

Regulations on Student Financial Matters 2025-26

Document Owner:	Mark Crittenden, Zeyna Fall
Principal Contact:	Zeyna Fall
Date of Approval:	7 May 2025
Date Effective From:	1 August 2025
Applies to:	New students Continuing students Franchised partner college students
Review Date:	Annually
Public or internal access only	Public Access
Summary/Description:	The Regulations on Student Financial Matters provides the policies as they relate to the payment of tuition fees, non-payment of tuition fees and sanctions that would be applied by the university. It is a core policy document for students studying taught (rather than research) provision in relation to tuition fees.

This document can only be considered valid when viewed via the University of Greenwich website. If this document is printed into hard copy or saved to another location, you must check that the version on your copy matches that of the one on the University of Greenwich website. Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.

Contents

<u>Regulation of Student Financial Matters</u>	Error! Bookmark not defined.
<u>1 Introduction</u>	3
<u>2 Scope</u>	3
<u>3 Student Fee Status</u>	4
<u>4 Tuition Fees Payable</u>	5
<u>5 Repeating Study</u>	5
<u>6 Tuition Fees Deposits</u>	6
<u>7 Payment of Tuition Fees</u>	8
<u>8 Tuition Fee Liability</u>	9
<u>9 Procedures and Sanctions Applied for Non-Payment of Tuition Fees</u>	10
<u>10 General Sanctions Applied for Non-Payment of Fees</u>	12
<u>11 External debt agencies</u>	13
<u>12 Financial Support and Guidance</u>	13
<u>13 Refunds</u>	13
<u>14 Request for Payment Plans/Deferred payments</u>	14
<u>15 Definitions</u>	15
<u>16 Annual Threshold for Tuition Fee Debts</u>	15
<u>17 Checking tuition fee accounts and making online payments:</u>	16
<u>18 Tuition Fee Increases</u>	16
<u>19 Relocation and Closure of Programmes</u>	16
<u>20 Complaints</u>	18
<u>21 Data Protection</u>	18

Regulation of Student Financial Matters

1 Introduction

- 1.1 The University of Greenwich is committed to providing all students with clear information regarding the tuition fees charged while ensuring the efficient and timely collection of tuition fees.
- 1.2 The intention of the policy is to set out the fundamental fee charging principles of the university including the consequences of non-payment of tuition fees and the refund policy.
- 1.3 A key principle of this policy is to minimise the debt payable to the university and in turn reduce the financial burden on the student. Therefore, if a student does not have any reasonable prospects of being able to pay overdue debt, it would not be in the best interest of that student to accumulate more debt.
- 1.4 The university will endeavour to take reasonable steps to prevent the debt from increasing and consider withdrawing the student at key points in the academic year.
- 1.5 This policy applies to the 2025/26 academic year. Fees for programmes from previous academic years will adhere to the policies in effect at that time, which can be accessed [here](#).
- 1.6 The University of Greenwich sets its fees in Great British Pounds (GBP) and cannot accept any liability in shortfalls experienced due to changes in the exchange rates between other currencies, commissions charged by third parties when transferring funds or any fees levied by third parties or banks.

2 Scope

2.1 This policy applies to the following students:

- All students registered on a taught undergraduate or postgraduate course that is delivered by the University of Greenwich (including those delivered remotely or on a Distance Learning mode of delivery).
- All students registered on a taught undergraduate or postgraduate course that is delivered in partnership at another provider as a franchised provision and awarded by the University of Greenwich.
- All students registered on an Educational Doctorate Programme (EdD) during the taught phase of the programme only.

2.2 The university has other categorises of students registered with the institution that this policy does not apply to, including:

- Students studying a course being wholly delivered at the University of Greenwich International College (UGIC).

- Students registered on a taught undergraduate or postgraduate course that is delivered wholly at another provider, but that is quality assured and awarded by the University of Greenwich.
- Students studying a postgraduate taught programme under the Biomedical Science Online suite of courses.
- Students studying a Postgraduate Research course (PGR).
- Students studying a Higher and Degree Apprenticeship course.

2.3 Postgraduate Research Students (PGR) should refer to the [PGR Tuition Fees Charging and Refund Policy](#), as these regulations do not apply to them.

2.4 If you are pursuing an apprenticeship degree and have signed a commitment statement with both your employer and the university, your tuition fees are paid directly by your employer and through the ESFA. As such, this policy does not apply to you. For any questions regarding your apprenticeship requirements, please contact your Faculty Apprenticeship Coordinator or employer.

