University of East London

Pioneering Futures since 1898

Tuition Fee Refund Policy 2026/27

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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 are unable to enrol or wish to withdraw from the course and request a tuition fee refund.

1.2. This policy applies to all UEL students and applicants 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 of payment 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 where your application is refused for deception. See section 7 for more information about non-refundable deposits.
- 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.
- You defer your place to a later academic year then cancel before we issue a CAS to you.
- You withdraw from a placement within 14 days of starting it.

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 section 6.2 "Tuition Fee Liability Points" of the Tuition Fees Policy 2026/27, after deducting the amount of any outstanding debts you owe us.

2.4. 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.

Unless you meet all conditions in this section we cannot make a refund.

3. Refund 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 English law and our anti-money laundering policy, these conditions apply:

- 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 payments made to us were split.
- We only make refunds to the same person 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, if the refund is processed within 6 months of original payment date. If refund is processed after 6 months the original payee's bank details will be required to process the refund.
- Where you or someone else paid your fees using PayPal we can only refund to the original payee via bank transfer.
- 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 a payment made on your behalf by someone else to you, even a payment made by your parent or other family member. Refunds can only be made to whoever paid the University.

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 2026/27. International students may also be subject to a non-refundable deposit specified in Section 7 of the refund policy

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 an international sponsored student we will report your leave of absence, course withdrawal, and fee changes to your sponsor.

4. Deferred entry

4.1. In line with our 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, we will hold your deposit until you start your course. We will not refund your deposit if you change your mind about studying at UEL unless you cancel your place before we issue a CAS to you.

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, Withdrawal and Transfer 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 take a break of studies or are withdrawn, suspended or excluded from studies, we will calculate how much you owe us from the date that your break, withdrawal, exclusion or suspension was requested. This is known as the "request date". 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:

6.1. 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:

6.2. 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 your fee liability points and the fee liability points for your programme can be obtained by contacting the Income and

Credit Control using their email address creditcontrol@uel.ac.uk and they can either reply by email or give you a call, if you prefer. Please state your student number or customer account number on your correspondence. You can also contact the Student Hub instead on 0208 223 4444 to select the option for the Income and Credit Control team. (Lines open: Monday to Friday, 9 am to 5 pm). For new international students the refund amount will be determined by any non-refundable deposit amount payable. 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.

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

Placement fees

6.4. We only offer refunds when you withdraw from your placement within the first 14 days including the first day of your placement.

Pre-sessional and short courses

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

Unsuccessful student visa applications

6.6. If your application is rejected after you start your course, we will withdraw you from your course and sections 6.2 and 6.3 will apply.

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 section 2 of this policy.
- 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.
- We will not refund your deposit or any tuition fee payment if you or any third party/agent have used deception in your visa application or any information given to UEL during the application and Pre CAS process

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.

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

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.
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	01/09/2026		.....	University Executive Board Governance Team Academic Registry Income & Credit Control Team		Leandre Tuitt	14/01/2027

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.