



# UNIVERSITY OF PLYMOUTH

## Fees Policy

<b>Intended Recipients:</b> This policy applies to all students whose fees are payable to the University, and to applicants where applicable, and any staff member who enrolls as a student. Specific groups of students, which fall outside of the scope of the policy, are clearly identified.				
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# UNIVERSITY OF PLYMOUTH

## Fees Policy

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## 1. INTRODUCTION

The University of Plymouth (“the University”) reviews and publishes its fees including tuition fees and other charges annually. The Fees Policy, also updated annually, is intended to make clear to students (“you”) and others how all major aspects of fee setting, payment collection and reconciliation of fees will operate. The terms and conditions relating to the payment of fees are set out in the Student Contract, which should be read in conjunction with the Fees Policy.

The Fees Policy applies to all students whose fees are payable to the University, and to applicants where applicable, and any staff member who enrolls as a student. A tuition fee is not charged to students enrolled on Higher Apprenticeship degree programmes and to students enrolled on some exchange programmes. However, Higher Degree Apprenticeship and exchange students may be subject to other fees, including accommodation costs or library charges, and will be subject to the University’s process set out in the Fees Policy for the recovery of any debt associated with these.

The Fees Policy does not apply in its entirety to the following:

- Students studying University programmes (undergraduate and postgraduate taught) through partner institutions. Students at partner institutions should refer to the partners’ websites for details of fees, charges and arrangements for payment;
- Students at the University of Plymouth International College (UPIC) until such time that they have progressed to a University programme; and
- Students studying for a Plymouth Online course of study, run in partnership with CEG Digital Ltd. A separate [Fees and Cancellation Policy](#) applies for Plymouth Online students which is available from the [Plymouth Online website](#).

Tuition fees for all taught degree programmes are published on the individual programme web page. Tuition fees for all [research degree programmes](#) are published together on the University website, as are tuition fees for programme delivered by the [Professional Development Unit](#) in the Faculty of Health. Tuition fee information for returning undergraduate and postgraduate taught students is available on the Student Portal (login required).

Tuition fees cover the provision of teaching and learning, supervision, and support. However, there may be additional fees for residential fieldwork or for research related activity, sometimes known as a bench fee or a Research Training Support Grant (RTSG), as set out in 2.3.

You will be required to pay the fees and charges applicable to your programme. You retain ultimate liability for the payment of their fees, including where sponsorship agreements have been entered into between you and a third party. The University will ultimately seek to recover fees directly from you in cases where payment from other approved sources such as sponsors is not forthcoming.

You must enrol at the start of your academic year and for each subsequent academic year. The Fees Policy in place at the start of a student’s academic year

remains in effect for the duration of that academic year. Revised versions of the Fees Policy apply to each subsequent academic year.

## **2. TUITION FEES**

The University Executive Group approves the University's fee schedule annually for each academic year and is published in advance. The University reserves the right to amend and alter its fees between each academic year following appropriate internal scrutiny and consultation. The criteria for the amendment of fees may include the cost of programme delivery and/or a comparable sector market review.

- Undergraduate tuition fees are capped at £9,250 a year for UK students. Any adjustment to fees will be in line with UK legislation.
- tuition fees for international students on undergraduate & Postgraduate may be subject to annual amendment for those reasons specified above.

Changes will only be made as allowed by the terms of this policy and the Student Contract. Fee increases will be restricted to those circumstances where valid reasons for making the change exist. Fees will not increase during an academic year or once the fees for the academic year have been published.

If you defer your place at the University, you will not normally be able to retain your eligibility for the fees applicable to your original intended first period of study. Normally, students taking up a place will be charged the fees applicable to their course at the time they actually commence study.

Your tuition fee is based on your fee status and mode of attendance, as determined by the fee regime in operation at that time. Fee status, and any potential financial support that may be available, is based on whether you are classed as a Home student, European Union (EU) student (applicable only to students already designated as such), international student, or indeed, if you are pursuing a Distance Learning programme.

Tuition fees cover the provision of teaching and learning, supervision, and support. However there may be additional fees for residential fieldwork or for research related activity, sometimes known as a bench fee or Research Training Support Grant (RTSG).