The University of Greenwich is committed to providing all students with clear information regarding the tuition fees charged while ensuring the efficient and timely collection of tuition fees.

3 Student Fee Status

- 3.1 When you apply for a course at the University of Greenwich the Admissions Office will assess whether your fee assessment is set at the Home or Overseas rate.
- 3.2 The assessment will be conducted using information provided on your application and evidence provided (e.g., copies of passports), using the relevant policies at that time.
- 3.3 Should the University of Greenwich's Admissions Office not be able to conduct the assessment with information provided during the application, they may contact you directly for more information or to complete a more detailed Fee Assessment.
- 3.4 The fee assessment must be completed prior to you starting a course with the university regardless of who or how any tuition fees will be paid.
- 3.5 Delays in completing a fee assessment will result in a delay in being able to register for and start of the course.
- 3.6 This assessment will determine the level of fees payable.
- 3.7 If you believe your fee status has been incorrectly assessed this must be appealed prior to registration.
- 3.8 This assessment will determine the payment options available to you when you register (e.g., whether you will be able to register as a student expecting to receive Student Finance England (SFE) support).
- 3.9 Your fee status normally remains unchanged for the duration of your course of study. However, there are some circumstances where you may change your fee status after the start of the course. Further guidance on this process can be found [here](#).

4 Tuition Fees Payable

- 4.1 Tuition fees due are based on the number of credits you take over the academic year, in line with the authorised programme structure.
- 4.2 Every effort is made to ensure that the fees charged are correct at the point of registration, however fees may change after you have completed registration due to requests you make to change the course or mode of delivery, outcomes of the university's Progression and Award Boards (PABs) or outcomes of Academic Appeals.
- 4.3 If you are overcharged, we will refund any overpayment due to the original source of payment (e.g., Student Finance England or original bank account).
- 4.4 If you are overcharged, we will endeavour to refund the overpayment as soon we become aware, but you can also request a refund through [our Digital Student Centre](#) (if you are a registered student) or by [contacting us directly](#) (if you are no longer registered).
- 4.5 If you are undercharged, we will ask you to pay the amount due, in a way that minimises hardship, which in exceptional circumstances may include agreeing an instalment plan.
- 4.6 All fees due must be paid in the relevant academic year that it applies, and outstanding tuition cannot accrue into the following academic year or another year of registration.
- 4.7 If the university agrees that you can make changes to the programme you are studying or mode of attendance, this may affect the rate of tuition fees that you will need to pay to the university.
- 4.8 Full-time undergraduate fees are advertised on our website as an annual fee (120 credits annual programme of study), unless stated on course web pages.
- 4.9 There is no additional fee for the assessment and award of credit through Recognition of Prior Learning (RPL), but only specific courses will discount the normal tuition fees payable for the programme of study where RPL is granted. The relevant Faculty will advise if this is applicable.
- 4.10 For part-time taught students, the fees charged will depend on the number of credits you are required and permitted to study per academic year.
- 4.11 For part-time undergraduate students, the maximum number of credits that can be studied in an academic year is 90 credits.
- 4.12 Full-time taught postgraduate fees are charged in full for a programme in the first academic year unless otherwise stated on course-specific web pages.
- 4.13 Programme tuition fees are charged annually at the rate you were charged in the year you entered the programme, with the exception of full-time or part-time undergraduate courses where the rate is set annually by the Government (see section 5.8).

5 Repeating Study

- 5.1 Following the outcome of a Progression and Award Board (PAB) students who are required to repeat periods of study in a subsequent academic year are normally charged a pro-rata fee depending on the number of credits they need to repeat, unless the fee advertised on our webpages is described as flat rate, credit based or subject to an annual fee. See exception 5.5 below.

