



Finance & Procurement

**2020/21 Regulations for the Payment of University Fees and other related financial information**

Undergraduate, MArch, PGCE and Other Non-Postgraduate Students

These Regulations have been equality impact assessed. The persons responsible for equality impact assessment for these Regulations are the Student Billings Manager and the Head of Finance Service Centre.

**Links to external websites or advice organisations have been provided for further assistance, however the University is not responsible for any advice that they may provide.**

# Key Facts

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- Students who **engage with the programme for more than 2 weeks** following the programme start date **will incur tuition fees (hereafter called fees)** see **Section 4)**
- The University may **recalculate** fees, (with the exception of RPL fees) for example in the event of withdrawal, suspension, programme transfer, or change in study mode, depending on student engagement with the programme (see **Section 4)**
- Students **must** make sure they have the **means** to fund their education and living costs or have funding arranged **before enrolling** on the programme. **Sanctions will apply** should students fail to pay fees in accordance with these Regulations (see **Section 7)**
- It is the responsibility of the student to keep in regular contact with all relevant areas of the University regarding any issues which may result in a period of non-engagement (such as medical or other personal reasons)
- All withdrawals and suspensions have to be approved in a timely manner within the academic year **and must be requested through the correct University process**. Backdated requests will not be accepted. **Medical evidence will be required for all health related suspensions**
- Suspensions - If studies are recommenced at an earlier point or the student starts a different programme, **further fees will apply**
- Programme fees are charged annually (based on the information held at the time of assessing the fee) and will be displayed during online enrolment **along with any other fee elements, discounts/scholarship if known at the time of online enrolment** (see **Section 2)**
- All programme fees for the academic year are payable **before the start of the programme** unless:
  - Third party funding has been arranged (including funding from the University)
  - An **instalment plan** has been agreed (see **Section 3)**
- If students have arranged **funding to pay fees**, evidence of this must be supplied (with the exception of Apprenticeship and Student Finance tuition fee loan/grants funding). The University will make every effort to collect fees from a third party, however should no payment be made, **students will be liable to pay (with the exception of Apprenticeship students)** (see **Section 3)**
  - If approved funding has not been received prior to students Online Enrolment students will be invoiced as a self-paying student until funding has been received.

- University accommodation rents are payable either **in full** or by agreed **instalments** in line with the accommodation contract (see **Section 6**)
- If any changes or errors in fees charged are identified, the University will notify students as soon as possible (see **Section 2.c**)
- Fees may apply for Recognition of Prior Learning (RPL) (see **Section 2.g**)
- There may be additional costs associated with your programme of study that do not form part of your tuition fees. Further details are available in the e-prospectus.
- **Students in receipt of funding from Student Finance will not receive maintenance loan payments if they are repeating a year without attendance**

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# 1. General Information

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## a. Who these regulations are for

These regulations apply to all new and continuing **Undergraduate Degree, Foundation Year, MArch, Integrated Masters** and **PGCE** students.

**Please note: Undergraduate regulations apply for any MSc Pre Registration students whose funding authority is Student Finance England.**

Regulations for **Postgraduate Taught** and **Postgraduate Research** students can be found at [www2.finance.mmu.ac.uk/students](http://www2.finance.mmu.ac.uk/students).

## b. What these regulations are about

Manchester Metropolitan University (the University) is committed to a **fair and transparent policy** in respect to charges made to students.

These regulations set out the fundamental tuition fee charging principles of the University, including information about how tuition fees are charged, and how fees are recalculated should students study or circumstances change. These regulations also describe how students can pay tuition fees and the consequences for non-payment.

## c. University correspondence and holding financial information

The University generally sends all fee and finance related correspondence via **email**, to Manchester Met student email addresses and any external email held on the University student records system. The University may also contact students by text, by post or over the telephone.

A Manchester Met **finance account** will be created for all students. Finance accounts are held in the University's accounting system, and record all accounting entries relating to invoices, credit notes, payments, and adjustments. Students can request a full statement of account at any time by contacting the **Student Billings** team.

## d. Refunds

These regulations will cover how fees are adjusted if a student transfers or leaves their programme. If these changes result in an overpayment of fees these will be refunded to the original payer, generally by the most recent payment method.

All refund requests must be made **by email** to [refund@mmu.ac.uk](mailto:refund@mmu.ac.uk). The University will **only** process a claim for a refund when **all other debts** owed by the recipient to the University **have been cleared**. Student refunds relating to programme fees will not be processed until any sponsor debt is cleared.

