

# Online Distance Learning Courses Fees and Finance Policy 2023/2024

(Academic Year – 1<sup>st</sup> August 2023 to 31<sup>st</sup> July 2024)

The information in this document has been extracted mainly from the main 2023/24 [Tuition Fee Policy](https://ask.herts.ac.uk/tuition-fees-and-funding-policy) (available on <https://ask.herts.ac.uk/tuition-fees-and-funding-policy>) and is only relevant to students registered on Online Distance Learning courses. Therefore, no rights can be derived from the contents of this document.

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## 1 INTRODUCTION

The purpose of this document is to outline details of our tuition fee policy for students studying on our distance learning courses in the 2023/2024 academic year. This policy is updated annually to reflect revisions in institutional policy agreed by the University's Board of Governors and amendments to fee levels. The detailed policy set out in this document is agreed by the University's Fees and Bursary Committee.

The University sets its fees in line with government policies and submits a return each year to the Office for Students (<https://www.officeforstudents.org.uk/>) to help promote fair access to higher education.

Starting a university course is a big decision and a great investment in your future. It is also a big financial commitment, so it is important to be aware of the cost of tuition and other essential rules such as when fees must be paid, or when you might be entitled to a refund.

All students are personally liable for the payment of their tuition fees relating to their studies, unless your offer letter expressly informs you otherwise. If payment is to be made by a third party, i.e. Student Finance England, employer or other sponsor, or by parent or guardian, then it is the responsibility of the student to ensure this is arranged before any payments are due.

The University can provide advice and support if things go wrong or if students get into financial difficulties; our contact details and other useful information can be found at the end of this document.

The Hertfordshire Students' Union also provides impartial advice and support to our students regarding financial matters.

References to 'University (and 'UH') throughout this document are to the University of Hertfordshire.

Julie Kelly  
Academic Registrar  
September 2023

## 2 ONLINE DISTANCE LEARNING FEES FOR STUDENTS ENTERING IN 2023/2024

Online Provision refers to the University courses which at the time of initial application by the student are advertised as being online courses, which means that they are designed to be delivered, taught and assessed via web-based learning. Online Provision does not refer to any programme which was intended to be campus based and due to circumstances has been amended to be delivered wholly or partly online.

These fees vary depending on the academic year in which the student began the course and are for courses stated in this section only.

IMPORTANT – the fees quoted in sections 2.1 and 2.2 below exclude repeat/ re-assessment fees. Those fees are detailed in section 2.3.

### 2.1 Undergraduate Fees

Course	Home/EU/International	
	Full Course Fee	Modular Fee* per 15-credits
Business Administration UG (standalone modules)	-	£825
BA (Hons) Business Administration (Levels 4, 5 & 6 – available part-time)	£19800 (for 360 credits)	£825
BA (Hons) Business Administration (Top Up) (Level 6 only – available part-time)	£6600 (for 120 credits)	£825
Business and Sport Management UG (standalone modules)	-	£825
BSc (Hons) Business and Sport Management (Levels 4, 5 & 6 – available part-time)	£19800 (for 360 credits)	£825
BSc (Hons) Computer Science (Levels 4, 5 & 6 - available part-time only)	£19800 (for 360 credits)	£825
BSc (Hons) Computer Science (Top Up) (Level 6 only - available part-time or full-time)	£6600 (for 120 credits)	£825
BSc (Hons) Information Technology (Levels 4, 5 & 6 - available part-time only)	£19800 (for 360 credits)	£825
BSc (Hons) Information Technology (Top Up) (Level 6 only - available part-time or full-time)	£6600 (for 120 credits)	£825
BSc (Hons) Applied Data Science (Levels 4, 5 & 6 - available part-time only)	£19800 (for 360 credits)	£825
BSc (Hons) Applied Data Science (Level 6 only - available part-time or full-time)	£6600 (for 120 credits)	£825

\*Modular fees are quoted per 15-credit module, however some courses run 30-credit modules. Therefore, modules could charge £825 if 15 credits and £1650 if 30 credits. Please refer to the **Programme Specification** to check the number of credits you will be studying. You can request a copy from [online-degrees@herts.ac.uk](mailto:online-degrees@herts.ac.uk)

**Example:** for a student doing the full BA (Hons) Business Administration Online programme over 5 years, the full programme will cost £19800 and will be charged on a semester basis as follows:

Level	Years	Semester	Credits	Cost
Level 4	Year 1	Sem. A	30	£825 X 2 = £1650
Level 4	Year 1	Sem. B	30	£825 X 2 = £1650
Level 4	Year 2	Sem. A	30	£825 X 2 = £1650
Level 4	Year 2	Sem. B	30	£825 X 2 = £1650
Level 5	Year 3	Sem. A	30	£825 X 2 = £1650
Level 5	Year 3	Sem. B	30	£825 X 2 = £1650
Level 5	Year 4	Sem. A	30	£825 X 2 = £1650
Level 5	Year 4	Sem. B	30	£825 X 2 = £1650
Level 6	Year 5	Sem. A	45	£825 X 3 = £2475
Level 6	Year 5	Sem. B	45	£825 X 3 = £2475
Level 6	Year 5	Sem. C	30	£825 X 2 = £1650

## 2.2 Postgraduate Fees

Course	Home/EU/International	
	Full Course Fee	Modular Fee* per 15-credits
Master of Science Advanced Computer Science	£9,900 <i>(for 180 credits)</i>	£825
Master of Science Artificial Intelligence	£9,900 <i>(for 180 credits)</i>	£825
Master of Science Cyber Security	£9,900 <i>(for 180 credits)</i>	£825
Master of Science Software Engineering	£9,900 <i>(for 180 credits)</i>	£825
Master of Science Data Science and Analytics	£9,900 <i>(for 180 credits)</i>	£825
Master of Science Computer Science	£9,000 <i>(for 180 credits)</i>	£750
Master of Science Computer Science with Data Analytics	£9,000 <i>(for 180 credits)</i>	£750
Master of Science Computer Science with Artificial Intelligence	£9,000 <i>(for 180 credits)</i>	£750
Master of Science Computer Science with Cyber Security	£9,000 <i>(for 180 credits)</i>	£750
Master of Science Computer Science with Software Engineering	£9,000 <i>(for 180 credits)</i>	£750
Global Executive Master of Business Administration	£11,100 <i>(for 180 credits)</i>	£925
Global Executive Master of Business Administration with Behavioural Data Science	£11,100 <i>(for 180 credits)</i>	£925
Global Executive Master of Business Administration with Artificial Intelligence	£11,100 <i>(for 180 credits)</i>	£925
Global Executive Master of Business Administration with Cyber Security	£11,100 <i>(for 180 credits)</i>	£925
Global Executive Master of Business Administration with Algorithmic Marketing	£11,100 <i>(for 180 credits)</i>	£925
Global Executive Master of Business Administration with Sustainability	£11,100 <i>(for 180 credits)</i>	£925
Master of Science Psychology (Conversion)	£9000 (for 180 credits)	£750
Master of Science Social and Organisational Psychology	£9900 (for 180 credits)	£825
Master in Public Health	£11,100 <i>(for 180 credits)</i>	£925
Master of Public Health - Leadership in Public Health Practice	£11,100 <i>(for 180 credits)</i>	£925
Master of Arts in Creature and Character Animation	£9,900 <i>(for 180 credits)</i>	£825
Master of Arts in Film and Television Production	£9,900 <i>(for 180 credits)</i>	£825

Master of Arts in Literature and Culture	£9,900 <i>(for 180 credits)</i>	£825
Master of Arts in Global Film and Television	£9,900 <i>(for 180 credits)</i>	£825

\*Modular fees are quoted per 15-credit module, however some courses run 30-credit or 60-credit modules. Therefore, modules could charge £825 if 15 credits and £1650 if 30 credits for example. Please refer to the **Programme Specification** to check the number of credits you will be studying. You can request a copy from [online-degrees@herts.ac.uk](mailto:online-degrees@herts.ac.uk)

**Example:** for a student doing the MSc Computer Science with Data Analytics Online programme part-time over 2 years, the full programme will cost £9000 and will be charged on a semester basis as follows:

Level	Years	Semester	Credits	Cost
Level 7	Year 1	Sem. A	30	£750 X 2 = £1500
Level 7	Year 1	Sem. B	30	£750 X 2 = £1500
Level 7	Year 1	Sem. C	30	£750 X 2 = £1500
Level 7	Year 2	Sem. A	30	£750 X 2 = £1500
Level 7	Year 2	Sem. B	30	£750 X 2 = £1500
Level 7	Year 2	Sem. C	30	£750 X 2 = £1500

### 2.3 Repeat fees

The original tuition fees stated in sections 2.1 and 2.2 above cover the first attempt at the module and any resit assessments that do not require re-enrolment on the module (i.e. referred/ deferred assessments).

