University of East London

Pioneering Futures since 1898

Tuition Fees Policy 2026-27

Contents

1. Purpose and scope of the policy 2
2. Student fee status 2
2.1 UK (Home) students 3
2.2 International students 3
2.3 Further information and contact details 3
3. How your fees are calculated 3
3.1 Undergraduate students 3
3.2 Postgraduate students 4
3.3 Condensed courses 4
3.4 Placements 5
3.5 Short courses 5
3.6 Additional fees 5
3.7 Studying outside the UK 5
4. Fees and funding 5
4.1 UK undergraduate students 6
4.2 UK postgraduate students 6
4.3 All UK students 7
4.4 International students 7
4.5 Sponsorships 8
4.6 Further information and contact details 9
5. Scholarships, discounts, and fee reductions 9
5.1 Fee reductions 9
5.2 UEL Staff Fee Waiver 9
5.3 Early payment discount 10
5.4 Multiple and capped fee reductions 10
5.5 Break, withdrawal, exclusion and suspension impact on students' fees and funding 10
6. Student rights and responsibilities 10
6.1 Enrolment 10
6.2 Fee Liability Points 11
6.3 Undergraduate, Integrated Masters, PGCE and MArch Architecture (ARB/RIBA Part 2) students 11
6.4 Postgraduate full-time students 11
6.5 Postgraduate part-time students 12
6.6 Fee deposits 12
6.7 Payment Options 12
7. Complaints, compensation, and refunds 13
8. Sharing information 13
9. Links to other institutional policies and procedures 13
10. Definitions 14

1. Purpose and scope of the policy

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

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

1.1.3 The policy applies to all students who have successfully completed the enrolment and registration processes, excluding apprentices and students studying at an academic partner institution and who are paying tuition fees directly to the partner institution. It does not apply to students studying at the University's Global Hubs. This policy explains:

- your tuition fee status (UK or International)
- your tuition fee, which is based on your level of study (undergraduate, postgraduate taught and postgraduate research) and your mode of attendance (full-time, part-time or placement)
- fee rates and deductions
- changes to fees if you take a break or withdraw from your studies
- non-refundable deposits for international students
- your rights and responsibilities.

1.1.4 If you were previously an apprentice and you transferred to a different UEL course, then this policy becomes applicable, and you will become responsible for paying your own fees with or without a student loan. You must inform our Apprenticeships Team immediately if you change employers.

1.1.5 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.

1.1.6 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.

1.1.7 The UK Government has announced changes to student finance and funding arrangements. These include the Lifelong Learning Entitlement (which will be implemented during the 2026/27 academic year) and the International Student Levy (which will be implemented in the 2028/29 academic year, with the rate to be determined by the UK Government). Further detail on these and other changes will be provided to affected students when available.

2. Student fee status

Our Admissions team will assess your application and will assign you a fee status. 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 UK Government regulates the annual maximum tuition fee for all undergraduate courses and some postgraduate courses. Our fees are set annually for each academic year. Our tuition fees vary from one course to another and where your course has a UK Government fee cap, we will increase your fees up to the maximum amount permitted by the UK Government for the academic year following the fee cap increase.

2.1.2 Most of our postgraduate courses are not fee capped. You can find our postgraduate and placement fees at: https://www.uel.ac.uk/about/governance/tuition-fee-policy . If your tuition fees are not regulated by the UK Government, we may increase these fees each year in line with inflation, by no more than the RPI-X (Retail Price Index excluding mortgage interest payments) plus 3%.

2.2 International students

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

2.2.2 If you have received an offer that confirms you have been assessed as an international student for tuition fee purposes, you must pay the level of tuition fee stated in your offer letter.

2.2.3 The tuition fees shown for international students are for one complete academic year of full-time study. Our fees are set annually for each academic year. Our tuition fees vary from one course to another. You can find your tuition fees at: https://www.uel.ac.uk/about/governance/tuition-fee-policy. We may increase these fees each year in line with inflation, by no more than the RPI-X (Retail Price Index excluding mortgage interest payments) plus 3%.

