

Tuition Fee Refund Policy

1. Introduction

1.1 The following Policy sets out the arrangements and calculations relating to tuition fee refunds in the event of a student formally withdrawing from their studies.

1.2 All information provided to students on the University website and any other literature available to students must reflect this Policy. See Appendix 1 for a list of key staff for dissemination of this Policy, and any future updates.

2. Refunds – general provisions

2.1 Students may be entitled to a refund after paying some or all their tuition fees, if they withdraw from study at the University before completion of their course. Refund calculations are based on a student's last date of attendance or engagement. Refunds can only be processed after the withdrawal is complete.

2.2 Where students are required to withdraw for academic reasons and have not completed the year, the last date of attendance will be the date on which the Exam Board decision is formally communicated to the student. Where students are required to withdraw for other reasons e.g. disciplinary action, the last date of attendance will be the date on which the decision is formally communicated to the student e.g. at or following the formal meeting or hearing considering the matter.

2.3 If a student has any University debt, it will be subtracted from any refund of fees payable.

2.4 All refunds will be calculated and issued in £ Sterling. The University will not refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.

2.5 Refunds will only be made to the person who originally paid the tuition fees. If a parent or guardian, or a third party has paid on behalf of a student but wishes the refund to be paid direct to the student, the University is unable to comply with such requests. This is an important provision to ensure adherence with the University's Anti-Money Laundering Policy.

3. Refunds for undergraduate (UG) students

3.1 UG programme fees are charged as follows:

- No fees charged if withdrawal date is within the first two (teaching) weeks of the start of the course.
- 25% of fees charged if withdrawal date is after the first two weeks and before the start of the second term.
- 50% of fees charged if withdrawal date is after the start of the second term and before the start of the third term.
- 100% of fees charged if withdrawal date is after the start of the third term.

3.2 The University will ensure that home undergraduate students who withdraw are not charged tuition fees in excess of the tuition fee loan available to them.

4. Refunds for postgraduate (PG) students

- PG programme (not including modular or PGCE) fees are charged on a monthly basis, with a whole month's fees charged where withdrawal date is part-way through the month.
- PG programme (modular route only) fees to be charged at 100% once the module has commenced.
- PGCE programme fees to be charged on a weekly basis and to be charged for a whole week's fees where withdrawal date is part-way through the week.
- Pre-sessional language programme fees to be charged on a weekly basis and to be charged for a whole week's fees where withdrawal date is part-way through the week.

5. Refund of deposits

The following relates to the refunding of deposits following a withdrawal from a programme after enrolment:

- Deposits that have been paid for all programmes other than for pre-sessional English language courses will be included in refund calculations and refunded to the payer.
- Deposits that have been paid for pre-sessional English language courses will be excluded from refund calculations and kept by University of Bristol.

For deposits paid where enrolment has not been completed, the deposit will not be refundable except in circumstances outlined in the [International Deposits Refund Policy](#).

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Appendix 1 – Key staff dissemination list

- Director of Education Services
- Faculty Education Managers
- Faculty Managers
- Director - International
- School Manager, Graduate School of Education
- Income Office Manager
- Secretary's Office
- Deputy Head of Planning and Business Intelligence

Summary			
The policy sets out the arrangements and calculations relating to tuition fee refunds in the event of a student formally withdrawing from their studies.			
Scope - This document applies to:			
Staff for compliance, students for information			
For applicants entering in:	2019/20	Applies to academic year:	2019/20 onward
Document Control			
Owning team	Income Office, Financial Operations & Procurement		
Division	Finance Services		
Lead contact	Rob Logan, Associate Director, Financial Operations & Procurement		
Type	Policy	Status	Draft
Asset number		Version	v5.1
Approved by	Policy approved by UMT Amendments approved by Chief Operating Officer.	Date current version approved	v4.0 26 June 2017
Date current version published	v5.1 1 April 2019	Date first published	v4 1 August 2018
Revision schedule	3 years	Next review date	01/06/2020
Superseded documents	n/a		
Related documents	Student fees regulations, Anti-Money Laundering Policy International Deposits Refund Policy		
Keywords	Tuition, fee, refund		