University of East London

Pioneering Futures Since 1898

Tuition Fee Refund Policy 2025/26

Contents

1. Introduction and Scope
2. When you can request a refund
3. Refunds procedure
4. Deferred entry
5. Taking a study break
6. Withdrawing from your course
7. Tuition fee deposits
8. Help and advice
9. Complaints
10. Links to other Institutional Policies and Procedures
11. Definitions

1. Introduction and Scope

1.1. We aim to create a positive environment for every student. However, we recognise that there may be circumstances where you wish to withdraw from the course and request a tuition fee refund.

1.2. This policy applies to all UEL students and provides essential information about tuition fee refunds. This policy only applies to tuition fees (and related bench fees where applicable). Please see the Student Debt Policy for any other debts to UEL.

1.3. In this policy "we" means the University of East London and "you" means the student.

1.4. You will find an explanation of the technical words and acronyms we use in this policy in section 11.

2. When you can request a refund

2.1. You can request a refund up to six calendar years from the date you were formally informed of the overpayment when:

- You do not meet the academic or other conditions of your offer and cannot fully enrol.
- We apply a discount, scholarship, or fee waiver after you pay your fees in full.
- The UK government refuses your student visa application, except the cases where your application was refused for deception and then you are subjected to the non-refundable tuition fee deposit.
- We are not able to issue a Confirmation of Acceptance of Studies (CAS) to you where you require a student visa.
- Your tuition fees are paid full by a third party (Student Loans Company, other student finance provider or a sponsor) after you pay them yourself.
- You transfer to a course with lower fees.
- You overpay your fees.
- You are not able to enrol at UEL due to extenuating or exceptional circumstances, except where you have been granted a student visa.

2.2. You may also be entitled to a refund if you withdraw from your course, depending on when you withdraw.

2.3. If you withdraw, we will calculate your refund based on the tuition fee liability point, as specified in the section 6.2 "Tuition Fee Liability Points" of the Tuition Fees Policy 2025/26, after deducting the amount of any outstanding debts you owe us.

2.4. If you are a self-funded UK resident student, you may request a refund up to six calendar years from the date on which you make your payment.

2.5. If you are studying at UEL on a student visa we will not process your refund until you return to your country of origin, and you must provide proof that you have returned within six months from the later of:

- The start of the term if you have not enrolled; or

- If you have enrolled, your last date of engagement with your studies confirmed by your School.

If you do not meet the conditions in this section, we will not be able to make a refund.

2.6. If your application for a student visa is refused and you send us documentary evidence, we will usually issue a refund.

2.7. If you are on placement for a full academic year and engage in no other studies on your course during that year we will charge you a placement-only fee. Placement fees are not refundable after the first 14 calendar days of the placement.

2.8. We will not refund non-refundable deposits. Please see Section 7 for more information.

3. Refunds procedure

3.1. To apply for a refund, please complete and submit the Online Refund Request form using this link: **Credit Control - Refund Request Form | UEL**.

Our Credit Control team will assess your eligibility.

3.2. You are responsible for providing accurate information and necessary documentary evidence to facilitate prompt processing of refunds and to prevent unnecessary delays.

3.3. If you are entitled to a refund, we will consider and, if eligible, authorise and process it within eight weeks of receipt of the Request Form with appropriate documentary evidence.

3.4. In line with UK law and our anti-money laundering policy, these conditions apply:

- We will only make refunds to the person, people or organisations which paid your tuition fees. If that was not you, we can only make the refund to the payer.
- Where more than one payment was made towards your fees by different people or organisations, we will refund each payer in the same proportions as the payment made to us were split.
- We only make refunds to the same bank account in the same country that we received payment from.
- If you or someone else made a payment by debit/credit card, we will only make the refund to the card used to make your original payment.
- Where you or someone else paid your fees using PayPal we can only refund to the bank account linked to the PayPal account used to make that payment.
- Refunds will be made only in Pounds Sterling (we are not responsible for exchange rate fluctuations or bank charges).
- Refunds cannot be made by cheque or in cash.

We cannot refund to you any payment made on your behalf by any method. Refunds can only be made to whoever paid the University, even where that payment was made by your parent or other family member.

3.5. If you request a refund because you withdraw voluntarily from your course, we will normally calculate your refund in accordance with the tuition liability points specified in the Section 6.2 “Tuition Fee Liability Points” of the Tuition Fees Policy 2025/26.

3.6. If you have a UK Student Loan Company (SLC) loan, we will notify SLC. The SLC will reclaim all payments made to us. We will report your leave of absence, course withdrawal, and fee changes to Student Finance England or the equivalent funding body.

3.7. If you are transferring to another UK university, we can pay your refund directly to your new university at your request.

3.8. Where you have a student loan or other student finance from any other student loan or finance provider, they must approve any payment by us to your new university.

3.9. We will only make a refund to your new university after you send us a letter from your new university confirming your place.

4. Deferred entry

4.1. As per UEL Admission policy, some courses allow applications for deferred entry. Applicants can defer their offer for one academic year only. Applicants can request deferred entry after receiving their offer but prior to commencing the course.

4.2. If you are an international student who paid a tuition fee deposit in advance and you decide to defer your studies before traveling to the UK, your deposit will be held until your deferred entry of your course.

4.3. If you are an international student who paid a tuition fee deposit in advance and decide not to enrol within the one-year deferral period, your deposit is non-refundable, unless you have not been issued with a CAS and Section 3 applies.

5. Taking a study break

5.1. If you take a study break (intermit) we expect you to return. You can find out how to apply for a study break from our UEL Student Initiated Break, Transfer and Withdrawal Policy: Student Policies | University of East London (uel.ac.uk).

