



**TUITION FEES, CHARGES, DEBT  
AND REFUND POLICY**

**Document Administration**

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| <b>Alternative Format:</b>                      | If you require this document in an alternative format, please contact <a href="mailto:policy@lincolnbishop.ac.uk">policy@lincolnbishop.ac.uk</a> |   |

**\*Please Note:** *This document remains valid until formally revoked or replaced by the University.*

## TUITION FEES, CHARGES, DEBT AND REFUND POLICY

### VERSION CONTROL TABLE

| <u>Version Number</u> | <u>Date Authorised</u> | <u>Summary of Key Changes</u>   |
|-----------------------|------------------------|---|
| 1.0 – 9.0             |                        | Policy introduced and reviewed in line with standard procedures to ensure accuracy of information for students and applicants.                        |
| 10.0                  | 31 March 2026          | Policy revised to align with Student Protection Plan.   |
| 11.0                  | 11 June 2026           | Policy amended to better align with Student Protection Plan, revised Student Agreement and ensure clarity of information for students and applicants. |

## **TUITION FEES, CHARGES, DEBT AND REFUND POLICY**

### **1. PURPOSE**

- 1.1. During your time at Lincoln Bishop University (LBU), the University aims to support you fully in managing the financial aspects of your study. This policy sets out the financial obligations between you and LBU. It explains:
  - 1.1.1. Tuition fee liability and payment arrangements
  - 1.1.2. Additional charges and deposits
  - 1.1.3. Refund, withdrawal, suspension and compensation arrangements
  - 1.1.4. Debt management and potential sanctions
- 1.2. This policy forms part of the contract in place between LBU and you, the student, and as such must be read carefully, alongside the terms and conditions set out in the Student Agreement which you signed on enrolment, and the relevant academic regulations relating to your studies, which are published each year and made available on the University website here: [Policies and Procedures - General | Lincoln Bishop University](#)

### **2. SCOPE**

- 2.1. This Policy applies to:
  - 2.1.1. All undergraduate, postgraduate taught and postgraduate research students enrolled on programmes of study
  - 2.1.2. Home, international and sponsored students
  - 2.1.3. Students taking short courses or studying by module
- 2.2. Terms in this policy which apply to home or international students only, or to particular levels and modes of study, are clearly labelled as such.
- 2.3. Separate terms apply to Apprenticeship programmes. These are available via: [Policies and Procedures - General | Lincoln Bishop University](#)

### **3. TUITION FEES**

#### **3.1. Basis of Charging**

- 3.1.1. As set out in your Student Agreement and in LBU academic regulations, programmes of study consist of a number of modules, some of which are compulsory, which build credit towards the award for which you are enrolled. In respect of your tuition fees, the University will offer an appropriate range and intensity of learning and teaching opportunities which will allow you to achieve the learning outcomes specified for the relevant module(s) of study, and to complete assessment measured against those learning outcomes. The University also offers related educational and other services and facilities as

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described in the material and information set out on our website or in the Prospectus or other documents we have issued to enrolled students.

### **3.2. Assessment of Fee Status**

- 3.2.1. Prior to enrolment with the University, all students will be assessed as having either 'home' or 'international' fee status, on the basis of relevant UK government guidance and the eligibility criteria for UK Student Finance. Fees will be charged accordingly at the 'home' or 'international' rate. Assessment will be based on the information you provide on your application form, and where appropriate on information that you provide via UCAS or any recruitment agency, and where necessary LBU may request further information or documentation.
- 3.2.2. Assessment is based on three main criteria: residency, residence duration, and immigration status. Guidance on the government's regulations around classification and eligibility is available online in the document '[Eligibility rules for home fee status and student finance from the 2022 to 2023 academic year onwards - GOV.UK.](#)'
- 3.2.3. Acceptance of a place and enrolment on a programme of study is undertaken on the basis of the fee status indicated. If your circumstances or immigration status changes as you progress through your studies, you should contact [tuitionfees@lincolnbishop.ac.uk](mailto:tuitionfees@lincolnbishop.ac.uk) who will offer advice and where appropriate conduct a reassessment of your fee status.
- 3.2.4. Fee assessment and the distinction between home and international fees will not apply to a distance learning programme which does not require physical presence in the UK during study.

