University of East London

Pioneering Futures Since 1898

Tuition Fees 2024-25

Contents

1. Purpose and Scope of the Policy

2. Student Fee Status
    - 2.1 UK (Home) students
    - 2.2 International students
    - 2.3 Further information and contact details

3. Fees and Mode of Attendance
    - 3.1 Undergraduate students
    - 3.2 Postgraduate students
    - 3.3 Condensed courses
    - 3.4 Placements
    - 3.5 Additional Fees
    - 3.6 Studying outside UK

4. Fees and Funding
    - 4.1 UK Undergraduate students
    - 4.2 UK Postgraduate students
    - 4.3 International Students
    - 4.4 Sponsorships
    - 4.5 Further information and contact details

5. Scholarships, Discounts, and Fee reductions
    - 5.1 Fee reductions
    - 5.2 Scholarships
    - 5.3 UEL Staff Bursaries
    - 5.4 Early Payment Discount
    - 5.5 Multiple and Capped awards
    - 5.6 Withdrawal, Intermission, Exclusion, and Suspension impact on student support

6. Student rights and responsibilities
    - 6.1 Enrolment
    - 6.2 Tuition Fee Liability Points
    - 6.3 Fee Deposit for International Students
    - 6.4 Payment Options
    - 6.4 Withdrawal and Intermission
    - 6.5 Exclusion

7. Complaints, Compensation, and Refunds
8. Sharing Information
9. Links to other Institutional Policies and procedures
10. Definitions

1. Purpose and Scope of the Policy

1.1 In this policy “we” means the University of East London and “you” means our student.

1.2 We are committed to a fair and transparent policy in respect of charges made to students.

1.3 This Policy applies to students enrolled at UEL in the 2024/25 academic year. It explains:

- Your tuition fee status (UK and Overseas)
- Your tuition fee based on level of study (undergraduate, postgraduate taught and postgraduate research degree courses) and mode of attendance (full-time and part-time)
- Fee rates and fee reductions
- Changes to fees if you interrupt your studies or withdraw
- Your rights and responsibilities

1.4 The policy does not apply to Apprenticeship Degrees. If you are an apprentice, you will not typically pay us any tuition fees while you work for the employer named on your application. If you change your employer and the new employer does not take over as your apprentice employer and will not be paying your fees, you cannot normally stay on your course. If you switch to a different UEL course, then this policy become applicable, and you will become responsible for paying your own fees with or without a student loan or other alternative source of funding. You must inform our Apprenticeships Team immediately if you change employers.

1.5 Students registered at partnering institutions for a University of East London validated course as part of a collaborative partnership are covered by the appropriate arrangements in place at the relevant partner institution.

1.6 UEL fees are set annually and cover registration, tuition, provision of resources including support services and learning materials and supervision for each academic year, or part of the academic year that you are enrolled. Our tuition fees may differ from one course to another as they reflect the resources required to deliver that course, the level, the mode of study, and the student’s fee status. If your tuition fees are not regulated by the UK Government, the University may increase these each year. This normally applies to undergraduate overseas fee payers and all postgraduate course fees. It is not anticipated that the fees will increase by more than 5% each year.

1.7 If you transfer from another UK university during your studies, this policy will apply to you from when you enrol at UEL.

1.8 Fees are normally quoted at the full-time rate, except where the course is offered on a part-time or modular basis only. Fees for part-time or modular studies are normally charged pro-rata to the appropriate full-time equivalent.

1.9 Fees are quoted in pounds sterling (GBP, £). We will only publish fee information in alternative currencies where this is a regulatory requirement or is required by external bodies. Where we publish our fee rates in other currencies, we will use the rate applicable at the time the amount is calculated.

2. Student Fee Status

Our Admissions team will assess your application and will assign you a fee status depending on whether you are from the UK, the British Isles, or overseas. Your fee status determines how much you will pay in tuition fees. This fee status assessment is made in line with UK regulations and guidance issued by the UK Council for International Student Affairs (UKCISA). For further details on how we assess fee status please visit Fee status assessment | University of East London (uel.ac.uk).

2.1 UK (Home) students

2.1.1 The annual tuition fee for all full-time undergraduate courses starting in autumn 2024 is **£9,250**. This is a **regulated** fee set by the UK Government. This fee represents the current maximum allowed by the government, subject to annual adjustments (typically in line with inflation) as may be determined by the government.

2.1.2 There is no legislative fee cap for home postgraduate students (taught and research). For Postgraduate and Placement rates, please refer to the **Schedule 1 for 2024/25.**

2.2 International students

2.2.1 The University is free to determine its tuition fee levels for Overseas fee-paying students.

2.2.2 If you have received an offer that confirms you have been assessed as an overseas student for fee purposes, you will be expected to pay the level of tuition fee as stated in the offer.