### **2.1 Currency**

All fees published by the University are in pounds (GBP/£) sterling. Fee information will be published in other currencies only where explicitly required by regulatory or external bodies and only as needed. Any publication in currencies other than pounds (GBP/£) will be based on the exchange rate applicable at the time the amount is calculated and may be subject to change. The University cannot be held responsible for changes in global financial markets or currency exchange rates.

### **2.2 Referral and Repeat tuition fees**

(a) Referral

A referral is a reassessment of an exam, coursework, in-class test, or practical assessment that has not yet been achieved. There is no charge for a referral. Please refer to the [Academic Regulations](#) webpage for further guidance regarding reassessment, referral and repeating modules.

(b) Repeat

If you who have not achieved a module after referral, or you have not achieved enough credits to continue to the next stage of study, you may be asked to repeat a module(s) in the next academic year. In this event you are liable to pay a repeat tuition fee. The repeat tuition fee will normally be calculated by the number of credits on which you have enrolled for that academic year. The repeat fee will be confirmed by the respective Faculty Office or the Doctoral College.

### **2.3 Part-time tuition fees**

Part-time taught programmes are usually charged by 10 credits although in some instances, the part-time fee will be charged per year of study. Part-time tuition fees are set out in the 'fees, costs and funding' section on individual programme webpages.

Undergraduate students must be studying a minimum of 25% of a full-time equivalent year. Therefore, if a full-time equivalent year is 120 credits, the minimum number of credits that can be funded, for example by the Student Loans Company, for part-time study is 30 credits. Please refer to the [Student Finance England website](#) for further details.

Postgraduate taught students studying on a part-time basis are subject to annual fee reviews. This potentially could lead to a "per 10 credit" increase in subsequent years, as set on your Offer Letter.

Postgraduate research degree students will be charged according to the fees published for a part-time mode of attendance as set out on the University [website](#).

### **2.4 Additional costs**

There are a number of additional costs arising from University studies over and above your tuition fee, which are your responsibility and for which you will need to allow for when planning your budget.

Some additional costs are common to all programmes, and include study texts and reference books, items such as photocopying and computer and other IT supplies. Other additional costs relate to the specific programme or module you are studying, but could include bench fees, field trips, materials, and specialist equipment or membership of a professional or accreditation body where this is requirement of your programme.

Information about additional costs is available on each individual programme web page, under the respective 'fees, costs and funding' section. For research degree students, information about additional costs is available on the University [website](#)

and these will be detailed in the Offer letter. The University will make available as much information as possible as to the items covered under the tuition fee charge and which items are an additional cost.

### **3. OTHER FEE CHARGES**

#### **3.1 Recognition of Prior Learning (RPL)**

The University's policy for the recognition of prior learning (RPL) is set out in its [Academic Regulations](#) and in its [Recognition of Prior Learning Policy](#). RPL refers to the process whereby applicants are eligible to receive recognition and formal credit for learning acquired in the past through two widely recognised forms:

- (a) Prior certificated learning through formal study, and
- (b) Prior experiential (or informal) learning through work and other life experiences.

Apart from those programmes delivered by the [Professional Development Unit](#) in the Faculty of Health, there is no charge for the recognition of credit awarded or learning assessed by another UK higher education institution, or the assessment of experiential learning against the learning outcomes of specified modules. There is no charge for the transfer of Plymouth credit between courses within the University.

Information about RPL charges in the Faculty of Health is available via its [Professional Development Unit](#) webpage.

### **3.2 Short Courses**

Details of the fee charges for Short Courses study are available from the respective University webpages.

### **3.3 Commissioned Courses**

If you are studying a course directly commissioned by a third party (e.g., some health and social care courses), you will become liable for the fee should funding be withdrawn or payments default. This is as detailed in the section 7: Recovering Student Debt.

### **3.4 Transferring Programme**

If you are transferring to a programme of study in a new subject area, you will be liable for the appropriate fee associated with the new programme. It is your responsibility to contact Student Finance to ascertain your fee loan eligibility when considering a course transfer.

There is no reduction in the fee if you transfer from an Honours to a non Honours course. See further information regarding [fees for Ordinary degree routes](#) on the University's website.