- 5.2 Following the outcome of a Progression and Award Board (PAB) students who are required to repeat one or more modules of study in a current academic year are normally charged a pro-rata fee depending on the number of credits they need to repeat, unless the fee advertised on our webpages is described as flat rate, credit based or subject to an annual fee. See exception 5.5 below.
- 5.3 Where one or more modules needs to be repeated within the current academic year and a charge is applicable, tuition fees will become due and the university will ask you to pay the amount due, in a way that minimises hardship, which in exceptional circumstances may include agreeing an instalment plan.
- 5.4 Students who interrupt their studies or are interrupted by the university part way through a year and subsequently return at the beginning of the next or a subsequent academic year will be charged a full year's fee for the academic year in which they return to study.
- 5.5 Students who have had an academic decision made of deferral due to extenuating circumstances are not normally required to pay a fee for repeating the deferred module(s). If students have other courses they need to undertake or repeat in the same academic year where a deferral has not been received, students would be required to pay tuition fees for those courses.
- 5.6 Repeat modules will be charged in line with our fee on entry charging policy.
- 5.7 Following the outcome of a Progression and Award Board (PAB) students who are offered a formal resit examination or reassessment of coursework before the next academic year commences are provided with this opportunity without an extra tuition fee charge.
- 5.8 Undergraduate and applicable postgraduate home courses including Initial Teacher Training and some Allied Health Professionals programmes are subject to the Office for Students mandatory fee limit. Students on these courses will not be charged more than the permitted fee. For the academic year 2025/26 the limit is £9535.
- 5.9 The above regulations do not apply to the following:**
- Postgraduate Research students, who should refer to the PGR Tuition Fee Regulations.
 - Independent and Supplementary Prescribing: P11173/P13583.
 - PG Cert/Dip/MSc General Pharmacy Practice: P12588 (PG Cert), P12589 (PG Dip), and P13371 (MSc GPP).
 - PG Cert/Dip/MSc Medicines Optimisation: P13582.
 - Associate Postgraduate Students: P13272.
- 5.10 Students who withdraw from their programme of study and return to the university to undertake a new programme of study or to restart the previous programme of study with us will be subject to the fee charges, policy and procedures applicable at that time of return as well as remaining liable for any outstanding tuition fees they had prior to withdrawing.

6 Tuition Fees Deposits

- 6.1 Tuition Fees Deposits are usually requested from international students to secure their place with the University of Greenwich and contribute toward the payment of tuition fees for the first academic year or your studies.

- 6.2 Deposit amounts are set by the International Office and are reviewed annually and are subject to change.
- 6.3 The International Office may set different Tuition Fees Deposit amount considering recruitment and cohort characteristics and applying a risk-based approach.
- 6.4 Tuition Fees Deposits amounts will be explicitly defined and communicated to international students that are required to be paid by you in order to process a Confirmation of Acceptance of Studies (CAS).
- 6.5 Deposits paid towards securing accommodation within the University of Greenwich's maintained properties or halls of residence are not considered within this policy, please refer to the relevant licence agreement and policies of our Accommodation Services.
- 6.6 Deposits paid to the university are non-refundable, except in the following circumstances:
- i. you are subject to a refused UK student visa application, and you meet the conditions set out in paragraph 6.7 below;
 - ii. you do not meet the academic or other conditions of your offer;
 - iii. you have extenuating circumstances which are accepted by the International Office;
 - iv. you require a Student Visa and the university is unable to issue a Confirmation of Acceptance of Studies (CAS) to you. If the Confirmation of Acceptance of Studies (CAS) was not issued on the grounds of misrepresentation and/or fraud, then you are not eligible for a refund.
- 6.7 Deposits are held for a maximum of three years, during which time you are expected to register with the university. In the event that you defer study to a later academic session (within the 3-year period), the deposit may be transferred to the new intake. After three years, the deposit will be non- transferrable and non-refundable and will be retained by the university.
- 6.8 If your application for a UK student visa is refused before you have registered with the university, your deposit (and any tuition fees paid in excess of this) will be refunded as long as ALL of the following apply:
- i. you have not yet fully registered on your programme of study;
 - ii. your visa application was made using an offer letter or CAS issued by the university;
 - iii. you provide the university with a full copy of the genuine visa refusal letter;
 - iv. you can demonstrate you have taken all reasonable steps to overturn the refusal decision e.g provided a copy of an *Administrative Review* outcome
 - v. the refusal did not result from fraudulent or misleading information submitted by you or your agent.
 - vi. the refusal did not result from an error deemed to be within your control and assessed by the university to have been avoidable (e.g., failing to provide any necessary academic or financial evidence to the visa issuing authority).
- 6.9 Enquiries related to refunds before a CAS has been issued should be directed to intrefunds@greenwich.ac.uk. If the university has issued a CAS to you, please email casrequests@gre.ac.uk.

