



Canterbury  
Christ Church  
University

## Your Fees -Your Responsibilities

### Overseas Students - Student Tuition Fees: Payment and Debt Arrangements 2015/16

Helping you with every step.

## **Introduction**

This document contains important information about your tuition fees, when they become due, how they should be paid, and what to do if you have trouble paying your tuition fees. It should help you understand:

- How to pay for your tuition fees for the whole academic year.
- Terms and conditions relating to payment of your tuition fees, tuition fee debts and any sanctions that may be applied.
- What to do if you have difficulties in paying your tuition fees, or if you decide to withdraw or interrupt from your studies.
- The process to follow if you wish to submit a complaint or appeal in relation to these arrangements.

**This document is relevant to you as a student, regardless of whether you are paying for your tuition fees yourself, or a Sponsor is paying them on your behalf.**

If you are paying your fees yourself, or a sponsor is paying them, the University provides an online payment system which is an easy, flexible method to enable you to pay by debit or credit card. Paying online is the preferred payment method and we assure you that all information is held in a secure and safe environment.

If you are having problems paying your tuition fees, you should let us know as soon as possible. The University will be sympathetic and assist where it can. However, in order to maintain quality of teaching and to ensure fairness of treatment for everyone else, the University must act to recover any debts.

## **Who to Contact**

If you have any questions, please contact the Finance Department at the University:

Accounts Receivable Section  
Finance Department  
Canterbury Christ Church University  
Rochester House  
St Georges Place  
Canterbury  
CT1 1UT  
Email: [finance@canterbury.ac.uk](mailto:finance@canterbury.ac.uk)  
Telephone: 01227 782228

# How to pay your tuition fees

## When should I pay?

As a student of the University, you are responsible for the payment of your tuition fees for each year of your course. Tuition fees become due on the first day of study and you must pay in full or have an arrangement to pay before commencing study at the University.

Overseas students are required to pay a deposit of 50% of their annual tuition fee before starting their course. This deposit should be paid as part of the admissions process for new entrants, or as part of the re-registration process for continuing students. *(Please note that the deposit payment for students who started their main course of study prior to 2015/16 is 33% and the subsequent termly instalment payments will be 33% and 34%).*

## How should I pay?

**Payments may be made by either of the following options:**

- **Payment in full before you start your course.**  
*(A 5% discount will be given if the full payment is made before starting the course).*
- **3 termly instalments with the first instalment (50%) payable before the course starts, and the two remaining payments due at the beginning of January (25%) and April (25%).**

The payment link is: <https://payments.canterbury.ac.uk>

The University accepts Visa and MasterCard debit and credit card payments.

### If you are paying for your tuition fees via a Sponsor:

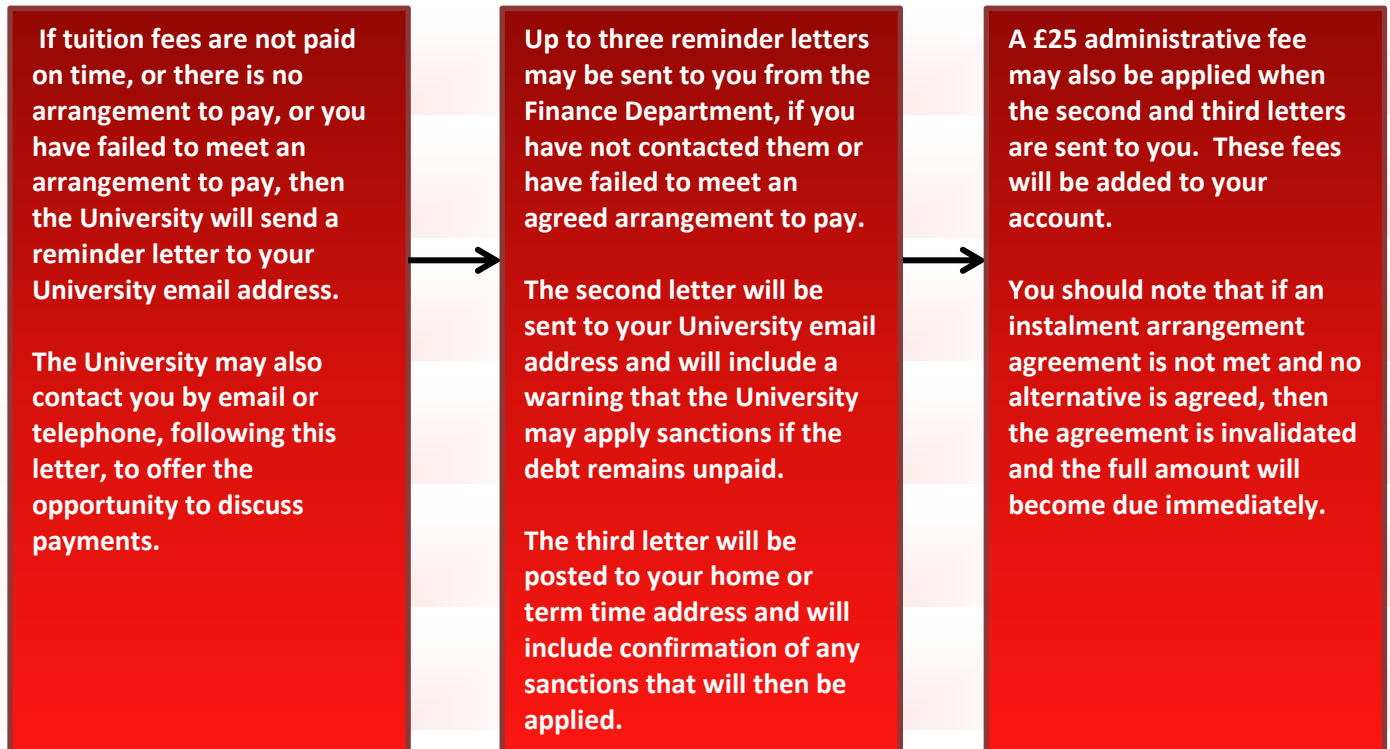
You must notify the Finance department and provide details of your Sponsor's name and address. This information should be provided during the registration process. The University will then invoice the Sponsor directly for your tuition fees.