### **3.5 Deposits and Financial Guarantees**

The University may require you to pay a deposit in advance of enrolment; details will be included in course and pre-enrolment information.

If you require a Student Visa to study in the UK, you are required to pay a deposit in advance of the CAS / unconditional offer being issued. Details of international deposit and fee payment arrangements are available from the Admissions team or the Doctoral College for postgraduate research students.

Where you are required to provide a financial guarantee, these are to be provided in advance of enrolment as part of the academic offer process. Financial guarantees may be required to meet the format specified by UKVI to be accepted as valid.

### **3.6 Accommodation costs**

Details of accommodation costs for University-managed halls are set out in the standard accommodation licence, a copy of which is available from the [Accommodation Office](#). You should read the terms and conditions of the accommodation licence carefully prior to signing. In addition to setting out the costs of accommodation, the licence includes details of additional charges for late payment, early termination, replacements items and charges for damage.

### **3.7 PhD on the Basis of Prior Published Works**

The application process for admission to a PhD on the Basis of Prior Published Works comprises two phases. There is no fee for Phase 1. Phase 2, a full prima facie application, requires an application fee to be paid in advance of any further

consideration. Details of the level of this fee can be found in the [Fees and funding](#) webpages. The application fee is not refundable.

#### 4. INTERRUPTION/ WITHDRAWAL FROM STUDY: LIABILITY FOR FEES

The University understands that from time to time you may need or be required to interrupt your studies or withdraw from your programme of study. The terms and conditions set out in the [Student Contract](#) contain details of your rights to cancel or withdraw.

You must complete the formal process when withdrawing from or interrupting your studies, which includes liaison and notification of your Faculty or the Doctoral College. In the event you stop attending without completing the formal process, you will still be deemed to be an enrolled student and will therefore be liable for tuition fees.

In many cases when an interruption or withdrawal from study occur, tuition fees will be due in line with the schedule below. The fees are due for immediate payment, with any unpaid balances placed with our external debt collection agents, currently STA Unify and Oriel Collections Limited.

You will be charged a percentage of the fees for the year set out as follows:

##### 4.1 Undergraduate students (applicable for standard term dates)

Students who interrupt or withdraw from their studies, including those with approved Extenuating Circumstances, will be liable for tuition fees in accordance with the table below:

<b>If your undergraduate programme starts in September*, withdrawal or interruption between these dates will lead to the following fee liability:</b>	
<b>Date</b>	<b>Fee Payable</b>
Up to 29 September 2024	No fee payable
From the 30 September 2024 to 6 January 2025	25% of annual fee
From the 7 January 2025 to 28 April 2025	50% of annual fee
From the 29 April 2025	100% of annual fee

\* Normally starting in the week commencing 16 September 2024.

Some undergraduate programmes will have different start and terms dates and so fee liability points may differ.

On resuming study after interruption, you will be liable for tuition fees for the number of credits that you are studying at the ten-credit rate. The total fee that you will be charged for the two academic years covering your interruption and resumption of study, will be at least the standard full-time annual tuition fee for that programme, although it may be higher. There may be occasions where the fee you paid in the



interruption year and the charge for the number of credits you will study in the resumption year does not amount to the standard full-time annual tuition fee. In such cases, we will increase the amount you are charged in the resumption year to equal the standard full-time tuition fee. This is illustrated in example 1 in the table below:

<b>Indicative fee calculations following a period of interruption</b>				
<b>Date of interruption</b>	<b>Fee charged*</b>	<b>Credits studied prior interruption</b>	<b>Credits to be studied in resumption year</b>	<b>Fee to be charged in resumption year*</b>
1. December	£2312.50	40 credits	80 credits	£6,937.50
2. March	£4625	60 credits	60 credits	£4625
3. May	£9250	120 credits	20 credits	£1540

\*Amounts based on fees agreed for 2024/25; fees for a resumption of study in any subsequent year have not yet been agreed and may be subject to change.

If you are studying on one of the programmes listed in 2.2 (b), you will be charged the standard full-time tuition fee for your resumption year.

