UNITAS directly with any queries in the first instance. Alternatively, students can contact the University of Suffolk Partnerships department ([partnerships@uos.ac.uk](mailto:partnerships@uos.ac.uk)).
- Students studying through the Higher Apprenticeship Scheme should refer to [section 4](#) only.

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## A. TUITION FEE INFORMATION

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### 1. General Information

- 1.1 Within this policy, and in all other official University of Suffolk documentation, the term 'fees' is deemed to include all standard and supplementary tuition fees and any other fees.
- 1.2 For some courses, additional fees may be chargeable for optional trips, residential courses and/or consumables. Any additional compulsory course costs have been detailed in the Definitive Course Records, which can be found on [MySuffolk](#) (login required).
- 1.3 If modules need to be re-taken to continue or complete a course, fees will be charged at the standard University of Suffolk fee as listed on the University website.
- 1.4 Upon enrolment, students seeking RPL (Recognition of Prior Learning) will initially be charged full-time fees, or 100% of the module fees if part-time. 100% of the module fee applicable to the accreditation will subsequently be refunded upon confirmation of credits awarded. Full time undergraduate students awarded RPL that still have 90 credits or more to complete in an academic year will be invoiced the full-time fee. Students on a master's programme may not be eligible for the master's loan if they are not taking 180 credits. If a student has RPL applied this will reduce the credits to below this level. Please refer to Student Finance England for further advice.
- 1.5 For RPL awarded through experience, 50% of the module fee applicable to the accreditation will be charged.
- 1.6 When a student is approved for intercalation, tuition fees will be charged inline with the liability points outlined in [Appendix 1](#). Upon return to study, students will be charged the remaining tuition fee.
- 1.7 Fees for all courses are payable annually at the start of each academic year, defined as a twelve-month period.
- 1.8 The University will publish its tuition fees for courses, programmes, and modules on its website prior to the start of an academic year.
- 1.9 Students will be required to pay the fees applicable to their programme of study. Fee levels are determined based on fee status and mode of attendance for each period of registration.
- 1.10 Any exceptional variations in tuition fees charged or the application of tuition fee policy is at the sole discretion of the Director of Finance and

Planning.

- 1.11 Undergraduate students that commenced their course prior to 1 September 2012 and are continuing without a change in mode of attendance or break in their studies are considered old regime students.
- 1.12 Undergraduate students studying over 90 credits in an academic year will be invoiced full-time fees.
- Undergraduate part-time students will be eligible to apply for a student loan from their relevant funding body<sup>1</sup> if studying at least 25% of the full time equivalent (up to the maximum amount approved by the Student Loan Company.) See <https://www.gov.uk/get-undergraduate-student-loan>.
- 1.13 Undergraduate students studying one year of study over two academic years will be invoiced 50% of the total full-time tuition fees in each academic year.
- 1.14 Students studying accelerated degrees are subject to the liability points as detailed in [Appendix 1](#) and fees may be calculated in conjunction with engagement on the course as defined in section [11](#). Tuition fees charged are not influenced by the credits or level awarded to a student in an academic year.
- 1.15 Fees for postgraduate courses will be subject to at least an annual review on 1 September of each year; changes to fees will apply irrespective of the year in which study was commenced.
- 1.16 In the event a student who is in receipt of a student loan wishes to change their mode of attendance (full time to part time, part time to full time), it is the students' responsibilities to seek advice from Student Finance England to understand the financial implications. Students may become liable for part or all their tuition fee.
- 1.17 Regulations to determine whether a student is a Home, EU\* or an international student are available on the UK Council for International Student Affairs (UKCISA) website at [www.ukcisa.org.uk](http://www.ukcisa.org.uk). These regulations are used to determine a student's fee status. Only in exceptional circumstances and in certain categories under certain rules the fee status may be amended.
- 1.18 The onus is upon individual students to provide sufficient information and documentation to satisfy the institution that they meet the criteria to be classified as home status for the purpose of fee calculation. The University's decision is final on whether a student is a home, EU\* or an international student, but will be based upon the facts that the student provides.
- 1.19 It is the responsibility of the students to update University of any changes

in their contact details. Communications regarding fees are sent via emails to the students' University email accounts.

