



# **TUITION FEE PROCEDURES FOR APPLICANTS AND STUDENTS 2024/25**

1<sup>st</sup> August 2024

# Contents

|  | <i>Page no.</i> |
|--|-----------------|
| Summary  | 4               |
| What is this document about?   | 4               |
| Who is this document for?  | 4               |
| How does the University check this is followed?  | 4               |
| Who to contact?  | 4               |
| 1. Tuition Fee Status  | 6               |
| 2. How to Find Your Course Tuition Fees  | 6               |
| 3. Additional Costs  | 6               |
| 4. How to fund and pay your Tuition Fees - Applicants and Students                         | 6               |
| 5. Tuition Fee Payment Schedule  | 8               |
| 6. Tuition Fee Deposit for Overseas and EU Fee Status Applicants                           | 9               |
| 7. Exceptional Refunds for Overseas Applicants   | 10              |
| 8. Student Finance   | 10              |
| 9. Student Finance and Transferring from another University                                | 10              |
| 10. Bursaries, Scholarships and Discounts  | 10              |
| 11. Change of Status and Bursary Adjustments   | 11              |
| 12. Leaving the University   | 11              |
| 13. Taking a Study Break   | 14              |
| 14. Learning at Work, Partnership Degree Programmes - Taking a Study Break                 | 14              |
| 15. Changing Courses   | 15              |
| 16. Pre-Sessional English Language Courses - Cancellation, Leaving the Course or Exclusion | 15              |
| 17. Degree Apprenticeships   | 16              |
| 19. Fee Complaints   | 16              |
| 20. Tuition Fee Appeals  | 16              |
| Tuition Fee Status Appeal  | 16              |
| Tuition Fee Appeal   | 16              |
| Tuition Fee Discounts, Sponsorships and Bursary Appeal                                     | 17              |
| 21. Exclusion for Non-Payment of Tuition Fees  | 17              |
| Tuition Fee Exclusion Appeal   | 18              |
| Repeat Offenders   | 19              |
| 22. Non-Refundable Deposit Request and Appeal  | 19              |
| 23. Complaints about the Appeal Process  | 20              |

| Document title   |      |
|--|------|
| Tuition Fee Procedures for Applicants and Students 2024/25   |      |
| Document author and department   |      |
| Academic Services  |      |
| Approving body   |      |
| Tuition Fee & Scholarship Setting Group  |      |
| Date of approval   |      |
| 05 June 2024   |      |
| Review date  |      |
| March 2025   |      |
| Edition no.  |      |
| 2  |      |
| ID Code  |      |
| 267  |      |
| Date of effect   |      |
| 01 August 2024   |      |
| For a) public access online internet or b) staff only intranet?  | both |
| <p>External queries relating to the document to be referred in the first instance to the Corporate Governance team: email <a href="mailto:corporate-governance@port.ac.uk">corporate-governance@port.ac.uk</a></p> <p><b>If you need this document in an alternative format,<br/>please email <a href="mailto:corporate.communications@port.ac.uk">corporate.communications@port.ac.uk</a></b></p> |      |

The latest version of this document is always to be found at:

<https://policies.docstore.port.ac.uk/policy-267.pdf>

# Summary

## What is this document about?

This Procedures for Students document accompanies the Tuition Fee Policy which sets out the fundamental fee charging principles of the University of Portsmouth. This document gives further information for students on the related procedures in relation to the Tuition Fee Policy. The Tuition Fee Procedures for Students operates alongside a number of other related University policies. These policies work together to provide a framework for the setting, payment, collection and reconciliation of tuition fees. These policies are updated annually and apply to each new registration period.

## Who is this for?

This document is applicable for all students of the University of Portsmouth (new entry and continuing, studying an award bearing qualification, Study Abroad, ICP or pre-sessional course) who pay tuition fees; these being self-paying, sponsored, or having their loan paid by the Student Loans Company (SLC).

This document also covers students undertaking University of Portsmouth credit bearing or non-credit bearing short courses. These courses are advertised to the general public and paid by self-paying students, or can be 'closed' courses available to company employees.

This document is also applicable for all applicants who are hoping to study at the University of Portsmouth, but have not completed the University enrolment process; online registration and official identification check.

This policy does not apply to students studying Portsmouth Online courses. Students should look at this [University of Portsmouth Study Online webpage](#).

## How does the University check this is followed?

The officer responsible for maintaining the current Procedures for Applicants and Students is the Director of Academic Services. The Tuition Fee Policy and Procedures for Applicants and Students are implemented by Academic Services. However, Academic Services does not have the authority to apply changes to the set Policy and Procedures. The Policy and Procedures are monitored by Academic Services and the Income Team, who ensure that both documents are adhered to, are transparent and consistently applied. Academic Services and the Income Team will also investigate and respond to tuition fee appeals. Academic Services is responsible with the Income Team for the annual update of this document along with the Tuition Fee Policy.

