



**Principal: Professor John Last**

**UNDERGRADUATE  
STUDENT FEES PAYMENT POLICY  
2011 - 2012**

## CONTENTS

<i>Section</i>	<i>Paragraph</i>		<i>Page</i>
SECTION 1	<b>Introduction</b>	<b>1</b>	<b>1</b>
SECTION 2	<b>Assessment of level of fees</b>	<b>2</b>	<b>1</b>
SECTION 3	<b>Payment of fees</b>	<b>3</b>	<b>1</b>
	UK / EU students	3.1	1
	Overseas students	3.2	2
	Instalment plans	3.3	3
	Dishonoured payments	3.4	4
SECTION 4	<b>If you do not complete a full year of study</b>	<b>4</b>	<b>4</b>
	Withdrawal from the University College	4.1	4
	Students intermitting	4.2	4
	Students transferring from / to another institution	4.3	5
	Late enrolment	4.4	5
SECTION 5	<b>Repeat Study</b>	<b>5</b>	<b>5</b>
SECTION 6	<b>Failure to pay</b>	<b>6</b>	<b>5</b>
	Consequences of not paying your fees	6.1	5
	Suspension / expulsion	6.2	6
SECTION 7	<b>Bursary offsetting</b>	<b>7</b>	<b>7</b>
SECTION 8	<b>University College residential accommodation</b>	<b>8</b>	<b>7</b>
SECTION 9	<b>Other charges you may have to pay</b>	<b>9</b>	<b>7</b>
SECTION 10	<b>Insurance of personal property</b>	<b>10</b>	<b>7</b>
SECTION 11	<b>Opening hours and methods of payment</b>	<b>11</b>	<b>8</b>
SECTION 12	<b>If you get into financial difficulty</b>	<b>12</b>	<b>8</b>

## **1. INTRODUCTION**

- 1.1 When you enrol on a course at the Norwich University College of the Arts there are financial implications for you to consider. This Student Fees Payment Policy document will help guide you through these implications.

Should you have any queries regarding this policy please contact a member of the finance staff or email: [finance@nuca.ac.uk](mailto:finance@nuca.ac.uk).

## **2. ASSESSMENT OF LEVEL OF FEES**

- 2.1 Before you enrol each year you will be advised by the Academic Registrar what your tuition fees will be.
- 2.2 If you are a UK or EU based student you may be eligible for financial support from your student loan provider.
- 2.3 The University College charges higher fees for non UK/EU students, if you are in any doubt as to whether you are a UK/EU student or an Overseas student you should contact the University College's Academic Registry department for advice. The final decision regarding status rests with the Academic Registrar.
- 2.4 If you are paying your own tuition fees, invoices are normally sent out in November.
- 2.5 Please note that our fees normally increase each year, and will therefore not be the same for the duration of your course.
- 2.6 You should not withhold or reduce any payment as a result of any complaint you may have against the University College, unless we confirm in writing to you that you can do so.

## **3. PAYMENT OF FEES**

### **3.1 UK / EU students**

- 3.1.1 You are required to indicate how you intend to pay your fees by 19th September 2011. You will be asked to do this when you complete the University College's online pre-enrolment process. Options available are detailed under 3.1.2, 3.1.3 and 3.1.4.

- 3.1.2 If your tuition fees are being paid via your student loan provider:

You are required to produce your "Student Finance Breakdown" Notification letter from the relevant student loan provider. If you have not yet received this, you must show evidence that you have applied for a tuition fee loan. If you are unable to produce the Student Finance

Breakdown Notification within 60 days you will be invoiced in full for your fees.

3.1.3 If your tuition fees are being paid by a sponsor:

You must produce a letter from your sponsor by 26<sup>th</sup> September 2011 confirming the proportion of your fees that they will pay, and stating that they will pay these within 30 days of an invoice being sent. Please note that in the event of your sponsor not paying, liability for payment of your tuition fees will rest with you.