Due to administration costs, refunds will only be processed for amounts **over £15**.

For further information regarding Accommodation Application Fee refunds please refer to <http://www2.mmu.ac.uk/accommodation/contract-information/policies/>

For further information regarding refunds for initial programme payments please refer to your offer pack.

**Please note:** Refund admin charges may apply to **overseas tuition fee deposits** (refer to [www2.mmu.ac.uk/international/fees-and-funding/how-and-when-to-pay/](http://www2.mmu.ac.uk/international/fees-and-funding/how-and-when-to-pay/)).

**Please note:** If an invoice has been paid whereby a change in funding applies, i.e. student invoice paid and an external sponsor letter received, refunds will not be processed to the student until the sponsor invoice has been paid.

#### Guidance Notes

(Tuition, accommodation, met card & other associated fees)

Any **payment of a refund** approved by the University **will be made** as follows, **in accordance with the original method of payment by the relevant payer:**

**Credit/ Debit Card/Auto Card Payments including online payment** – approved refunds will be made directly back to the card from which it was paid.

**Bank Transfer** – approved refunds will be sent to the bank from which the original payment was made. If this involves a payment to an international bank account, please be aware that this process can take significantly longer than a payment to a UK bank account due to the payment passing through an intermediary bank.

**Flywire** – approved refunds will be made back to the Flywire bank account, Flywire will refund directly to the originating payer's bank account and apply the same rate of exchange that the payer received when the payment was made. Flywire will apply a £9 charge for all bank transfer refunds, card refunds are free.

**Cheque** – approved refunds will be made by BACS to a UK sterling bank account from which the original payment was made. Bank details should be supplied. If the cheque was drawn on an international bank please refer to the above guidance notes regarding bank transfer payments.

**Cash** – approved refunds will be made by BACS if it is to a UK sterling bank account or by bank transfer to overseas bank accounts. Bank details should be supplied.

**Met Card** - approved refunds will be made by BACSs unless the payment to the met card was made via a debit/credit card. If the original payment was made from a debit/credit card approved refunds will be made directly back to the card from which it was paid.

Please note, all refund requests are subject to further investigation by the University and the recipient may be contacted to provide further documentation. We aim to process refund requests **within 14 days of receiving all relevant information**.

Further details about refunds can be found at [www2.finance.mmu.ac.uk/students](http://www2.finance.mmu.ac.uk/students).

## e. Who to contact regarding these regulations

The **Student Billings team** is responsible for applying these regulations in respect of fees charged.

Please contact the Student Billings team in case of queries about the following:

- Fees charged.
- Programme fee invoices and credit notes.
- Recalculation of fees.
- Direct Debit instalment plans.

### **Tuition Fees**

0161 247 2937

[studentbillings@mmu.ac.uk](mailto:studentbillings@mmu.ac.uk)

### **Manchester Met Hall Fees**

0161 247 2894

[hallfeeeng@mmu.ac.uk](mailto:hallfeeeng@mmu.ac.uk)

Student Billings Team  
Manchester Metropolitan University  
All Saints Building  
Oxford Road  
Manchester  
M15 6BH

The **Head of the Finance Service Centre** is responsible for applying these regulations in respect of the payment of fees and the consequences of non-payment.

Please contact the **Finance Team**, located in the Student Hub at the Business School, in case of queries about the following:

- Paying fees.
- Payment methods.
- All (non-Direct Debit) instalment plans.
- General financial queries and information.

Telephone: 0161 247 1852

Email: [pay@mmu.ac.uk](mailto:pay@mmu.ac.uk)

General information can also be found at the Manchester Met **Finance for Students** website: [www2.finance.mmu.ac.uk/students/](http://www2.finance.mmu.ac.uk/students/).



## 2. Tuition Fees

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### a. How fees are set

For Home/EU and Channel Island undergraduate students, the Department for Education (DfE) sets the maximum tuition fee chargeable. Home/EU student tuition fees may therefore increase each year in line with changes in UK government policy.

The University Fees Setting & Scholarship Committee is responsible for setting all other tuition and associated fees. These fees are reviewed annually and may be subject to an annual increase as confirmed in further detail within the e-prospectus or your offer pack.

### b. How fees are charged

The University charges tuition fees annually, and fees will be payable each year for the duration of the programme. Students will be required to pay the fees applicable to their programme of study and fee charging pattern. Fees are also determined based on fee status and mode of attendance.