## Who can you contact if you have any queries about this document?

Anyone who has a query about the Tuition Fee Procedures and the Policy can contact Academic Services at [feeenquiries@port.ac.uk](mailto:feeenquiries@port.ac.uk)

Anyone who has a query about the payment process should contact the Income Team at [income@port.c.uk](mailto:income@port.c.uk)

This policy and other related University policies mentioned below can be found at [www.port.ac.uk](http://www.port.ac.uk) on the [Policies and Standards page](#):

- Appeals Procedure
- Examination and Assessment Regulations
- Examination and Assessment Regulations for Credit Bearing Short Courses
- Recognition and Accreditation of Prior Learning
- Change of Status Policy: Changing Courses, taking a Study Break, or Leaving the University
- Student Attendance and Engagement Monitoring Policy
- Student Conduct Policy
- Student Complaints Policy and Procedures
- Tuition Fee Discounts, Scholarships and Awards Policy 2024/25
- Tuition Fee Policy 2024/25

## 1. Tuition Fee Status

The rules about who pays 'home' or 'overseas' fees for higher education courses in England are set by the UK Government's Department for Education. They are set out in the following sets of regulations:

- [The Education \(Fees and Awards\) \(England\) Regulations 2007, as amended](#), which provide for postgraduate courses
- [The Higher Education \(Fee Limit Condition\) \(England\) Regulations 2017, as amended](#), which provide mainly for undergraduate courses where students are on a 'qualifying course' as provided for by the Office for Students

Students from the Republic of Ireland are currently eligible for Home fee status in line with the reciprocal agreement between the UK and Irish governments for Higher Education provision.

For further information about the different fees status used by Higher Education providers in the UK, please refer to <https://www.ukcisa.org.uk/information--advice/fees-and-money/home-or-overseas-fees-the-basics>.

During the UK's exit from the European Union, the University implemented an EU transition scholarship for continuing students. For more information please see <https://www.port.ac.uk/study/international-students/tuition-fees/tuition-fees-for-eu-students>.

## 2. How to Find Your Course Tuition Fees

You can find information about your course's tuition fees in the Study at Portsmouth section at: [www.port.ac.uk/courses](http://www.port.ac.uk/courses). You will need to search for your chosen course. It will then take you to the specific page of your chosen course. You will then be able to find the tuition fee information in the section entitled 'Course costs and funding'.

## 3. Additional Costs

Some courses may charge additional costs, i.e. for field trips or items/materials required for the course. This information can be found on the relevant course page at [www.port.ac.uk/courses](http://www.port.ac.uk/courses), by searching your chosen course then under the heading 'Course costs and funding'.

## 4. How to fund and pay your Tuition Fees - Applicants and Students

For guidance on how to pay your tuition fees please visit one of the following webpages, depending on your level of study:

Undergraduate - <https://www.port.ac.uk/study/undergraduate/undergraduate-fees-and-student-finance>

Postgraduate Taught - <https://www.port.ac.uk/study/masters-and-postgraduate-taught/fees-and-funding>

Postgraduate Research - <https://www.port.ac.uk/study/postgraduate-research/funding-your-research-degree>

You can also view <https://www.port.ac.uk/about-us/ways-to-pay>. Students with an Overseas fee status can find further information on how to pay tuition fees at <https://www.port.ac.uk/study/international-students/tuition-fees>

Students may choose to make full or partial contributions to their fees on or before registration as set out below in Section 5 'Tuition Fee Payment Schedule'.

The University accepts the range of payment methods outlined below:

- Online via applicant/student view
- During the online registration process
- Instalment payments via Recurring Credit/Debit card or by Direct Debit. Details will be captured during the online registration process.

If you wish to pay the balance by Direct Debit instalment or recurring card payment, this is acceptable and students will be required to complete the instalment instruction via their online applicant/student portal or when completing their online registration form.

If you choose Direct Debit, an Advance Notification payment schedule will be sent confirming actual dates and the amount due a minimum of ten days before the first instalment date or as otherwise agreed with the payer.

Any queries regarding payment arrangements should be directed to the Income Team on +44 (0)23 9284 5533 or [income@port.ac.uk](mailto:income@port.ac.uk).