2.3 Further information and contact details

2.3.1 To ask questions or appeal against your fee status assessment, please contact our Applicant Engagement Team, who can offer advice:

- UK resident applicants: telephone +44 (0)20 8223 3333;
- International applicants: telephone +44 (0)20 8223 3040;
- Current students: visit in person or raise an enquiry with the Student Support Hub via MyPortal (uel.ac.uk); telephone +44 (0)20 8223 4444.

2.3.2 More information can be found here: Fee status assessment | University of East London (uel.ac.uk)

3. How your fees are calculated

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 (except for condensed courses - see 3.3 Condensed Courses).

3.1.4 If you change your modules and/or your hours or pattern of study, we will adjust your fees accordingly if the cost of the module(s) you are studying changes, or you increase or decrease your total credits for the term or academic year. We will notify you of any changes in fees.

3.2 Postgraduate students

3.2.1 If you are registered for 60 credits in a single term of study, we will typically classify you as a full-time student. For example, if you are undertaking a Master's award in full-time mode, you would typically be registered for 60 credits in your first term, 60 credits in your second term and 60 credits in your third term.

3.2.2 If you are registered for fewer than 60 credits in a single term of study, you will typically be classified as a part-time student. For example, if you are undertaking a Master's award in part-time mode, you would typically be registered for 30 credits in each term.

3.2.3 The credit values of your modules are dependent on the structure and delivery pattern of your course, and may vary from course to course.

3.2.4 In the event that you are registered for a dissertation, thesis or project module that is worth 60 credits and you are classified as a part-time student, you will remain as a part-time student for the duration of the term in which the module is registered.

3.2.5 We will charge you the annual tuition fee, you can find your tuition fee at: https://www.uel.ac.uk/about/governance/tuition-fee-policy**,** as determined by your status as either a full-time or part-time student.

3.2.6 If you fail the re-sit of a module, 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 on 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 .

3.3 Condensed courses

3.3.1 For UK students 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.

3.3.2 For international students studying for a full-time undergraduate degree on a condensed basis, the fees payable will be equivalent to three years' tuition fees.

3.4 Placements

3.4.1 If you undertake a placement for a full year and engage in no other studies on your course during that year you are charged a placement-only fee. Once your 14-day cooling off period has elapsed your placement fee is non-refundable.

3.5 Short courses

3.5.1 If you enrol on a short course, your tuition fee is non-refundable once your 14-day cooling off period has elapsed.

3.5.2 If you are registered for additional modules alongside your year-long placement module you will be charged fees proportionate to the credit value of the additional module(s).

3.5.3 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.

3.5.4 Placements must be approved in advance by UEL. Students undertaking placements without the approval of UEL will be considered as being on a break of studies and/or may be withdrawn from UEL.

3.6 Additional fees

3.6.1 For some courses there are fees you need to pay in addition to the tuition fees paid by yourself or by a sponsor:

- Bench fees (research support fees or training fees) - The amount depends on your course of study and published at: https://www.uel.ac.uk/about/governance/tuition-fee-policy.
- Students on some programmes will need to pay for study-related materials and activities such as field trips, art supplies, safety equipment and clothing, laboratory supplies, etc. The costs may vary depending on your module choices. You can find information on the typical costs of individual courses on our course pages.

3.7 Studying outside the UK

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

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

3.7.3 If you study outside the UK for a full academic year, you will be charged a fixed fee. The amount of this fee will depend on whether you are classified as a UK (home) student or an international student.

4. Fees and funding

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

4.1 UK undergraduate students

4.1.1 Eligible UK students can apply to Student Finance for a Tuition Fee Loan and a Maintenance Loan to help with living costs. A Tuition Fee Loan covers the full tuition fee and is paid directly to us so you will not be asked for any payments unless your eligibility status changes and you stop being entitled to SLC loans, you are refused funding, or you have not received a funding decision from SLC by the time you enrol.

4.1.1 If you apply late for SLC funding and do not receive official confirmation of funding by your enrolment deadline, you will be classified as a self-funding student. When your SLC funding eligibility is confirmed, proof of funding should be provided to us, so your record can be updated. Once your record is updated you can request a refund for any fee payments made by you whilst the funding confirmation was awaited.