Fees for new students are available on the University online prospectus [www.mmu.ac.uk/study](http://www.mmu.ac.uk/study). Fees for continuing students are available from Faculty Programmes Teams, Student Hubs, or by contacting the Student Billings team.

EU students commencing their programme at Manchester Met in 2020/21 will be charged tuition fees in line with home students providing they complete their programme in the normal timeframe i.e. no transfers, suspensions or repeat years.

### c. Fee changes

Programme fees will be displayed during **online enrolment** and are based on the information held at the time of assessing the fee. If additional programme elements are undertaken, such as extra modules or a residential course, further fees will be incurred.

For students **returning from an agreed period of an approved suspension** (see **Section 4.a**), the fee displayed during online enrolment will have been calculated based on the assumption that students will be returning to the **same programme and at the same point that study was originally suspended**. If studies are recommenced at an earlier point or the student starts a different programme, **further fees will apply**.

The University makes every effort to ensure fee information provided is as accurate and up-to-date as possible. In the unlikely event that an error has been made, any changes have been approved, or any fee adjustments are required, the University will promptly contact all affected students via email.

## d. Fee status – Home, EU, Channel Islands or Overseas

Tuition fee status is assessed by **Admissions** at the point of application, and is based on both residency and immigration status criteria.

More information and guidance about how the University assesses fee status is available at [www.ukcisa.org.uk/Information--Advice/Fees-and-Money/England-fee-status](http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/England-fee-status) or by emailing [feeassessment@mmu.ac.uk](mailto:feeassessment@mmu.ac.uk).

## e. Continuing Manchester Met student fees

### i. Home/EU/Channel Island status students

Continuing **Home/EU/Channel Island status students** will remain on the same **fee structure** for the duration of their programme, providing there are no programme transfers or changes to the original study mode (see **Section 4.b**), and students' progress through the programme in the normal timeframe. **Should students need to suspend studies or repeat any part of the programme, a higher fee in line with the fees list will then apply.** Any queries should be directed to the **Student Billings** team.

Please note: Tuition fees may increase each year in line with changes in UK government policy, these increased fees are not classed as a change to a student's fee structure.

**Home/EU/Channel Island status Architecture** students who commenced RIBA Part 1 prior to **September 2012** will remain on the **pre-2012 fee structure** providing a break of **no more than 3 academic years is taken between completing Part 1 and commencing Part 2**. Students, who did not complete Part 1 at the Manchester School of Architecture, will be required to send a transcript of their previous studies to the **Student Billings** team before enrolling on RIBA Part 2 to ensure they remain on the same fee structure.

*Home/EU Students whose break in study between RIBA Parts 1 and 2 is more than 3 years may be eligible for postgraduate loan funding from Student Finance.*

**Please note EU students who commence study by 2020/21 whose break in study between RIBA Parts 1 and 2 is more than 3 years will be reassessed by Admissions and may be subject to a change in fee status.**

### ii Overseas status students

Continuing **Overseas status students** will continue to pay the same annual fee for the duration of their programme, providing there are no programme transfers or changes to the original study mode (see **Section 4.b**), and students progress through the programme in the normal timeframe. **Should students need to suspend studies or repeat any part of the programme, a higher fee structure will apply.**

**Overseas status students** progressing directly from a **foundation year** to a linked degree programme will continue to pay the same annual fee for the duration of the degree programme, providing there are no programme transfers or changes to the original study mode (see **Section 4.b**), and students progress through the programme in the normal timeframe. **Should students need to suspend studies or repeat any part of their programme, a higher fee structure may apply.** Any queries should be directed to the **Student Billings** team.

**Overseas status Architecture** students who completed Part 1 at the Manchester School of Architecture will retain the same tuition fees for Part 2 providing a break of **no more than 3 academic years is taken between completing RIBA Part 1 and commencing Part 2.** **Should students need to suspend studies or repeat any part of the programme, a higher fee structure may apply.** Any queries should be directed to the **Student Billings** team.

All queries relating to continuing student programme fees should be referred to the **Student Billings** team.

### *iii Outgoing Exchange students*

Before you start an overseas exchange, you must ensure that your exchange is approved and supported by your academic department. You must also follow relevant procedures for selection, **submit relevant application forms and be nominated to the host university to study abroad by the Study Abroad and Exchanges Team (within the International office).**

You should contact the Study Abroad and Exchanges Team immediately if you make any changes to the original length of your exchange, such as if you arrange to spend a longer time on your exchange than you originally agreed, or you decide to return home early. You should also contact the Study Abroad and Exchanges Team if you decide **not to start** an exchange that has previously been approved.