Where the Tuition Fee policy refers to a sponsor, this can be an employer, external organisation, government or health authority. A family member or a bank loan is **not** considered to be a sponsor. Sponsorship can be arranged by providing an official Purchase Order, Financial Guarantee or by completing a Sponsorship form (known as an RE2), available online at [www.myport.ac.uk](http://www.myport.ac.uk) (search for '[Sponsor paying my tuition fees – what I need to know](#)'). It should be submitted prior to, or at registration, for each academic year. Students will be liable for their fee if the appropriate paperwork is not submitted by registration. If confirmation of sponsorship is not submitted before or during online registration, students will be required to immediately make satisfactory fee payment arrangements. Overpayments will be refunded to the original payee if confirmation of sponsorship is subsequently received.

## 5. Tuition Fee Payment Schedule

The tuition fee payment schedule is set out by fee status in the tables below. Appropriate payment must be made by the deadlines below or the applicant/student is at risk of having their record withdrawn at the University. This is outlined in Section 10 of the Tuition Fee policy, 'Non-payment of Tuition Fees'.

### Self-Funding Students

| Student Fee Status | Course Start Month | Instalment 1<br>25% | Instalment 2<br>25% | Instalment 3<br>25% | Instalment 4<br>25% |
|--------------------|--------------------|---------------------|---------------------|---------------------|---------------------|
| Home               | September          | At Registration     | 4th December 2024   | 4th February 2025   | 4th April 2025      |
| Home               | January            | At Registration     | 4th April 2025      | 4th June 2025       | 5th August 2025     |
| Home               | May                | At Registration     | 4th July 2025       | 4th September 2025  | 4th November 2025   |

### Postgraduate Loan Funded Students

| Student Fee Status | Course Start Month | Instalment 1      | Instalment 2        | Instalment 3        |
|--------------------|--------------------|-------------------|---------------------|---------------------|
| Home               | September          | 10th October 2024 | 14th January 2025   | 29th April 2025     |
| Home               | January            | 4th February 2025 | 4th June 2025       | 30th September 2025 |
| Home               | May                | 12th May 2025     | 10th September 2025 | 9th January 2026    |

### Doctoral Loan Funded Students

| Student Fee Status | Course Start Month | Instalment 1       | Instalment 2      | Instalment 3      |
|--------------------|--------------------|--------------------|-------------------|-------------------|
| Home               | October            | 10th October 2024  | 4th February 2025 | 4th June 2025     |
| Home               | February           | 10th February 2025 | 4th June 2025     | 4th October 2025  |
| Home               | April              | 10th April 2025    | 4th August 2025   | 4th December 2025 |



### International and EU Students

| Student Fee Status | Course Start Month | *Instalment 1       | Instalment 2      | Instalment 3      | Instalment 4     | Instalment 5      | Instalment 6   | Instalment 7   |
|--------------------|--------------------|---------------------|-------------------|-------------------|------------------|-------------------|----------------|----------------|
| Overseas/ EU       | September          | 50% By Registration | 4th February 2025 |                   |                  |                   |                |                |
| Overseas/ EU       | September          | 50% By Registration | 4th December 2024 | 4th February 2025 | 4th April 2025   |                   |                |                |
| Overseas/ EU       | September          | 50% By Registration | 4th November 2024 | 4th December 2024 | 4th January 2025 | 4th February 2025 | 4th March 2025 | 4th April 2025 |

| Student Fee Status | Course Start Month | *Instalment 1       | Instalment 2   | Instalment 3   | Instalment 4    | Instalment 5  | Instalment 6  | Instalment 7    |
|--------------------|--------------------|---------------------|----------------|----------------|-----------------|---------------|---------------|-----------------|
| Overseas/ EU       | January            | 50% By Registration | 2nd June 2025  |                |                 |               |               |                 |
| Overseas/ EU       | January            | 50% By Registration | 4th April 2025 | 4th June 2025  | 4th August 2025 |               |               |                 |
| Overseas/ EU       | January            | 50% By Registration | 4th March 2025 | 4th April 2025 | 4th May 2025    | 4th June 2025 | 4th July 2025 | 4th August 2025 |

| Student Fee Status | Course Start Month | *Instalment 1       | Instalment 2       | Instalment 3     | Instalment 4       | Instalment 5     | Instalment 6      | Instalment 7      |
|--------------------|--------------------|---------------------|--------------------|------------------|--------------------|------------------|-------------------|-------------------|
| Overseas/ EU       | May                | 50% By Registration | 8th September 2025 |                  |                    |                  |                   |                   |
| Overseas/ EU       | May                | 50% By Registration | 4th August 2025    | 4th October 2025 | 4th December 2025  |                  |                   |                   |
| Overseas/ EU       | May                | 50% By Registration | 4th July 2025      | 4th August 2025  | 4th September 2025 | 4th October 2025 | 4th November 2025 | 4th December 2025 |

*\*As outlined in section 2 of the Tuition Fee Policy, the first 50% instalment includes the deposit paid.*

For students studying on courses with non-standard entry dates the calculations will be applied as in the above table with the necessary revised dates. For further details contact [feenquiries@port.ac.uk](mailto:feenquiries@port.ac.uk).