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

- If you live in **England,** apply to **Student Finance England** (SFE/SLC) Student loans: a guide to terms and conditions - 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 previously received Student Loan Company (SLC) funding for Higher Education (HE) study or are repeating your studies, this may affect your eligibility for tuition fee funding support. If you have not yet received a final funding assessment from your relevant funding body (SFE, SFW, SFNI, or SAAS), we advise you to contact the Student Money Advice and Rights Team (SMART) to confirm your funding eligibility. Please note that unresolved funding issues may delay or prevent your enrolment at UEL. You can contact SMART by calling 020 8223 4444 or emailing studentfunding@uel.ac.uk.

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 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, you can request a refund for your personal tuition fee payment after receiving payment from SLC.

4.1.6 You don't have to take out a tuition fee loan or maintenance loan if you don't need to. Instead, you can pay your fees directly to the University.

4.2 UK postgraduate students

4.2.1 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.

4.2.2 You may be eligible for postgraduate study funding from Student Finance England in the form of a **Postgraduate Masters Loan (PGL) or Postgraduate Doctoral Loan**, to help with course fees and living costs. Visit the Student Finance England website for further details.

4.2.3 This funding is not based on your or your family's income and it is paid directly to you. You may choose to use these payments towards the cost of your university tuition and/or to help with living costs. Should you choose not to use your loan payments towards the cost of your tuition, you will still be liable for the payment of your tuition fees (as set out in section 6.2).

4.2.4 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 Masters Loan or Postgraduate Doctoral 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.

4.2.6 Funding for postgraduate study is different for students living in Scotland, Wales and Northern Ireland. More information can be found here: https://www.gov.uk/masters-loan.

4.3 All UK students

4.3.1 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 a SLC loan, you must cover unpaid fees for your studies.

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

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

4.3.4 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.

4.4 International students

4.4.1 You are responsible for paying your tuition fees or for arranging for a sponsor to pay them for you.

4.4.2 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.

4.4.3 Our Student Money Advice and Rights Team (SMART) administers international funding and you will be expected to inform them and our Credit Control Team of any loans you have arranged to pay your fees.

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

4.4.5 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 are also a small number of UK lenders that provide private loans. For more information about funding options please contact us on +44 (0)20 8223 4444, or email federalaid@uel.ac.uk or visit our web page: Funding for North Americans.

4.4.6 If you are a US student receiving a Federal Direct Loan, 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.

4.4.7 Information on other ad hoc international scholarships and bursaries is available on this webpage: Funding for North Americans | University of East London or from the Student Money Advice and Rights Team.

4.5 Sponsorships

4.5.1 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.

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

4.5.3 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.

4.5.4 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.

4.5.5 We 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. The Income & Credit Control Team can be contacted by email at creditcontrol@uel.ac.uk or by phone on +44 (0)20 8223 4444.

4.5.6 If you are a postgraduate student, your sponsorship letter should include agreement to pay any additional fees (see section 3.6).

4.5.7 If a sponsor is supposed to pay on a student's behalf but fails to do so, the student will be held liable for the payment. The responsibility for acting as an intermediary, and ensuring adequate information is provided to both the University and the sponsor, rests with the student.

4.5.8 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 at J.Benson@uel.ac.uk

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

4.6 Further information and contact details

4.6.1 Some students may be eligible for funding due to personal circumstances, such as disability support, funding for student parents and young independent 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).
- Or via MyPortal (uel.ac.uk) from your UEL account.

5. Scholarships, discounts, and fee reductions

5.1 Fee reductions

5.1.1 We will reduce your fees when:

- you receive a Scholarship Award.
- you are entitled to an Early Payment Discount of 5% (see section 5.3 Early Payment Discount).
- you change your mode of study from full-time to part-time
- your status changes from an International student to a UK (Home) student.

5.1.2 You can discover our range of scholarships and bursaries to support your studies on UEL web pages dedicated to scholarships and bursaries.

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

- Undergraduate scholarships and bursaries
- Postgraduate scholarships and bursaries
- International Scholarships
- Sports Scholarships
- Global Campus Scholarship Scheme | University of East London

5.1.4 If you are awarded a scholarship or bursary, this will appear in your enrolment record. If your scholarship covers only part of your fees, you must pay the balance of fees or arrange a sponsor to pay them for you.

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

5.2 UEL Staff Fee Waiver

5.2.1 UEL employees may apply for a Staff Fee Waiver. To find out about this discount and how to apply see section 7.2 of our Learning and Development Policy.