The tuition fees you will be charged will depend on the duration of your exchange. Any changes to your initial exchange may have financial implications.

The Study Abroad and Exchanges Team should be your first point of contact for any queries regarding your exchange.

The Student Billings Team should be your first point of contact for any fee related queries regarding your exchange.

Full details regarding fee charges are available at [www2.finance.mmu.ac.uk/students/](http://www2.finance.mmu.ac.uk/students/) - Fees for Students on Exchange/Study Abroad

## **f. Reassessment/Resit fees**

A one off fee of £50 per academic year is charged for all resits of failed taught modules or a failed dissertation, and must be paid before the reassessment/resit is taken.

Important information for all students taking re-assessments or re-sits can be found at <http://www.mmu.ac.uk/students/assessments/>

See below how we should be dealing with resit fee queries.

- 1. Student wants to know why they have been charged a fee**  
Please signpost the student to the Taking Reassessments webpage (<https://www.mmu.ac.uk/student-life/assessments/>) – this has a section on reassessment fees.
- 2. Student thinks they shouldn't have to pay a resit fee, as they have approved exceptional factors**  
Please forward the query to the relevant Programmes team, asking if the invoice should be credited.
- 3. Student that is sponsored, and wants the invoice sent to their sponsor**  
Check the original sponsor letter. Depending on the wording, we may require something in writing from the sponsor specifying that they are happy to authorise us to reissue the fee to them.
- 4. Programmes team advise the student should not be charged a resit fee**  
Please raise a credit note against the resit fee invoice, and copy the email onto FPL9 against the credit note.

As you are aware, we use a Tardis report to identify students who need to be billed for a resit fee.

Today I have been notified that the following collaborative courses should be treated, as exceptions as resit fees are not charged in line with the contract. There are a number of courses listed as exceptions in the programme logic. I have emailed IT to request the change this afternoon; in the meantime, records will need to be removed manually.

- 54C0
- 54C2
- 54C7

If you are contacted by MMU staff advising resit fees should not be charged for a collaborative course can you please refer to your manager prior to cancelling any invoices.

## **g. Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) claims for non-Manchester Met credit transfers are subject to a reduced tuition fee based on the number of credits claimed. The RPL fee is reviewed annually and published prior to the commencement of each academic year. All RPL fees are non-refundable and are not reduced if a student withdraws or suspends.

The fee is a charge applied to cover the cost of a credit approval/assessment and assigning a Manchester Met value to it.

Fees will be charged as follows:

£12 per credit - Home/EU/Channel Island students

£15 per credit - Overseas students

No fee will be charged for Manchester Met RPL credits or Advanced Standing credits due to Articulation agreements.

Please refer to the [CASQE](#) webpage to view the full RPL policy including RPL definitions and instructions on how to claim for RPL credits.

The exceptions to the above will be where commercial programmes have separate arrangements in place, these would continue for the duration of that agreement.

## 3. Paying Fees

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The University offers a range of payment choices for self-paying students. Information about payment methods will be displayed during online enrolment, and the most up-to-date information (including available instalment options and payment dates) will be available at [www2.finance.mmu.ac.uk/students/](http://www2.finance.mmu.ac.uk/students/).

The University wants our students' experience at Manchester Met to be as beneficial as possible. It is therefore extremely important that students make sure all fees are paid on time - either in full, or in line with any agreed payment plan.

Students experiencing any problems in either setting up a payment option, or making a payment at any time whilst studying at Manchester Met, should contact the **Finance Team** in the **Student Hub** or the **Collections & Recoveries Team**.

### a. Self-paying students

**All programme fees for the academic year are payable in full before the start of the programme unless students sign up to an agreed instalment plan.**

Payments will normally be allocated towards your programme fees. However, should students have any outstanding debts owing to the University, the University reserves the right to use the payment received against any unpaid amounts owed.

#### *i. Programme deposits*

If a programme deposit payment is required, students will be notified during the application stage, these must be paid according to the timeline specified.

**New Tier 4 Overseas students**, accepting an offer of a place on a programme, must make a payment of **£3,000** before a Confirmation of Attendance for Studies (CAS) letter is processed, this will **not** be issued until the payment is made.

#### *ii. Paying in instalments*

Instalment options will be displayed during online enrolment.

Please note any payments received will be allocated towards your first instalment.