## 6. Tuition Fee Deposit for Overseas and EU Fee Status Applicants

International undergraduate and postgraduate applicants will be required to pay a deposit. The deposit amount will be communicated clearly at the point of offer and will later be deducted from the tuition fee amount. This deposit will be non-refundable subject to the exceptions stipulated in section 3 of the Tuition Fee Policy and will be included as part of the first instalment of tuition fees.

If you have any questions about how to pay your tuition fee deposit please look at the webpage <https://www.port.ac.uk/student-life/ways-to-pay>.

You can also contact the Income Team Department at [income@port.ac.uk](mailto:income@port.ac.uk).

If you have any questions about the level of deposit you need to pay please contact [globaladmissions@port.ac.uk](mailto:globaladmissions@port.ac.uk).

Should the applicant wish to defer to a later start date, or wish to reapply for a new course at the University of Portsmouth, the University can hold the full deposit, however the request to defer will need to be confirmed in writing by email to the UoP Global Office [globaladmissions@port.ac.uk](mailto:globaladmissions@port.ac.uk) within 10 working days of the applicant receiving the last day of registration email notification. The UoP Global Office will advise the Income Team in these circumstances.

## 7. Exceptional Refunds for Overseas Applicants

Exceptional refunds will only be made in line with section 3 of the Tuition Fee Policy. Should the applicant have extenuating circumstances, i.e. medical issues, and is unable to take up a place they will need to provide evidence and write to the University at [refundappeals@port.ac.uk](mailto:refundappeals@port.ac.uk). The decision to refund will be at the University's discretion.

## 8. Student Finance

Students resident in England, Scotland, Wales, Northern Ireland, the Channel Islands and Isle of Man may be eligible to receive funding for their tuition fees. Further information can be found at [www.gov.uk/studentfinance](http://www.gov.uk/studentfinance).

All student liability not covered by the tuition fee loan or grant should be paid as set out in sections 11 and 12 of the Tuition Fee Policy.

## 9. Student Finance and Transferring from another University

Transfer-in students from another UK University who are assessed for national support and have applied for funding for all or part of their fee, should submit a copy of their Student Finance Entitlement Letter at or before registration. Prior to registration it should be emailed to [feeenquiries@port.ac.uk](mailto:feeenquiries@port.ac.uk)

## 10. Bursaries, Scholarships and Discounts

Some students may be eligible for a bursary, scholarship or discount which may be calculated as a fee reduction. Further details about eligibility can be found on the following webpages:

Undergraduate - <https://www.port.ac.uk/study/undergraduate/undergraduate-fees-and-student-finance/scholarships-and-bursaries>

Postgraduate Taught - <https://www.port.ac.uk/study/masters-and-postgraduate-taught/fees-and-funding/scholarships-and-bursaries>

Postgraduate Research - <https://www.port.ac.uk/study/postgraduate-research/funding-your-research-degree>

Current students - <https://myport.port.ac.uk/guidance-and-support/student-finance-support/scholarships-and-bursaries>

## 11. Change of Status and Bursary Adjustments

Bursary payments will be made in three equal instalments in December, February and May. Students receiving funding from the Student Loans Company (Student Finance) who take a study break, transfer to another Higher Education Provider (HEP), or leave their studies who are eligible for the University of Portsmouth bursary, will have their bursary award payments adjusted as follows:

- Taking a study break, transferring University or leaving their studies within two weeks of the course start date for teaching block 1 (including induction week), no bursary payment.
- Taking a study break, transferring University or leaving their studies after two weeks of the course start date for teaching block 1 and prior to the commencement of teaching block 2, one third of the annual award.
- Taking a study break, transferring University or leaving their studies after the course start date for teaching block 2 and prior to the commencement of the assessment and consolidation period, two thirds of the annual award.
- Taking a study break, transferring University or leaving their studies after the start date for the assessment and consolidation period, full payment of the annual award.

## 12. Leaving the University

For further information on this process you can visit this Myport [webpage](#).

All students who notify the University of their intention to leave **before** the start of the course year, with the exception of International students who have paid a non-refundable deposit, will be eligible for a full refund of any tuition fee paid for that year.