5.2. We do not offer refunds when you go on a study break (intermission). We will keep any tuition fee payment from you as credit on your student account and will count it towards your fees for your following year of study.

5.3. If you decide to withdraw from UEL after or during your study break (intermission) we will treat the date on which your study break (intermission) started when calculating the refund in accordance with the tuition liability point as specified in the Section 6.2 “Tuition Fee Liability Points” of the Tuition Fees Policy 2025/26. We can only make a refund when you complete our withdrawal form. We will calculate your refund as explained in section 6.

5.4. If you defer, take a break, or withdraw due to mitigating circumstances, which are accepted by us, then you must provide appropriate documentary evidence to support any such claim (such as a medical in the event of illness) and follow the processes set out in the Student Initiated Break, Transfer and Withdrawal Policy.

6. Withdrawing from your course

Withdrawing within the first 14 calendar days:

If you withdraw within 14 calendar days of completing our online enrolment process and accepting our terms and conditions, or within 14 days after the course start date - whichever is later - you may be entitled to a refund of payments made towards tuition fees. However, we will deduct any non-refundable tuition deposit and an administration charge.

Withdrawing after the first 14 calendar days:

6.1. If you enrol with us, then withdraw after your first 14 calendar days (unless you have enrolled on a pre-sessional or short course) we will refund you based on how long you have been enrolled. Your tuition fee will be recalculated according to the liability points detailed in the Tuition Fees Policy 2025/26. The refund amount will be the excess of the higher: the recalculated fee or the non-refundable deposit. The University retains the right to charge a proportion of the annual course fee for cancellation after the 14-day period, to reflect the education services already provided.

6.2. Where you have paid a tuition fee deposit, section 7 explains when and how we refund deposits.

Pre-sessional and short courses

6.3. We only offer refunds when you cancel your place within the first 14 calendar days after you complete your online enrolment.

Unsuccessful student visa applications

6.4. If you apply for a visa and your application is rejected after you start your course, we will withdraw you from your programme and sections 6.2 and 6.3 will apply to you.

7. Tuition fee deposits

7.1. We will not refund your deposit or any tuition fee payments if you enter the UK on a student visa and do not enrol at UEL for the course for which we have issued a CAS letter.

7.2. We will refund your tuition fee deposits if:

- your student visa application is refused, and you meet the conditions in sections 2.5 and 2.6.
- you require a student visa, and the university is unable to issue a Confirmation of Acceptance of Studies (CAS), unless you or your agent have withheld information and/or

included misleading or fraudulent information in your application that prevents the University issuing a Confirmation of Acceptance of Studies (CAS)
- you do not meet the academic or other conditions of your offer such as English language requirements.
- we accept that you have exceptional, documented, extenuating circumstances.

7.3. If your application for a Student Visa is refused before you enrol your deposit (and any tuition fees paid in excess of this) will be refunded where you meet all of these conditions:
- you have not started your course.
- you applied for your visa after you paid your deposit.
- your visa application is for the same academic year as your unconditional offer.
- your visa application was made using an offer letter or CAS issued by the University.
- you send us a complete copy of the visa refusal letter.
- you take all reasonable steps to overturn the refusal decision.
- the refusal was not the result of a foreseeable error by you or your agent.
- you or your agent did not include fraudulent or misleading information in your visa application.

7.4. We reserve the right to charge an administration fee (which we will deduct from your refund) if:
- you include fraudulent or deceptive information in your application.
- your visa application is refused.
- you fail immigration clearance because you previously breached immigration conditions.
- you commit a criminal offence and/or
- you include fraudulent or deceptive information in your visa application.

8. Help and advice

8.1. If you would like advice about the impact of withdrawing or taking a study break, you can contact the Student Engagement and Retention team.

9. Complaints

9.1. If you are not satisfied with our refund decision or any sanctions imposed on your for failing to pay your fees, you can make a complaint following our Complaints Procedures available at: Student Complaint Procedure | University of East London (uel.ac.uk).

9.2. We will respond to your complaint in line with our Student Complaints Policy.

10. Links to other UEL Policies and Procedures

This Policy relates to the following policies and procedures:
- Tuition Fee Policy
- Student Debt Policy
- Student Complaints Policy
- Financial Regulations

11. Definitions

Term	What does it mean?
CAS	Confirmation of Acceptance for Studies (CAS) letter issued to you if you are not UK resident and will need a student visa to study at UEL
Enrolment	The process we use to register you as a student of UEL at the start of each academic year.
International student	A student who is not UK resident and needs a Student Visa to study in the UK.
Refund	When we return money to you.
Self-funding student	A student who pays their own tuition fees, and their tuition fees.
Student Loans Company (SLC)	A not-for-profit company in the UK that provides financial support to students in universities and colleges in the UK
Tuition fee	Fee payable for the course provided by the University.
Withdrawal	When you decide to stop studying at UEL and are sure that you will not be returning to study with us on the same course in the future or we remove you from your course because you do not have a student visa or have not paid your tuition fees.

Policy Owner: Position and Department/School

Version	Effective From	Amendments	Equality Analysis	Stakeholders Consulted (e.g. Disability & Dyslexia Team, Policy Review Group)	Approval Date	Author	Date for Review
V1	**01/09/2024**		**.....**	**University Executive Board** **Governance Team** **Academic Registry**	**02/09/2024**	**Marc Albano,** **Lana Yordanova**	**14/01/2026**
V2		**2, 2.1, 2.5, 2.6, 3.1, 3.3, 3.4, 6, 6.4, 7.4**			**18/07/2025**	**Income and Credit Control** **Governance Team**	

Add a row each time the regulation/policy is updated (includes both minor and major updates)

This Policy is reviewed by University Executive Board and approved by Finance & Resources Committee.