7 Payment of Tuition Fees

- 7.1 Tuition fees must be paid in accordance with the current arrangements for paying fees which are updated annually and are available [here](#).
- 7.2 The university reserves the right to amend its approved methods and arrangements for paying fees which will be updated and be made available [here](#).
- 7.3 Payment methods for [Federal Aid Programme for USA students](#); OR students whose tuition fees are being paid by an approved sponsor OR a Tuition fee Loan by Student Loans Company are available [here](#).
- 7.4 Under no circumstances will cash, in any currency, be accepted.
- 7.5 If you pay your tuition fees through a method not approved by the university, the university will not be liable for any fees incurred or any delays you may experience as a result of the university having to conduct additional checks and administrative tasks to identify and allocate fees to your account. This includes any sanctions or loss of access being applied as part of our Procedures and Sanctions Applied for Non-Payment of Tuition Fees.
- 7.6 If you are expecting to be supported by Student Finance England, its regional equivalent or another approved sponsor and have confirmed this during registration, the university will wait up to six weeks from the start of the programme for the funding to be received. If the funding is not received, you will be subject to 7.7 and our debt management policy listed in section 9.
- 7.7 If a student receives notification that they are ineligible for a loan via Student Finance England, lose eligibility after their course starts, or have not had a loan approved within the permitted 6 weeks and have not contacted us, the student will become liable to pay the tuition fees. This applies to all undergraduate and postgraduate fees. It is the student's responsibility to reapply annually to the SLC or another student finance provider for their tuition fee loan.
- 7.8 It is your responsibility to ensure that funding is in place via any government or non-government loan providers or sponsors.
- 7.9 If a student is sponsored by an employer or by a government agency to pay tuition fees on their behalf but the sponsor fails to make payment, then the student will become liable for the payment of the tuition fees.
- 7.10 If you are an international student or a self-payer not receiving financial support from Student Finance England or its regional equivalent, you are required to pay a compulsory 50% of the tuition fees to complete your registration. The remaining 50% is due at the start of Semester 2 of your course; this will differ depending on the start date of your course.
- 7.11 If you are a home-assessed undergraduate student who does not receive a Tuition Fee Loan award from Student Finance England or its regional equivalent, but who is in receipt of only a Maintenance Loan, you will be classified as self-payer and require to pay a percentage of the tuition fees to complete your registration and prior to the university confirming your attendance to facilitate the release of any maintenance loans. The remaining tuition fees will need to be paid as described [here](#).
- 7.12 If you are a home-assessed postgraduate student expecting to be supported by Student Finance England or its regional equivalent, you are required to pay a compulsory 15% of the tuition fees to complete your registration prior to the

university confirming your attendance to facilitate the release of any loans. The remaining tuition fees will need to be paid as described [here](#).

- 7.13 The university reserves the right to introduce additional standard payment plans that students can subscribe to.

8 Tuition Fee Liability

- 8.1 If you fully register on a course (detailed in 8.7), your tuition fee liability will increase, and you will need to pay for your fees if you remain fully registered past key dates in the academic calendar.
- 8.2 You will need to pay these fees irrespective of whether you engage in or attend lectures or other scheduled academic activities.
- 8.3 To stop further increases in tuition fee liability, you must either formally withdraw or interrupt from your course using the recognised process set by the university by certain dates detailed in 8.8.
- 8.4 If you complete the formal withdrawal or interruption process your tuition fee liability will be calculated based on the day your request was submitted and not the day the action is completed.
- 8.5 A formal request to withdraw or interrupt cannot be backdated to avoid an increase or reduce a student's tuition fee liability.
- 8.6 If you do not complete the formal withdrawal or interruption process your tuition fee liability will increase until you complete the necessary request, or the university applies an appropriate policy or procedure that results in you being withdrawn or interrupted.
- 8.7 You will be considered to have been registered if:
- i. **NEW STUDENTS** - you have verified your personal details, your programme of study and courses AND provided confirmation of your qualifications and identity that is acceptable to the university;
 - ii. **CONTINUING STUDENTS** – you have verified your personal details, your programme of study and courses.
- 8.5 If you withdraw or interrupt within 14 calendar days of completing your registration, you will not be liable for any fees, except for any applicable deposit. After 14 calendar days, you will be liable for a percentage of the tuition fees based on the withdrawal or interruption date recorded in your student record.
- 8.6 If you are withdrawn or interrupted in accordance with university policies your fee liability will be calculated based on the day the relevant action was taken irrespective of whether you had previously stopped engaging in or attending lectures of other scheduled academic activities.
- 8.7 If a student is receiving scholarships or bursaries, the funding will be adjusted on a pro-rata basis based on the tuition fee liability in the event of withdrawal or interruption. However, this does not apply to the Progression Bursary, as the full scholarship will be rescinded if the student interrupts their studies or withdraws.
- 8.8 If you are a student who had a student visa sponsored by the University of Greenwich and are withdrawn or interrupted, you will need to provide evidence of departing the UK or having alternative stay in the UK before a refund can be processed where the amount you have paid is in excess to the tuition fee liability being applied.
- 8.9 Fee Liability dates for academic year 2025/26 are:

Intake	Date range liability charge is 25% of tuition fee	Date range liability charge is 50% of tuition fee	Date range liability charge is 100% of tuition fee
September	14 days after completing registration up to and including 5 January 2026	From 6 January 2026 to 20 April 2026	From 21 April 2026
January	14 days after completing registration up to an including 20 April 2026	From 21 April 2026 to 21 September 2026	From 22 September 2026
April	14 days after completing registration up to and including 21 September 2026	From 22 September 2026 to 11 December 2026	From 5 January 2027
Other	If your official programme start date is outside of these months, then please contact Student Fees and Funding for advice on the applicable fee liability period.		

9 Procedures and Sanctions Applied for Non-Payment of Tuition Fees

- 9.1 Once you have registered at the University of Greenwich, you agree to pay your fees by the detailed payment deadlines.
- 9.2 To successfully meet a payment deadline, you must pay the necessary amount through an approved method and the funds must be received by the university on or before the deadline.
- 9.3 Following a payment, the university cannot be held responsible for funds not showing on your record during what would be considered a standard transaction timescale for the type of payment method used and when considering when the payment was made (e.g., factoring public or bank holidays).
- 9.4 If you pay the necessary amount through an approved method on or before the payment deadline but the funds are not received by the university by the payment deadline, you may be considered to have missed the deadline and subject to this procedure.
- 9.5 If you pay the necessary amount through a method not supported by the university, the university is not liable for any delays in being able to locate and apply the payment against your record prior to the payment deadlines or prior to sanctions being applied.
- 9.6 If you do not pay the full amount expected by the payment deadline you will be regarded as having missed the payment deadline, regardless of any partial payments made on time.
- 9.7 If you miss a payment deadline the university will start the debt management procedure in stages and will contact, you via email and/or text message to arrange payment.
- 9.8 If you miss a payment deadline the university will apply General Sanctions for non-payment of fees immediately (see section 10), and additional sanctions may be applied as described in section 9.12.

- 9.9 The debt management procedure will stop only if you bring your tuition fee account up to date or an exceptional payment plan has been approved.
- 9.10 A request for an extension to pay your outstanding tuition or request for an exceptional payment plan will not pause the debt management procedure unless it has been formally approved by the university.
- 9.11 If an exceptional payment plan or extension has been approved, but you fail to keep to the new deadlines, the debt management procedure will apply.
- 9.12 The following debt management process for collection of the unpaid fees will be undertaken by the university:

Stage 1: Debt Email 1 sent **7 calendar days** after you miss your payment plan deadline and debt management has been activated.

The email will inform you of future sanctions that will be applied to your student account if your tuition fee balance remains unpaid.

Additional Sanctions: No sanctions applied at this time.

Stage 2: Debt Email 2 sent **14 calendar days** after you miss your payment plan deadline.

You will be reminded of the outstanding balance and potential sanctions.

Additional Sanctions: No sanctions applied at this time.

Stage 3: Debt Email 3 sent **21 calendar days** after you miss your payment plan deadline.

This restriction will block your access to certain university services, for example library, computing and viewing of student records via the Portal. This will prevent students from: accessing coursework header sheets; the ability to hand in/electronically submit coursework; obtaining student letters for bank or building societies; view academic profile, grades, marks online. These restrictions will remain until payment in full for the outstanding tuition fee has been received or an exceptional payment plan has been granted by the university.

Additional Sanction: System and services access revoked.

Stage 4: Debt Email 4 sent **28 calendar days** after you miss your payment plan deadline.

Students who fail to make payment in full of the outstanding tuition fees or obtain an exceptional payment plan will become liable for withdrawal and have their details sent to the Executive Director of Student & Academic Services and the Chief Financial Officer who will consider if the student is to be withdrawn for non-payment of outstanding tuition fees. Students can be withdrawn at any point after this notification without further warning.

Additional Sanctions: Withdrawal.