2.2.3 With effect from January 2021, following the UK's departure from the European Union, all new students from the EU enrolling to study in the UK from August 2021 will be classified as Overseas fee-paying students. Unless you are an EU, EEA or Swiss national benefitting from Citizens' Rights under the EU Withdrawal Agreement, EEA EFTA Separation Agreement or Swiss Citizens' Rights Agreement respectively, you will be charged overseas fees.

2.2.4 The tuition fees shown for overseas students are for one complete academic year of full-time study, are set according to the academic year of entry, and remain the same throughout the duration of the course for that cohort (unless otherwise stated). Please refer to the **Schedule 1 for 2024/25** for fees rates.

2.3 Further information and contact details

2.3.1 If you have queries about your fee status, or your fee status changed, or you believe that the assessment is incorrect and want to appeal, please contact our Applicant Engagement Team, who can offer advice.

2.3.2 Contact details are as per below:

- For all UK Home applicants, the telephone number is +44 (0)20 8223 3333. You can contact as via live chat on our webpage Fee status assessment | University of East London (uel.ac.uk) or email feeassess@uel.ac.uk .
- For all International students, the telephone number is +44 (0)20 8223 3040 or email feeassess@uel.ac.uk and international@uel.ac.uk .
- Current students will need to contact the Student Support Hub via MyPortal (uel.ac.uk) or call on +44 (0)20 8223 4444.

3. Fees and Mode of Attendance

This section explains how we calculate your fees, depending on your mode of attendance (full-time, or part-time, or placement) and the number of credits you take.

3.1 Undergraduate students

3.1.1 If you are registered for more than 90 credits in one year of study, you will be classified as a full-time student. If you are registered for 90 credits or fewer, you will be classified as a part-time student.

3.1.2 If you are a full-time student, your tuition fees will be the same regardless of the number of credits for which you are registered.

3.1.3 If you are a part-time student, your fee will be charged proportionally based on the number of credits for which you are registered.

3.1.4 We will review part-time fees ten weeks after the start date of your course. The University may modify the modules after your enrolment, recalculating your fees and notifying you of any increases or decreases. Students (or sponsors, where applicable) will be immediately liable for any increases in tuition fees resulting from fee adjustments. We will refund any decrease in fees. Students' fees will be regularly reviewed thereafter and adjusted according to changes in registered credits. Adjustments may apply to fees charged in a previous term or academic year.

3.2 Postgraduate students

3.2.1 If you are registered for 120 credits or more in a single year of study, we will typically classify you as a full-time student.

3.2.2 If you are registered for less than 120 credits in a single year of study, you will typically be classified as a part-time student.

3.2.3 We will charge you the annual tuition fee stated in **Schedule 1** as determined by your status as either a full-time or part-time student.

3.2.4 If you fail a module for a second time after reassessment, and it is necessary for you to retake the module in full to complete your course, we will charge an additional tuition fee equivalent to the credit value of the module, whether you retake it in person or study for it remotely. For information how to appeal, you should refer to "**Appeals Against Assessment Board"** which is Part 6 of our Academic and General Regulations at www.uel.ac.uk/about/governance/manual-general-regulations.

3.2.5 If you are registered for 60 credits or more in one term only and do not register for any other credits for the rest of the year of study, you will typically be classified as a full-time student.

3.2.6 Postgraduate research students, or postgraduate students undertaking the research element of their course (including students on Professional Doctorate and Master of Research courses), are charged a flat annual fee. Part-time postgraduate research students are also charged a flat annual fee, which is calculated as a proportion of the corresponding full-time fee.

3.2.7 If you are registered for 60 credits for all three academic years and enrol in a 60-credit module in your final term, we will classify you as a part-time student for your final term of study.

3.2.8 If you are on a Master's degree course and registered for 60 credits in the first year of study and 120 credits in the second year of study, you will be classified as a part-time student for both years of study.

3.2.9 Part-time postgraduate students' tuition fees are calculated at the start of each year of study based on an expected credit load of 90 credits per year. Please note that in exceptional circumstances, some courses' expected credit loads may differ from this standard model.

3.2.10 Part-time postgraduate students' fees will be reviewed 40 weeks after the course start date. If there is a difference between the expected credit load and the number of credits registered after this 40-week period, a student's fees will be recalculated based on the actual number of credits registered and adjusted accordingly. Students (or sponsors, where applicable) will become liable for any increases in tuition fees following these adjustments. Students' fees will be continually and regularly reviewed thereafter and adjusted following any changes to the credits registered. Adjustments may apply to fees charged in a previous term or academic year.