#### **4.2 Postgraduate taught students**

If you interrupt or withdraw from your studies, you will be liable for tuition fees in accordance with the table below:

<b>If the proportion of teaching on your postgraduate taught programme has reached these points, you will be subject to the following fee liability:</b>	
<b>Proportion of module delivery</b>	<b>Fee Payable</b>
Up to 50% of module delivery	No fee payable
After 50% of module delivery	100% of fee payable

On resuming study after interruption, you will be liable for the full fee for the credits you will be studying on your return to study. Please note that tuition fees are liable to change each year for full-time one-year programmes, therefore the fees you will be charged for your resumption will reflect the rate which is current in the year you resume studies.

Where short module content has been provided in full within the 14-day cancellation period, the right to cancel would cease to apply and 100% of the module fee is payable.

#### **4.3 Postgraduate Research students**

If you interrupt your research degree programme, you will be liable for tuition fees in accordance with the table as follows:

**In the academic year of interruption, fees are payable as follows:**

<b>Period of interruption</b>	<b>Fee Payable</b>
4 months or less	Full fees are payable for that academic year
between 4 months and 1 day and 10 months	Fees will be cancelled for half of the annual fee for that academic year
between 10 months and 1 day and 12 months	No fees payable for that academic year

Previous periods of interruption will be taken into consideration when calculating the total amount of fee for your programme.

Please note that this only applies to interruptions that have been formally approved by the University.

On re-enrolment following a period of interruption, your fees are calculated to account for the interruption period and the total period of your registration.

If you withdraw from your research degree programme, or you are required to withdraw, you will not be reimbursed for any fees paid prior to the current academic year of registration.

**In the academic year of withdrawal, fees will be charged for registration periods shorter than one-half of the annual fee as follows:**

<b>Duration of registration prior to withdrawal</b>	<b>Fee Payable</b>
For a registration period of 2 months or less	No fees charged for that half of the annual fee
For a registration period of 2 months and 1 day or above	Fees will be charged for that half of the annual fee

These registration periods may be reduced to take into account interruptions in the current or a prior academic year for which fees were paid.

#### **4.4 Return of Title IV Aid policy**

The Return of Title IV Aid policy is relevant only for students who are in receipt of US Federal student aid funds. The University has a clear refund policy if you are in receipt of US Federal student aid funds which have been authorised under Title IV of the Higher Education Act (2008). Given this is a highly specialised area, a separate policy setting out terms and conditions of any refund is available [here](#).

## **5 POSTGRADUATE RESEARCH DEGREE FEE AMENDMENTS**

Fees for research degree students are charged per academic year (starting on the anniversary of the start date of your programme), with each academic year split into two semesters. The following payments and fee refunds may apply to you if you extend your registration, if you submit your thesis early for examination or if you need to be re-examined.

### **5.1 Period of grace**

You are given a “grace period” of 1 calendar month beyond your due date to submit your thesis for first examination with no further liability for fees. If you do not submit your thesis for first examination within this “grace period” you will become eligible for the appropriate extension fee.

### **5.2 Writing up fees**

Depending on the programme fee structure, some research degree students may enter a “writing up” phase of their registration after a defined period of time. The University’s [Academic Regulations](#) set out the permitted “writing up” periods for respective research degree programmes. If your fee scheduled differs from the normal periods as advertised, this will be indicated in your Offer Letter.

### **5.3 Change in mode of attendance**

Fee adjustments for approved changes in mode of attendance will take effect from the semester in which the majority of the new registration falls. Fees beyond this point will be charged at the applicable rate for the recalculated duration of study.

Writing up fees, where applicable, will be applied from the original date or the change of mode of attendance effective date, whichever is the earliest.

### **5.4 Research examination period**

You are not liable for tuition fees from the point of submission of the thesis for the first *viva voce* examination, except for 5.5 below.

### **5.5 Research re-examination period**

You are liable for payment of a one-off re-examination fee set by the University if you are required to resubmit your thesis following the first *viva voce* examination.

### **5.6 Extensions**

If you submit your thesis after your original programme end date, you will be charged extension fees as follows:

- For a submission within 1 month of the original programme end date, no additional fees are charged.

- For a submission more than 1 month from the original programme end date, additional extension fees will be charged:
  - pro-rata per month for approved extensions
  - per semester (6 months) for unapproved extensions

These extension periods may be reduced to reflect interruptions in this or a prior academic year for which fees were paid.