\*EU- The Definition of EU is in line with UKCISA determination of fee Status for Academic Year 2020/21. As such it includes Iceland, Liechtenstein, Norway, and Switzerland

<sup>1</sup> Relevant funding bodies are Student Finance England, Student Finance Wales, Student Finance Northern Ireland, and the Student Awards Agency for Scotland

## **B. INTERNATIONAL STUDENTS**

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### **2. University of Suffolk International Students**

- 2.1 Individuals requiring a student route visa to study in the UK will need to provide evidence they have sufficient funds to cover tuition fee costs and 9 months living expenses, upon application for the first year of their course. Evidence requirements may include, but not limited to, bank statements for self-funding and sponsored students.
- 2.2 Student route international applicants are required to pay a £3,000 deposit to secure a place on their chosen programme of study and to receive a Confirmation of Acceptance of Studies (CAS) for their visa application. A CAS will not be issued until the deposit has been received. Payment terms may vary per course. Please see Appendix 2 for further information.
- 2.3 International students studying a postgraduate master's programme over 2 years should also refer to section 6.

## **C. FUNDING SOURCES FOR TUITION FEES**

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### **3. Contract Funded Courses**

- 3.1 Students on the courses where tuition fees are funded by an employer contract with the University will not generally be required to pay tuition fees. Please see [Appendix 3](#) for the list of the courses.
- 3.2 Students not covered by an employer contract, not sponsored by a funding body, or required to repeat study where the employer or other funder does not agree to meet fees for retakes, will be required to pay the applicable University tuition fee.
- 3.3 Students not covered by an employer contract with the University but are sponsored by their employer, should refer to [Section 8](#).

### **4. Higher Apprenticeships**

- 4.1 For students studying higher apprenticeships, the fee will be agreed between the apprentice's employer and the University.

- 4.2 Employers are liable for fees that are agreed with the University in excess of the Education and Skills Funding Agency (ESFA) fee caps. These excess fees will be invoiced directly to the employer.
- 4.3 For further information, please refer to the [Education and Skills Funding Agency \(ESFA\) apprenticeship guidance](#).

## **5. University of Suffolk and Partner College Employees**

- 5.1 All University employees wishing to undertake a course of study must present an appropriately authorised staff development form to the University's Finance and Planning department prior to enrolment.
- 5.2 All employees at an official Partner College must have their employment confirmed by a senior member of staff at the Partner College to the University's Finance and Planning department via an online staff development form before the start of each academic year. Recognized accredited HE employees of Partner Colleges must arrange confirmation of status from the Partnerships Office ([partnerships@uos.ac.uk](mailto:partnerships@uos.ac.uk)).
- 5.3 Further details and employee liability points for all University of Suffolk and Partner College employees, including rules upon leaving employment, can be found in the Support for Staff Academic and Professional Qualifications Policy on [MySuffolk](#).

## **6. Postgraduate Full Time Masters studied over 2 years.**

- 6.1 Individuals studying a master's programme full time over 2 years will be invoiced 50% of the course fees upon enrolment in year 1 and 50% of the course fees upon enrolment in year 2.
- 6.2 Individuals who exit the programme during the original 2-year study period may be liable to pay additional fees to ensure all credits awarded have been paid for.
- 6.3 For tuition fee payment terms home students should refer to section 8 and international students should refer to Appendix 2.

## **D. PAYMENT OF TUITION FEES**

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## **7. General Terms**

- 7.1 The student will be provisionally notified of fees payable during online enrolment. The University reserves the right to amend fees charged should any errors or omissions be discovered.