### **3.3. Setting of Tuition Fees for New and Continuing Students**

- 3.3.1. Tuition fees for new and continuing students are reviewed annually and approved by the University's Executive Group, and are published on the University's website [here](#). In setting tuition fees, the University Executive Group will balance the need to ensure value for money for students, with its obligation to preserve the quality of the LBU educational offer and the financial sustainability of the University. It will also reflect market competition and regulatory requirements, in particular for fee which are controlled by government such as the tuition charged to home students for undergraduate study, and the levels of publicly backed funding available to students, for example through Student Finance England for undergraduate and postgraduate study, and through the Department for Education PCGE bursaries.

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3.3.2. Published tuition fees apply to the academic year of entry. Increases may be applied to the fees charged to continuing students as they progress through their programme of study. To ensure transparency and to allow students to plan, any increases will apply at the start of a new academic year only. Fee increases for continuing students will be determined by the annual rate of inflation<sup>1</sup>, and by any increases applied by the government to the permitted levels or caps on controlled fees, and corresponding increases in publicly backed funding available through Student Finance England.

### **3.4. Sources of Funding for Tuition Fees: Home Students**

3.4.1. If you are a home student, your tuition fees may be paid by one of three mechanisms:

- i. Payment through a tuition fee loan which will be paid direct to the University (as is the case with publicly backed student loans via Student Finance England/the Student Loans Company and equivalent bodies);
- ii. Payment of tuition fees by the student to the University, which includes students drawing on their own or family funds, as well as students who are able to access third party funding for study which is paid direct to them rather than to the University (for example through a Department for Education teacher training bursary, or a Student Finance England/Student Loans Company postgraduate study loan); students in these cases will need to agree a payment plan aligned to their funding source;
- iii. Students whose fees are paid by a third party, for example by an employer or other sponsor.
- iv. Please note that student maintenance grants and loans, whether made via Student Finance England/the Student Loans Company or through all or part of the funds available via a postgraduate study loan or a teacher training bursary.

3.4.2. It is a condition of a student's enrolment that students have provided proof of student loan funding or of sponsorship, or have a payment plan in place, prior to enrolment. Proof of funding may take the form of:

- i. A letter, with the funding or sponsoring organisations letterhead and stating the amount of funding, or a purchase order from an employer or sponsoring organisation on the same basis;
- ii. An email, on the same basis;

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<sup>1</sup> Understood as the official annual rate of inflation minus mortgage payments, RPIx.

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- iii. The funding body's web portal presented on a computer or mobile device, with confirmation of funding and stating the amount of funding.
- 3.4.3. The University will ensure that liability and payment timelines are aligned with the source of your funding. However, if a sponsor or funding body fails to pay, the student remains responsible for the outstanding balance. In this eventuality, you must contact [tuitionfees@lincolnbishop.ac.uk](mailto:tuitionfees@lincolnbishop.ac.uk) as soon as possible for advice and support.
- 3.4.4. Payment may be made in advance, for example by a sponsor or self-funder, but this does not guarantee a students' place on the course.

### **3.5. Payment Schedules for Tuition Fees: Home Students**

- 3.5.1. Tuition fees are charged in three liability periods, which correspond to the University's published terms and course start and end dates. The University will submit these dates to the Student Loans Company which will use them as the basis for processing payments. Tuition fee liability periods will be published annually on the University website alongside the schedule of tuition fees.
- 3.5.2. The Student Loans Company pays the University direct in respect of tuition fees in three instalments, corresponding to the three liability periods outlined above, on a 25%:25%:50% split.
- 3.5.3. Self-funding students, including students who are funding their studies through a postgraduate study loan, a teacher training bursary, or who have applied for or received a tuition fee loan which does not cover the full tuition fee liability, and sponsored students who are unable to provide evidence of funding, will need to make full payment or adopt the applicable payment plan below, before they can enrol at the University. Students must arrange payment either in full or by recurring card payment for the instalment plan [here](#).
- 3.5.4. The standard payment schedule for self-funding students and those other categories outlined above, where payment is not made in full at enrolment, is for payments to be scheduled in two instalments with 50% payable in the month of enrolment and the remaining 50% four months after the recorded student enrolment date. This payment profile will continue throughout your studies with 50% of your tuition fees payable at the start of each year of study (your re-enrolment date) and the remaining 50% due four calendar months later.
- 3.5.5. This payment schedule can be varied in the following circumstances:
  - i. Students accessing the SLC's Postgraduate Study Loan will be paid direct by the SLC in three instalments. They will be charged by the University with a payment schedule that aligns three liability periods

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with the three payment dates of their loan. The first two liability periods will be 33% of the students' annual fee and the third will be 34% of the annual fee.