3.1.4 If you are paying all or some of your tuition fees there are two options available:

(i) Pay the full fee before 26<sup>th</sup> September 2011;

(ii) Pay by instalments

You must complete a direct debit or credit card payment form so that payments can be taken on (or shortly after) the following dates:

First instalment, 1/3 of the fees due on **23<sup>rd</sup> September 2011**;

Second instalment, 1/3 of the fees due on **3<sup>rd</sup> January 2012**;

Third instalment, 1/3 of the fees due on **12<sup>th</sup> March 2012**.

In exceptional circumstances we may agree to other instalment plans. You should discuss your payment options with a member of the Finance team as soon as possible. If you apply for an extended instalment plan before 21 October 2011 this will be arranged with you free of charge. Applications received after 21 October 2011 will incur an administration fee of £75.

## **3.2 Overseas students**

3.2.1 You are required to indicate how you intend to pay your fees by 19th September 2011. You will be asked to do this when you complete the University College's online pre-enrolment process. Options available are detailed under 3.2.2 and 3.2.3.

3.2.2 If you are paying all or some of your tuition fees there are two options available:

(i) Pay the full fee before 26<sup>th</sup> September 2011;

(ii) Pay by instalments

You must complete a direct debit or credit card payment form so that payments can be taken on (or shortly after) the following dates:

First instalment, 1/3 of the fees due on **23<sup>rd</sup> September 2011**;

Second instalment, 1/3 of the fees due on **3<sup>rd</sup> January 2012**;  
Third instalment, 1/3 of the fees due on **12<sup>th</sup> March 2012**.

In exceptional circumstances we may agree to other instalment plans. You should discuss your payment options with a member of the Finance team as soon as possible. If you apply for an extended instalment plan before 21 October 2011 this will be arranged with you free of charge. Applications received after 21 October 2011 will incur an administration fee of £75.

3.2.3 If your tuition fees are being paid by a sponsor:

You must produce a letter from your sponsor by 26<sup>th</sup> September 2011 confirming the proportion of your fees that they will pay, and stating that they will pay this within 30 days of an invoice being sent. Please note that in the event of your sponsor not paying, liability for payment of your tuition fees will rest with you.

3.2.4 International Student Scholarship

The University College offers a limited number of International Student Scholarships. If you qualify for a Scholarship part of your fees will be waived by the University College.

In order to qualify for the Scholarship, the tuition fee due for the year must be paid in full before the start of the academic year.

Further details including terms and conditions are available from Academic Registry.

3.2.5 Please note that all fees must be remitted in Pounds Sterling, and that any bank charges are required to be paid by the person or organisation paying the fee.

**3.3 Instalment plans**

3.3.1 Where a student either signs an instalment plan, or where the University College agrees to extended payment terms, there is an obligation on the student to make payments by close of business on the agreed payment dates.

3.3.2 If payment is not received by the payment date(s) then the University College reserves the right to cancel the instalment plan and demand immediate payment of the whole amount outstanding. The University College also reserves the right to make a late payment charge of up to £45.00 for each occurrence.

### **3.4 Dishonoured Payments**

3.4.1 The University College reserves the right to make a charge of up to £45 on each occasion that a cheque is dishonoured by your bank, or when an agreed credit / debit card / direct debit payment is declined, to cover our additional administration costs.

## **4. IF YOU DO NOT COMPLETE A FULL YEAR OF STUDY**

### **4.1 Withdrawal from the University College (Terminating your studies)**

4.1.1 The date of your withdrawal is crucial, as this determines the tuition fee applicable. If you decide to withdraw from your studies it is your responsibility to complete a withdrawal form and send it to the Course Administration Office. Do not assume that simple non-attendance will signify your formal withdrawal from the University College.

4.1.2 Before deciding to withdraw you should consult your Course Leader.

4.1.3 **IMPORTANT:** Please be aware that if you have a tuition fee loan from your student loan provider, and you withdraw before 1 December 2011, your tuition fee loan will be cancelled and you will become liable for your own fees.