Stage	Timescale	Description	Additional Sanctions
Stage 1	Sent 7 Calendar days once payment plan deadline missed (and debt management is active)	The email will inform you of future sanctions that will be applied to your student account if your tuition fee balance remains unpaid.	None
Stage 2	Sent 14 calendar days after you miss your payment plan deadline	You will be reminded of the outstanding balance and potential sanctions.	None
Stage 3	Sent 21 calendar days after you miss your payment plan deadline	This restriction will block your access to certain university services, for example library, computing and viewing of student records via the Portal. This will prevent students from: accessing coursework header sheets; the ability to hand in/electronically submit coursework; view academic profile, grades, marks online. These restrictions will remain until payment in full for the outstanding tuition fee has been received or an exceptional payment plan has been granted by the university.	System and Service Access Revoked
Stage 4	Sent 28 calendar days after you miss your payment plan deadline	You will be considered for withdrawal from your course.	Withdrawal

9.13 Students who make payment in full or have an exceptional payment plan agreed before the withdrawal date will have their access to services reinstated.

10. General Sanctions Applied for Non-Payment of Fees

- 10.1 Students who miss a payment deadline will be subject to our Procedures and Sanctions for the non-payment of tuition fees.
- 10.2 If you are subject to our Procedures and Sanctions for the non-payment of tuition fees the following sanctions will apply automatically regardless of which stage, you are in.
- 10.3 These general sanctions will continue to be applied if you interrupt or withdraw from the university.
- 10.4 These general sanctions will continue to be applied if you are interrupted or withdrawn by the university.
- 10.5 These general sanctions will continue if you apply to rejoin the University of Greenwich at a later date but fail to bring your tuition fee account up to date.

- i. **Transcripts/certificates** – Students who owe tuition fees will be unable to view, share or order any award documentation via our Digital Document Service until the debt has been cleared.
- ii. **Registration** – Students with a prior year debt or debt from a previous programme will not be allowed to re-register until acceptable arrangements are made for this debt to be cleared in full.
- iii. **Student Letters** – Students who owe tuition fees will be unable to request letters confirming their student status, including letters used to open bank or building society accounts, letters used in support of council tax exemption or otherwise confirm their status as a registered student.
- iv. **Immigration** – Students who require a student visa to study in the UK are subject to the university's policy on [Sponsorship of International Students for Visa Purposes](#). In accordance with this policy, students who are withdrawn from the university due to non-payment of fees will have their student visa sponsorship withdrawn.
- v. **Attendance at graduation** – Students who have not paid their tuition fees in full will not be allowed to attend the university's Graduation ceremonies, until the debt is paid in full. Once the debt has been cleared students should contact awards@gre.ac.uk to see if it is possible for them to attend a future ceremony.

11. **External debt agencies**

- 11.1 If you do not engage with our debt management process and fail to settle any outstanding fees, the university will reserve the right to refer the debt and the student's information to an external debt collection agency to take legal action to recover the debt.

12. **Financial Support and Guidance**

- 12.1 Information, advice and guidance is available on a wide range of student financial matters including outstanding tuition fee payments, and you can contact the Fees and Funding Service advice team at the university. Details about our services are available [here](#) and you are welcome to [contact us](#).
- 12.2 Independent advice is also available from Greenwich Students' Union. Further details of their services are available [here](#).

13. **Refunds**

- 13.1 International students who do not successfully register should refer to the deposit policy as laid out in section 6 of this document.
- 13.2 Registered students should follow [our withdrawal/interruption process](#) before requesting a refund form from our [Digital Student Centre](#).
- 13.3 Non-Registered and Partner College students should request refund via email at studentfinance@greenwich.ac.uk
- 13.4 All refunds will be made to the original account of the payee.

- 13.5 If payment was made by a third party (e.g., Student Loans Company or a Sponsor) any refund will be returned to that third party.
- 13.6 If you have any tuition fee debt on your student account, this will be deducted from any refund.
- 13.7 All refund requests for the MSc Industrial Practice and the MBA programmes that relate to academic failure, financial considerations, not securing a placement by the deadline or attempting to complete studies early for visa purposes, are not valid reasons for a refund. If you feel there are exceptional circumstances that need to be considered, please submit an enquiry via the [Digital Student Centre](#).