However, you should note that any arrangement made between you and a Sponsor to pay your tuition fees is an agreement between you and the Sponsor. If the tuition fees should remain unpaid by the Sponsor, the University will then invoice you directly and you will be required to set up a self-payment plan.

# What happens if you have trouble paying your fees

If you do have trouble with paying your fees then you should contact the Finance Department as soon as possible, and will try our best to help you.

## What happens if my payment is late?



## What are the sanctions?

Sanctions may include:

- Withdrawal of University IT and Library facilities.
- Students with outstanding tuition fees may not be able to progress from one year of study to another, and the University will not normally confer an award or allow a student to attend a graduation or award ceremony if tuition fees are outstanding on completion.
- Students who leave the University with an outstanding tuition fee debt will not normally be eligible for readmission to any other programme offered by the University unless the outstanding debt is paid.
- The University may ultimately require a student to withdraw or interrupt from the programme of study.
- The University reserves the right to place outstanding debts into the hands of a debt collection agency and to take action through the Courts. Debt recovery fees will be charged to the student as appropriate.

If a Tier 4 student is required to withdraw or interrupt from the University due to outstanding debts, the University will advise UK Visas and Immigration authorities that we are no longer sponsoring the student. The student will be expected to return to their home country and their visa will no longer be valid.

If you are experiencing financial difficulties and make contact with the University, you will be referred to the relevant member of staff, and they will try to help you.

## **Withdrawing From Or Interrupting Your Programme**

The University recognises the investment that students are making in their higher education and appreciates that there are times when, with good reason, some students may choose to withdraw early or interrupt from their studies. It is extremely important that you make any decision on withdrawal or interruption in a timely fashion so as to avoid incurring any unnecessary fee debt. At the same time, deciding to withdraw early or interrupt is a major decision with potentially far-reaching consequences for your future personal development, as well as career and employment aspirations.

### **Seek advice before deciding to interrupt or withdraw early**

This is not a decision that you should take in haste, nor without proper discussion with your academic tutors and central professional services staff, as well as with your family if necessary. We would strongly advise you to consider this before following the necessary procedures to formally seek to interrupt or withdraw from the University, so that you can be offered appropriate advice and guidance.

If you do then decide that you wish to interrupt or withdraw from your studies prior to the stated programme end date you must then follow the proper withdrawal procedure, as follows:

### **What you must do if you want to interrupt or withdraw**

If you wish to interrupt or withdraw early, you **MUST** act in a timely fashion and follow the correct University procedures if you are to ensure that you are liable for the correct amount of tuition fees for your studies. To help in this process, and to ensure you make the correct informed decisions, the following guidance is provided:

**Failure to follow the instructions below may affect the amount of tuition fee liability you could incur.**

1. If you are considering interrupting or withdrawing early from your studies, you are advised to first consider your options in discussion with your programme staff, and discuss the financial implications of any decision you make with the Student Support, Health & Wellbeing Team ([www.canterbury.ac.uk/student-support-health-and-wellbeing](http://www.canterbury.ac.uk/student-support-health-and-wellbeing)). If you are in University accommodation, you will also need advice from the Accommodation team on negotiating a release from your licence agreement. You may also wish to seek advice from the Career Development team ([www.canterbury.ac.uk/career-development](http://www.canterbury.ac.uk/career-development)). All of these services are contactable by email via the i-zone ([i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk)).