3.2.11 Note that if you are in the UK on a student visa, you may only study on a part-time basis when this is permitted by your visa conditions and with our permission.

3.3 Condensed Courses

3.3.1 The fees payable for a condensed course will be pro-rated to the amount charged for the full-time course. For example, should you complete a course within two and a half years of study that ordinarily require three years of study, you will be required to pay a fee that equates to two and a half years of study as follows: full-time fee paid in the first two years and with 50% of the full-time fee paid in the last year of the course. Further advice can be provided upon application.

3.4 Placements

3.4.1 Students who undertake a placement for a full year and engage in no other studies on their course during that year are charged a placement-only fee. After the first 14 calendar days on the placement, placement fees are non-refundable.

3.4.2 Students who are registered for additional modules alongside their year-long placement module will be charged fees proportionate to the credit value of the additional module(s).

3.4.3 Where a placement forms part of a module(s) taken alongside other modules within the same year of study, the standard rules regarding tuition fee charges as outlined in section 6.2 of this policy will apply.

3.4.4 Placements must be approved in advance by UEL. Students undertaking placements without the approval of UEL will be considered as intermitting and/or may be withdrawn from studies.

3.5 Additional fees

In addition to tuition fees, for some courses we charge other fees which you must pay yourself unless you are a sponsored student, and your sponsor is paying:

- Bench fees. The amount depends on your course of study and is published in Schedule 1 – UEL Fees Schedule 2024/25.
- We will endeavour to ensure that field trip fees and other supplementary fees will be communicated to you in your admissions information, and you will be expected to pay these before or during enrolment.

3.6 Studying outside the UK

3.6.1 We do not offer fee reductions or refunds for periods of study outside the UK of less than a full academic year.

3.6.2 If you study abroad at another institution for one term only and study at UEL for the remaining term in the same year of study, you will be charged the full tuition fee.

3.6.3 If you study outside the UK for a full academic year, you will be charged a flat fee. The amount of this fee will depend on whether you are classified as a Home student or an Overseas Fee Paying student.

4. Fees and Funding

This section explains the types of funding available to different categories of students, depending on domicile (UK and International) and level of study (undergraduate and postgraduate).

4.1 UK Undergraduate students

4.1.1 Eligible UK students can apply for a Tuition Fee Loan to cover tuition fee costs and a Maintenance Loan to help with living costs. A tuition fee loan covers the full tuition fee and is paid directly to the University, meaning you don't have to pay your fees upfront or while you are studying. A Maintenance Loan from the Government will help you with living costs.

4.1.2 You can apply to one of the following funding bodies, depending on where you live:

- If you live in **England,** then apply to **Student Finance England** (SFE/SLC) Student loans: a guide to terms and conditions 2024 to 2025 - GOV.UK (www.gov.uk)
- If you live in **Northern Ireland,** apply to Student Finance Northern Ireland (SFNI) Student Finance Northern Ireland (studentfinanceni.co.uk)
- If you live in **Scotland,** apply to the Student Awards Agency for Scotland (SAAS) Student Awards Agency Scotland - SAAS - Funding Your Future
- If you live in **Wales,** then apply to Student Finance Wales (SFW) Home | Student Finance Wales

4.1.3 If you have received SLC/SFE/SAAS/SFW/SFNI funding for a previous course or are repeating studies, you may not be eligible for further funding. If you have not received a final assessment from the funding bodies confirming your funding, you should check your eligibility with them prior to enrolling.

4.1.4 Unless you have confirmation from a funding body confirming your eligibility for funding, you will be required to complete enrolment as a self-funding student and will be personally responsible for the payment of fees.

4.1.5 You don't have to take out a tuition fee loan or maintenance loan if you don't want to. If you would prefer you can pay your fees directly to the university.

4.2 UK Postgraduate students

4.2.2 As a postgraduate student, you may be eligible for government funding for your postgraduate study through loans, bursaries, and grants. You can visit UEL webpages on Government funding for postgraduate students for more details.

4.2.3 If you are starting a master's degree on or after 1 August 2019, you may be eligible for postgraduate study funding from Student Finance England in the form of a **Postgraduate Master's Loan (PGL)**, to help with course fees and living costs. Visit the Student Finance England website for further details.

4.2.4 This funding is not based on your or your family's income and it is paid directly to you. Applications are made directly through the Student Finance England website.