## **5.7 Early submission of thesis**

If you submit your thesis after your minimum period of registration and before your due date, you will be charged fees as follows:

- If submission occurs within 2 months from the end of the previous fee-paying period, no additional fees are charged.
- If submission occurs 2 months and 1 day or more of the end of the previous fee-paying period, fees will be charged for that half of the annual fee.

Previous periods of interruption will be taken into consideration when calculating the amount of fee for the academic year.

Please note, charges for a PhD based on Prior Published Works are fixed as published and not subject to the PGR Fee Amendments described above/below.

## **6. SCHOLARSHIPS, BURSARIES AND DISCOUNTS**

The University offers a variety of scholarships, bursaries, and discounts to its students. Full details, including eligibility criteria and the relevant terms and conditions for each award, can be found on the University [website](#).

### **6.1 Scholarships**

Scholarship holders who withdraw from their studies will be liable to pay back all or some of their scholarship commensurate with the duration of study undertaken in accordance with this policy. The reduction in the amount of the scholarship will reflect the number of credits attempted for which a tuition fee is payable.

Our list of scholarships and bursaries for 2024/25 can be found on the University's [webpage](#).

### **6.2 Bursaries**

Eligible students can only receive one bursary in any given academic year; should you qualify for two or more, you will only be entitled to receive whichever has the highest value. This may mean an adjustment is needed to payment amounts during the year, and in such cases, students will be advised accordingly.

Please note that if you are re-assessed at any point during the year, either by Student Finance or by the University, and you are deemed to no longer meet the criteria for the bursary that has been paid, no further payments can be made.

For full terms and conditions please email the Student Funding Unit at [studentservices@plymouth.ac.uk](mailto:studentservices@plymouth.ac.uk).

### 6.3 Alumni discounts

If you have previously studied and successfully completed a University honours or master's degree programme either at the University of Plymouth or at one of our partner colleges, you may be entitled to an alumni discount on the tuition fee of many postgraduate taught Masters programmes. ResM programmes and all other postgraduate research degrees are exempt from the alumni discount.

The following discounts are available:

- A 20% alumni discount is available on most postgraduate taught Masters programmes from 2025/26. Programmes that are exempt from the 20% alumni discount are set out below.

MSc/PgDip/PgCert Clinical Psychology
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MSc Research Methods in Psychology
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The following conditions will apply to the application of an alumni discount:

- (a) The discount will be applied to the full tuition fee payable including any fees invoiced to third parties<sup>1</sup>;
- (b) The award is not normally available to students who are in receipt of a scholarship. Where you may qualify for alumni discount and a scholarship then the highest award only will be applied;
- (c) The discount will be applied at the start of the course for full-time students. Part-time students will receive the discount at the start of each new study year; and
- (d) The discount does not apply to repeat modules or integrated modules.

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<sup>1</sup> For new entrants starting in 2024/25

## 7. RECOVERY OF STUDENT DEBT

The University will seek to recover monies owed to it for all types of student debt, including tuition and bench fees, other charges including for accommodation, library, field trips, diving and for short-term loans. This is not an exhaustive list of debt types.

Freshlings Nursery childcare/nursery debts are payable to University Commercial Services Limited, a subsidiary company of University of Plymouth, and are collected in line with the commercial debt policy of that company.

If payment dates are not met the University may attempt to contact you by e-mail, telephone, and letter. Sanctions may be applied if we do not receive payment.

### 7.1 Payment of tuition and bench fees

All tuition and bench fees are payable after the enrolment process has been completed. The University uses three categories to define the payment of tuition and bench fees:

- (a) Self-fee payers: You are paying your tuition fee personally or, for example, via a family member or friend. This includes postgraduate students who are in receipt of the Postgraduate Masters Loan (PGML) or the Postgraduate Doctoral Loan (PGDL).

The PGML and PGDL are forms of contributory support and are paid directly to you. The University makes no assumptions about how you will choose to use the funds if you are in receipt of a PGML or PGDL. If you are in receipt of these loans, you will remain responsible for the payment of your fees and will be treated and invoiced as a self-funding postgraduate student. Further information is available on the University's [Self-Fee Payer FAQ](#) webpage.