Students who leave their course **within the first two weeks** of the start date of the academic programme (including Induction week) will not be liable for a fee, with the exception of International students who have paid a non-refundable deposit. For distance learning students, this deadline is within the first two weeks of completing course registration.

Overseas students who leave their course **before the end** of their ‘first liability period’, will be liable for 25% of the annual tuition fee or the total value of the non-refundable deposit paid. Where the deposit paid is less than the 25% of the annual tuition fee then the student will be liable for the higher amount. The notification must be received prior to the commencement of the second liability period, in order to incur no further financial liability.

Students who leave their course during the ‘second liability period’ will be liable for 50% of the annual tuition fee. The notification must be received prior to the commencement of the ‘third liability period’ in order to incur no further financial liability.

Students who leave their course during the ‘third liability period’ will be liable for 100% of the full year’s tuition fees.

Requests to leave the University will be dependent on students completing an online form on My Student View and being received by the University. The last date of engagement will be recorded on the form and verified by the Course Team on the student's record.

| <b>Liability Periods<br/>for 2024/25<br/>Undergraduate<br/>and Part Time<br/>PGT</b> |   |                       |
|--|---|-----------------------|
| <b>September Registration</b>  |   |                       |
| Exempt liability period  | Teaching Block 1 (TB1), induction week and week 2   | 23 Sep 24 – 06 Oct 24 |
| First liability period   | TB1, teaching weeks 3 to 13, plus Christmas break   | 07 Oct 24 – 13 Jan 25 |
| Second liability period  | Assessment period & Teaching Block 2 (TB2) teaching weeks 1 to week 10, plus Easter break       | 14 Jan 25 – 28 Apr 25 |
| Third liability period   | Teaching weeks 11 to 13 (for UG), plus consolidation and assessment period, including vacations | 29 Apr 25 – 31 Aug 25 |
| <b>January Registration</b>  |   |                       |
| Exempt liability period  | TB1, weeks 1 to 2   | 20 Jan 25 – 02 Feb 25 |
| First liability period   | TB1, teaching weeks 3 to 12, including Easter break   | 03 Feb 25 – 28 Apr 25 |
| Second liability period  | TB2, teaching weeks 1 to 12, including consolidation and assessment                             | 29 Apr 25 – 21 Jul 25 |
| Third liability period   | Consolidation and assessment period, including vacations  | 22 Jul 25 – 18 Jan 26 |

| <b>Liability<br/>Periods for<br/>2024/25<br/>Full Time PGT<br/>&amp; PGR (PT and<br/>FT)</b> |   |   |
|--|---|---|
| <b>September Registration</b>  |   |   |
| Exempt liability period  | Teaching Block 1 (TB1), induction week and week 2   | 23 Sep 24 – 06 Oct 24                           |
| First liability period   | TB1, teaching weeks 3 to 13, plus Christmas break   | 07 Oct 24 – 02 Feb 25                           |
| Second liability period  | Assessment period & Teaching Block 2 (TB2) teaching weeks 1 to week 10, plus Easter break | 03 Feb 25 – 01 Jun 25                           |
| Third liability period   | Teaching Block 2 plus consolidation and assessment period, including vacations            | 02 Jun 25 – 07 Sep 25 (or course year end date) |
| <b>January Registration</b>  |   |   |
| Exempt liability period  | TB1, weeks 1 to 2   | 20 Jan 25 – 02 Feb 25                           |
| First liability period   | TB1, teaching weeks 3 to 12, including Easter break                                       | 03 Feb 25 – 01 Jun 25                           |
| Second liability period  | TB2, teaching weeks 1 to 12, including consolidation and assessment                       | 02 Jun 25 – 28 Sep 25                           |
| Third liability period   | Consolidation and assessment period, including vacations                                  | 29 Sep 25 – Jan 26 (or course year end date)    |
| <b>May Registration</b>  |   |   |
| Exempt liability period  | TB1, weeks 1 to 2   | 05 May 25 - 18 May 25                           |
| First liability period   | TB1, week 3 onwards   | 19 May 25 - 07 Sep 25                           |
| Second liability period  | TB2   | 08 Sep 25 - 04 Jan 26                           |
| Third liability period   | Consolidation and assessment period   | 05 Jan 26 - May 26 (or course year end date)    |

For students studying on courses with non-standard entry dates the calculations will be applied as in the above table with the necessary revised dates. For further details contact [feeenquiries@port.ac.uk](mailto:feeenquiries@port.ac.uk).