14. **Request for Payment Plans/Deferred payments**

- 14.1 The quality of teaching and learning at the University of Greenwich is dependent on tuition fee payments. We expect all students to ensure that they have secured funding for their full period of study before commencing a course with us and we expect all students to meet their payment deadlines.
- 14.2 The university appreciates that students may experience unforeseen financial difficulties, and the university will consider requests for payment plans under the following grounds:
- i. Bereavement of a family member who is responsible for payment.
 - ii. Difficulty in transferring funds due to significant grounds – conflict, natural/humanitarian disasters.
 - iii. Hospitalisation preventing the physical ability to pay fees.
- 14.3 Students who are facing one of the above circumstances must contact us. The request should outline the following information:
- i. An explanation of why they are unable to pay their fees by the due date;
 - ii. Any necessary supporting evidence;
 - iii. A specified date by which time the fees can be paid and why funds will be available at this time;
 - iv. This needs to be supported by documentary evidence (including 3rd party documentary evidence). Supporting statements from family or friends are not acceptable if presented as the only evidence.
- 14.4 Students can meet with a student finance adviser by [contacting us](#).
- 14.5 The request for the payment plan will be assessed by a senior colleague in the Student Fees and Funding Team or by a panel depending on the request. The university, at its discretion, may agree to an exceptional payment plan where it is deemed appropriate and the prospect of receiving payment is realistic and reasonable.
- 14.6 The university has no obligation to agree to alternative payment plans.
- 14.7 Formal confirmation of either acceptance or rejection of the payment plan will be provided to the student.
- 14.8 Should the re-negotiated payment date not be met, any exceptional payment agreement made will be cancelled, the full outstanding balance will become due

immediately and students will fall under the sanctions for the non-payment of tuition fees as detailed in section 9 above.

14.9 Students will not normally be permitted to carry tuition fees into the next academic year.

14.10 The submission of a request for an exceptional payment plan will not normally pause the procedures or sanctions as detailed in section 9 above.

14.11 It is the responsibility of each student to contact the university at the earliest opportunity if they are having difficulties in meeting their tuition fee payment deadlines.

15. **Definitions**

a. **Students** are persons registered onto any programme of study at the university or at one of its partners Colleges where the University of Greenwich is responsible for the collection of the tuition fee.

b. **Non-payment of fees** includes but is not limited to:

- Failure to make payments on a due date.
- Payments made which are subsequently not honoured or are reclaimed.
- Where payments have been made or are due to be made, for example by a sponsor or student support or student loan provider, and either of the following circumstances apply:
 - the payments are not made by a due date, or
 - where the payment(s) have been made, they are insufficient to cover the tuition fees due or where they are subsequently withdrawn by the provider.
- Where a student has applied to a student support provider but has failed to provide the necessary documentation to the provider and/or does not supply the university with adequate information to substantiate that their application is still being assessed.
- Where a student registers under the provisions for students waiting for a decision from a UK government support provider and they are subsequently not eligible for support.
- Where funding is re-assessed and reclaimed by Student Loans Company.

16. **Annual Threshold for Tuition Fee Debts**

16.1 The university will set a threshold each year for tuition debts above which the sanctions detailed at section 9 will apply.

16.2 Students who have a debt under this threshold who remain in debt at the end of the academic year will be sent an email and will not be permitted to re-register, receive their transcript or certificate or attend their graduation ceremony until acceptable arrangements for payment have been made.

17. Checking tuition fee accounts and making online payments

- 17.1 Students are responsible for ensuring their tuition fee payments are up to date and be aware of any outstanding amounts.
- 17.2 The university will make this information available to them through the systems of the University of Greenwich.
- 17.3 One of these systems includes the University of Greenwich Portal, where students can check their tuition fee account and make payment by following these instructions:
- Log in to the student portal
 - Navigate to the 'Student Records' section.
 - Click the link on Check accounts, make online payments
 - Select the option: 'Check accounts, Make online payments again'
 - Click on 'Programme fee transactions' (tuition fees etc.), enter the payment amount, add it to the basket and follow the payment instructions.
- 17.4 If you have lost access to the portal as part of Stage 3 of the procedures and Sanctions Applied for Non-Payment of Tuition Fees, payments will need to be made using one of the other approved payment methods available on our [how to pay your fees webpage](#).

18. Tuition Fee Increases

- 18.1 Home and overseas students will be charged in subsequent years at the rate of fee charged in your first year of entry subject to paragraph 2 above that explains fee charges should you interrupt or withdraw from study. The following exceptions also apply:
- i. Many of our Undergraduate programmes are at the Government set cap to £9,535 from the 2025/26 academic year. Therefore, if you stay on the same programme of study, your fees will only go up in subsequent years if the Government increased this cap and where the university increases fees to reflect the costs of delivering the programme (including the university's central costs, such as library and IT services) in future years. Annual fee rates are published on our webpages. This does not apply to students studying at the Medway School of Pharmacy. Undergraduate and Postgraduate students studying in the Medway School of Pharmacy, please consult the [Medway School of Pharmacy pages](#) for this information.
 - ii. For continuing students' international fees, these will not increase by more than the rate of inflation +3% in any given year.

