

## Tuition Fees Policy

<b>Policy Owner</b>	VP for Academic Development and Student Experience	<b>Policy Author</b>	Director of Academic Administration
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# Tuition Fee Policy

## 1. Policy Statement

- 1.1 All students on a course at Robert Gordon University will be charged tuition fees annually, and fees will be payable each year for the duration of the course.
- 1.2 Fees are due at the start of each academic year. It is the responsibility of the student to ensure that the necessary funds are in place. This policy should be read in conjunction with the student [Terms and Conditions of Admission and Enrolment](#)
- 1.3 Attending University is a significant financial commitment. To assist students in handling the financial responsibility they have assumed with the University, various payment methods and options are available. This policy outlines the obligations students have regarding tuition fee payment and the University's requirements.

## 2. Tuition Fees

- 2.1 The University charges tuition fees annually, and fees will be payable in full before the start of the course each year. Students will be required to pay the fees applicable to their course of study. Fees are determined based on fee status and mode of attendance.
  - 2.1.1 Fees are available on the University [webpage](#) on each course page. Tuition fees are reviewed annually and are subject to change.
- 2.2 Continuing students
  - 2.2.1 Continuing students will remain on the same fee structure for the duration of their course, providing there are no course transfers or changes to the original study mode, and students' progress through the course in the normal timeframe.
- 2.3 Tuition fee changes

- 2.3.1 Tuition fees will be displayed during online enrolment. If additional course elements are undertaken, such as extra modules, further fees will be incurred.
- 2.3.2 For students returning from an agreed period of an approved suspension the fee displayed during online enrolment will have been calculated based on the assumption that students will be returning to the same course and at the same point that study was originally suspended. If studies are recommenced at an earlier point or the student starts a different course, further fees will apply.
- 2.3.3 The University makes every effort to ensure fee information provided is accurate. In the unlikely event that an error has been made, any changes have been approved, or any fee adjustments are required, the University will promptly contact all affected students via email.

## 2.4 Recognition of Prior Learning (RPL)

- 2.4.1 Recognition of Prior Learning (RPL) claims are subject to a reduced tuition fee based on the number of credits claimed. The RPL fee is reviewed annually and published prior to the commencement of each academic year. All RPL fees are non-refundable and are not reduced if a student withdraws or suspends.
- 2.4.2 RPL Fees are listed [here](#)

## 3. Paying Tuition Fees

### 3.1 Scottish and RUK Students

- 3.1.1 All full time undergraduate and postgraduate students domiciled in the UK will fall into the following categories:
  - 3.1.1.1 SAAS funded Scottish and EU students (with settled status)
  - 3.1.1.2 SLC funded Rest UK (RUK) students (English, Welsh and Northern Ireland)

3.1.1.3 Sponsored students (e.g., employer)

3.1.1.4 Self-funded students

3.1.1.5 International and EU Students

3.2 All full time undergraduate and postgraduate International and EU students will fall into the following categories:

3.2.1 Sponsored students (e.g., employer)

3.2.2 Self-funded students

3.2.3 Part Time Students

3.3 All part time students will fall into the following categories:

3.3.1 SAAS funded Scottish and EU students (with settled status)

3.3.2 Sponsored students (e.g., employer)

3.3.3 Self-funded students

3.4 SAAS funded Scottish students and EU students (with settled status)

3.4.1 Full Time

3.4.1.1 Eligible Full Time Scottish domiciled and EU (settled status) students can apply to SAAS for funding. Where eligible, tuition fees will be paid direct to the University by SAAS on the student's behalf.

3.4.1.2 It is the responsibility of the student to apply for funding for each academic year of their study. If an application is not made the student will be personally liable for their tuition fees. We recommend that students intending to apply to SAAS do so prior to enrolment each academic year. Students will be issued

with an award letter from SAAS confirming their funding and this letter should be retained.