Registered undergraduate students who choose to take a Student Loans Company tuition fee loan towards any amount of their fee will become liable for the annual tuition fee at three liability periods, which will correspond to the teaching block start date for that course as follows:

- no liability if students leave their course within the first two weeks of the course start date for the academic year; this includes induction week
- first liability period – 25% of the annual tuition fee will become liable after two weeks (including induction week) of the start date of teaching block 1 for the course

- second liability period – 50% of the annual tuition fee will become liable from the start date of liability period 2, including the assessment period from 08 Jan 24 and TB2 teaching weeks 1 to 10.
- third liability period – 100% of the annual tuition fee will become liable from the start date of the third liability period, teaching weeks 11 to 13, including any assessment period.

The Change of Status Policy - Changing Courses, Taking a Study Break, or Leaving the University can be found on the [Policies and Standards](#) webpages.

### 13. Taking a Study Break

For further information on this process you can visit this myport [webpage](#).

Students who take a study break will have their liability calculated as per the outlined liability periods, following the same timeline as the leaving the University process, as per the above table 'Liability Periods for 2023/24'. Students who are studying in the Learning at Work Department follow a different liability structure and further information can be found in the next section.

Students can take a study break only with the agreement of their Head of School/Course Leader.

### 14. Learning at Work, Partnership Degree Programmes - Taking a Study Break

Students doing a Learning at Work course who are returning to study will be liable for a percentage-based fee determined on the date they took a study break in the previous year.

On resumption of study in the academic year 2024/25, where an undergraduate or postgraduate Partnership student doing a Learning at Work course is liable for the fee, the student will be invoiced the full tuition fee applicable to the 2024/25 academic year, less a 50% reduction for any liability period(s) paid for in the previous year that are being repeated in the 2024/25 academic year. Please see the following table and examples below for clarity.

| Example | Takes a Study Break in Liability Point | Returns to study                | Tuition Fee on resumption (return to study) |
|---------|--|---------------------------------|---|
| 1       | 1 - 25%                                | Beginning of next academic year | Current year's tuition fee minus 12.5%      |
| 2       | 2 - 50%                                | Beginning of next academic year | Current year's tuition fee minus 25%        |
| 3       | 3 - 100%                               | Beginning of next academic year | Current year's tuition fee minus 50%        |

Example 1:

A student takes a study break in liability period 1 in the academic year 2022/23 and pays 25% of the 2022/23 annual tuition fee. The student returns to their studies at the beginning of the academic year in 2023/24. The fee on the resumption of studies will be the full year's tuition fee for the academic year 2023/24, less a 12.5% reduction of the 2023/24 fee. The 12.5% reduction is the 'first liability period' fee of 25% discounted by 50%.

**Example 2:**

A student takes a study break in liability period 2 in the academic year 2023/24 and pays 50% of the 2023/24 annual tuition fee. The student returns to their studies at the beginning of the academic year in 2024/25. The fee on the resumption of studies will be the full year's tuition fee for the academic year 2024/25, less a 25% reduction of the 2024/25 fee. The 25% reduction is the 'second liability period' fee of 50% discounted by 50%.

**Example 3:**

A student takes a study break in liability period 3 in the academic year 2023/24 and pays 100% of the 2023/24 annual tuition fee. The student returns to their studies at the beginning of the academic year in 2024/25. The fee on the resumption of studies will be the full year's tuition fee for the academic year 2024/25, less a 50% reduction of the 2024/25 fee. The 50% reduction is the 'third liability period' fee of 100% discounted by 50%.

For confirmation of the tuition fee if a student is resuming study in the academic year 2024/25, please contact Student Administrative Services on 02392 84 7745 or by email at [feenquiries@port.ac.uk](mailto:feenquiries@port.ac.uk)

## 15. Changing Courses

For further information on this process you can visit this Myport [webpage](#).

If you change course, your tuition fees will be calculated on a pro rata basis based on the tuition fee periods in the above table, 'Liability Periods for 2024/25'. Your adjusted tuition fee will be displayed in your My Student View in the My Finance section. Changing courses must be approved by your Head of School. If you require a visa to study in the UK this course change must also be in line with the conditions of your visa, as outlined by UK Visa and Immigration.

For example, if you change from a full-time to a part-time course within liability period one you will be charged 25% of the full-time course fee and 75% of the part-time course fee for that academic year.

If you have any questions regarding the fees charged, please contact [feenquiries@port.ac.uk](mailto:feenquiries@port.ac.uk).

## 16. Pre-Sessional English Language Courses - Cancellation, Leaving the Course or Exclusion

Students who cancel their place on their Pre-Sessional English (PSE) course before they start the programme will be able to request a refund from [pse@port.ac.uk](mailto:pse@port.ac.uk).