19. Relocation and Closure of Programmes

- 19.1 This paragraph covers exceptional situations where the university transfers a programme to another campus or is not able to continue with a programme. It supports the commitments in the university's Student Protection Plan. This paragraph applies to:

- i. students in receipt of tuition fees loan from the Student Loans Company;
- ii. students who pay their own tuition fees; and
- iii. students who tuition fees are paid by a sponsor.

- 19.2 Wherever possible before transferring a programme, the university will consult with students and discuss measures to mitigate the impact of any transfer. Please note that it may not be possible to do this in all cases, for example, in emergency situations. If your programme is transferred to another campus, you will be able to use the regular university bus services we run between all three campuses (the university will waive any charges for using the university bus service if you have to use it as a result of the transfer of your programme). If you feel it is not reasonable for you to use the university bus service and you incur additional travel costs, the university will compensate you for reasonable additional travel costs incurred as a result of the transfer of your programme; please contact the University Secretary at universitysecretary@greenwich.ac.uk.
- 19.3 If your course or programme requires a placement and your placement becomes unavailable (other than as a result of your own actions) the university will consult with you and take all reasonable steps to secure an alternative placement. If the new placement means you would need to incur additional travel costs, the university will compensate you for reasonable additional travel costs incurred because of your change of placement, where your travel costs are not covered by other sources of funding (e.g. government funding); please contact the University Secretary at universitysecretary@greenwich.ac.uk.
- 19.4 If a programme is to be closed, the university will consult with students before it is closed and will take all reasonable steps to ensure continuation of study. Usually this will be by the university arranging to phase out the programme. Where the university is unable to phase out a programme, the university will assist you in transferring to a different programme at the university or to a programme at another provider.
- 19.5 If as a result of a programme closing (or an essential placement being unavailable without a replacement) you transfer to another provider or you decide to transfer to a different programme within the university, the university will refund all tuition fees for periods of study that are not taken into account by your new provider (or on your new programme) and will provide compensation for reasonably incurred additional maintenance or travel costs that you cannot reasonably avoid. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be appropriate, but the university's intention is that as long as additional costs are reasonable and you act in a reasonable manner to minimise your losses, the university will seek to ensure that you are not out of pocket as a result of the transfer.
- 19.6 If your programme closes (or an essential placement is unavailable without a replacement) and you transfer to another provider (or another programme within the university) and you received a bursary/scholarship from the university, the university will honour the full amount of your bursary/scholarship (for so long as

you continue the replacement programme) subject to your continuing to meet the university's eligibility criteria for the bursary/scholarship.

- 19.7 In the exceptional circumstance that a programme is closed (or an essential placement is unavailable without a replacement) and the university is not able to preserve continuation of study, the university will refund all tuition fees and pay you reasonable compensation for maintenance costs and time lost. As each situation and students' individual circumstances will be different, it is not possible to specify in advance what compensation would be available, but the university's intention is that as long as you act in a reasonable manner to minimise your losses, the university will seek to ensure that you are not out of pocket.
- 19.8 If the university proposes to relocate a programme or close one, it will contact affected students to inform them of the steps taken to minimise the impact on them and to identify whether any compensation might be appropriate.
- 19.9 If you are in receipt of a tuition fee loan you will need to contact your student support provider to advise them that your course has been closed or transferred.
- 19.10 If you believe that you are due a refund or compensation under this paragraph 5 and a refund or compensation has not been offered by the university, please contact the University Secretary at universitysecretary@greenwich.ac.uk

20. Complaints

20.1 Complaints relating to the operation of this policy will be considered under the following university procedures:

- i. Applicants who have not registered can refer to the complaints procedure in the [Admissions Policy and Procedure](#)
- ii. Registered students can refer to the [Student Complaints Procedure](#)

20.2 Refunds, deductions or discounts will not be issued based on a student's dissatisfaction of the programme unless an agreed action following the complaints procedure.

21. Data Protection

No part of this policy or procedure shall preclude a current or former student from making a formal request to see data held on them. Further information on data subject rights is available [here](#).