4.2.5 To fully enrol and set up a payment plan with UEL based on your Postgraduate Master's Loan payment schedule, you must have applied for funding through SFE and received a Postgraduate Loan Summary confirming the agreed loan amount, your course details, and expected payment schedule. If you have not already done so, you should immediately apply online at www.gov.uk/student-finance.

4.3 International students

4.3.1 As an international student, you are responsible for paying your tuition fees.

4.3.2 Students receiving aid from other foreign countries should provide their loan details to the Income and Credit Control Team and Student Money Advice and Rights Team (SMART).

4.3.3 If you are eligible for **Norwegian** or **Swedish Student Loans**, you will need to upload proof of your student loan and details of the loan payment dates to the Income and Credit Control Team in order to complete your enrolment. Once received, you will be contacted to arrange a suitable instalment agreement.

4.3.4 Eligible UEL students from the USA can take out **Federal Direct Loans** from the US government to help pay for school related expenses in the UK (our Federal School Code is **G30450).** There is also a small number of lenders that provide Private loans to US students in the UK.

4.3.5 If you are a US student receiving aid, you must sign a payment plan to confirm that your fees will be paid in two equal instalments once you have sent us your award letter. If your loan does not cover your full fees, then you will have to pay the balance yourself.

4.3.6 We can also administer College Savings Plans, Canadian student loans and other ad hoc overseas scholarships and bursaries.

4.3.7 Our Student Money Advice and Rights Team (SMART) are responsible for administering international funding at the University of East London. If you would like more information on of the funding options explained above, please contact call us on +44 (0)20 8223 4444, or email federalaid@uel.ac.uk, or visit our web page Funding for North Americans.

4.4 Sponsorships

4.4.1 If your fees are paid in full or in part by an employer, government agency, or official body such as an international scholarship organisation, you are considered a **sponsored student**. You must provide a letter from your sponsor and submit details of your sponsor when you enrol.

4.4.2 Parents, family, and friends do not count as sponsors. If they pay all or part of your fees, you will be classified as 'self-funding' student and you will be expected to pay the fees accordingly.

4.4.3 If your course is longer than one year, you must provide a new letter each year when you re-enrol. The letter should confirm the address to which the invoice should be sent, a contact name, and the amount of the sponsorship. Until you send us this letter, we will treat you as self-funding. You are responsible for ensuring that your sponsor pays their fees promptly upon invoicing.

4.4.4 We will invoice your sponsor at the address you provide us during enrolment, and you are responsible for ensuring that the details are correct and up to date.

4.4.5 We normally invoice sponsors with a 30-day payment deadline. If your sponsor cannot pay within this timeframe, you must inform our Income & Credit Control Team before completing your enrolment. Contact details are Credit Control Mailbox: creditcontrol@uel.ac.uk , phone +44 (0)20 8223 4444.

4.4.6 If you are a postgraduate student, your sponsorship letter should include agreement to pay any additional fees (see section 3.5). If your sponsor does not pay these additional fees, you will be responsible for paying them yourself.

4.4.7 We reserve the right to refuse a company or organisation as a fee sponsor. If a sponsor is refused, you will be considered self-financing for fee payment. Should you wish to appeal this decision, either you or your sponsor may write to the University Secretary, stating the reasons for your request. The University Secretary can be contacted via email: J.Benson@uel.ac.uk.

4.4.8 The University's decision in respect of sponsorship will be final.

4.5 Further information and contact details

Some students may be eligible for funding due to personal circumstances, such as disability support, funding for student parents and care experienced students, and support for those from low-income households.

You can discuss your eligibility for funding with the following teams at UEL:

- Student Money Advice & Rights Team (SMART), webpage: Advice and Guidance | University of East London (uel.ac.uk), telephone: +44 (0)20 8223 4444.

- Student Hub helpdesk located at Docklands (East Building) and Stratford (University House).

Continuing students can also visit MyPortal (uel.ac.uk).

5. Scholarships, Discounts, and Fee reductions

5.1 Fee reductions

The University may reduce your fees for the following reasons:

- If you received a Scholarship Award.
- If you are entitled to an Early Payment Discount of 5%.
- If you change your mode of study from full to part time and study less than 90 credits (for undergraduates) or 60 credits (for postgraduates).
- If you become classified as a 'Home' student for tuition fee purposes after being classified as an 'Overseas' student.

5.2 Scholarships

5.2.1 We're passionate about opening up education to all students, and our range of scholarships and bursaries can help you on your way to your future career. You can discover our range of scholarships and bursaries to support your studies on UEL web pages dedicated to scholarships and bursaries.