- 7.2 Students and/or their sponsors will be invoiced upon enrolment, irrespective of the semester in which the module will be studied. For the tuition fee liability points please see [Appendix 1](#).
- 7.3 All invoices generated by the University are due for payment within 30 days of the date of invoice.
- 7.4 All tuition fees are payable to the University, regardless of the location of study.
- 7.5 The student and/or their sponsor are responsible for the prompt payment of all fees due.
- 7.6 Fees for self-funding students may be paid by the following methods:
- Online via a credit or debit card at <https://onlinepayments.ucs.ac.uk>
    - We accept payment by VISA, MasterCard, VISA Purchasing, Maestro, or Delta
  - By bank transfer to the University of Suffolk bank account:
    - Sort Code: 20-46-67
    - Account Number: 50207101
    - IBAN Number: GB14 BARC 2046 6750 2071 01
    - Swift Code: BARCGB22
  - By direct debit to the University of Suffolk bank account

## 8. Paying in instalments (Home Students Only)

- 8.1 If students would like to pay by instalments, they are required to contact Finance to request approval. Payment plans are only applicable to the current academic year. If future payment plans are required, approval will need to be sought in the relevant academic year. Please contact [finance@uos.ac.uk](mailto:finance@uos.ac.uk).
- 8.2 In the event, a payment plan request is not approved by Finance, full payment of the outstanding balance is due within 30 days of the invoice date, as per our credit terms. If an approved payment plan is not adhered to, chase actions and sanctions (as detailed in [sections 13](#)) may be instigated.
- 8.3 Where changes occur after enrolment that affect tuition fees or the duration of study, the agreed payment plan will be reassessed. Instalment values & duration may be adjusted to reflect the students' revised circumstances. Students will be advised of any required adjustments.
- 8.4 Self-funding students may request to pay their tuition fees by instalments, subject to Finance approval.
- 8.5 Undergraduate full-time students may request to pay in nine equal monthly instalments to start no later than the month after the course start date and should be received no later than the last working day of each month, subject to Finance approval.
- 8.6 Postgraduate full-time students may request to pay tuition fees in three instalments by no later than the last working day of each month. Instalments are 33% of fees payable in the course start month, 33% of fees payable 4 months after course start date and 34% of fees payable 7 months after course start date, subject to Finance approval.
- 8.7 Part time students may request to pay tuition fees over the duration of their study period in the academic year, subject to Finance approval. Payment periods may be shortened as appropriate.
- 8.8 PHD students may request to pay tuition fees in equal monthly instalment. The first payment must be received no later than the last working day of the following month following the course start date. Subsequent payments must be received by the last working day of each month. The final payment must be received before the end of the academic year. Payment plans are subject to Finance approval.
- 8.9 All tuition fees must be fully paid by the end of the study period in each academic year.
- 8.10 Students wishing to pay their instalments by direct debit should return a direct debit mandate form immediately after agreement from Finance. Signed and completed forms should be emailed to [finance@uos.ac.uk](mailto:finance@uos.ac.uk). All direct debits are

collected on the last working day of each month. Changes to the amount of the direct debit will be communicated to students in accordance with the direct debit guarantee.

## **9. Fees paid by Sponsor/Employer.**

- 9.1 Students who are sponsored to attend a course by an employer will be required to provide a completed Invoice Authorisation Form (IAF), signed by an appropriate person within their organisation, prior to commencing their course. The form should be emailed to [finance@uos.ac.uk](mailto:finance@uos.ac.uk).
- 9.2 Failure to submit a completed IAF will result in students being liable for the outstanding balance, subject to chase actions and sanctions as detailed in [sections 12](#) and [13](#).
- 9.3 If fees are only part-paid by an employer or sponsor, the balance of fees will be invoiced to the student shortly after the commencement of the course.
- 9.4 Students remain personally responsible for the payment of any additional fees in respect of trips, residentials and materials.
- 9.5 Should employers or sponsors fail to pay invoices for tuition fees, students will be held personally liable for the value of any outstanding fees. Students may be subjected to sanctions detailed in [section 13](#).

## **10. Fees paid by the Student Loans Company (SLC)**

- 10.1 Undergraduate students who expect all or part of their fees to be paid by a loan from the SLC must apply for loan funding prior to each year of study.
- 10.2 The University will be notified by the SLC of students that have been approved for a tuition fee loan. The SLC will pay fees directly to the University in instalments in line with confirmed attendance dates throughout the academic year.
- 10.3 It is the student's responsibility to ensure that SLC funding is in place prior to the start of the course in each academic year. Until funding is secured, University tuition fees will be the personal responsibility of the student who will be chased for payment in accordance with the University Credit Control procedures as detailed in [section 12](#).
- 10.4 If the full fees are not covered by the SLC funding, the students will be liable for the remaining balance. The University reserves the right to charge the balance.
- 10.5 Students who are suspended or under appeal may have their funding from the SLC suspended.