4.1.3 If you withdraw from the University College your fees will be calculated as below:

- Withdrawal on or before 4<sup>th</sup> January 2012: One third of full year fees payable;
- Withdrawal between 5<sup>th</sup> January and 14<sup>th</sup> March 2012: Two thirds of full year fees payable;
- Withdrawal after 14<sup>th</sup> March 2012: Full year fees payable.

4.1.4 If you are a new entrant to the University College in September 2011 and we receive your withdrawal form by 14<sup>th</sup> October 2011 there will be no fees due. Any fees already paid by you will be refunded in full.

### **4.2 Students intermitting (Taking an agreed break in your studies)**

4.2.1 Where the University College agrees to your intermission you will be advised of your fees for both the academic year you intermit and the academic year you intend to resume.

4.2.2 **IMPORTANT:** Please be aware that if you have a tuition fee loan from your student loan provider, and you intermit before 1 December 2011, then you will become liable for your own fees in the year of your intermission, and an invoice will be sent to you for payment. When you resume studies, depending on your circumstances, you may have the opportunity to apply for a full year's support towards your tuition fees

from your student loan provider. If you take this option we will refund any overpayment of fees from the year of your intermission.

- 4.2.3 Fees in the year of intermission will be calculated as one third of full year fees for each term (or part) you are in attendance. When you return from intermission your fees for both years will be reassessed pro-rata to actual weekly attendance and, if appropriate, adjustments will be made for fees already paid.

#### **4.3 Students transferring from / to another institution**

- 4.3.1 You will be advised of your fees for the academic year you transfer to/from the University College.

- 4.3.2 If you have a tuition fee loan from your student loan provider, we will attempt to share fees paid by the Student Loan Company with the other Institution. However should this not be possible we will send you an invoice for payment of the pro-rata fees.

#### **4.4 Late enrolment**

- 4.4.1 Students enrolling in the first term after the start of the academic year will be liable for the full tuition fee for the year.
- 4.4.2. Students who transfer and commence study with the University College on or after the start of second term in the academic year will be liable for a proportionate fee.

### **5. REPEAT STUDY**

- 5.1 If you are required to repeat any part of your course we will write to inform you of any extra fees that will be charged.

### **6. FAILURE TO PAY**

#### **6.1 Consequences of not paying your fees**

- 6.1.1 If you fail to pay your fee by the due date(s) for payment you will receive reminders from the University College, and may incur late payment charges. If you still fail to pay you may:

- Be unable to re-enrol for your next year of study;
- Have access to facilities withdrawn;
- Have your certificates withheld;
- Be refused entry at graduation ceremonies;
- Have the details of your debts passed to our external debt collection agents to pursue. This may incur extra costs which you will be liable to pay;
- Be prevented from enrolling at the University College for any other

course in the future.

- 6.1.2 If you continue not to pay your fee then you may be suspended or even be excluded from the University College. Please refer to section 6.2 for these procedures.

## **6.2 Suspension / expulsion**

- 6.2.1 Failure to pay fees in accordance with section 6.1, may lead to a student being suspended from the University College. Where it is proposed to suspend a student for default, a notice of proposed suspension shall be issued by the Deputy Principal (Finance & Resources). Such notice shall state a deadline for payment. If requested by the student concerned before that deadline, the Deputy Principal (Finance & Resources) shall interview the student, and:

- accept payment in full, or;
- agree a proposal for payment after the deadline, or;
- determine that the student shall be suspended.

- 6.2.2 In the absence of a request for an interview or payment in full, the Deputy Principal (Finance & Resources) may determine that a student shall be suspended from the University College.

- 6.2.3 Where it is determined that a student shall be suspended a notice of suspension shall be issued by the Deputy Principal (Finance & Resources) and this will have immediate effect. This notice shall state a deadline for payment which if not adhered to will result in the student being expelled from the University College. If requested by the student concerned before that deadline, the Deputy Principal (Finance & Resources) shall interview the student, and:

- accept payment in full, or;
- agree a proposal for payment after the deadline, or;
- determine that the student shall be expelled.

