

## TUITION FEES REFUND POLICY 2024/25

The purpose of this document is to provide guidance on when refunds of tuition fees will be made by the University and how they will be calculated, following the withdrawal or suspension of studies. This policy relates to the portion of the tuition fee that is paid directly by the student or by a sponsor. It should be read in conjunction with the undergraduate and postgraduate fee policies.

The Refund Policy is split into 7 sections:

1. On campus Undergraduate and Postgraduate Taught Programmes
2. Online Undergraduate and Postgraduate Taught Programmes
3. Postgraduate Research Programmes
4. SAAS funded students
5. SLC funded students
6. Policy Guidance Notes
7. Payment of Refunds

You, or your sponsor, are liable for tuition fees up to the date when you submit your Application to Withdraw from Study form to the Registry, or up to the date that we deem you to be withdrawn from study.

Refunds are calculated according to the category of student and programme of study. Sections 1, 2 and 3 must be read in accordance with Section 6. The University will apply the following rules when calculating fee liability for students who are withdrawn or suspended from studies.

### 1. ON CAMPUS UNDERGRADUATE AND POSTGRADUATE TAUGHT PROGRAMMES

The following outlines how refunds will be calculated for students undertaking their study through on campus study. Students studying online should consult Section 2.

#### 1.1 FULL-TIME UNDERGRADUATE PROGRAMMES (INCLUDING PGDE) COMMENCING IN THE FIRST HALF-SESSION

Withdrawal date	Fee liability
Up to 11 October	Full refund
Up to 14 February	60% annual tuition fee will be payable.
Thereafter	100% annual tuition fee will be payable/No refund

#### 1.2 FULL-TIME UNDERGRADUATE PROGRAMMES COMMENCING IN THE SECOND HALF-SESSION

Withdrawal date	Fee liability
Up to 14 February	Full refund
Thereafter	100% of 2 <sup>nd</sup> half session tuition fee will be payable/No refund.

### 1.3 POSTGRADUATE TAUGHT PROGRAMMES COMMENCING IN THE FIRST HALF-SESSION (INCLUDES MRES TYPE PROGRAMMES). PGDE STUDENTS REFER TO 1.1 ABOVE

Withdrawal date	Fee liability
Up to 11 October	Full refund
Up to 14 February	50% of the tuition fee will be payable
Up to 31 May	80% of the tuition fee will be payable
Thereafter	100% of the tuition fee will be payable/No refund

### 1.4 POSTGRADUATE TAUGHT PROGRAMMES COMMENCING IN THE SECOND HALF-SESSION (INCLUDES MRES TYPE PROGRAMMES)

Withdrawal date	Fee liability
Up to 14 February	Full refund
Up to 31 May	50% of the tuition fee will be payable
Up to 30 September	80% of the tuition fee will be payable
Thereafter	100% of the tuition fee will be payable/No refund

### 1.5 MODULAR CREDIT-BASED PROGRAMMES (INCLUDING PART-TIME UNDERGRADUATE STUDENTS AND INDIVIDUAL SUBJECT STUDY)

In the case of programmes of study where fees are modular credit-based, the full fee will be charged for each course that has been started, or for which the student has received learning materials. If a student withdraws after the start date of the course, refunds will not be given.

## 2. ONLINE COURSES

2.1 With the exception of Access courses and 'always-on' courses (see sections 2.2 and 2.3), students studying online courses, either as standalone courses or as part of a taught programme, will receive a full refund for any course they withdraw from **within 15 days of the start date of that course**. Thereafter, students will be liable for the full fee for the course. Fees paid for courses that have not been completed cannot be used as payment for alternative courses.

2.2 Students studying Access courses, will receive a full refund for any course they withdraw from **within 28 days of the date that they paid for the course**. Thereafter, students will be liable for the full fee for the course. Fees paid for courses that have not been completed cannot be used as payment for alternative courses.

2.3 Students studying 'always-on' courses, will receive a full refund for any course they withdraw from **within 15 days of the date that they paid for the course**. Thereafter, students will be liable for the full fee for the course. Fees paid for courses that have not been completed cannot be used as payment for alternative courses.