## E. REFUND OF TUITION FEES

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### 11. Refunds

- 11.1 Due to money laundering regulations, refunds can only be made to the account from which the payment was made originally. If the payee's name of the refund account is different from the student's name, we may require further information.
- 11.2 If a course is closed during the 2022/23 academic year, or provision is withdrawn by the University for reasons other than as in section 10.4, and a suitable alternative course is not available, then a full refund of all tuition fees paid for the year in which the course is closed will be made. In these circumstances, bursaries and scholarships already paid to individual students will be honoured. The University will arrange to compensate students for additional travel costs incurred because of a change in the location of a course delivered by the University; for maintenance costs where students must transfer courses or provider, and for maintenance costs and lost time where it is not possible to preserve continuation of study. In all cases the amount of this compensation will be at the discretion of the University, based on a fair assessment of the student's individual circumstances.
- 11.3 Refunds resulting from closure of a course or withdrawal of provision by the University will normally be made automatically to students within 28 working days of the withdrawal of such provision. This will be as follows:
- In relation to students in receipt of a tuition fee loan from the Student Loans Company (SLC), we will notify the SLC to zero the tuition fee loan payable to the University for the current year of study. This will lead to the SLC zeroing the tuition fee debt due to them by the student.
  - In relation to students who are self-funding their tuition fees, we will zero the debt for the current year of study and will refund the student any sums paid to the University in relation to that debt.
  - In relation to students whose tuition fees are paid by a sponsor, we will zero the debt for the current year of study and will refund the sponsor any fees paid to the University in relation to that debt.
- 11.4 The University will not be liable for the refund of fees to students (or their sponsors), or any other financial penalty should classes be cancelled due to war, fire, strike, lock-out, industrial action, tempest, accident, civil disturbance, pandemic, or any other cause whatsoever beyond its control.

## F. TUITION FEE LIABILITY POINTS

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### 12. General Information

- 12.1 Tuition fees will be charged in accordance with the liability points outlined in [Appendix 1](#) when students withdraw, intercalate, transfer, or change modules.
- 12.2 All students must notify the University of their confirmed withdrawal from their course via the online withdrawal request on O.A.S.I.S. The date this is submitted will be used to calculate fee liability. We cannot accept UCAS self-release clearing as a confirmation of withdrawal.
- 12.3 Tuition fees may be calculated in conjunction with engagement on the course as defined in section 11.4.
- 12.4 The University considers all areas of engagement, including, but not limited to, attending lectures, tutorials and other timetabled teaching events, submission of assignments, taking of exams, accessing online materials, using University facilities and communication with University staff.
- 12.5 Home students withdrawing or intercalating with tuition fees payable, but before an approved tuition fee loan from the SLC is in place, may not be eligible to receive any funding from the SLC and will therefore be personally liable for any fees due.
- 12.6 The liability points for Postgraduate Research (PhD) students are based on enrolment date instead of course/ module start date.
- 12.7 Full time liability points will be applied to part time students studying yearlong modules.

## G. CREDIT CONTROL

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### 13. General Information

- 13.1 Debts will be routinely chased once they fall outside of the standard University of Suffolk credit terms.
- 13.2 Chase action will be a mixture of emails, letters, or telephone calls.
- 13.3 The Finance and Planning department may contact the relevant Course Administrator or Partner College HE Administrator to discuss individual cases of non-payment of students' fees to ensure effective communication of all relevant information surrounding the debt. Students should keep the Finance and Planning department informed of any circumstances that may lead to a delay in the payment of fees.
- 13.4 A student with tuition fee who is due to re-enrol on their next year of study must contact The Finance and Planning Department ([finance@uos.ac.uk](mailto:finance@uos.ac.uk)) to settle any outstanding tuition fees before commencement of that year of study. Re-enrolment will be suspended until such time as the debt is cleared in full. The University reserves the right to intercalate or withdraw the students from the course should the debts remain outstanding.