2. If you do decide to go ahead then you **MUST** complete in advance of your withdrawal/interruption a Change of Academic Circumstances (CoAC) Form. This form is available to complete online via your University CLIC account.

3. When you have completed your sections of the form, you **MUST** submit it online.

Please note that the date you submit your form online will be regarded as the date of your withdrawal for the purposes of fee liability (unless you are giving notice of your intention to withdraw at a future date); any variation to this arrangement will need the approval of the Academic Registrar.

## **What Happens Next**

Once the Registry receives the fully completed CoAC Form the following will happen:

1. The Registry will update your University record to show your interruption/withdrawal with effect from either the future date you indicate on your form, or the submission date of your request.
2. The Registry will send you formal confirmation of your interruption/withdrawal.
3. The University's Finance Department will calculate the tuition fees you owe according to the interruption/withdrawal date shown on your record.

## Your Tuition Fee Liability

Once you have decided that you wish to interrupt or withdraw from your studies prior to the stated programme end date, then the following fee liability applies:

- The first payment is treated as a deposit which is non-refundable except in the case of a visa being refused.
- If you leave after the first term, the fees for the full year will become payable.

**The University will notify the UK Visas and Immigration authorities of any students with a 'Tier 4' Visa who withdraw or interrupt from the University.**

## Complaints and Appeals Process

This section sets out the complaints and appeals process relating to the University's procedures in relation to student debt. It is based on the principles set out in the University Framework for Student Procedures.

At the completion of each stage in the procedures where there is written communication, you will be advised in writing of the means by which you may take the matter further.

### Outline of the Appeals Process

#### Informal Stage

Wherever possible, the University will seek to resolve any difficulties informally, at the level at which the matter arose. In relation to the student debt procedures, you should start by discussing anything relating to the procedures with the Finance Department.

If the issue cannot be resolved informally, you may ask for a **formal investigation** to be conducted by the Director of Finance or his nominee.

#### Formal Investigation Stage - you will need to send a letter/ email and:

1. Explain the problem you are having with the student debt procedures
2. Suggest how you think the problem could be solved (however, the outcome may be different from your suggestion).
3. Include the appropriate evidence, where possible.

If you are not satisfied with the outcome of the formal investigation, you may request within twenty working days of receiving the written response from the Director of Finance or his nominee, a **review** of the findings of the investigation to be undertaken by the Vice Chancellor or his nominee.

**Review Stage - you will need to send a request in the form of a letter/ email and attach a copy of any correspondence received**

Where the decision does not entail termination or interruption of a programme of study, you will receive an acknowledgement from the Vice Chancellor's nominee with an indication of the date when a decision will be made. The Vice Chancellor's nominee will make a judgement on the subject matter of the request, which may be either to confirm, reduce, set aside, amend or otherwise vary the decision of the Director of Finance.

Where the decision entails termination or interruption of a programme of study, the Vice Chancellor's nominee will conduct the review as soon as practicable after the receipt of the request.

- You may be interviewed and you may be accompanied by a friend who may be a fellow student of the University, a member of the Students' Union or a member of staff, and may speak on your behalf.
- The Vice Chancellor's nominee has the discretion to interview any member of the University staff involved at an earlier stage in the proceedings.
- Following the review, the Vice Chancellor's nominee may confirm, reduce, set aside, amend or otherwise vary the decision of the Director of Finance.

Once the Vice Chancellor's nominee has determined the appeal, the student may make a request to the Office of the Independent Adjudicator for Higher Education (OIA) for independent adjudication. It is not possible to refer the matter to the OIA until the completion of the process by the Vice Chancellor's nominee. The arrangements for making a request to the OIA will be provided in a separate letter from the Clerk to the Governing Body once the University's procedures have been completed.

**Arrangements for the termination or interruption of a student's study**

In all cases, where a decision requires the termination or interruption of a programme of study, the decision will be referred to the Vice Chancellor's nominee for confirmation. You will not be required to interrupt whilst an appeal is outstanding.