5.3 Early payment discount

5.3.1 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.

5.3.2 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 5.4 for multiple awards).

5.3.3 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.

5.3.4 We do not offer early payment discounts for short courses, including pre-sessional, pre-entry, and summer schools.

5.4 Multiple and capped fee reductions

5.4.1 Where students may be awarded or entitled to more than one fee reduction per year, we will award whichever reduction, or scholarship gives you the greatest financial benefit (the highest reduction in fees). If you are eligible for an Early Payment Discount, you will also receive it. All other fee reductions will be disregarded (excluding the Early Payment Discount).

5.4.2 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.

5.4.3 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.

5.5 Break, withdrawal, exclusion and suspension impact on students' fees and funding

5.5.1 You may become ineligible for a fee reduction if you take a break of studies, or if you are withdrawn, excluded or suspended, as determined by the terms and conditions of your awarded reduction. In such cases, the fee reduction may be revoked, and the full tuition fee amount will be reinstated.

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

5.5.3 Where you are eligible to retain your fee reduction following a break of studies, withdrawal, 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 Your payments and any payment plan must be made and arranged on or before your enrolment

deadline date for each academic year or academic session. 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, only when we have received payment of the cleared funds into our bank account.

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

6.2 Fee Liability Points

6.2.1 You have the right to cancel your acceptance of a place on a course, or your continued enrolment on a course, within 14 calendar days from the date that you agree to the University's terms and conditions during your enrolment process. If you cancel within this period you will be entitled to a full refund of tuition fees paid for the academic year or academic session in which you enrolled, excluding non-refundable deposits. This is known as the "14-day cooling off period".

6.2.2 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".

6.2.3 This does not apply to those undertaking a placement year or a short course. If you enrol on a placement year or short course, your tuition fee is non-refundable once your 14-day cooling off period has elapsed.

6.3 Undergraduate, Integrated Masters, PGCE and MArch Architecture (ARB/RIBA Part 2) students

6.3.1 If you are/were studying an undergraduate, Integrated Masters, PGCE or MArch Architecture (ARB/RIBA Part 2) course on a full-time or part-time basis you will be charged:

- 25% of your annual tuition fee where your request date is on or after Fee Liability Point 1
- 50% of your annual tuition fee where your request date is on or after Fee Liability Point 2
- 100% of your annual tuition fee where your request date is on or after Fee Liability Point 3

6.3.2 Fee liability points are generally one or three weeks after the start of term. Term start dates vary by programme and 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).

6.4 Postgraduate full-time students

6.4.1 If you are/were studying a postgraduate course on a full-time basis (but not including Integrated Masters, PGCE or MArch Architecture (ARB/RIBA Part 2) courses) you will be charged:

- 50% of your annual tuition fee where your request date is on or after Fee Liability Point 1
- 100% of your annual tuition fee where your request date is on or after Fee Liability Point 2

6.4.2 Fee liability points are generally one or three weeks after the start of term. Term start dates vary by programme and 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).

6.4.3 If you take a break of studies and re-enrol within one calendar year from the request date, we will retroactively adjust your tuition fee to reflect the actual number of module credits you were registered for in the academic year or academic session in which you began your break. We will charge you tuition fees for any outstanding modules at the rate for the academic year or academic session in which studies are resumed.

6.5 Postgraduate part-time students

6.5.1 If you are/were studying a postgraduate course on a part-time basis (but not including Integrated Masters, PGCE or MArch Architecture (ARB/RIBA Part 2) courses) you will be charged the full cost (100%) of all modules you are/were registered on where your request date is on or after the Fee Liability Point for the term or terms in which your modules are/were registered.

6.5.2 If you are/were studying a postgraduate research course on a part-time basis and are not registered to any modules, you will be charged the full cost (100%) of tuition for the academic year or academic session in which you enrolled.

6.5.3 Fee liability points are generally one or three weeks after the start of term. Term start dates vary by programme and 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).

6.6 Fee deposits

6.6.1 International students are required to pay the first part of their 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

6.6.2 If you are required to pay a deposit you must pay the deposit in full by the deadline specified in your offer letter and you cannot enrol before you pay it.