- ii. Students who are not being funded through a Tuition Fee Loan but are receiving a maintenance loan (from the Student Loans Company or equivalent) may schedule their payments in line with the receipt of their maintenance loan instalments. If these payments are from the SLC, their payment schedule will be set up in three instalments. The first two instalments will be 25% of the annual fee and the third will be 50% of the annual fee.

3.5.6. If you are a self-funding student and you believe you will have difficulties in making payments in line with your payment schedule, it is vital that you contact [tuitionfees@lincolnbishop.ac.uk](mailto:tuitionfees@lincolnbishop.ac.uk) at the earliest opportunity in order to explore what other options may be available.

3.5.7. Please note that Lincoln Bishop University is not a licensed credit broker, and we therefore cannot set up extended instalment plans in respect of learning and teaching already delivered; the payment schedules permitted therefore do not extend beyond the stated fee liability periods and the instalment profiles of funding bodies.

### **3.6. Funding and Payment of Tuition Fees: International Students**

3.6.1. To secure a visa under the Student via route of the UK Visa and Immigration system (UKVI), international students are expected to have sufficient funds to meet the cost of their course fees and living expenses without working and without claiming state benefit.

3.6.2. In order to support the applicant in evidencing their financial position and their standing as a genuine applicant under the Student Visa route, the University will require all self-funded new applicants and returning students from non-EEA countries and non-settled EEA new applicants to pay a deposit. This will be either a deposit of 25% of their tuition fee for those eligible for an ITT Government Bursary for selected PGCE subjects, or a deposit of 50% of their tuition fee for all other course. Applicants will need to pay the deposit prior to the University issuing a Certificate of Acceptance for Studies (CAS) to the applicant in order to apply for their visa. UK Visa and Immigration will specify its further financial expectations in regard to issuing a student visa. For further details please visit [Student visa : Money you need - GOV.UK](#) or [Financial evidence for Student and Child Student visa applicants - GOV.UK](#).

3.6.3. As international students are classified as self-funders, they must also meet the requirements of section 3.5 above in all their years of study.

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3.6.4. The deposit will normally only be refundable if the University withdraws the offer of a place. All payments to the University in respect of student fees, fines and other charges must be made in £ sterling. Any currency conversion costs, or other charges incurred in making payment shall be borne by the student or the third party making the payment and shall not be deductible from the amounts due to the University.

### **3.7. Liability for Tuition Fees: All Students**

- 3.7.1. All students are enrolled for the full duration of their programme of study, and remain liable for their tuition fees on this basis, unless they have formally suspended their studies either through a withdrawal or a break in learning.
- 3.7.2. You have a 14 day 'cooling off' period, as set out in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The 'cooling off' period is normally applicable following acceptance of the offer and enrolment, and if you change your mind in this period any tuition fees and deposits already paid will be returned in full. Furthermore, if a student withdraws from a course within two weeks of the course start date, the University will cancel all tuition fees in full and will return any fees paid (including any deposit) in advance to the person or organisation that originally made the payment.
- 3.7.3. You are classed as being liable for tuition fees for a liability period (normally corresponding to a term) if you are enrolled during that period. The full charge is made for that period, regardless of if you have been enrolled for one week (or part thereof) or the whole period.
- 3.7.4. A student will be counted as having withdrawn, or taking a break in learning, on submission of the relevant paperwork; students who are withdrawn by Faculty, for example on the basis of non-attendance, will be deemed as having withdrawn from the date on which the forced withdrawal process, as outlined in the Student Engagement Policy, is completed and the paperwork submitted.
- 3.7.5. Fees for study partial study (such as resit years) will be charged on a pro-rata basis based on percentage of modules being delivered. Students resitting out of attendance will normally not be charged a fee for the year.
- 3.7.6. Students undertaking a programme of study and who have been granted Accreditation of Prior Certificated or Experiential Learning in respect of particular modules will be subject to the relevant pro-rata fee in respect of the modules taken.