5.2.2 All fee reductions are awarded subject to terms and conditions. There are terms and conditions attached to each of these discount facilities:

- Undergraduate scholarships and bursaries
- Postgraduate scholarships and bursaries
- International Scholarships
- Sports Scholarships

5.2.3 If you are awarded a scholarship or bursary, this will be reflected in your enrolment record. If the scholarship covers only part of the fees, the student must pay the balance due according to the payment arrangements that apply to self-funding students.

5.2.4 If you have questions about your scholarship or bursary entitlement, contact Student Hub via MyPortal (uel.ac.uk) or by telephone: +44 (0)20 8223 4444.

5.3 UEL staff bursaries

5.3.1 If you are a UEL employee, you may be eligible for a UEL Staff Bursary, which is a reduction in tuition fees.

5.3.2 Your Dean of School, Director of Service, or other nominated budget holder must approve your bursary application, which you may apply for during the online enrolment process. You

are strongly encouraged to seek approval from your Dean of School, Director of Service, or other nominated budget holder before applying to study at UEL.

5.3.3 UEL Staff Bursaries are awarded on an annual basis and are valid for one year only, so you must reapply each year for multi-year courses.

5.3.4 If your budget holder / Dean of School / Director of Service refuses to authorise a UEL staff bursary for any reason, at any time, a student will be liable for the payment of any fees.

5.4 Early Payment Discount

5.4.1 If you pay your own fees, we will discount your fees by 5% if you pay them in full no later than 14 calendar days before the start date of your course.

5.4.2 If you are awarded a scholarship or a bursary, we will apply your discount to the balance of your fees after your bursary or scholarship has been applied (see also section 5.5 for multiple awards).

5.4.3 If you are a sponsored student, and your sponsor pays your fees in full before the early payment deadline date, they will qualify for a fee reduction. We will only issue invoices reflecting the reduced amount after your sponsor pays and you have enrolled.

5.4.4 Short courses, including pre-sessional, pre-entry, and summer schools, are not eligible for early payment discounts.

5.5 Multiple and Capped Awards

5.5.1 We will award whichever reduction or scholarship gives you the greatest financial benefit. If you are eligible for an Early Payment Discount, you will also receive it. Where students may be awarded or entitled to more than one fee reduction per year, the award or entitlement that provides the highest reduction in fees will be applied to a student's account, and all other fee reductions will be disregarded (excluding the early payment discount, which may still be applied).

5.5.2 Should any other fee reduction be considered by the University, it will be in line with the policy that applies to the reduction or considered on a case-by-case basis.

5.5.3 The total amount of reductions and discounts we offer is capped at the level of your total tuition fees, regardless of whether they exceed the tuition fees you would be paying without the reductions.

5.6 Withdrawal, intermission, exclusion, and suspension impact on student support

5.6.1 Students may become ineligible for a fee reduction if they withdraw or take a leave of absence from studies, or if they are excluded or suspended, as determined by the terms and

conditions of their awarded reduction. In such cases, the fee reduction may be revoked, and the full tuition fee amount will be reinstated.

5.6.2 Where you are eligible to retain your fee reduction following a withdrawal, intermission, exclusion, or suspension from UEL, the fee reduction will be adjusted in line with the adjustments made to your tuition fees, as outlined in section 6.2 of this policy. For example, if your tuition fee is reduced by 50%, then your fee reduction will also be reduced by 50%.

6. Student Rights and Responsibilities

6.1 Enrolment

6.1.1. Enrolment at UEL is the process whereby the University's registration process is completed in full and offer holders officially become students of UEL. If you wish to study at UEL, you must enrol for each successive year or other relevant part of your course at UEL Direct.

6.1.2. The deadline to enrol is the 14th calendar day after the start date of a course and will be communicated to offer holders via an email invitation to enrol.

6.1.3. Failure to complete enrolment by the enrolment deadline date may result in offer holders losing their place of study at UEL or continuing students being withdrawn from studies. If you are withdrawn, your student ID card will be deactivated, and you will not be able to attend lectures, use the library, submit, or sit assessments, or participate in any other academically related activities.

6.1.4. Your payments / payment plans must be completed on or before the enrolment date for each academic year. Payment in full, or an agreement to pay in instalments and paying the first instalment is a prerequisite of enrolment. Your payments are complete, and you can proceed to conclude enrolment, when we have received payment of the cleared funds into our bank account.

6.1.5. Any outstanding debts owing to the University must be cleared in full before commencement of the enrolment process. You can only re-enrol on a further year of study if you have paid tuition and bench fees for previous years in full.

6.1.6. You will be considered to have enrolled at the University if the following applies:

- **All** students – the generic start of term date has been reached or passed. Cohorts with official course start dates outside of these months will be assessed in line with this timescale. You will need to have paid your tuition fees or made acceptable arrangements to do so as per the information given here

AND via the enrolment system UEL Direct

- for **New** students - you have verified your personal details, your course, and provided confirmation of your qualifications and identity that is acceptable to the University.