6.6.3 Tuition fee deposits are non-refundable, except in circumstances covered in Section 7 of the UEL Tuition Fees Refund Policy (https://www.uel.ac.uk/about/governance/tuition-fee-policy)

6.7 Payment Options

6.7.1 If you are a self-funding student, or you have a Postgraduate Master's Loan (PGL) or Postgraduate Doctoral Loan, you can pay your fees either in full or by instalments. Payment options are detailed in the education debt section of the Student Debt Policy (https://www.uel.ac.uk/about/governance/tuition-fee-policy).

6.7.2 All students become liable to pay their full tuition fees as set out in Section 6.2.

6.7.3 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

7.1.1 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.

7.1.2 Any compensation that the University may consider awarding for foreseeable losses resulting from our non-compliance with our obligation to you will be handled on a case-by-case basis. For further details please read UEL's **Tuition Fee Refund Policy** (https://www.uel.ac.uk/about/governance/tuition-fee-policy)

7.1.3 UEL is committed to the fair and transparent application of fees and charges, including the processing of refunds which are also covered in UEL's **Tuition Fee Refund Policy** https://www.uel.ac.uk/about/governance/tuition-fee-policy)

8. Sharing information

8.1.1 If you fall behind with your payments and despite reasonable notice and appropriate efforts by the University to support you in resolving your debt, and the outstanding balance remains unpaid, we may share information about you and your debt with our debt recovery partners. This will be done in accordance with Data Protection requirements and our Fair Processing Notice.

8.1.2 We include personal information about students who receive SLC loans in our annual report to the SLC, in line with Data Protection requirements and our Fair Processing Notice.

8.1.3 If you are a 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

9.1.1 Internal Policies

This Policy/Regulation relates to the following institutional regulations, polices or procedures:

- Student Debt Policy
- Tuition Fee Refund Policy
- Learning and Development Policy
- Academic and General Regulations
- Academic Integrity & Academic Misconduct Policy

9.1.2 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.
Attendance	Participating in-person at a compulsory teaching session. This is normally recorded when a student registers their access card on the attendance card reader in the classroom shown on their timetable at the given time.
Bench Fees	An additional charge for postgraduate research students undertaking laboratory-based research and are required to cover the additional cost of laboratory consumables or very specialised small equipment, field work and access to specialist laboratories not provided by the department. They are charged annually and are decided between the supervisory team, the student and the department at interview prior to the student starting. In the School of Health, Sport and Bioscience (HSB), the common practice is an upper limit of £6,000 but in exceptional circumstances where all parties agree it can be higher. Once the fee is agreed it cannot be changed. Any unspent fees may be carried over to the next academic year but cannot be deducted from the fees of the following year.
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.
Condensed Course	A course completed in a shorter time frame than a traditional course while covering the same curriculum, learning outcomes, and academic standards.
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.
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	Participating in non-compulsory activities within the wider institution. This can refer to online engagement such as interacting with online learning resources or physical engagement such as entering the library or meeting with support services.
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 International and refers to the level of fee a student pays for their course and eligibility for UK funding.
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 internationally at the time of making their course application.
Module	A module is a separate identifiable block of learning which is credit-rated.
Non-refundable deposit	An amount paid by international students to secure a space on a course that is not repayable.
Paid in Full	A student has paid the tuition fee for the entire academic year.
Scholarship	An award of funding based on a student's prior academic achievements and/or potential.
Self-funding	A self-funding student is a student who pays their own tuition fees, and their tuition fees are not being paid by a sponsor or funding body.
Start Date	This is the date specified in the student's offer letter.
Student Awards Agency for Scotland (SAAS)	An agency of the Scottish government giving financial support to eligible students undertaking 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 SLC funding.
Withdrawal	A student course withdrawal, applies when you have decided 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.

Policy Owner: Position and Department/School

Version	Effective From	Amendments	Equality Analysis	Stakeholders Consulted	Approval Date	Author	Date for Review
V1	01/09/2026	Updated for 2026/27 to reflect relevant laws, regulations and other UEL policies and procedures. Updated guidance on tuition fee liability points.		• University Executive Board • Office of Compliance, Governance and Legal Services • Academic Registry • SMART	13/08/2026	• Andrew Corti • Leandre Tuitt • Mary Mitchison	13/01/2027

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.