Students who have started their programme and wish to leave will need to notify the course administrator of their decision by writing to [pse@port.ac.uk](mailto:pse@port.ac.uk). They will receive a refund of their Pre-Sessional English fees minus the number of weeks already studied. The same will apply for students who have been excluded from the PSE course.

## 17. Degree Apprenticeships

For those studying a degree apprenticeship there is a different agreement in line with the contract of employment and does not follow the liability points as in this annex. For information about changing courses, taking a study break or leaving your degree apprenticeship course please contact [degree-apprenticeship-office@port.ac.uk](mailto:degree-apprenticeship-office@port.ac.uk).

## 19. Fee Complaints

If a student is dissatisfied with the fee that they have been charged in relation to the service they have received, they should follow the University's complaints process. The Student Complaints and Policy and Procedures can be found on the [Policies and Standards](#) webpages.

## 20. Tuition Fee Appeals

As part of the annual registration process, students commit to a tuition fee settlement with the University for each academic year they are enrolled, which requires them to pay their fees in full by the agreed date on their tuition fee invoice.

Any student who is struggling to pay their tuition fees is encouraged to first contact the Income Team [income@port.ac.uk](mailto:income@port.ac.uk) to discuss their circumstances and whether there is a more affordable payment plan.

Students who need assistance with Student Finance England funding or living expenses can contact the Student Finance support team [student.finance@port.ac.uk](mailto:student.finance@port.ac.uk).

### Tuition Fee Status Appeal

A student's tuition fee status is determined at application stage in accordance with regulations set by the UK Government's Department of Education as explained in Section 5 of the Admissions Policy.

Students who believe that they have been wrongly assessed can appeal the assessment by contacting [feeassessment@port.ac.uk](mailto:feeassessment@port.ac.uk)



## Tuition Fee Appeal

Students can appeal their tuition fee if:

- They believe that they were charged incorrectly by the University.
- They had to leave the University or take a study break due to illness or a medical condition.

Students should submit their appeal with supporting evidence using the [Tuition Fee Appeals form](#).

If no evidence is attached, students have 10 working days from the original appeal submission to provide evidence, otherwise the appeal will be rejected by the Tuition Fee Appeals Panel without further consideration.

Evidence submitted should be recent, cover the current academic year, and clearly support the reason why the student is appealing.

Possible Evidence could be:

- Incorrect fee stated on Confirmation of Acceptance for Studies (CAS) documentation, the University website, on Student View, tuition fee invoice, or email/s from the University.
- University correspondence confirming student's study break and date of return to their studies.
- Medical certificate supporting an illness that is preventing a student who has left the University or taken a study break from paying the exit fee

The Tuition Fee Appeal Panel will acknowledge and consider within 20 working days of receipt of the evidence.

Recommendations to uphold or reject the appeal will be made by the panel and confirmed in writing. The decision will be final.

In exceptional circumstances an appeal will be accepted from a third party if the student is unable to submit the request themselves.

## Tuition Fee Discounts, Sponsorships and Bursary Appeal

Students can appeal a decision regarding their application for a discount, sponsorship, or bursary if they believe they are still eligible for the discount, sponsorship, or bursary they have applied for.

Students should submit their appeal with supporting evidence using the [Tuition Fee Appeals form](#).

If no evidence is attached, students have 10 working days from the original appeal submission to provide evidence, otherwise the appeal will be rejected by the Tuition Fee Appeals Panel without further consideration.

Evidence submitted should be recent, and clearly support the eligibility criteria for the discount, sponsorship, or bursary the student is appealing.

The Tuition Fee Appeals Panel will acknowledge and consider within 20 working days of receipt of the evidence.

Recommendations to uphold or reject the appeal will be made by the panel and confirmed in writing. The decision will be final.

## 21. Exclusion for Non-Payment of Tuition Fees

Students need to pay their fees in full by the agreed date on their tuition fee invoice. This includes any sponsor a student may have who is paying their tuition fees.

Failure to do so will result in exclusion from the University.

Any student who is struggling to pay their tuition fees is encouraged to contact the Income Team [income@port.ac.uk](mailto:income@port.ac.uk) to discuss options. If possible, a payment plan could be agreed with the Income Team to spread payments of the tuition fee across several months. If the student then defaults on the payment plan, the outcome will result in exclusion from the University.

The exclusion process starts with students receiving a pre-exclusion warning email, normally four weeks before an exclusion is to take place. Students can continue to attend lectures, study remotely and submit work and assessments, however they must take action to clear their outstanding tuition fee balance by making the payment in full or contacting the Income Team - [income@port.ac.uk](mailto:income@port.ac.uk).