3.4.1.3 Information about applying to SAAS is available at [Student Awards Agency for Scotland](#)

#### 3.4.1 Part Time

3.4.1.1 Eligible Part Time students domiciled in Scotland can apply to SAAS for part-time funding subject to criteria being met. Information about applying to SAAS is available at [Student Awards Agency for Scotland](#)

#### 3.4.2 SLC funded Rest of UK (RUK) students (English, Welsh and Northern Ireland)

3.4.2.1 Students domiciled in England, Wales and Northern Ireland (RUK) may be liable to pay their tuition fees. RUK students can apply to the Student Loan Company (SLC) for a tuition fee loan. The tuition fee loan will be assessed together with the student's eligibility for a student grant. Where eligible, the tuition fee loan will be paid directly to the University by SLC on the student's behalf. Postgraduate fee loans are paid directly to students for the majority of RUK students.

3.4.2.2 Students intending to apply for a loan must do so prior to enrolment each academic year. Students will be issued with an award letter from SLC confirming their financial assistance and this letter should be retained.

3.4.2.3 Information about applying for a tuition fee loan/grant is available at the following links:

3.4.2.3.1. [Student Finance England](#)

3.4.2.3.2. [Student Finance Wales](#)

3.4.2.3.3. [Student Finance Northern Ireland](#)

3.4.3 Sponsored students (e.g., employer)

3.4.3.1 Students that are sponsored by their employer or another funding body other than SAAS or SLC, must provide Student Finance with proof of sponsorship at the start of each academic year. It is the student's responsibility to provide full financial sponsor information each year and failure to do so will result in the student being personally liable for the tuition fees. Sponsor information must be uploaded within online enrolment.

3.4.3.2 Although the University reserves the right to reject any sponsor or documentation that is deemed unsatisfactory the University endeavours to act reasonably in determining whether evidence submitted is satisfactory. Approved sponsors will receive a course fee invoice directly, which should be paid within 30 days of the invoice date.

3.4.3.3 The University will make every effort to collect fee payment from a sponsor. However, the student remains liable for payment of tuition fees even if a Sponsor has agreed to pay on their behalf. If the Sponsor does not pay within a reasonable period, the student will become liable, and the University will raise an invoice to the student for immediate payment.

3.4.3.4 Family members, friends, or other individuals cannot be classed as a sponsor.

3.4.4 Self-funded students

3.4.4.1 If a student is responsible for paying their own tuition fees, we recommend that careful consideration is made at an early stage as to how the payments will be made to the University. See section 4 for instalment plan options.

3.4.4.2 Members of RGU Staff

3.4.4.3 Staff members who have had confirmation of funding from RGU must provide Student Finance with the budget code to be charged prior to completing online enrolment.

#### 3.4.5 Tuition Fee Scholarships

3.4.5.1 A list of all scholarships and funding is available at the following link:  
[Scholarships and Funding](#)

## 4. Instalment Plans

4.1 An instalment plan is an agreement between the student and Robert Gordon University in which the student agrees to pay set amounts on specific dates. If the University receives all instalments as agreed, when the plan is complete the student will have paid the full amount of tuition fees due at no extra cost. Failure to make a payment, or late payments may result in the cancellation of the instalment plan and the full balance will be due immediately.

4.1.1 Self-funded students where the tuition fee due is £600 or more have the option of paying by instalments. Instalment plans are not available to sponsors.

4.1.2 During Online Enrolment students will be given the option to pay tuition fees in full or select an instalment plan.

4.1.3 All instalments are due on the 1st of each month.

4.1.4 The tuition fee instalment options are:

#### 4.2 Full Time Students

4.2.1 September start students can select one of the following instalment plans:

4.2.1.1 50% on or before enrolment then the balance is split equally November and March

4.2.1.2 34% on or before enrolment then the balance is split equally November and January

4.2.2 January start students can select one of the following instalment plans:

4.2.2.1 50% on or before enrolment then the balance is split equally March and July

4.2.2.2 34% on or before enrolment then the balance is split equally March and May

#### 4.3 Part Time Students

4.3.1 For part-time courses and online learning courses 22% to be paid on or before enrolment then the balance is split equally over 6 months commencing in November to April for students starting in September or from March to August for students starting in January.

#### 4.4 BA Hons Social Work Distance Learning

4.4.1 20% on or before enrolment then the balance is split equally over the next 10 months.