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### **OTHER SUMS DUE TO THE UNIVERSITY**

#### **4. SETTING OTHER FEES**

- 4.1. Fees and charges that do not relate to tuition fees are detailed in sections 5 through 9, and the exact charges are listed in Appendix A.
- 4.2. These charges will be consulted on annually by the relevant parties, and any amendments will be approved by University Executive Group.

#### **5. ASSESSMENT AND RE-ASSESSMENT FEES**

- 5.1. University tuition fees include fees for initial assessment. If a student fails or fails to submit work for any element of an assessment a resit fee will be due for each failed/non-submitted element. The University imposes a higher re-assessment fee for non-submission. Current re-examination fees for students are listed in Appendix A.
- 5.2. The University acknowledges that degree courses including a Foundation Year are part of a strategy to widen participation. As such, students on the Foundation Year element of the course are developing skills to study towards Higher Education credits. For this reason, resit fees will be waived for the duration of the Foundation Year of study.
- 5.3. Students who have been granted extenuating circumstances and are sitting reassessment for the first time are not liable for these fees.
- 5.4. Students re-sitting an examination or re-submitting coursework will be sent details of the arrangements for resubmission by the Faculty Administration Office. Students must have completed an application for reassessment to indicate their wish to undertake the reassessment in question. The completed form must be returned to the Faculty Administration Office prior to the start of the relevant assessment period.
- 5.5. Students are responsible for ensuring that they have applied to resit all modules required for progression. Students should contact the Faculty Administration Office for advice if required.

#### **6. LIBRARY CHARGES**

##### **6.1. Library Membership Fees**

- 6.1.1. Membership of the Library is free to students and staff members, as well as to ordained members of the clergy, ex-permanent members of staff, members of the SCONUL Access scheme and students and staff

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members who study or teach on programmes offered by other institutions validated by or franchised through the University.

- 6.1.2. Lifelong library membership is available to LBU alumni for a deposit (see Appendix A). Alumni can choose to end their library membership at any time at which point the deposit will be refunded provided their library account is clear of any outstanding resources or fines.
- 6.1.3. An annual library membership is available to members of the public. This fee is referenced in Appendix A.

### **6.2. Lost Library Resources**

- 6.2.1. Library members who lose, irreparably damage, or misplace library resources should report the loss to a member of the library staff immediately. The library member can choose to pay the replacement cost of the item or supply a new or like-new replacement themselves.
- 6.2.2. If a lost item is subsequently found and the item was paid for, where practicable the cost will be reimbursed. If a lost item is subsequently found and the item was replaced by the library member, where practicable the item will be returned to the library member.

### **6.3. Inter Library Loans**

- 6.3.1. Library Services provides two resource-request services for which fees are charged:
  - i. An inter-library loan service is available to LBU students and members of staff. 1st year students may request up to 5 loans per academic year, 2nd year students up to 10 loans, and third year, MA, and taught phase EdD students up to 15 loans, each at a cost per request, while requests over and above each quota are charged at a higher rate (see appendix A). Research students may request up to 40 free requests per academic year. Staff members may request unlimited, free requests provided they are work-related.
  - ii. Any charge accrued because of making use of the above resource-request services is applied to the person's library account. Should such charges remain unpaid for more than one month the Library reserves the right to deny the person in question use of resource-request services until such time as the outstanding charge is paid.
  - iii. A postal loans service is available to students, postgraduate research students and students on distance learning programmes. Items are sent out free of charge, but the borrower is responsible for any costs associated with their return.

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### **6.4. Library Lockers**

6.4.1. A limited number of library lockers are available, for free, for short-term (daily) use. A charge is payable if a locker key is returned late and the charge is normally applied to the person's library account (see appendix A for charges). Should such charges remain unpaid for more than one month the Library reserves the right to deny the person in question use of the lockers until such time as the outstanding charge is paid.

## **7. ACCOMMODATION**

7.1. Further details on accommodation offered by the University are available via the website [www.lincolnbishop.ac.uk/student/accommodation/apply](http://www.lincolnbishop.ac.uk/student/accommodation/apply). LBU is signed up to the Code of Practice on Student Accommodation developed by Universities UK and GuildHE which is also linked on this website.