- for **Continuing** students - you have verified your personal details and your course.

6.2 Tuition Fee Liability Points

6.2.1. By the act of enrolment, a student accepts UEL terms and conditions and liability to pay the full tuition fee for the year of study.

6.2.2. Students have the right to cancel their acceptance of a place on a course within the first 14 calendar days after they have completed the online enrolment process. Students who cancel within this period will be entitled to a full refund of tuition fees paid, excluding non-refundable deposit or/and any administration charges applicable.

6.2.3. If you withdraw, intermit, or are suspended or excluded from studies, we will calculate how much you owe us from the date that your withdrawal, intermission, exclusion or suspension was requested.

6.2.4. The liability periods outlined in the table **"Tuition Fee Liability Points"** below are used to calculate any payments due or to be refunded (subject to non-refundable deposit) should a student withdraw, intermit, or be suspended or excluded from studies.

Tuition Fee Liability Points

Undergraduate
including MArch Architecture (ARB/RIBA part 2), Integrated Masters, and PGCE courses (September 2024 intake), all calendar days:

Liability Period	Fee liability	Liability Date
1	25%	Term 1 start date + 21 days
2	50%	Term 2 start date + 7 days
3	100%	Term 3 start date + 7 days

Postgraduate (taught and research)
excluding MArch Architecture (ARB/RIBA part 2), Integrated Masters, and PGCE courses (September 2024 intake), all calendar days:

Liability Period	Fee liability	Liability Date
1	50%	Term 1 start date + 21 days
2	100%	Term 2 start date + 7 days

6.2.5. Undergraduate students including MArch Architecture (ARB/RIBA part 2), Integrated Masters and PGCE students

6.2.5.1. If you have an SLC or SAAS award, we will inform the SLC/SAAS and we will adjust your fees in line with their rules.

6.2.5.2. Undergraduate students

You will have to pay a percentage of your annual tuition fee where you engage in academic activities on or after the 'UEL Tuition Fee Liability Points' dates set out in the tables in paragraph 1.5. Teaching week and term dates are specified in UEL's academic calendar at www.uel.ac.uk/key-term-dates. Academic activities include attendance in classes, use of online learning materials, submission and participating in assessments and use of a student ID card.

6.2.5.3. PGCE students

Fee calculations for students on PGCE courses are based on the start date of a course, and students are charged no more than 100% of one annual tuition fee for the duration of the course, irrespective of intermission.

6.2.6. Postgraduate students, excluding MArch Architecture (ARB/RIBA part 2), Integrated Masters and PGCE students:

6.2.6.1. All postgraduate students, excluding those on MArch Architecture (ARB/RIBA part 2), Integrated Master's, and PGCE courses, will be liable for tuition fees in the event of withdrawal, interruption, suspension, or exclusion, as specified below.

6.2.6.2. Full-time postgraduate students

a) Full-time postgraduate students will be liable for a percentage of the annual tuition fees for a course where they attend or engage with studies on or after the 'UEL Tuition Fee Liability Points' dates set out in the tables in paragraph 1.5. Teaching week and term dates are specified in UEL's academic calendar at Key term dates | University of East London (uel.ac.uk).

b) Full-time postgraduate taught students who, after attending or engaging on or after the second fee liability point, are charged 100% of the annual tuition fee will not be entitled to any refund or reduction in tuition fee should they intermit or withdraw from studies prior to undertaking or completing their final dissertation or thesis module. This is due to the fact that provision for your studies has been made.

c) Exceptionally, full-time postgraduate taught students who return to studies to undertake their dissertation or thesis module (on the first attempt) within one year following their intermission or withdrawal will not be charged an additional tuition fee for the respective dissertation or thesis module. This does not apply to students retaking a module where the module was not passed at first assessment or reassessment, under which circumstances standard tuition fee charges will apply.

d) Any full-time postgraduate taught students returning to studies later than this one-year period following intermission or withdrawal will be charged tuition fees for all

modules registered, including dissertation or thesis modules, at the rate for the academic year in which studies are resumed.

e) Should a full-time postgraduate student intermit from studies and be charged for modules not undertaken, their tuition fees will be retroactively adjusted upon their return to studies to reflect the actual number of module credits undertaken in the year the intermission took place.

6.2.6.3. Part-time postgraduate students

Part-time postgraduate students will be liable for the full cost of all modules attended or engaged with on or after the first 'UEL Tuition Fee Liability Points' set out in the tables in paragraph 1.5 for the term or terms in which the modules were undertaken. Teaching week and term dates are specified in UEL's academic calendar at Key term dates.