#### 4.5 Modular

4.5.1 50% on or before enrolment then 50% on or before week 7 of the module.

### 5. **Payment Methods**

#### 5.1 Payment via Flywire

5.1.1 RGU has partnered with Flywire to accept payments from students based in the UK and Internationally. Payment can be made by bank transfer or card.

5.1.2 Flywire enables students to make payments securely from the safety and convenience of their home and for international students in their own currency using local payment methods. Millions of students and their parents world-wide trust Flywire to facilitate

their education payments. This is the preferred and quickest method of making a payment to the University.

- 5.1.3 Flywire is accessed from within the Applicant Portal or on the [webpage](#) . Payment for deposits, tuition fees, accommodation and loans can be made via this method.
- 5.1.4 Flywire offers convenient payment options from over 240 countries and in more than 150 currencies.
- 5.1.5 Payments can be tracked in real-time online, and via text alerts until the payment has reached RGU.
- 5.1.6 Flywire has a robust anti-money laundering program so students can feel confident in the security of payments.
- 5.1.7 Flywire offers 24/7 multilingual customer support via email, phone or live chat.
- 5.1.8 Flywire is specially adapted to deal with the requirements of making payments from Nigeria, China and India within its online systems.

## 5.2 Bank Transfer

- 5.2.1 RGU no longer support direct bank transfers from students into the University's bank account, as the arrangements with Flywire offer greater student flexibility and security. For any bank transfer payment, students must use Flywire.

## 5.3 Fraudulent Payments Made by Card

- 5.3.1 Any payment for tuition fees should be made directly by the student to Robert Gordon University (RGU). Tuition fee fraud is a crime committed against the student, and they have the right to report such incidents to the police. If the student believes they have been a victim of fraudulent payment or have any suspicions regarding the authenticity of payment requests, it is strongly encouraged that they report the matter to the

appropriate authorities. Unfortunately, scammers exist who engage in fraudulent activities.

5.3.2 These individuals are typically part of card scams, where payments are made to a student's University account using stolen or cloned cards. Initially, the scammer may make the payment towards the student's fees as agreed, creating an appearance of legitimacy. However, the payment will either be declined or rendered invalid, often days or weeks later when it is discovered that the payment card was stolen or cloned. As a result, the student will have lost their money and unknowingly become involved in illegal activity. It is important to note that the tuition fees are still owing to RGU.

5.3.3 To safeguard against such fraud, it is crucial for the student to only pay their fees directly to Robert Gordon University or through Flywire, as they are an approved payment provider of the University. RGU has partnered with Flywire to ensure secure and reliable payment transactions. The student can find more information about payment methods and procedures on the University's website at [How to Pay](#).

5.3.4 Robert Gordon University is committed to protecting its students from fraudulent activities and ensuring the security of their financial transactions. The University continuously reviews and enhances payment processes to mitigate the risk of fraud. However, it is crucial for the student to remain vigilant and exercise caution when making tuition fee payments.

#### 5.4 Resit Fees

5.4.1 A resit fee will be charged to students who are required to repeat a module in the next academic year with attendance.

5.4.2 The resit fee will be clearly communicated to students during the online enrolment process.

- 5.4.3 The resit fee is non-refundable, even if the student decides to withdraw from the repeated module after the payment has been made.
- 5.4.4 Resit Fees are listed [here](#)
- 5.4.5 Note: The resit fee is specific to students who need to repeat a module in the next academic year with attendance. It does not apply to students retaking a module within the same academic year without attendance.

## 5.5 Recalculating Tuition Fees

- 5.5.1 The University may recalculate fees charged (except for RPL fees) in the case of withdrawal, suspension, course transfer, change in study mode or exit awards.
- 5.5.2 In general, recalculations will be based on the course start and end date and the date of last engagement.
- 5.5.3 For the purpose of these regulations, the following definitions apply:
  - 5.5.3.1 Commencement of study is defined as the start date of the course but in certain circumstances (at the University's discretion) may be when a student engages with their course of study e.g., students returning from suspension.
- 5.5.4 Engagement with the course includes (but is not limited to) activities such as:
  - 5.5.4.1 Attending timetabled teaching sessions, which include lectures, seminars, academic and personal tutorials, and other forms of contact with academic and professional services staff that relate to academic study.
  - 5.5.4.2 Attending examinations, tests, and other assessment activities.
  - 5.5.4.3 Submitting work for assessment.

