



# Newcastle University

## Tuition Fees Refund Document

**Document owner:**

Karen Carvell  
Finance and Planning, Level 4, King's Gate, Newcastle upon Tyne  
Tel 0191 208 6516  
E Mail [Tuition-fees@ncl.ac.uk](mailto:Tuition-fees@ncl.ac.uk)  
Updated 21/05/21

Effective from: 1 August 2021

## 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

Any refund of tuition fees and/or reduction in fee liability is at the discretion of Newcastle University. Charges will not be levied for students who withdraw in the first 2 weeks of Term 1. In all cases any other tuition fee debts owing to the University will be subtracted from any refund of fees.

Refunds will not normally be made for amounts less than £50 unless requested by the student.

From August 2021 students will fall into one of 2 fee paying categories: Home Fees or International Fees. Which category the student falls into depends on whether certain criteria is met, and will determine how their refund is calculated.

- Home fees apply to *UK students, Irish students, Crown Dependencies, other EU students who started their course before August 2021 and students with settled or pre-settled status.*
- International Fees apply to all other students.

The University will apply the following rules when calculating the fee liability for students who are withdrawing from the University or suspending studies:

### 3.1 Home Fee Paying Undergraduate students, excluding students from the Crown Dependencies

*This applies to undergraduate and PCGE: UK students, Irish students, other EU students who started their course before August 2021 and students with settled or pre-settled status*

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.

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

### 3.2 International Fee paying Undergraduates, Undergraduates from the Crown Dependencies, and All Postgraduate students

When withdrawing or suspending, students will be charged pro rata based on the number of weeks in attendance.

- For undergraduate students the charges will be pro rata over 30 or 31 weeks.(depending on how the University calendar falls)

- For postgraduate students the charges will be pro rata over 41 or 42 weeks (depending on how the University calendar falls).

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 or cheque) 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.