7.2. Payment of accommodation fees and charges is detailed in the Accommodation Debt Management Policy, which can be accessed at [Policies and Procedures | Lincoln Bishop University](#).

## **8. SPORT & FITNESS CENTRE**

8.1. The on-campus Sport and Fitness Centre is open to all LBU students, staff, and members of the public, though this can be subject to review.

8.2. It is possible to access the facilities on a pay-per-session basis or through annual membership. Membership payments can be paid by monthly recurring card payment or in one payment. Students wishing to join the Sports and Fitness Centre will be required to complete an application and set up a monthly recurring card payment or pay in advance. Application forms are available from the Sports and Fitness Centre.

## **9. DEBT MANAGEMENT**

9.1. The University Finance Department will always seek to be sympathetic to, and understanding of, individual student's circumstances. However, for the University to do so, students must engage in dialogue with the Finance Department or Student Advice if they are experiencing difficulties.

### **9.2. Tuition Fee Debts**

9.2.1. Any student owing tuition fees and other programme-related costs to the University after one month of embarking on a programme in any academic year, who has not provided a copy of their SLC payment

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Schedule letter or proof of a SLC application (as applicable), or who has not agreed payment terms with the University Finance Office, will face the following sanctions:

- i. Suspension from the programme of study until debt is cleared (resumption of studies would be subject to length of period suspended);
  - ii. Withdrawal of IT access
  - iii. Withdrawal of access to the library
  - iv. Prohibited from re-enrolling the following year;
  - v. Terminated from a programme of study;
  - vi. Award/graduation privileges withheld;
  - vii. References withheld;
  - viii. Relevant details of debt included in any reference provided to a third party.
- 9.2.2. In deciding what steps to take in respect of the payment of tuition fees and programme-related costs, the University will consider all the circumstances of each affected student's case and will reach a proportionate decision.
- 9.2.3. Appropriate members of faculty will be advised of any sanctions to be applied.
- 9.2.4. Support systems are in place to assist students facing financial difficulties. Students in this situation are advised to seek advice from the Student Advice Team. Student Advice services are confidential.
- 9.2.5. Students in their final year must make full settlement of tuition fees to the University by 31<sup>st</sup> May. Students who fail to do so will not be eligible to attend for presentation of their award, nor will they be eligible to receive their degree certificate or a transcript of achievement.
- 9.2.6. Please note, withdrawal or suspension of studies may affect your entitlement to University Financial Support including bursary payments.
- 9.2.7. Reminder letters/emails will be sent where the fees are overdue.

### **9.3. Re-Assessment Fee Debts**

- 9.3.1. Students who fail to pay by the due date will be refused permission to take the assessment and a mark of zero will be recorded against the assessment attempt. Support systems are in place to assist students facing financial difficulties. Students in this situation are advised to seek advice from the Student Advice Team. Student Advice services are confidential.

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### **9.4. Library Debts**

9.4.1. The following processes and procedures apply to library members with library charges and/or overdue library resources:

- i. Library borrowing rights are frozen if a library member fails to return a recalled item on time.
- ii. Borrowing rights may only be reinstated if the library member returns the loan, provides a replacement copy, or pays a replacement charge (see paragraph below). These options are explained in regular notification emails sent to the library member's university email account.
- iii. If a loan remains overdue for four weeks the library member is sent a replacement notice detailing the replacement cost and ways to pay.
- iv. The replacement charge is normally the recommended retail price, or, for out-of-print items, the average price of a good or like-new used copy. The library member is also reminded that they can alternatively return the item or supply the Library with a good or like-new replacement.
- v. In cases where a loan remains outstanding for six weeks and no extenuating circumstances are in evidence, escalated for recovery based on the replacement cost of the item/s. This includes instances where a library member intercalates or has withdrawn from or has completed their studies.

### **9.5. Sport and Fitness Centre Debts**

9.5.1. If a recurring card payment is cancelled, then the membership will be suspended immediately. To reinstate a membership the remaining annual fee must be paid in full. All additional payments must be made at the Sport and Fitness Centre.

### **9.6. Placement Travel Contribution Debts**

9.6.1. As per the Student Transport, Accommodation and Subsistence Policy, students are required to contribute to their placement costs. The University reserves the right to pursue and /or seek recovery of any outstanding contributions.