6.2.7. All students

6.2.7.1. If you have an instalment plan, we will charge fees in accordance with the liability point at which you withdraw from your course.

6.2.7.2. **IMPORTANT**: You are legally responsible for paying your tuition fees, regardless of whether you have a Student Loan Company (SLC) loan or a sponsor. If your sponsor fails to pay, or if you are ineligible or lose eligibility for an SLC loan, you must cover any unpaid fees for your studies. This applies to all undergraduate and postgraduate courses.

6.2.7.3. You must re-apply annually for your SLC or other student finance provider tuition fee loan. For more information, visit Student Finance.

6.2.7.4. Undergraduate students with an approved SLC Loan will not be charged directly, provided the University has received official notification from the SLC on or before enrolment.

6.2.7.5. If you apply late for SLC funding and do not receive an official notification by your enrolment deadline, you will be classified as a self-funding student. Once your SLC funding eligibility is confirmed, we will refund your personal tuition fee payment after receiving payment from the SLC.

6.2.7.6. If your student loan, sponsor, or scholarship covers only part of your tuition fees, you must pay the remaining balance.

6.2.7.7. If we delay claiming payment from you of any personally payable fees until after enrolment, you will still be required to pay us when we ask, provided

that we give you 14 days' notice of when payment is due.

6.3 Fee Deposit for International Students

6.3.1. International students are required to pay a fee deposit to secure their place at UEL, before a Confirmation of Acceptance for Studies (CAS) is issued. The deposit allows applicants to demonstrate their commitment to study at UEL and aids the University in its student number planning.

6.3.2. We will specify whether you will be required to pay the deposit in the offer of admission. Should a deposit apply to your course you must pay the deposit in full by the deadline specified in the offer.

6.3.3. Deposits paid to the university are normally non-refundable, except in the circumstances. covered in the **UEL Tuition Fees Refund Policy**.

6.4 Payment Options

6.4.1 Payment options are detailed in the **Student Debt Policy** – if you a self-funding student, or you have a Postgraduate Master's Loan (PGL), you can pay your fees either in full or by instalments.

6.5 Withdrawal and Intermission

6.5.1 If you wish to withdraw within the first 14 calendar days after you have completed the online enrolment process and accepted UEL terms and conditions, you may be entitled to a full refund of tuition fees paid. This is subject to the University retaining **non-refundable** deposit paid to cover its reasonable losses because of your withdrawal.

6.5.2 If you decide to withdraw after this period, the University retains the right to charge a proportion of the annual course fee as detailed in the Tuition Fee Liability points.

6.5.3 If you decide to withdraw or take a break from your studies (intermit), you should submit your request to MyPortal (uel.ac.uk) as soon as possible to minimise the amount of fees you are required to pay.

6.5.4 If we withdraw you for low- or non-attendance and/or engagement, you will be expected to pay fees up until the date you are withdrawn from UEL. This may also include the costs of administering your withdrawal if you have provided fraudulent or misleading information relating to your studies.

6.5.5 If you take a break from your studies, when you return, you will pay fees at the rate for the academic year in which you re-start. For example, if you intermit in 2023/24 and return in 2024/25, you will pay fees at the 2024/25 academic year rate.

6.5.6 If you withdraw and apply for the same or a different course, you will be classed as a new student for fees purposes.

6.6 Exclusion

6.6.1 You may be excluded from your course because of academic misconduct (Academic and General Regulations | Academic Integrity & Academic Misconduct), student disciplinary (Student Policies | Non-Academic Misconduct Policy) or due to outstanding tuition fee debt owed to UEL.

6.6.2 All students become liable to pay their full tuition fees as set out in the paragraph 6.2.

6.6.3 If any outstanding tuition fee debts remain unpaid and you continue to be excluded from UEL for more than 12 months, you will be withdrawn from UEL.

7. Complaints, Compensation, and Refunds

7.1. If you are not satisfied with a decision taken regarding the fees you have been charged, the arrangements for payment, refunds or any sanctions imposed for non-payment, you may submit a complaint following the UEL Complaints Procedures.

7.2. Any compensation that the University may consider awarding for foreseeable losses resulting from our non-compliance with our obligations to you will be handled on a case-by-case basis. For further details please read the **UEL's Tuition Fee Refund Policy**.

7.3. UEL is committed to the fair and transparent application of fees and charges, including the processing of refunds which are also covered in the **UEL's Tuition Fee Refund Policy.**

8. Sharing information

8.1. If you fall behind with your payments, we may share information about you and your debt to our debt collection partners in line with Data Protection requirements and our Privacy Statement.