5.5.4.4 Accessing University facilities, including the Virtual Learning Environment (Moodle), the University Library, and course materials.

5.5.4.5 Participating in field trips and other compulsory activities.

5.5.5 Withdrawal is defined as exiting the course before the end of the academic year, with no intention to return to the course at a later date.

5.5.6 Suspension is defined as taking an approved break in study with the intention to return to the same course.

5.5.7 A course transfer is a change from one course of study to another.

5.5.8 A change in mode of study is defined as a transfer from full-time attendance to part time attendance (or vice versa).

## 5.6 Withdrawal and Suspension

5.6.1 Students should make sure they have fully discussed the financial implications of withdrawing or suspending before they leave the programme.

5.6.2 No fee recalculation (if applicable) will be undertaken until a student has completed the formal withdrawal or suspension process, and the student records system has been updated with the approved last date of engagement.

5.6.3 Students who suspend their studies/or are suspended by the University remain liable to pay any fees which may be due at the point of suspension.

## 5.7 Undergraduate

5.7.1 In the event of withdrawal or suspension, fees for all courses classed as Undergraduate will be recalculated based on the last date of engagement, and in line with the following fee liability dates (with exceptions detailed in 5.10.1):

5.7.1.1 Within 4 weeks of programme start date: No tuition fees due

5.7.1.2 During First Semester: 50% of full tuition fees

5.7.1.3 During Second Semester: 100% of full tuition fees

## 5.8 Postgraduate Full Time

5.8.1 In the event of withdrawal or suspension, fees for all courses classed as Full Time Postgraduate will be recalculated based on the last date of engagement, and in line with the following fee liability dates (with exceptions detailed below):

5.8.1.1 Within 4 weeks of programme start date: No tuition fees due

5.8.1.2 During First Semester: 37.5% of full tuition fees

5.8.1.3 During Second Semester: 75% of full tuition fees

5.8.1.4 During Third Semester: 100% of full tuition fees

5.8.1.5 During MSC/Dissertation: 100% of full tuition fees

## 5.9 Postgraduate Part Time

5.9.1 In the event of withdrawal or suspension, fees for all courses classed as Part Time Postgraduate will be recalculated based on the last date of engagement, and in line with the following fee liability dates (with exceptions detailed below):

5.9.1.1 Within 4 weeks of programme start date: No tuition fees due

5.9.1.2 During First Semester: 50% of full tuition fees

5.9.1.3 During Second Semester: 100% of full tuition fees

5.9.1.4 During MSC/Dissertation: 100% of full tuition fees

## 5.10 Exceptions

5.10.1 Students on short courses and modular courses will be charged 100% of full tuition fees if they withdraw or suspend after the course start date or for which they have received learning materials.

#### 5.11 Postgraduate Research Students

5.11.1 In the event of withdrawal or suspension, fees for all courses classed as Postgraduate Research will be recalculated on a pro-rata basis, based on months of study rounded up to the nearest full month.

#### 5.12 SAAS and SLC Funded

5.12.1 Where tuition fees are wholly or partially paid by a third party, the fee calculations will be superseded by any relevant arrangement agreed by the University and the third party. This includes SAAS and SLC undergraduate students. In the event of withdrawal or suspension the total fees due will be charged as follows:

#### 5.13 Students Awards Agency for Scotland (SAAS)

5.13.1 In the event of withdrawal or suspension, fees for SAAS funded Undergraduate students will be recalculated based on the last date of engagement, and in line with the following SAAS fee liability dates (with exceptions detailed below):

5.13.2 Before 1st December no fees due

5.13.3 After 1st December 100% of full tuition fees

#### 5.14 Student Loans Company (SLC)

5.14.1 In the event of withdrawal or suspension, fees for SLC funded Undergraduate students will be recalculated based on the last date of engagement, and in line with the following SLC fee liability dates (with exceptions detailed below):