Information **about paying by instalments including payment dates for September and January term start dates** can be found at [www2.finance.mmu.ac.uk/students/](http://www2.finance.mmu.ac.uk/students/)

For programmes that do not start in the September or January term, students are advised to contact the **Collections & Recoveries Team** to discuss available instalment options.

## **b. Employer/Sponsor funding**

A sponsor is an employer or other third-party organisation who has taken responsibility to pay fees on behalf of a student.

**Family members, friends, or other individuals cannot be classed as sponsors.**

Students must provide evidence of sponsorship before the programme commences. A letter or email from the sponsor accepting responsibility for the payment of fees should be sent via email to the **Student Billings** team.

A template of an acceptable sponsor letter can be downloaded from [www2.finance.mmu.ac.uk/students/](http://www2.finance.mmu.ac.uk/students/). A new sponsor letter will be required for every year of study, unless the initial sponsor documentation specifies it can be used for the duration of the programme.

A Manchester Met student ID number must be quoted on all correspondence.

**With the exception of Apprenticeship students, it is the student's responsibility to provide evidence of sponsorship to the University.** If students do not provide this evidence, they will be considered self-paying students and will be expected to pay the fees themselves unless funding is being provided by Student Finance or the Student Awards Agency for Scotland (see **Section 3.c**).

As soon as a sponsor letter is received, the University will undertake a **credit risk assessment** for new sponsors (if applicable). Depending on the outcome of the credit risk assessment check, the University may agree non-standard terms or, on rare occasions, reject the sponsor. If this should occur, the University will contact the student/sponsor to discuss alternative payment options.

Although the University reserves the right to reject any sponsor or documentation that is deemed unsatisfactory (e.g. those with a bad credit rating), the University endeavours to act reasonably in determining whether evidence submitted is satisfactory.

Approved sponsors will receive a programme fee invoice directly, which should be paid within 30 days of the invoice date.

The University will make every effort to collect fee payment from a sponsor. However, the student remains liable for payment of tuition fees even if a Sponsor has agreed to pay on your behalf. If the Sponsor does not pay within a reasonable period, the student will become liable and the University will raise an invoice to the student for

immediate payment. Please note: The above rules do not apply to apprenticeship students.

### c. Student Finance

Students applying for a tuition fee loan or grant to pay all or part of their tuition fees must ensure they apply to Student Finance for funding every year. Information about applying for a tuition fee loan/grant is available at the following links:

<b>Student Finance England</b>	<a href="http://www.gov.uk/studentfinance">www.gov.uk/studentfinance</a>
<b>Student Finance Wales</b>	<a href="http://www.studentfinancewales.co.uk/">www.studentfinancewales.co.uk/</a>
<b>Student Finance N. Ireland</b>	<a href="http://www.studentfinancenir.co.uk/">www.studentfinancenir.co.uk/</a>
<b>Student Awards Agency for Scotland</b>	<a href="http://www.saas.gov.uk/">www.saas.gov.uk/</a>

Students in receipt of tuition fee loans and/or grants from the agencies above do not have to provide any evidence to the University. The University cannot collect tuition fee loans/grants for students who have not sent back their declaration form; **any such students will be classed as self-paying students until the form is returned.**

The University will receive payment of tuition fee loans/grants in the following instalments:

After 2 weeks (14 days) from course start date:	25% paid
From first day of second term:	A further 25% paid
From first day of third term:	Final 50% paid

**Should Student Finance/SAAS determine that a student is no longer eligible for funding; students will be considered self-paying students and will be required to arrange to pay the fees themselves.**

Students in receipt of funding from any government agency other than those specified above will need to provide evidence of funding as per **Section 3.b**.

Students in receipt of SAAS funding should refer to additional information regarding funding on Page 12.

## 4. Recalculating Tuition Fees

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The University raises invoices for the full academic year after enrolment.

If additional programme elements are undertaken during the course of the year (such as extra modules or a residential course) further fees will be incurred, and students will be notified promptly (see **Section 2.c**).

The University may recalculate fees charged (with the exception of RPL fees) in the case of **withdrawal, suspension, course transfer, change in study mode or exit awards**.

In general, recalculations will be based on the programme start and end date and the **date of last engagement**. For the purpose of these regulations, the following definitions apply:

**Commencement** of study is defined as the start date of the programme but in certain circumstances (at the University's discretion) may be when a student **engages** with their programme of study e.g. students returning from suspension.

