Newcastle University

Tuition Fees Refund Document

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1. Purpose of Document

The purpose of this document is to explain the University process on refunds to students for Tuition Fees.

The University must ensure that any refund given is for a genuine reason, with adequate supporting documentation and authorisation in order to limit the potential risk of money laundering and fraud.

2. Reasons for refunds

Refunds for Tuition Fees can be requested at any time during the year and are normally made for the following reasons:

1. Visa refusal
2. Failure to satisfy entry requirements
3. Withdrawal or suspension of studies
4. Student paid fees and then a sponsor made payment
5. Discount and/or scholarship applied to account after payment is received from Student.

Deposits are non-refundable, so where a student has been required to pay a deposit it is preferable that all conditions have been met to secure a place on the program prior to payment of the deposit. Refunds are not normal given for deposit payments.

3. Refund liability

3.1 Home and EU Undergraduate students

The amount of tuition fees a student will be liable to pay will depend on the term in which they withdraw or suspend. If the Student withdraws or suspends:

- From week 3 of Term 1 they will be charged 25% of the total academic year's fee.
- Anytime during Term 2 they will be charged 50% of the total academic year's fee.
- Anytime during Term 3 they will be charged 100% of the total academic year's fee.

3.2 Overseas Undergraduates and All (Home, EU and Overseas) Postgraduate students

When withdrawing, students will be charged pro rata based on the number of weeks in attendance. Where payment has been made, refunds will be given calculated on the same basis.

- For overseas undergraduates the charges will be pro rata over 30 weeks.
- For all postgraduate students (Home, EU and Overseas) the charges will be pro rata over 41 or 42 weeks (depending on how the University Calendar falls).
- Charges will not be levied for students who withdraw in registration week. The Income Section Manager may use discretion based on individual circumstances.

When suspending studies, students may be charged on a term by term basis.

Refunds will be calculated based on the fee liability above and the payment already received by the University.

4. Procedure for processing refunds

4.1 Once it is established that a refund is due or is requested, the refund paperwork should be completed by the Tuition Fees Team within 2 weeks of receiving the final required documentation where this is between January and September registration. From Registration week and onwards refunds will not start to be processed until November or December.

4.2 All refunds will be made in Sterling. The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

4.3 Cash refunds are not made

4.4 All refunds should be returned via the same method as the original transaction (except where payment was made by cash) and to the source of the original transaction wherever possible. The University does not take any responsibility for payments made by a third party.
4.5 Where the original payment was made by:

4.5.1 Credit/Debit Card

If the payment was made online the University will normally be able to return the funds to the card that was used for the payment up to 18 months after the original payment was received.

If the payment was made in person the University will normally be able to return the funds to the card that was used for the payment up to 12 months after the original payment was received.

For refunds made outside of these times, proof of payment details will be required which the Tuition Fees team will be able to advise on.

4.5.2 Bank Transfer

For International payments the University will normally be able to request a bounce back of funds from Barclays Bank up to 12 months after the original payment was received.

For payments from a UK bank account the University will return the funds to the Bank Account from which the original payment was made.

For refunds that cannot be made to the originating bank account as above, then proof of payment details will be required which the Tuition Fees Team will be able to advise on.

4.5.3 Global Pay for students (Powered by Western Union)

Proof of payment details will be required which the Tuition Fees Team will be able to advise on.

4.5.4 Cash or Cheque

Proof of payment details will be required which the Tuition Fees Team will be able to advise on.

4.5.5 Direct Debit

The refund will be processed back to the account used for the original transaction.

4.6 Proof of payment details

Where funds cannot be returned to the original card or account, proof of where the original payment came from will be required, such as a copy of a card or bank statement showing the funds leaving (all other details may be blanked out).

Where a card has expired then a statement to prove this will be required before the funds are returned in another way.

Where payment was made by cash, a statement should show the withdrawal of cash. If no such proof is able to be provided a refund may not be possible.