- (b) Sponsors: If you have arranged for a third party to pay your tuition fee directly to the University. Sponsors may include an employer, an organisation, an Embassy, or government agency. The University itself may also act as a sponsor for some research degree students through a University Research Studentship (URS), via a UKRI-funded project or other (such as contribution to funding due to employment). Further information is available on the University's [Sponsor FAQ](#) webpage.

If you have an ELCAS claim (the Ministry of Defence's Enhanced Learning Credits Scheme), you must ensure you have applied for the correct fee before the University can invoice the sponsor. Further information is available on the University's [ELCAS FAQ](#) webpage.

- (c) Student Loans Company (SLC): If you are a Home or EU student (undergraduate and PGCE), who has an approved tuition fee loan from Student Finance, payment will be made directly by Student Finance to the University on your behalf. Should approval of your loan be retrospectively withdrawn at any time by Student Finance, then you will become liable for any unpaid amount

and subject to the relevant sanctions outlined in section 7.3. Further information is available on the University's [SLC FAQ](#) webpage.

## 7.2 Payment Dates

### (a) Self-fee payers

Tuition and bench fees should be paid in full at the time of enrolment.

Payment can be made by credit card or debit card via our [Online Payments facility](#). If you prefer to send payment in a currency other than GBP, you can use our international payment portal facility via our agents, [Flywire](#). This is accessible via the above online payment facility.

If it is not possible for you to pay your tuition fee in full on enrolment, you are able to pay over three instalments as outlined below. To pay via instalment, you will be required to provide your bank details for automatic withdrawal of your tuition fees on the instalment dates below. You will be prompted by the Student Accounts team to submit your bank information, via our Online Payments facility, in advance of the instalment date. International students however should continue to pay using the 'International Payments' option via our [Online Payments facility](#), and are not required to provide their banking information.

<b>For those programmes commencing between September and December</b>	
<b>Instalment amount</b>	<b>Date</b>
33% to be paid by	4 November 2024
33% to be paid by	7 February 2025
34% to be paid by	2 May 2025
<b>For those programmes commencing between January and March</b>	
<b>Instalment amount</b>	<b>Date</b>
33% to be paid by	7 March 2025
33% to be paid by	6 June 2025
34% to be paid by	5 September 2025
<b>For those programmes commencing between April and July</b>	
<b>Instalment amount</b>	<b>Date</b>
33% to be paid by	6 June 2025
33% to be paid by	5 September 2025
34% to be paid by	5 December 2025

### (b) Sponsors

An invoice will be sent to a sponsor if you have provided the University with written confirmation from them clarifying the details of their agreed funding.

All sponsor invoices should be paid in full within 30 days of receipt. If your sponsor does not pay, we will contact you for assistance in obtaining payment. If full payment



is still not received you will be liable for any unpaid amount and subject to the relevant sanctions outlined below.

Sponsors should make payment to the bank details as provided on the invoice.

### **7.3 Sanctions**

If you have any difficulty in paying your tuition or bench fees, you must contact the Student Accounts team. If your tuition or bench fee remains unpaid, then the following sanctions may apply.

You will not be permitted to attend any teaching activities. Your University computing, e-mail and portal access will be withdrawn, including the ability to submit coursework via any means. You will not be allowed to attend any assessment including examinations, tests, practical assessments, observations, and placements. Sanctions will also include the removal of library borrowing facilities. Access cards for University premises may also be removed.

If a submission deadline expires whilst your access is removed, you will not be able to retrospectively submit your work and the standard penalties for late submission or non-submission of an assessment will apply. You will not be able to claim extenuating circumstances for a missing a deadline due to the removal of access to University of Plymouth facilities.

Where the lifting of your sanctions is later approved it will take 3-5 working days to take effect.

The University will not permit students owing tuition or bench fees to re-enrol on a programme of study.