**Engagement** with the programme includes (but is not limited to) activities such as:

- Attending timetabled teaching sessions, which include lectures, seminars, academic and personal tutorials, and other forms of contact with academic and professional services staff that relate to academic study.
- Attending examinations, tests, and other assessment activities.
- Submitting work for assessment.
- Accessing University facilities, including the Virtual Learning Environment (Moodle), the University Library, and programme materials.
- Participating in field trips and other compulsory activities.

In exceptional cases whereby back dated suspensions/withdrawals have been received Met card usage may also be checked for engagement.

**Withdrawal** is defined as exiting the programme before the end of the academic year, with no intention to return to the programme at a later date.

**Suspension** is defined as taking an **approved** break in study of 12 months, with the intention to return to the same programme at the same point in the next academic year.

A **programme transfer** is a change from one programme of study to another. Transfers may be **internal** (from one programme at Manchester Met to a different programme at Manchester Met) or **external** (where a student transfers from Manchester Met to another university or vice versa).

A **change in study mode** is defined as a transfer from full-time attendance to part-time attendance (or vice versa). In general, a change in mode of attendance refers to switching from a full-time programme to a part-time programme. Where a student remains enrolled on a full time programme, but is exceptionally permitted to take fewer than 120 modules (for example, because of a requirement to repeat certain modules), this is not usually classed as a change in study mode.

## **a. Withdrawal and suspension**

**Students should make sure they have fully discussed the financial implications of withdrawing or suspending before they leave the programme.**

Students should contact the **Student Hub** [www.mmu.ac.uk/students/hubs](http://www.mmu.ac.uk/students/hubs) for help and advice. The Hub may direct students to other sources of guidance as appropriate.



Please note **it is the responsibility of the student** to keep in regular contact with a relevant area of the University regarding any issues which may result in a period of non-engagement (**such as medical or other personal reasons**).

No fee recalculation (if applicable) will be undertaken **until a student has completed the formal withdrawal or suspension process**, and the student records system has been updated with the approved last date of engagement. The University will notify Student Finance of any withdrawal or suspension once approved.

All withdrawals and suspensions have to be approved in a timely manner within the academic year. Backdated requests will not be accepted. **Medical evidence will be required for all health related suspensions.**

In the event of withdrawal or suspension, fees for all programmes classed as Undergraduate (see **Section 1.a**).will be recalculated based on the last date of engagement, and in line with the following fee liability dates (with exceptions detailed below):

<b>Within 2 weeks (14 days) of programme start date:</b>	<b>No tuition fees due*</b>
<b>After 2 weeks (14 days) from programme start date:</b>	<b>25% of full tuition fees</b>
<b>From first day of second term:</b>	<b>50% of full tuition fees</b>
<b>From first day of third term:</b>	<b>100% of full tuition fees</b>

\*Any fees paid by the University to a third party on behalf of the student will not be recalculated, and students will be required to pay such fees in full. Examples of these fees include **field trips, residential fees, professional registration fees, school and social work placement fees** etc.

Students who engage with a **sandwich year placement** or **study abroad exchange** for more than 2 weeks (14 days) may incur fees if they withdraw or suspend, even if the placement/exchange is commenced before the start of the academic year.

Programme whereby fees are charged via a **commercial contract or partnership** (i.e. NHS funded programmes) will be calculated in accordance with the terms of the particular contract. Students will be notified during online enrolment if their programme is considered to be commercially funded. In case of queries, the **Student Billings** team can be contacted in the first instance.

Apprenticeship programme whereby fees are charged via a **commercial contract or partnership** will be calculated in accordance with the terms of the particular contract. In case of queries, the **Student Billings** team can be contacted in the first instance.

Fees for **Language Centre** programmes (Pre-Sessional and IELTS English programmes) will be charged in accordance with the terms and conditions of the Language Centre [www2.mmu.ac.uk/languagecentre](http://www2.mmu.ac.uk/languagecentre). **Fees will not be reduced if students withdraw or suspend before completing the programme.**

**Students in receipt of funding from the following agencies should pay particular attention to the notes below:**

### Student Awards Agency Scotland (SAAS)

SAAS regulations provide for one fee liability date of the 1<sup>st</sup> December. The University will therefore recalculate fees for SAAS funded students depending on whether the last engagement date is before or after the 1<sup>st</sup> December:

- **Before 1<sup>st</sup> December:** Students who withdraw or suspend after the 2 week (14 day) grace period, but before 1<sup>st</sup> December **will be liable to pay 25% of their annual tuition fees themselves**. No payment will be received from SAAS.
- **After 1<sup>st</sup> December:** The University will receive payment of annual tuition fees in full from SAAS. Students who withdraw or suspend after this date – fees will be adjusted in line with the fee liability dates.

