



# Regulations for the Payment of University Fees for **Undergraduate Students**

Academic Year 2023/24

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These Regulations have been equality impact assessed. The persons responsible for equality impact assessment for these Regulations are the Finance 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

- Students who engage with their 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 Recognition of Prior Learning (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 must 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.
- Where students are returning from an approved suspension, 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 third-party 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 reasonable efforts 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 2.3](#)).
- Fees may apply for Recognition of Prior Learning (RPL) (see [section 2.6](#)).
- 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.

# 1 General Information

## 1.1 Who these regulations are for

These regulations apply to all new and continuing students on the following programmes:

- Undergraduate degree programmes (including foundation years) such as BSc, BA, LLB, BEng;
- Integrated undergraduate master's programmes such as MEng, MMath, MComp;
- PGCE programmes;
- Master of Architecture;
- Pre-registration MSc courses in Nursing, Physiotherapy, Dietetics, Speech and Language Therapy;
- Short Courses.

Regulations for Postgraduate Taught and Postgraduate Research students can be found on our website at [www.mmu.ac.uk/student-life/finance/](http://www.mmu.ac.uk/student-life/finance/).

## 1.2 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.

## 1.3 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.

## 1.4 Who to contact regarding these regulations

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

**Tuition fees:** [studentbillings@mmu.ac.uk](mailto:studentbillings@mmu.ac.uk) / 0161 247 2937

**MMU Halls of Residence fees:** [halfveenq@mmu.ac.uk](mailto:halfveenq@mmu.ac.uk) / 0161 247 2894

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

**Collection and Recoveries team:** [pay@mmu.ac.uk](mailto:pay@mmu.ac.uk) / 0161 247 1852

## 2 Tuition Fees

### 2.1 How fees are set

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

The University Fees and Scholarships Group 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.

### 2.2 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](#). Fees for continuing students are available by contacting the Student Billings team.

#### 2.2.1 Full-time programmes

Full-time programme fees are normally a fixed fee amount each year and, provided the programme is completed in the normal timeframe with no repeat years or breaks in study, you will be charged the same fixed fee for each year of your programme (with the exception of placement and study abroad years).

#### 2.2.2 Part-time programmes

Part-time programme fees are calculated from the units studied each year. Therefore, the fees charged each year may vary if a different number of unit credits is studied in each year.

### 2.3 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 units or a residential course, further fees will be incurred.

For students returning from an approved suspension (see [section 4.1](#)), 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.

### 2.4 Fee status – Home, 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 on our website at [Tuition Fees for International Students](#) or by emailing [feeassessment@mmu.ac.uk](mailto:feeassessment@mmu.ac.uk).

## **2.5 Continuing Manchester Met student fees**

### **2.5.1 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 4.3](#)), 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.

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.

EU students who commenced study on the BA(Hons) Architecture RIBA Part 1 programme on or before academic year 2020/21 and 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.

### **2.5.2 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 4.3](#)), 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 4.3](#)), 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.

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

### **2.5.3 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 on our website at [Fees for Students on Exchange/Study Abroad](#).

## 2.6 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:

**Home/Channel Island students:** £12 per credit

**EU and Non-EU international students:** £15 per credit

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

Please refer to the full [RPL policy](#) on our website which includes 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

The University offers a range of payment choices for self-paying students via its payment platform hosted by Flywire. 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 on our website at [How to Pay Fees](#). The University does not accept payments made direct to its own bank account.

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 instalment 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 Collection and Recoveries Team.

### 3.1 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.

### **3.1.1 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.

Overseas students requiring a UK Student Visa who accept an offer of a place on a programme must pay a deposit before a Confirmation of Attendance for Studies (CAS) letter is processed, this will not be issued until the deposit is paid.

### **3.1.2 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](#) can be found on our website.

## **3.2 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 official purchase order 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 our website. A new sponsor letter will be required for every year of study, unless the initial sponsor letter 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 3.3](#)).

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, 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 reasonable efforts 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. The above rules do not apply to Apprenticeship students.

### 3.3 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:

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

14 days after programme start date:	25% paid
From first day of term 2:	A further 25% paid
From first day of term 3:	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 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 3.2](#).

Students in receipt of SAAS funding should refer to additional information regarding funding in [section 4.2.1.6](#).

## 4 Recalculating Fees

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

If additional programme elements are undertaken during the year (such as extra units or a residential course) further fees will be incurred, and students will be notified promptly (see [section 2.3](#)).

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 credits (for example, because of a requirement to repeat certain units), this is not usually classed as a change in study mode.

## 4.1 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](#) for help and advice. The Hub may direct students to other sources of guidance as appropriate.

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 must 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.