8.2. We include personal information about students who receive Student Loan Company loans in our annual report to the Company, in line with Data Protection requirements and our Privacy Statement.

8.3. If you are registered student at UEL on a course offered as part of a collaborative partnership, we share information about you and your debt with the partner, in line with Data Protection requirements and our legal agreement with the partner.

9. Links to other Institutional Policies and Procedures

9.1. Internal Policies

This Policy/Regulation relates to the following institutional regulations, policies or Procedures:

- Student Debt Policy
- Tuition Fee Refund Policy

9.2. Exemptions and Professional Bodies

- Exemptions to the Academic Framework and Academic Regulations
- Professional Statutory and Regulatory Bodies

10. Definitions

Associate students	Students who study at UEL for a period, usually for one term, but whose home or base institution and awarding body is not UEL.
Bursary	A sum of money awarded to a student to enable them to study based on financial criteria or progress. A bursary does not have to be repaid.
Confirmation of Acceptance for Studies (CAS)	Confirmation of Acceptance for Studies (CAS) issued to international applicants and current international students who have fulfilled the necessary requirements for a student visa. CAS reference number is required for student visa purposes.
Completion of Procedures Letter (COP)	A Completion of Procedures Letter is a letter which the University sends to a student when they have reached the end of the internal processes, whenever there is no further avenue for the student internally.
Course	A course is an approved combination of modules which, if successfully completed, leads to a university award. A course may be a single module or a combination of modules.
Credit load	The total number of credits that a student is expected to be registered for or registered for over the course of an academic year or session. Credit loads are derived from the number and credit-worth of modules.
Deferral	Postponing your place until the next intake point.
Distance Learning Course	Study that requires no attendance at the UEL campuses. Students will study from a location of their choice and liaise with tutors and peers online.
Early Payment Discount	A discount applied when the tuition fee is paid in full by the deadline date and applicable if students are self-financing, paying all or part of their tuition fees, or a fee sponsor is paying all or part of a student's tuition fees.
Engagement	Engagement activities would include attendance in classes, use of online learning materials, submission or partaking of assessments and use of a campus access card
Fee Sponsor	An organisation or company that that has agreed to pay your tuition fees (or part of them).
Fee Status	Can be either Home or Overseas and refers to the level of fee a

	student pays for their course.
Home Office	The government department dealing with visa and immigration matters.
Instalment plan	The agreed facility to pay fees in five instalments arranged at enrolment.
Intermission	Taking an agreed period out of study.
International student	An international student is defined as a student who requires a Student Visa in order to study in the UK. Such applicants may or may not be living overseas at the time of making their course application.
Module	A module is a separate identifiable block of learning which is credit-rated.
Scholarship	An award of funding based on a student's prior academic achievements and/or potential. It is paid as a deduction of tuition fees and does not have to be repaid.
Self-funding	A self-financing student is a student who pays their own tuition fees, and their tuition fees are not being paid by a sponsor or funding body.
Student Awards Agency for Scotland (SAAS)	An agency of the Scottish government giving financial support to eligible students doing a course of higher education in the UK.
Student Loans Company	A not-for-profit company in the UK that provides financial support to students in universities and colleges in the UK
Student Finance	For the purpose of this document Student Finance England, Wales or Northern Ireland will be referred to as the Student Loans Company (SLC).
UEL Direct	The platform on which UEL students can access their online student accounts.
UK Student (Home)	Typically, a British citizen or a person who has the right to live in the UK without restriction and has been living here for 3 years prior to starting the course. Eligible to apply for full SFE funding.
Withdrawal	A student course withdrawal applies when you have decided to stop studying at the University of East London and are sure that you will not be returning to study with us on the same course in the future.

Policy Owner: Position and Department/School

Version	Effective From	Amend-ments	Equality Analysis	Stakeholders Consulted (e.g. Disability & Dyslexia Team, Policy Review Group)	Approval Date	Author	Date for Review
V1	01/09/2023		14/05/2023	University Executive Board Governance Team Academic Registry	15/05/2023	Marc Albano	14/01/2024
V2	01/09/2024		14/05/2023	University Executive Board Governance Team Academic Registry	05/08/2024	Marc Albano, Lana Yordanova	14/01/2025
V3	26/11/2024	Changes to sections 6.2.3 and 6.5.4 to bring in line with the Student-Initiated Break, Withdrawal, and Transfer Policy for 2024/25	n/a	Finance Academic Registry Student Services	26/11/2024	Academic Registry Student Services	14/01/2025

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.