### **7.4 Visa implications**

Sanctioned students will not be able to engage fully with their course. If you have a Student Visa this means that:

- (a) The University will take steps to stop sponsoring you under your Student Visa. This means your visa will be cancelled and you will be required to leave the UK. Please make an appointment via [studentservices@plymouth.ac.uk](mailto:studentservices@plymouth.ac.uk) if you require further information.
- (b) If you have been informed by the UKVI Compliance Team that the University has stopped sponsoring you under your Student Visa and you are still in Plymouth you must not attend any classes, lectures, seminars, meetings or anything associated with their course, whether delivered face to face or online. If it is found that you have attended during this period, the University will not sponsor you again for a Student Visa in the future.
- (c) If the University has stopped sponsoring you under your Student Visa you must leave the UK promptly in line with advice given at that point by the Student immigration team teams. Failure to do this may affect our decision to sponsor you further in the future, even if tuition and bench fee debts are later fully repaid. You should refer to the University's CAS

Policy with regards to being issued with another CAS by the University following tuition fee debts.

- (d) You cannot use failure of any part of the course, or other problems arising from an absence whilst you are sanctioned or not being permitted to attend when the University has reported you to UKVI, in any extenuating circumstances claim.
- (e) You must have paid all tuition fees and any other incurred costs owed to the University of Plymouth before we can award your degree. If you intend to apply for the Graduate Visa upon completion of your degree, please be aware that the University will not report your successful completion to the Home Office unless all tuition fees and any other incurred costs are paid in full.

## 7.5 Awards and Degree Ceremonies

The University will not permit students owing tuition or bench fees to attend a graduation ceremony or receive their award.

## 7.6 Debt allocation

Monies received to settle debts will be allocated to the oldest debts first.

## 7.7 Referral to Debt Recovery Agents

If a tuition or bench fee debt is not fully paid to the University, any unpaid balance will be placed with our external debt collection agents, currently STA Unify and Oriel Collections Limited and legal representatives of both companies. The University reserves the right to share data with its appointed debt collection agents as set out in the [Student Contract](#) and in the [Student Privacy Notice](#).

## 7.8 University-managed accommodation

- (a) Payment instalments

For students booking University-managed accommodation, a payment of two weeks hall fees are payable upfront to secure your room via the Accommodation Portal. Non-payment of this fee within the specified timeframe will result in the offer being withdrawn and your application for accommodation cancelled.

**Accommodation fees for a 41-week contract are due in three instalments by the following deadlines:**

Instalment amount	Date
Two weeks advanced rent (first instalment)	Due date on securing the room
Second instalment of 13 weeks	26 October 2024
Third instalment of 13 weeks	25 January 2025
Fourth instalment of 13 weeks	26 April 2025

If you have a different course length the additional weeks are added to the third instalment. Please note, for any other accommodation contracts, please refer to the licence agreement to confirm the payment schedule.

If you prefer, you can choose to pay accommodation fees by a single upfront payment. Please contact tAccommodation Services for further detail. Payments can be made on the Accommodation Portal by credit or debit card.

(b) Reminder letters/emails for accommodation

These will be sent where accommodation fees are overdue. If you have been unable to make a due payment you should contact [uniaccommodation@plymouth.ac.uk](mailto:uniaccommodation@plymouth.ac.uk) to agree a repayment schedule. If you do not contact Accommodation Services within 4 weeks of the instalment date, you may be required to attend a meeting with a Hall Officer to discuss payment concerns. Failure to make payment may result in a formal warning due to breach of the accommodation licence and a request for immediate settlement of the outstanding payment. Where third party permission has been provided, debt reminder correspondence may be sent to the designated third party. At the end of your licence term, any unpaid debt will be passed to a third party debt recovery agency as set out in section 7.7.

(c) Failure to pay

Failure to pay accommodation fees, which constitutes a breach of licence, is sufficient reason for the University to terminate your licence. If non-payment has occurred or no contact made to resolve payment 8 weeks after the instalment is due, then the licence may be terminated, and you will be given 4 weeks written notice to vacate your accommodation as per the licence agreement. Where a licence has been terminated by the University for non-payment, you remain liable for the costs associated with the licence. Where adjustment to the payment schedule is agreed, standard debt reminders may still be generated. It is your responsibility to ensure payment plans are understood and adhered to.

Final action for non-payment of debt is to refer the outstanding debt to our external debt collectors, currently STA Unify & Oriel Collections Limited.

## **7.9 Library charges**

If any items on your account become overdue, your library account will be suspended until you renew or return them.