### Advanced Learner Loan

Tuition fees will be recalculated and charged on a **monthly** basis (based on the 1<sup>st</sup> of the month fee liability date) in the event of withdrawal or suspension.

### Channel Island Government Agencies

Channel Island government agencies pay invoices in three equal termly instalments. Should there be a shortfall in the recalculated fees owing to a discrepancy between agency payment terms and the University's fee liability dates, **it will be the student's responsibility to make up the difference in fees themselves and will receive an invoice for these fees from the University.**

## **b. Programme transfers / Changes in study mode**

**Students should contact the Student Billings team for help and advice before proceeding with a programme transfer or change in study mode.**

**Students wishing to transfer to Manchester Met from another higher education institution (or vice versa) are advised to discuss the financial implications with both institutions before proceeding with the transfer.**

Please note depending on the date of transfer into Manchester Met students may still be liable for the full annual programme fees even if the initial institution has claimed part liability.

Example: You transferred into Manchester Met to commence your programme after term starts:

- You started in September at Institution A and attended for a short period after their term start date.
  - Institution A charges 25% of your annual fee then you transfer to Institution B (Manchester Met) in term one – Manchester Met will charge the full annual fee.

For internal transfers, programme transfer dates will be aligned to students' points of engagement on both programmes. The University will notify Student Finance of any change in programme and fees.

In the event of a transfer or change in study mode, fees for all programmes classed as Undergraduate (see **Section 1.a**) will be recalculated based on the last date of engagement, and in line with the set fee liability dates (with exceptions detailed in **Section 4.a**).

Students who wish to **change study mode or programme** must be aware of all possible implications of doing so, changes may:

- Affect eligibility for Manchester Met Student Support Packages, discounts, awards or bursaries
- Affect eligibility for Student Finance tuition and maintenance funding
- Result in more fees being charged overall by the end of the programme (owing to how fees are calculated)
- Result in continuing students being reassessed as new students, and no longer being eligible to retain existing fee structure. This is likely to be a particularly serious issue for Home/EU/Channel Island students who commenced their programme and have remained on a lower fee structure and **overseas** students generally.

**Overseas students** may experience issues with their visa if there is a change in their mode of study. Please check with the Manchester Met International Office before any change in study mode are made.

## 5. Awards, Discounts and Scholarships

The University reviews all Manchester Met awards, discounts, and scholarships annually, and may withdraw future provision at the end of an academic year or make changes to the terms and conditions of offer.

Details of current awards can be found at the following links:

### **New Home Undergraduate students:**

[www2.mmu.ac.uk/study/undergraduate/money-matters/](http://www2.mmu.ac.uk/study/undergraduate/money-matters/)

### **Continuing Home Undergraduate students:**

[www2.finance.mmu.ac.uk/students](http://www2.finance.mmu.ac.uk/students)

### **International (Overseas' fee status) students:**

[www2.mmu.ac.uk/international/fees-and-funding/](http://www2.mmu.ac.uk/international/fees-and-funding/)

If a student withdraws from the programme or exits with a lesser award which results in a fee reduction, the value of any award will be **pro-rated in proportion to the tuition fees charged** (see **Section 4.a**).

If a student suspends from the programme which results in a fee reduction, the value of any award will be **pro-rated in proportion to the tuition fees charged** (see **Section 4.a**). The remaining scholarship will be applied in the following academic year providing students return to their eligible programme and the scholarships are still available.

If a student **transfers programmes or changes study mode**, this may affect eligibility for any Manchester Met award, and **students may be required to repay the amount awarded in full (depending on the change)**. If the change results in a fee adjustment, the value of any award will be **pro-rated in proportion to the tuition fees charged on the eligible programme in line with the terms and conditions**

If a student **fails to pay fees** in accordance with University regulations and/or any agreed instalment plan, students may lose eligibility for any Manchester Met award, and students **may be required to repay the amount in full** (see **Section 7**).

If a student is in receipt of more than one form of fee reduction (including discounts, awards or scholarship) they will only receive one fee reduction and will be awarded the greater amount.