- 6.2.4 In the absence of a request for an interview or payment in full, the Deputy Principal (Finance & Resources) may determine that a student shall be expelled from the University College.

- 6.2.5 Students shall have a right of appeal to the Principal within 7 working days of written notification of suspension. The Principal's decision shall be final. Notification of suspension shall be deemed to have been received forty-eight hours after posting by recorded post.

- 6.2.6 Students whose fees remain unpaid will not be supplied with any related Certificate or Diploma that may be due until such time as full payment of fees is received by the University College.

- 6.2.7 The University College reserves the right to refer outstanding debts to a collection agency, or ultimately to take legal action against a student. The University College will seek to recover any costs it incurs by taking such steps

## **7. BURSARY OFF SETTING**

- 7.1 The University College reserves the right to offset bursary awards against other debts owed to the University College, except for the mandatory element of any bursary.

## **8. UNIVERSITY COLLEGE RESIDENTIAL ACCOMMODATION**

- 8.1 Students allocated places in University College residential accommodation will be required to sign a Student License Agreement. Copies of this agreement may be obtained from the University College's Student Support department.
- 8.2 It is a condition of occupancy that rent due for residential accommodation provided by the University College is paid for each term of the academic year on or before the dates specified by the University College.
- 8.3 Students failing to pay rent in accordance with the terms of the License Agreement will be subject to the disciplinary procedures as laid out in the Students Regulations and Procedures, and a late payment fee of £45.00

## **9. OTHER CHARGES YOU MAY HAVE TO PAY**

- 9.1 Depending on your course, during your time at the University College you may also be asked to pay the following:
- Contributions for educational visits as applicable;
  - Materials vouchers, used for purchases from workshops etc.;
  - Other sundry charges for particular materials etc.

## **10. INSURANCE OF PERSONAL PROPERTY**

- 10.1 The University College does not provide insurance cover for the personal property of students, either on University College premises, or at NUCA student accommodation. This includes portfolios and any other art work created on your course. You are therefore strongly advised to take out your own insurance policy to cover loss or damage.
- 10.2 The exception to this is where you are required to participate in a University College organised trip. In this case, you will be covered by the University College's travel insurance, which includes loss of personal possessions while on a University College trip, subject to payment of a small excess and maximum amounts that can be claimed.

## **11. OPENING HOURS AND METHODS OF PAYMENT**

11.1 The student payment office is located in room 108 on the first floor of Francis House. Our preferred opening times are 11.30am to 2.30pm Monday to Friday, but if you are unable to visit during these hours we will still do our best to serve you (subject to staff availability).

11.2 We are able to accept the following forms of payment:

- Cheque drawn on a UK bank (NB: not for instalment payments);
- Debit card (NB: not for instalment payments);
- Credit card;
- Direct Debit;
- Cash (NB: not for instalment payments);
- Bank transfer (details below) – please note that you must pay all bank charges levied.

11.3 University College's bank details:

Name of Account:	Norwich University College of the Arts
Account no:	01948690
Address of Bank:	Lloyds TSB 16 Gentleman's Walk Norwich Norfolk NR2 1LZ
Bank sort code:	30-96-17
Swift address:	LOYDGB2L
IBAN no:	GB32LOYD30961701948690
BIC number:	LOYDGB21076

## **12. IF YOU GET INTO FINANCIAL DIFFICULTY**

12.1 We recognise and understand that the expenses involved in undertaking a Higher Education course can sometimes leave a student facing financial difficulties.

12.2 In such circumstances we can often help by finding a way of helping you meet your financial obligations, but only if you seek our help at an early stage.

12.3 Should you find yourself in difficulty, please either contact the University College's Student Support department, or speak to Finance Section as soon as possible.