Students who fail to act will then receive an **Exclusion Notification** email, informing them that they have been excluded from the University of Portsmouth, and will not be able to attend lectures, study remotely, submit work or assessments.

The University will continue to seek settlement of any tuition fee debt up to the student's exclusion date. Tuition fees will be reduced in line with the Tuition Fee Policy to reflect the time an individual was registered as a student. Over payment of fees will be refunded in line with the University's Tuition Fee Policy.

At any point during the exclusion process the student pays their fees in full, the process will stop, and they will be reinstated as a registered student.

Holders of Student Route Visas will be reported to the UK Visa and Immigration service within 10 working days of their exclusion date, and therefore they will need to leave the UK.

### Tuition Fee Exclusion Appeal

Exclusion means that the student will no longer be registered at the University of Portsmouth. Re-entry to the University in the same academic year will not normally be permitted unless a successful appeal is approved.

Excluded students can appeal the University's decision to exclude them for non-payment of tuition fees by:

- Paying their fees in full or setting up a satisfactory payment plan with the Income Team [income@port.ac.uk](mailto:income@port.ac.uk) within 10 working days of the exclusion date.
- Making sure their sponsor pays their fees in full within 10 working days of the exclusion date.
- Submitting a written appeal to the Income Team to [income@port.ac.uk](mailto:income@port.ac.uk) within 10 working days if they believe there was an administrative error i.e. that they have paid their fees in full as required

The Income Team will determine if the payment conditions have been met.

If the Income Team confirms that payment conditions have been met, and Academic Services have checked with the student's school/department that it is academically viable for the student to continue their studies, Academic Services will retract the original report sent to the UK Visas and Immigration if the student holds a Student Route Visa.

If the Income Team confirms that payment conditions have been met, but the course leader deems that it is not academically viable for the student to resume their studies, the student will be given the option to take a study break or leave their course. Both options will require the holder of a Student Route Visa to leave the UK as their CAS will be cancelled by the University.

If the Income Team confirms that the payment conditions have not and cannot be met, then the student will remain excluded, and a holder of a Student Route Visa will be required to leave the UK.

## Repeat Offenders

Whilst the University recognises that for some students, their financial situation is particularly difficult, the Income Team cannot constantly chase students who continually refuse to comply with paying their tuition fees.

Students may therefore only use the Tuition Fee Exclusion Appeal process on three separate occasions during their time as a registered student.

Students who failed to pay their fees in full on a fourth occasion will find that the exclusion is final.

The University will ask a debt collection agency to recover the debt.

## 22. Non-Refundable Deposit Request and Appeal

International undergraduate and postgraduate applicants are required to pay a deposit. The deposit amount will be communicated clearly at the point of offer and will later be deducted from the tuition fee amount. This deposit will be non-refundable.

Section three of the Tuition Fee Policy indicates when a refund may be returned.

Applicants who decide that they are eligible to request a refund should use the Refund Deposit Request and Appeal Form found at x and supply supporting evidence. If no evidence is attached, students have 10 working days from the original appeal submission to provide evidence, otherwise the appeal will be rejected by the Global Office without further consideration.

Evidence submitted should be recent, cover the current academic year, and clearly support the reason why the student is requesting a refund.

The Global Office will acknowledge and consider within 20 working days of receipt of the evidence.

If following the Global Office's decision, a student feels that their request for a refund was not dealt with fairly, and that they have extenuating circumstances which could support their claim, then they can submit an appeal within 10 working days from receiving the Global's Office's decision using the Refund Deposit Request and Appeal Form found on x

Supporting evidence must be submitted by the student within 10 working days of original appeal submission, otherwise the appeal will be rejected by the Refund Appeal Panel without further consideration.

Evidence submitted should be recent, cover the current academic year, and clearly support the reason why the student is appealing.

The Refund Appeal Panel will acknowledge and consider within 20 working days of receipt of the evidence.

Recommendations to uphold or reject the appeal will be made by the panel and confirmed in writing. The decision will be final.

## 23. Complaints about the Appeal Process

Any student who believes that procedurally their appeal was not correctly conducted can raise their concern with the Complaints Team by completing the [online complaints form](#) or by emailing [complaints@port.ac.uk](mailto:complaints@port.ac.uk). Further guidance is in the Student Complaints Procedure document found at [www.port.ac.uk](http://www.port.ac.uk) on the [Policies and Standards page](#).



University of Portsmouth  
Mercantile House  
Hampshire Terrace  
Portsmouth PO1 2EG  
United Kingdom

T: +44 (0)23 9284 3195

E: [corporate-governance@port.ac.uk](mailto:corporate-governance@port.ac.uk)

W: [www.port.ac.uk](http://www.port.ac.uk)