## 6. Accommodation Fees

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University accommodation rent, including details about payment methods and instalment information, can be found at [www2.mmu.ac.uk/accommodation/](http://www2.mmu.ac.uk/accommodation/). Students will not receive an invoice for their accommodation rent; they should refer to the website for amounts and dates due. However, if applicable, additional invoices will be processed for any charges incurred during their stay including charges for damages or fines as notified by the Student Living Team.

University accommodation rent will be charged annually to cover residence for the period specified in the accommodation licence. Unless specified in the licence, the University will not reduce, rebate, or refund any accommodation rent paid during periods away from the University (e.g. on field trips or placements), or where compulsory course attendance ceases before the expiry of the contract.

If you are in accommodation for one term then the full rent is due.

If you are in accommodation for two terms, your instalments will be 50% in both terms.

If you are in accommodation for three terms, your instalments will be 35%, 35% and 30%. If you transfer rooms after your first payment has been collected which results in a rental change, your next instalments will be split 50% and 50%

Students are required to pay their accommodation rent in line with their terms and conditions of residence. Failure to pay in line with the contract may result in access to Wi-Fi facilities being restricted and any unpaid debt will be referred for recovery to the Legal Recoveries team.

A £10 charge will apply where it becomes necessary to apply or remove access to Wi-Fi facilities at Halls of Residence, resulting from non-payment of rent in line with published payment dates. This charge is to cover the administration charge applied by

the external broadband service provider; the University reserves the right to increase the charge in line with any increase applied by the broadband service provider.

## 7. Non-Payment of Fees

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It is every student's responsibility to ensure fees are paid in full in line with published terms outlined in these regulations and payment options (whether paying their own fees, or whether fees are paid via a sponsor/employer, organisation, Student Finance or government agency).

Attending university is a significant financial commitment. The University offers a range of payment methods and options to help students manage the financial commitment they have entered into with the University. However, students must only come to university if they have the financial means to pay fees and fund living expenses (including university hall fees where applicable).

If students are experiencing any difficulties with paying fees to Manchester Met (including actively resolving a query with Student Finance), it is crucial that the **Collections & Recoveries Team** are kept informed of this, so that the team can provide support.

Students experiencing financial difficulties may wish to contact the Manchester Met **Student Financial Support team** [www.mmu.ac.uk/studentfinance/](http://www.mmu.ac.uk/studentfinance/) or obtain impartial advice and guidance from the **Union Advice Centre** [www.theunionmmu.org/your-advice-centre/](http://www.theunionmmu.org/your-advice-centre/).

### a. Consequences for non-payment of fees

Failure to make payment of University fees in accordance with these regulations will lead to consequences, which may include:

- Prevention from re-enrolling at the University with a programme fee debt (whether on current programme or for any future education)
- Restriction of access to University privileges (e.g. systems/library facilities) at any point in the year
- Suspension of studies during an academic year for non-payment of programme fees
- Prevention from booking graduation ceremony tickets for non-payment of programme fees (due to network restrictions)
- Withholding of certificates at any point in the year for non-payment of programme fees
- Transferring of any overdue debts to our Legal Recoveries team for Court proceedings to be implemented where appropriate. We will in the first instance use the contact information we hold on our records system to attempt contact with you to discuss your debt, in exceptional circumstances, we may attempt to contact you using private messaging via social networking

- Engaging external tracing agents, solicitors or third party debt recovery agencies, to support recovery of the unpaid debt on behalf of the University
- Deducting unpaid fees from any sums due or becoming due from the University to the student (programme or hall fees and/or any other associated fees)
- Withholding of visa extension and CAS letters
- Without notice, offsetting any debt from payments received, credit notes raised on student account (including any programme deposits/initial payments received towards current or new academic session)

For the purposes of these regulations, **reassessment/resit fees** are classed as programme fees.

#### ***i. Failing to return University equipment***

Should students borrow any University equipment for use as part of their academic programme, but do not return the equipment (or it is returned in an unacceptable condition) within the agreed timeframe, the University reserves the right to raise an invoice to charge for the full replacement cost of the equipment. Should students not pay or return the equipment in the same condition and in working order within 30 days from invoice date, the University reserves the right to proceed to recover the debt via all normal recovery remedies, including instigation of appropriate court proceedings which will increase the debt owing due to the addition of Court cost and statutory interest which will be payable by the student.

#### **b. Charges incurred for non-payment of fees**

Should the University have to implement Court proceedings to recover unpaid debts, Court costs and statutory interest (currently 8% above bank of England base rate) will be charged and will increase the debt payable by the student.