### **9.7. Debt Recovery**

9.7.1. Where a student has not engaged with the University or responded to letters/emails relating to an outstanding debt, and/or it has not been possible to reach an agreement on how to resolve the matter, the University reserves the right to pass any debt to collection agencies which may lead to legal action being taken against them. Such action

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may lead to a County Court Judgment being registered and Bailiff's being asked to seize property. This may also affect a student's credit rating and the student may find it difficult to gain credit for six years. The student will be liable for any other associated costs over and above the debt including any administration costs incurred by the University and any third-party costs including commission, interest, and court costs.

- 9.7.2. This course of action will only be taken as a last resort where a student has not engaged with the University, not responded to letters/emails, and/or where it has not been possible to reach an agreed resolution. Students are advised to contact student advice or the finance office as soon as they realise that they may not be able to cover a sum owed to the University, and to respond to letters/emails and any other contact from the University regarding these matters, to avoid any escalation.

### **10. REFUNDS AND COMPENSATION**

#### **10.1. Non-Academic Refunds**

- 10.1.1. Refunds for non-academic fees are offered in line with the relevant consumer legislation, for example relating to cooling off periods and cancellations, non-delivery of services or goods, and as set out in the relevant University contracts and policies.

#### **10.2. Tuition Fee Refunds**

- 10.2.1. You should inform the University as soon as possible and before the start of term if applicable/possible, if you wish to claim a reduction or cancellation of tuition fees, or a refund of payments for the following reasons:
- i. Leaving the course without completing the full study programme.
  - ii. Not starting or attempting the course or programme.
  - iii. Interrupting your study.
  - iv. Returning from an interruption of study.
  - v. Transferring to another programme within the University.
  - vi. Transferring to another university or teaching establishment.
- 10.2.2. There may be changes in your personal circumstances which affect your ability to study; these are known as 'extenuating circumstances'. If you believe you have extenuating circumstances, your request in writing together with any supporting documentation needs to be sent to the Faculty Administration Office.
- 10.2.3. Lincoln Bishop University has processes in place to deal with student complaints. Financial compensation will not always be an appropriate response to complaints, and most issues are unlikely to be resolved in

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this way; resolution of student complaints might include an apology or goodwill gesture, alternative arrangements or mitigations in relation to a specific situation. Lincoln Bishop University will strive to ensure that students receive the educational opportunities and University experience as outlined in your Student Agreement.

### **10.3. When is a refund due?**

- 10.3.1. Prior to the course commencing, if an applicant cancels their place within the 14-day cooling off period pursuant to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, which is normally applicable following acceptance of the offer and enrolment, any tuition fees and deposits already paid will be returned in full. If a student withdraws from a course within two weeks of the course start date, the University will cancel all tuition fees in full and will return any fees paid (including any deposit) in advance to the person or organisation that originally made the payment (This does not apply to students studying single modules or short courses).
- 10.3.2. Refunds will be made where the University is unable to meet its obligations to you, for example:
  - i. when the University cancels the chosen course of study and cannot offer a suitable alternative
  - ii. when the University does not offer a programme or course on the advertised start date.
  - iii. when the University terminates a course after the start date and before the completion date.
- 10.3.3. The University will consider, on a case by case basis, situations where your personal circumstances have changed due to factors beyond your control, in a way which affects your ability to study. Where this impacts your ability to continue or complete your studies, the University will consider refunding all or part of the tuition fees paid as a matter of fairness. We would normally require documentation of the changes in circumstances that have occurred and you are advised to contact student advice at the earliest possible opportunity as the University would not normally be able to backdate refunds to predate difficulties becoming apparent.
- 10.3.4. Section 6 of your Student Agreement sets out the mitigations and contingency plans that the University may put in place to ensure that you are able to continue with your chosen programme of study, meet the learning outcomes and take the assessment, in a range of scenarios where there are alterations or disruption as a result of events that are not wholly within the control of either the University or

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yourself. These will prioritise the delivery of teaching and learning opportunities, and of timely feedback and assessment, in line with the learning outcomes of your module(s) and programme of study, and with as few changes as is possible. If you are unhappy with the mitigations offered, we will attempt to address your concerns on an informal basis, but you have the right to terminate your contract with us. We would consider that financial compensation may be payable in the following circumstances, where we had not been able to provide appropriate teaching opportunities and timely assessment in relation to learning outcomes:

- i. Where learning and teaching events have not been repeated or replaced in a timely manner;
- ii. Where there are material delays to assessment marking and feedback which impacts your ability to progress with your studies;
- iii. Where there are material delays to progression decisions or the awarding of qualifications, particularly where this has an impact on offers for jobs or further study, or on visa applications or status.
- iv. In the event that disruption of this magnitude occurs, the University will contact you outlining the eligibility criteria, any evidence required, and the basis for calculating any refund which is due.

