

DEPOSIT POLICY FOR INTERNATIONAL APPLICANTS

The Robert Gordon University has approved the following policy regarding payment and refund of deposits for international applicants to the University.

1. Definitions

For the purposes of this policy, International applicants are defined as:

- Applicants who are ordinarily resident outside the European Economic Area or
- Applicants who have been ordinarily resident in the European Economic Area for less than 3 years or
- Applicants who have been ordinarily resident in the European Economic Area for more than 3 years but the main purpose of their residence was to receive full-time education

However the policy explicitly excludes refugees and asylum seekers, as defined below:

- Refugees: Applicants (and their spouses and children) who have been recognised as refugees by the UK government
- Asylum seekers: applicants (and their spouses and children) who have been granted Exceptional Leave To Enter / Remain by the UK government as a result of an application for asylum and have remained ordinarily resident in the UK since then.

2. Purpose

The purpose of this policy is to:

- Support the University's administrative and financial processes and well as Immigration regulations from UK Immigration authorities
- Maintain a rigorous check to prevent fraudulent or frivolous applications
- Ensure consistency of approach in line with the general duty to promote equality of opportunity in terms of the University's Equity and Diversity Policy.

3. When a deposit must be paid

All international applicants to the University must pay a deposit before they are issued with an unconditional offer of a place to study at the University *unless* they are:

- a) Applying to the University through an approved partner of the University (see paragraph 4 below) *or*
- b) Applying for a short-term course of study of one year or less that will not lead to the issuing of a named award *or*
- c) Applying to study on a distance learning course. *or*
- d) Are eligible for exemption under clause 8 of this policy.

4. Approved partners

The International Office of the University maintains a list of approved partners. Those applying to the University through an approved partner will not be required to pay a deposit before they are issued with an unconditional offer of a place to study. Approved partners may be, universities or colleges overseas with whom the University has a partnership agreement, governmental sponsors, NGO or commercial sponsors of good standing or any other such partner as is agreed from time to time. The International Office may provide a list of approved partners to applicants on request.

5. How a deposit must be paid

The applicant must pay the deposit by:

- Flywire – robertgordon.flywire.com
- Bank draft in pounds sterling, drawn on a UK bank and sent directly to the University or its approved agent
- Bank transfer to the University's bank account or
- Debit card - Switch/Delta/Solo/Maestro or
- Credit card (Visa / Mastercard)

6. Amount of deposit

The amount of the deposit to be paid will be set by the University's Finance Committee each year.

7. Refund Criteria

The Tuition fee deposit is a NON REFUNDABLE DEPOSIT and can only be refunded in full under the following circumstances:

- Where an applicant request the return of their deposit within 14 days of receipt of payment to RGU under the Consumer Protection Regulations 2014.
- Where the applicant cannot take up his/her place due to failure to obtain a student visa (see visa refusal section below for full criteria)
- Where there are exceptional circumstances such as illness or bereavement of an immediate member of family. In this case the completed refund request form must be supported by certified documents such as a Doctors certificate and a supporting statement from you verifying the situation. Decisions regarding exceptional circumstances refunds are at the discretion of the University.
- In the event of a default by the University for example, if the programme can not be offered on the advertised start date or can not be provided as advertised.

No refunds, other than the circumstances stated above will be made.

7a. Visa Refusals

A refund can also be applied for if an applicant cannot take up his/her place due to failure to obtain a student visa providing that their visa application:

- Is valid – they have provided proof that they have the finance and qualifications required and documents provided were genuine as per Tier 4 requirements
- Is timely – they have applied for their visa at least 15 working days before the latest start date of the programme.
- Provides proof of the visa refusal from a diplomatic mission or visa office

An administrative fee of £500 will be retained for a refund made as a result of a visa refusal.

No refund will be given for student whose visa is refused for the following reasons:

- Fraudulent application – if any part of the application is deemed to be fraudulent
- Insufficient funds – incorrect account type is used/not enough money is showing in the account/the money has not been in the account for the required period
- Incorrect documentation – documents have not been submitted as stipulated in the Home Office guidance

Should an applicant be found to have used fraudulent documentation at the time of application or at the time of applying for entry clearance no refund will be given and no further applications to study at the University will be accepted. You must submit your claim within 1 year of the date on your unconditional offer letter.

8. Exceptions

The University reserves the right to waive the deposit in exceptional cases to those described above on a case by case basis. The Head of Student Admissions or Admissions Manager will be responsible for making any such waiver decisions.