You should renew your loans regularly. An item not returned/renewed within 6 weeks of its due date will be deemed 'lost' and a Lost Item Replacement fee added to your account.

You will incur overdue charges if an item is requested by another borrower and not returned on time. If an item is already overdue when it is requested, overdue charges will accrue from the date of the request.

A renewal fee will be added to your account for any overdue Inter Library loans. If you have charges of £25 or over on your account, you will receive an invoice which

you are expected to pay within 30 calendar days of it being emailed to you. If a library debt is not settled in full with the University, any unpaid balance will be placed with our external debt collection agents.

### 7.10 Field trip and diving course charges

You should pay up front, preferably via the e-store, for your field trip or diving course. If a field trip or diving course debt is not settled in full with the University, any unpaid balance will be placed with our external debt collection agents.

### 7.11 Short term loans

Short term loans can be requested via the Student Funding Unit. If, for example, you have applied for student finance within an appropriate time scale and that funding has been delayed due to unforeseen circumstances, a short-term loan can be requested. Loans will be subject to review and approval. You will be requested to adhere to the terms and conditions published on our website [Student Loans & Funding Advice](#).

Short term loans can be provided to students with delayed funding. Repayment is due within 7 days of the expected funding being received.

If a short-term loan debt is not settled in full with the University, any unpaid balance will be placed with our external debt collection agents, currently STA Unify and Oriel Collections Limited.

### 7.12 How to Pay

Fee type	Payment method
Tuition fees including short courses and CPD for Home and International students	<a href="#">Online Payments facility</a>
Bench Fees (if not by sales invoice)	<a href="#">Online Payments facility</a>
Plymouth Online students	Payment via CEG Digital Ltd
Accommodation	<a href="#">Accommodation Portal</a>
Short Term Loans	<a href="#">Online Payments Facility</a>
Field trips and diving courses	<a href="#">eStore</a>
Graduation	<a href="#">Ede &amp; Ravenscroft</a>
Library Charges	<a href="#">Bank account details quoted on invoice</a>
(1)	

## 8. HELP AND ADVICE ON PAYMENT

If you are experiencing difficulties in paying any University debt, you should seek assistance at the earliest possible opportunity. The University will be sympathetic and assist where it can. However, to maintain the quality of teaching for fellow students, the University must act to recover debts. Initially you should approach the

[Student Hub](#). You may also wish to speak to the Students' Union for support and advice.

## **8.1 Overpayments**

Students should request refund of any overpayment of tuition and bench fees by emailing [studentaccountsteam@plymouth.ac.uk](mailto:studentaccountsteam@plymouth.ac.uk). Where requests are not received the University will make every effort to contact you to return all overpayments of £50 or more.

In line with UK Money Laundering regulations, all refunds must be paid to the original payer, whether this is the student or not. This is subject to the University being fully satisfied as to the source of the original payment and we may therefore request supporting evidence.

Any cash payment deposited into our bank account will not be refunded.

## **8.2 Student Finance re-assessments**

All students are responsible for applying on time and providing all information and evidence required by Student Finance to ensure that you receive the correct funding. In the case of any dispute between the University and Student Finance over your fee level, the University recognises the authority of Student Finance as the definitive position.

Student Finance has the right to reassess students and it may remove and/or seek to claw-back funding. The University will reflect these changes in the student fee record, where the loan is paid directly to the University. This may mean you will have your funding for your studies removed which, in the case of undergraduate students, may mean after the loan had been paid directly to the University. In such circumstances, you would become liable for tuition fees.

## **8.1 Complaint Process**

If you are unhappy about a decision concerning payment of your fees please refer to the University's [Student Complaint Procedure](#). Cases referred to the Student Complaints team may not result in the suspension of the standard debt management processes as described in this policy.

## **9. DATA PROTECTION, CONFIDENTIALITY AND REPORTING**

The University will take account of relevant legislation such as the Data Protection Act 2018 and the General Data Protection Regulation, the Equality Act 2010 and the general rights and expectations of a student to confidentiality.

The University will process personal data relating to student finance and debt in line with the Student Contract, the Data Protection Policy, and Privacy Notice for Students (Hylerlinks)