10.3.5. Lincoln Bishop University has a Student Protection Plan which has been approved by the Office for Students. This sets out how the interests of students will be protected, and what alternative arrangements would be made to support students to complete their studies, in a range of circumstances. It is available here: [Policies and Procedures - General | Lincoln Bishop University](#).

10.3.6. Refunds will not be given in the following circumstances:

- i. For International students, if the UKVI has cancelled a visa as a result of a breach of visa conditions, or if a visa application is refused by the UKVI because the UKVI concluded that the application was made using falsified documents.
- ii. For International students where the UKVI or the University has determined that fraudulent documents are used or submitted at any other stage of the process including at the time of application or enrolment.
- iii. For international students, if the student has left the UK, if their immigration status has changed, or if the student has moved to and is sponsored by a new HEI.

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### **10.4. Students on Short Courses**

10.4.1. These are courses which do not give an award or courses that do not run longer than 15 weeks. Only in exceptional circumstances will the University consider a full credit or refund after the course has started and if you have participated in the course.

### **10.5. Students on Single Modules**

10.5.1. If you are charged on a module-by-module basis, and you withdraw after a module start date and you have attended, engaged, or taken part in the module in any way, you must pay in full for the module and will not be eligible for a refund or cancellation.

10.5.2. If you withdraw before a module start date or you have not attended, engaged, or taken part in the module in any way, the University will cancel the module charge in full and you will be eligible for a refund if you have already paid us.

## **11. PAYMENT OF REFUNDS**

11.1. In line with its obligations under [UK Money Laundering legislation](#), the University is unable to make any refunds in cash. The University also reserves the right to refuse or reject any financial transaction where the University is unable to identify or trace the origin of the payment made.

11.2. Please note that if the University needs to make a refund funds will be returned to the person or organisation that originally made the payment or their authorised representative. This means that student fees paid by sponsors, parents, or any other individual (apart from the student) cannot be refunded to the student. Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split.

11.3. Where claims for refunds are approved, refunds will be processed within 30 working days of the date on which the refund request is confirmed as valid.

11.4. The University reserves the right to deduct overdue fees or charges that you have not paid from any refund due to you. Where this is the case, the University will use the refund to pay the oldest unpaid debts first.

11.5. All refunds will be calculated in UK Sterling. The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

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11.6. All refunds will be paid back using the original payment method i.e. if paid by credit card, the refund where possible will be credited back to that card and if paid by bank transfer, it will be refunded back to the same bank account.

### **12. WHAT CAN I DO IF I HAVE A COMPLAINT?**

12.1. Details of how to raise a complaint can be found at [Policies and Procedures | Lincoln Bishop University](#).

12.2. If students are not content with the proposed outcomes, they can raise the issue with the Office of the Independent Adjudicator at [www.oiahe.org.uk](http://www.oiahe.org.uk).

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### 13. APPENDIX A – OTHER SUMS DUE TO THE UNIVERSITY: LIST OF FEES, CHARGES AND DEPOSITS

| <b>Fee Type</b>                                     | <b>Fee</b>   |
|---|--|
| <b>Re-assessment fees</b>                           |  |
| Submitted work and failed                           | £25 per assessment item  |
| Failed to submit                                    | £50 per assessment item  |
| Re-submission of Thesis for PhD                     | £175   |
| Re-submission of Thesis for EdD                     | £120   |
| ITT resits (to cover additional placement fees)     | £500 (This fee will increase to £650 in the 2025/26 Academic Year) |
| <b>Library Fees</b>                                 |  |
| Alumni Library membership (refundable deposit)      | £50  |
| Annual Library membership for members of the public | £50  |
| Inter-library loans at or below quota (per request) | £1   |
| Inter-library loans above quota (per request)       | £12  |
| Late locker key return fee                          | £2   |
| <b>Printing, and Photocopying, and Scanning</b>     |  |
| University smartcard replacement fee                | £10  |