### 14. Sanctions

- 14.1 Debts remaining overdue may lead to the imposition of sanctions against the student account.
- 14.2 Where debt remains overdue on sponsor accounts, sanctions may be imposed on the student accounts.
- 14.3 Defaults on payment and overdue tuition fee debt is treated seriously and may lead to sanctions including (inter alia):
- Suspension of library facilities
  - Suspension of IT access
  - Suspension from academic activities, including prevention from taking assessments, attending exams, and viewing results.
  - Withholding of payments due from the University, such as bursary payments
  - Withholding of certification, diploma or parchment confirming qualifications
  - Withholding invitations to attend graduation ceremonies.
  - Withdrawal from the course
  - A bar on (re)enrolling in the following or any subsequent academic years on any University of Suffolk courses at any location.

- 14.4 The University reserves the right to refer unpaid accounts onto an external debt collection agency to pursue and recover sums due. The University may take legal action to recover the debt. Any associated costs will be added to the outstanding debt, and this may affect your ability to obtain credit in the future.
- 14.5 For the avoidance of doubt, no sanctions will be imposed where full payment has been received into the University bank account or where an approved payment plan is in place to clear the outstanding debt before (re)enrolling and is adhered to.

## H. BURSARIES AND SCHOLARSHIPS

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### 15. General Information

Please refer to the [Fees and Finance section of MySuffolk](#) (login required) or the University of Suffolk [website](#) for information on all available bursaries and scholarships.

## Appendix 1

The dates below are in relation to a student studying in the 2023/24 academic year only. For students studying in subsequent academic years the dates will differ slightly and this table will be updated as soon as the new dates are available.

### Home Students - Full Time

These liability points are also applicable to part time students studying yearlong modules.

Course Start Month	25% Course Cost	50% Course Cost	100% Course Cost
Aug 23– Nov 23	After 2 weeks of the course start date	After 7 Jan 24	After 7 Apr 24
Dec-23	After 2 weeks of the course start date	After 28 Jan 24	After 28 Apr 24
Jan 24 – Feb 24	After 2 weeks of the course start date	After 7 Apr 24	After 18 Aug 24
Mar-24	After 2 weeks of the course start date	After 28 Apr 24	After 15 Sep 24
Apr 24 – May 24	After 2 weeks of the course start date	After 18 Aug 24	After 5 Jan 25
Jun-24	After 2 weeks of the course start date	After 15 Sep 24	After 26 Jan 25
Jul-24	After 2 weeks of the course start date	After 5 Jan 25	After 6 Apr 25

### Home Students - Part Time

Students studying yearlong modules should refer to the full-time liability points above.

Module Start Month	25% Module Cost	50% Module Cost	100% Module Cost
Aug 23– Nov 23	After 2 weeks of the module start date	After 7 Jan 24	After 7 Apr 24
Dec-23	After 2 weeks of the module start date	After 28 Jan 24	After 28 Apr 24
Jan 24 – Feb 24	After 2 weeks of the module start date	After 7 Apr 24	After 18 Aug 24
Mar-24	After 2 weeks of the module start date	After 28 Apr 24	After 15 Sep 24
Apr 24 – May 24	After 2 weeks of the module start date	After 18 Aug 24	After 5 Jan 25
Jun-24	After 2 weeks of the module start date	After 15 Sep 24	After 26 Jan 25
Jul-24	After 2 weeks of the module start date	After 5 Jan 25	After 6 Apr 25



## Appendix 1 (Continue)

### International Students - Full Time

These liability points are also applicable to part time international students studying yearlong modules.

<b>Course Start Month</b>	<b>80% Course Cost</b>	<b>100% Course Cost</b>
Aug 23 – Nov 24	After 2 weeks of the course start date	After 7 Jan 24
Dec-23	After 2 weeks of the course start date	After 28 Jan 24
Jan 24 – Feb 24	After 2 weeks of the course start date	After 7 Apr 24
Mar-24	After 2 weeks of the course start date	After 28 Apr 24
Apr 24 – May 24	After 2 weeks of the course start date	After 18 Aug 24
Jun-24	After 2 weeks of the course start date	After 15 Sep 24
Jul-24	After 2 weeks of the course start date	After 5 Jan 25

### International Students - Part Time

International students studying yearlong modules should refer to the full-time liability points above.