5.14.1.1 25% if in attendance on the 3rd Wednesday in October

5.14.1.2 50% if in attendance on the 1st Wednesday in February

5.14.1.3 100% if in attendance on the 1st Wednesday in May

## 5.15 Exceptional Circumstances

5.15.1 To recalculate tuition fees under exceptional circumstances, the student must provide supporting documentation to verify their situation. This may include certified documents, such as a medical certificate, along with a statement from the student detailing their circumstances. Examples of exceptional circumstances that may warrant a recalculation of tuition fees include serious illness or the bereavement of an immediate family member.

5.15.2 It is important to note that decisions regarding recalculation of tuition fees under exceptional circumstances are at the discretion of the University and will be made based on the individual circumstances presented.

## 6. Refunds

6.1 Should a student have overpaid any fees due to withdrawal or suspension from a course, refunds will be processed in line with the dates outlined in section 8 – Recalculating Tuition Fees. In these cases, refunds will only be made when the student has completed the formal withdrawal or suspension process, and the student records system has been updated with the approved last date of engagement.

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

6.1.2 No fee refund will be provided where the student is in breach of the University's policies and procedures and is disciplined by the University.

6.1.3 We aim to process all refunds within six weeks.

## 6.2 How to Request a Refund

6.2.1 To request a refund, please click [Request a Refund](#).

## 6.3 Payment of Refunds

6.3.1 All refunds will be returned to the original payment source. Payments received by debit/credit card will be refunded to the original debit/credit card. Payments received by Bank transfer via Flywire will be refunded to the original bank account the transfer came from.

6.3.2 Bank charges incurred by the University in processing any refund will be deducted from the value of the refund.

6.3.3 In cases where a bank account has been closed, we can make direct payment to an alternative UK bank account in the student's name, provided the original fee payment came from a UK bank account and was also in the student's name.

6.3.4 Refunds will not be made in cash. If the original fee was paid in cash, the refund will be made to a valid UK bank account in the name of the student.

## 6.4 Refund Conditions

6.4.1 It is important to note that there are certain conditions that must be met to receive a refund. These conditions include:

6.4.2 The University cannot act as a clearing account, and fees and related charges must not be intentionally overpaid to obtain living costs or circumvent any government regulation or restriction.

6.4.3 If payment of tuition fees or any other charges has been split between more than one payee, any refund due will be made in proportion to the original split.

- 6.4.4 Documentary evidence of sponsorship conditions 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 being provided.
- 6.4.5 Please note that the University will not refund any shortfalls due to exchange rate fluctuations or pay any bank or other charges incurred.
- 6.4.6 Whilst the University will process refunds in a timely manner, there may be delays as we need to check and verify the originating account and any evidence supplied.

## 6.5 Non-payment of Tuition Fees

- 6.5.1 It is the student's responsibility to ensure fees are paid in full in line with published terms outlined in these regulations and payment options (whether paying their own fees, or whether fees are paid via a sponsor/employer or government agency).
- 6.5.2 Attending University is a significant financial commitment. The University offers a range of payment methods and options to help students manage the financial commitment they have entered with the University.
- 6.5.3 If a student is having difficulty paying their tuition fees, they should contact the Student Finance department by:
- 6.5.4 Logging a question in our AskRGU system: - [AskRGU](#)
- 6.5.5 The University reserves the right to withdraw any students who do not pay their fees or make satisfactory arrangements to pay during their studies. It is important to note that students who have outstanding debts will be unable to re-enrol for the subsequent academic year or graduate until their debts have been fully settled and the funds have cleared. This policy is consistent with A3 - Section 1 paragraph 4.1(v) of the Academic Regulations, available at [A3 - Section 1 paragraph 4.1](#)

## 6.6 Payment Extension

- 6.6.1 We do recognise that there may be changes in student's personal circumstances or unforeseen events, which make it difficult for them to pay on time.
- 6.6.2 If students are unable to meet the payment due dates, we will have to apply restrictions to the University IT network and Library services and whilst these cannot necessarily be prevented students must contact Student Finance to avoid further action being taken.
- 6.6.3 Payment extensions can only be considered and granted where a student has paid at least 70% of the tuition fees due.