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### 14. APPENDIX B – REFUND AND CHARGING POLICY

| Category   | Student and Fee Type   | Programme or Module | Self-Funded | SLC Funded | Sponsor | Refund and Charging Policy   |
|--|------------------------|---------------------|-------------|------------|---------|--|
| <b>Two weeks No Charge Rule (Cooling off Period)</b> | Home Students and Fees | Course              | •           | •          | •       | If withdraws within 14 days cooling off period, no fees chargeable.  |
| <b>Undergraduate</b>                                 | Home Students and Fees | Course              | •           | •          | •       | Based on three Liability periods. Liability 1 – 25% charged, 75% refunded<br>Liability 2 – 50% charged, 50% refunded<br>Liability 3 – 100% charged   |
| <b>Postgraduate (PGCE)</b>                           | Home Students and Fees | Course              | •           |            | •       | Based on three Liability periods. Liability 1 – 25% charged, 75% refunded<br>Liability 2 – 50% charged, 50% refunded<br>Liability 3 – 100% charged   |
| <b>Postgraduate Taught Programmes</b>                | Home Students and Fees | Module              | •           |            | •       | Where study has commenced regardless of duration, 100% of fees are payable for each module of study started. The 14-day cooling off period does not apply to module-based studies. If the student withdraws before the module start date, no fee will be |

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|                               |                                 |     |   |  |   |   |
|-------------------------------|---------------------------------|-----|---|--|---|---|
|                               |                                 |     |   |  |   | charged or refunded if paid in advance.   |
| <b>Doctoral Programmes</b>    | Home Students and Fees          | ALL | • |  | • | Paid in four equal instalments in November, January, March and May. Refunds based on pro-rata proportion of study completed where applicable.                 |
| <b>International Students</b> | International Students and Fees | ALL | • |  | • | Non-refundable deposit unless BGU withdraws offer of a place. Remaining full tuition fee payment prior to start of programme.                                 |
| <b>Short Courses</b>          | ALL                             | ALL | • |  | • | Defined as a course no more than 15 weeks long or non-credit bearing. Courses charged in full. The 14-day cooling off period does not apply to short courses. |



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AND REFUND POLICY**

**15. APPENDIX C – AWARDING UK END-POINT ASSESSMENT CANCELLATION  
AND NON-ATTENDANCE**

**Purpose of this process**

Awarding UK is the end-point assessment service based within Lincoln Bishop University (LBU).

Awarding UK aims to provide a consistent approach for Learners, Employers and Training Providers in the event of an end-point assessment being cancelled or abandoned.

**Scope**

This process covers all booked end-point assessment components for all standards delivered by Awarding UK.

**Cancellation/Non-Attendance Schedule**

The Customer is the organisation that makes the booking for the EPA with Awarding UK. It could be an employer or Training Provider.

|                               |   |
|-------------------------------|---|
| <b>Informed Cancellations</b> | Cancellations made by the Customer with sufficient notice (5 working days or more before the scheduled assessment) are eligible for a full refund of the component cost listed in the contract.   |
| <b>Late Cancellations</b>     | Cancellations made by the Customer with insufficient notice (before 5pm on the day prior to the scheduled assessment but with less than 5 working days' notice) are eligible to a refund of 50% of the component cost listed in the Contract. |
| <b>Non-Attendance</b>         | The Customer is not eligible for any refund where cancellation occurs after 5pm on the day prior to the scheduled assessment or where the assessment does not take place due to a no show from the Learner.                                   |

**Submission of work by Learners**

If the assessment plan requires a Learner to submit work, such as a portfolio, then a deadline will be agreed for the submission date. If work is not submitted by the agreed date, then the submission date will be re-scheduled and an additional fee of the component cost (as listed in the contract) will be charged.

If the second submission date is missed this will be treated as an abandoned assessment, the related charge for the assessment component will not be refunded and the outcome will be recorded as a fail, unless extenuating circumstances apply. See the Reasonable Adjustments and Special Considerations Policy and the Gateway Considerations Document for further information on extenuating circumstances and the associated procedures.