<b>Modules Start Month</b>	<b>80% Module Cost</b>	<b>100% Module Cost</b>
Aug 23 – Oct 23	After 2 weeks of the module start date	After 10 Nov 23
Nov 23 – Dec 23	After 2 weeks of the module start date	After 7 Jan 24
Jan 24 – Feb 24	After 2 weeks of the module start date	After 10 Mar 24
Mar 24 – Apr 24	After 2 weeks of the module start date	After 12 May 24
May 24 – Jun 24	After 2 weeks of the module start date	After 7 Jul 24
Jul-24	After 2 weeks of the module start date	After 11 Aug 24

## Appendix 2

### International Student Tuition Fee Payment Terms

1. Individuals requiring a student route visa to study in the UK will need to provide evidence of sufficient funds to settle tuition fee costs and 9 months living expenses, upon application for the first year of their course. Evidence required may include, but not limited to, bank statements for self-funding and sponsored students.
2. Applicants are required to pay a £3,000 deposit to secure a place on their chosen programme of study and to receive a Confirmation of Acceptance of Studies (CAS) for their visa application. A CAS will not be issued until the deposit is received.
3. The full tuition fee will be invoiced upon enrolment. International applicant CAS deposits will be subtracted from the total amount of tuition fees owed. Full payment of the outstanding balance is due within 30 days of the invoice date, as per our credit terms.
4. If students would like to pay by instalments, they are required to contact Finance to seek approval. Payment plans are only applicable to the current academic year. If future payment plans are required, approval will need to be sought in the relevant academic year.
5. In the event, a payment plan request is not approved by Finance, full payment of the outstanding balance is due within 30 days of the invoice date, as per our credit terms. If an approved payment plan is not adhered to, chase actions and sanctions (as detailed in [sections 13](#)) may be instigated.
6. Where changes occur after enrolment that affect tuition fees or the duration of study, the agreed payment plan will be reassessed. Instalment values & duration may be adjusted to reflect the students' revised circumstances. Students will be advised of any required adjustments.
7. Students may request to pay the balance in two instalments. 50% of the outstanding balance to be paid within 30 days of the invoice date with the remaining balance payable within 14 days of the start date of the second semester, subject to Finance approval. Please contact [finance@uos.ac.uk](mailto:finance@uos.ac.uk).
8. Deposits will be reimbursed in full, less £100 administration fee, if evidence of a visa rejection is received and verified from the relevant UK visa office. Refunds will not be given if the reason for the visa rejection is due to the failure to follow UK Visas and Immigration (UKVI) guidance or submission of fraudulent documents.
9. Refunds will be considered on a case-by-case basis and the University reserves the right to withhold any refund until the student can satisfy the institution that he or she has not breached any terms of their visa sponsorship, if applicable. If a student route student decides to withdraw from the course and a refund is due for the overpayment of fees, a £30 administration fee will be deducted from the refund.
10. In all cases, if a student route student withdraws from their studies, the University is required to inform the UK Visas and Immigration office (UKVI) who will expect a student to leave the country within 60 days. At the end of the 60-day period, UKVI

may curtail a student's visa without notice.

## Appendix 3

### List of Contract Funded Courses

- Foundation Degree in Network Engineering or Software Engineering.
- Pre and Post Registration health courses including Continuing Professional Development courses where tuition fees are settled by a contract with Health Education England (HEE).
- Foundation Degree in Youth Justice, BA (Hons) Youth Justice, Managing & Coaching, Youth Justice Effective Practice, Criminal Justice, Crime, Criminology & Crime Justice BA (Hons) covered by a contract with UNITAS.
- Postgraduate Certificate in Education (PGCE) in conjunction with Suffolk and Norfolk School-centered initial teacher training (SCITT)
- Any future adjustments will be updated on our website.