## 3. POSTGRADUATE RESEARCH PROGRAMMES

The official start date of the programme of study will be used to calculate the tuition fee liability. Tuition fees will be charged on a pro-rata monthly basis. Students studying a Master of Research programme (MRes) should consult section 1.

#### **4. STUDENT AWARDS AGENCY FOR SCOTLAND (SAAS) FUNDED STUDENTS**

4.1 The SAAS cut-off date for tuition fee payment is:-

1<sup>st</sup> December for programmes which start between 1st August and 31st December.

1<sup>st</sup> March for programmes which start between 1st January and 31st March.

1<sup>st</sup> June for programmes which start between 1st April and 30th June.

SAAS will not make a tuition fee payment for students who withdraw on or before the advertised cut-off date relevant to your start date. The full fee is paid for students who withdraw after the cut-off date.

4.2 For Postgraduate Taught students who withdraw or suspend study, any proportion of the tuition fees that is charged to self will be subject to the recalculation described in sections 1 and 2.

#### **5. STUDENT LOAN COMPANY (SLC) FUNDED STUDENTS**

5.1 The SLC will pay fees for students funded through tuition fee loans on specific dates. For Undergraduate students, the University will apply tuition fee charges according to the dates set out by SLC as follows for students commencing in the first half-session:-

- 25% if in attendance on 3<sup>rd</sup> Wednesday in October
- 50% if in attendance on 1<sup>st</sup> Wednesday in February
- 100% if in attendance on 1<sup>st</sup> Wednesday in May

5.2 Postgraduate students who receive funding through the SLC will be liable for tuition fees in accordance with the dates set out in sections 1 and 2.

#### **6. POLICY GUIDANCE NOTES**

6.1 In all cases, any other debt owing to the University will be subtracted from any refund of fees.

6.2 Any refund of tuition fees and or reduction in tuition fee liability is at the discretion of the University of Aberdeen.

6.3 In the case of students who have left their programme of study refunds will only be made when the University's student withdrawal procedure has been correctly followed and the student is recorded as withdrawn in the University student records system. Retrospective or backdated withdrawals will not normally be permitted. The date of withdrawal will be taken as the date that the notification of withdrawal is received by the Infohub or Registry. The date of withdrawal will be used to calculate tuition fee liability.

6.4 Where tuition fees are wholly or partially paid by a third party, the refund rules will be superseded by any relevant arrangement agreed by the University, concerning the student and the third party. This includes refunds of US Federal Loans which will be calculated according to the Return to Title IV (R2T4) regulations. The full Return to Title IV policy can be found here <https://www.abdn.ac.uk/students/finance/us-federal-direct-loans.php#panel2197>

6.5 All refunds will be made to the bank and account holder (or other financial institution) that originally paid the fee. Refunds are not made in cash.

6.6 Students who suspend their studies will have their tuition fee liability reassessed according to Sections 1, 2 and 3.

- 6.7 Any English, Welsh or Northern Irish undergraduate electing to take a tuition fee loan and who subsequently withdraw will be charged according to the payment dates determined by SLC as shown above.
- 6.8 Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. The University shall consider each case on merit. Such cases must be submitted in writing to the Assistant Academic Registrar. Cases based on academic and financial difficulties are not normally regarded as acceptable reasons for any refund or reduction in fee liability. Refunds will be made at the discretion of the University.
- 6.9 Complaints about refund decisions or the refund process should be made in accordance with the University's *Policy and Procedures on Student Appeals and Complaints*.
- 6.10 This policy does not cover the following:
- Non-refundable tuition fee deposits. Further information will be published soon.
  - Accommodation fees. For information on these please contact [accommodation@abdn.ac.uk](mailto:accommodation@abdn.ac.uk)
  - Graduation official gown hire and photography - please contact Ede and Ravenscroft
  - Field trips - please contact your School/Department

## **7. PAYMENT OF REFUNDS**

- Please allow 4 weeks from requesting a refund to receiving it.
- 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.
- Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split.
- Cash refunds are not made.
- Documentary evidence of sponsorship is required before any refund of personal contributions towards fees can be considered. This may include copies of award notices from funding bodies or letters from sponsors confirming details of the tuition support to be provided.
- All refunds will be paid back using the original payment method ie 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.