## 4.2 Fee liability if students withdraw or suspend

In the event of withdrawal or suspension, fees for all programmes classed as Undergraduate (see [section 1.1](#)) will be recalculated based on the last date of engagement, and in line with the following fee liability dates (**with exceptions detailed below in [section 4.2.1](#)**):

You withdraw:		Fee liability
Term 1	Within 14 days of programme start date	No tuition fees due*
Term 1	More than 14 days after programme start date but before the first day of term 2	25% of full tuition fees
Term 2	From first day of term 2 but before the first day of term 3	50% tuition fees
Term 3	From first day of term 3	100% tuition fees

*\*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.*

### 4.2.1 Exceptions

#### 4.2.1.1 MMU short courses

Students on MMU short courses will be charged 100% tuition fees if they withdraw or suspend more than 14 days after the programme start date. More information about short courses can be found here: [www.mmu.ac.uk/study/short-courses](http://www.mmu.ac.uk/study/short-courses).

#### 4.2.1.2 Sandwich placement and study abroad years

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

#### 4.2.1.3 Commercial contracts and partnerships

Programmes whereby fees are charged via a commercial contract or partnership 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.

#### 4.2.1.4 Apprenticeship programmes

Apprenticeship programmes 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.

#### 4.2.1.5 Language Centre programmes

Fees for Language Centre English language programmes including Pre-Sessional English and IELTS will be charged in accordance with the terms and conditions of the Language Centre. Fees will not be reduced if students withdraw or suspend before completing the programme. Further information can be found on the [Language Centre website](#).

#### 4.2.1.6 Student Awards Agency Scotland (SAAS)

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

**Before 1st December:** Students who withdraw or suspend more than 14 days after their programme start date but before 1st December will be liable to pay 25% of their annual tuition fees themselves. No payment will be received from SAAS.

**After 1st December:** The University will receive payment of annual tuition fees in full from SAAS. Where students withdraw or suspend after this date, fees will be adjusted in line with the fee liability dates above.

#### 4.2.1.7 Advanced Learner Loan

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

#### 4.2.1.8 Channel Island Government Agencies

Channel Island government agencies pay fees directly to Manchester Met 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 they will receive an invoice for these fees from the University.

### 4.3 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.

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 tuition fee.
- You then transfer to Institution B (Manchester Met) in term one – Manchester Met will charge the full annual tuition 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 1.1](#)) will be recalculated based on the last date of engagement, and in line with the set fee liability dates (with exceptions detailed in [section 4.2.1](#)).

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:**

[www.mmu.ac.uk/study/undergraduate/funding-your-studies](http://www.mmu.ac.uk/study/undergraduate/funding-your-studies)

**Continuing Home Undergraduate students:**

[www.mmu.ac.uk/student-life/finance/](http://www.mmu.ac.uk/student-life/finance/)

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

[www.mmu.ac.uk/study/international/before-you-apply/fees-and-funding](http://www.mmu.ac.uk/study/international/before-you-apply/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 4.1](#)).

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 4.1](#)). 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

University accommodation fees, including details about payment methods and instalment information, can be found at <http://www.mmu.ac.uk/accommodation/>. Students will not receive an invoice for their accommodation; 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 fees 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 fees 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 fee 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 fee change, your next instalments will be split 50% and 50%.

Students are required to pay their accommodation fees 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.

## 7 Non-payment of Fees

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), the Collection and Recoveries Team must be kept informed of this, so that the team can provide advice and support.

Students experiencing financial difficulties may wish to contact the [Manchester Met Student Financial Support team](#) or obtain impartial advice and guidance from the [MMU Students' Union Advice Centre](#).



## 7.1 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) after 28 days of missing a payment date.
- If no payment is received, or payment plan agreed, within 14 days subsequent to the restriction of access being applied, the student will be withdrawn from the University.
- 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).
- Where applicable, blocking participation in the placement element of a course unless or until fees are paid up-to-date beforehand.

### 7.1.1 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.

## 7.2 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%) will be charged and will increase the debt payable by the student.

## 8 Refunds

### 8.1 Tuition fee refunds

These regulations 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.

Refunds to students who are sponsored by a third-party will not be processed until the sponsor has paid their tuition fees.

### 8.2 Accommodation refunds

For further information regarding refunds for MMU Halls of Residence, including the initial pre-payment or application fee, please refer to [Accommodation Policies and Documents](#).

### 8.3 Administration charges

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

Refund administration charges may apply to tuition fee deposits paid by international students. Please refer to [How to Pay International Tuition Fees](#) for details of charges.

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

For payments made via Flywire, Flywire will refund directly to the originating payer's bank account or credit/debit card. Flywire refunds may be subject to additional fees in accordance with the [Flywire Terms of Use](#).

### 8.4 How to request a refund

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 tuition fees will not be processed until any sponsor debt is cleared.

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.

Any payment of a refund approved by the University will be made to the original payer by the original payment method where possible. For payments made by bank transfer, cash or cheque we may need to request the payers bank details.

Further details about refunds can be found on our website at [Refunds](#).