## 6.7 Collection of Outstanding Tuition Fees

- 6.7.1 Once payments become overdue the University applies the following approach to the collection of outstanding tuition fees.
- 6.7.2 The student's Dean of School and the Student Immigration team are notified of the outstanding debt.
- 6.7.3 The University will send reminders to students by email to their RGU (Robert Gordon University) email address and any preferred email address held on the system. Failure to receive a reminder does not excuse a student from the responsibility of paying tuition fees on time, nor will it prevent the University from taking action to recover outstanding debt.
- 6.7.4 Day 1 (1st Reminder)
  - 6.7.4.1 A reminder is sent to the student drawing attention to the outstanding payment.
- 6.7.5 Day 7 (2nd Reminder)

- 6.7.5.1 A second reminder is sent which sets out the timetable of actions that will be taken if the fees are not paid.
- 6.7.6 Day 16 (3rd Reminder) Access Removal
  - 6.7.6.1 The student is advised that access to the University IT network and Library services has been removed. Access is not re-instated unless outstanding fees are paid in full, or payment is made up to date. Please note that for access to be reinstated, it is a 24-hour process.
- 6.7.7 Day 30 (4th Reminder) Warning of Withdrawal
  - 6.7.7.1 The student is advised that in 10 days, the case will be referred to the Director of Academic Administration, recommending the student's withdrawal from the course for financial reasons, unless the student provides evidence of exceptional circumstances that the University accepts as a legitimate reason for the failure to make payment on time.
- 6.7.8 Day 40+ (5th Reminder) Withdrawal for Financial Reasons
  - 6.7.8.1 The Director of Academic Administration will notify students in writing of the University's decision to withdraw for financial reasons. Legal action will now be taken to recover the outstanding debt, and debtors will be liable for any costs incurred, including commission and charges. There will be no automatic right of re-entry to the course if debt is cleared at this point. Students in the UK who hold student visas will be reported to UKVI, and the student sponsorship will be cancelled. If these students wish to resume their studies at a later date, they will need to apply for a new student visa.

## **7. Sanctions**

- 7.1 The University has a range of measures it may take to enforce the payment of outstanding tuition fees, including but not limited to:
- 7.1.1 Removal of access to the University IT network and Library services.
  - 7.1.2 Withdrawal of enrolment.
  - 7.1.3 Referral to a debt collection agency.
- 7.2 The University's sanctions also include withholding the conferment of awards to students who are in debt to the University, although the results themselves will be released in those circumstances. Lack of access to university facilities due to these sanctions is not a ground for extenuating circumstances mitigation ([Academic Regulation A3 - Section 2 Student Conduct Procedure - Paragraph 4.1](#))
- 7.3 Students who are sponsored on a student visa and are withdrawn from their studies due to financial reasons will have their student visa sponsorship cancelled. As the students' work rights are tied to their student permission, they are required to cease working immediately and make arrangements to leave the UK.
- 7.4 Reinstatement Post Financial Withdrawal
- 7.4.1 Upon payment of outstanding debt post financial withdrawal, there is no automatic right of reinstatement. If a student wishes to be considered for reinstatement, then an application will have to be made via [AskRGU](#). This will be at the discretion of the Dean.
  - 7.4.2 If the student is an overseas student, action is also needed to ensure the student has valid student permission to continue with their studies.
  - 7.4.3 The student will remain withdrawn for financial reasons until the School and the Student Immigration team in the case of overseas students agree to the reinstatement. Once this confirmation is received the student's status will be returned to current, the School and Student Immigration team will be notified of the update.

## 7.5 Charges for Non-Payment of Tuition Fees

- 7.5.1 Should the University have to implement Court proceedings to recover unpaid debts, Court costs, legal fees and statutory interest (currently 8%) will be charged and will increase the debt payable by the student.

## 8. **Contact Student Finance**

- 8.1 Current students can contact Student finance through [ASKRGU](#)

## 9. **Review**

- 9.1 This policy will be reviewed every three years or as required.