Students required to re-enrol on a module must pay the full modular fee.

**IMPORTANT** – In some instances, students whose tuition fee payment is usually made by a third party (i.e. The Student Loans Company (SLC), employer or other sponsor, or by a parent or guardian) may need to self-fund any resits that require re-enrolment. Students are advised to check with their source of funding whether their repeat fees will be made by the third party or not.

### 2.4 Accredited Prior Learning

The University will charge students in the following way for prior learning,

- Accredited prior experiential learning (APEL) will be charged at 50% of the modular

- fee.
- o Accredited prior credited learning (APCL) will not be charged.

Please note – APCL is typically where an individual has gained University credits at a different institution and then transfer to the University of Hertfordshire. Whereas, APEL is where an individual’s work experience would make them exempt from having to undertake certain modules on a programme.

### 3 FEE AND PAYMENT INFORMATION

#### 3.1 Calculating tuition fees

Tuition fees are payable each semester, on a modular basis. The level of tuition fee payable by a student will depend on the number of credits studied each semester.

Modular fees quoted on the website and in section 2 above are per 15-credits. To calculate the fee payable per semester, students must refer to their **Programme Specification** (available through the [Course page](#) on our website) which contains module options and credits. As a guidance:

- a full-time student is typically expected to study 60 credits per semester
- a part-time student is typically expected to study 30 credits per semester – however where possible some students may choose to study more or less than the expected 30-credits.

#### 3.2 Other tuition related costs

The University tries to keep any additional costs to a minimum. However, some courses may require additional software. Students are advised about any additional costs in the **Course Factsheet** (available through the [Course page](#) on our website). The factsheet details these costs and whether they are a mandatory or optional part of the course.

#### 3.3 Payment of tuition fees

The fee payable by a student will be included in their **Offer Letter** and confirmed each semester through a Notification of Fees email sent to students shortly after each semester enrolment.

##### 3.3.1 Payment schedule

##### Undergraduate Payment schedule

You may pay your fees in one of the following ways:

- a) 100% payment before registration (i.e. full fee per level/ course)
- b) 100% payment per semester (i.e. full modular fee)
  - o For study within semester A (Sep-Jan) – Friday, 15<sup>th</sup> September 2023
  - o For study within semester B (Jan-Jun) – Friday, 12<sup>th</sup> January 2024
  - o For study within semester C (Jun-Sep) – Friday, 10<sup>th</sup> May 2024

- c) Tuition Fee Instalment plan\* – the plan will be set-up as follows:

	Four instalments	Three instalments	Two instalments
Sem A	25% due on/before 1 <sup>st</sup> Aug 2023	50% due on/before 1 <sup>st</sup> Sept 2023	75% due on/before 1 <sup>st</sup> Oct 2023



	25% due on/before 1 <sup>st</sup> Sept 2023 25% due on/before 1 <sup>st</sup> Oct 2023 25% due on/before 1 <sup>st</sup> Nov 2023	25% due on/before 1 <sup>st</sup> Oct 2023 25% due on/before 1 <sup>st</sup> Nov 2023	25% due on/before 1 <sup>st</sup> Nov 2023
Sem B	25% due on/before 1 <sup>st</sup> Dec 2023 25% due on/before 1 <sup>st</sup> Jan 2024 25% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024	50% due on/before 1 <sup>st</sup> Jan 2024 25% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024	75% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024
Sem C	25% due on/before 1 <sup>st</sup> Apr 2024 25% due on/before 1 <sup>st</sup> May 2024 25% due on/before 1 <sup>st</sup> Jun 2024 25% due on/before 1 <sup>st</sup> Jul 2024	50% due on/before 1 <sup>st</sup> May 2024 25% due on/before 1 <sup>st</sup> Jun 2024 25% due on/before 1 <sup>st</sup> Jul 2024	75% due on/before 1 <sup>st</sup> Jun 2024 25% due on/before 1 <sup>st</sup> Jul 2024

\* An instalment plan can only be entered into when a student provides a valid debit or credit card for recurring card payments. You will need to set up a new instalment plan each semester to ensure that card details and course fees are still valid. It is the student's responsibility to set up a new plan each Semester. If a plan is breached a new plan will not be offered.

### Postgraduate Payment schedule

You may pay your fees in one of the following ways:

- d) 100% payment before registration (i.e. full fee per level/ course)
- e) 100% payment per semester (i.e. full modular fee)
  - o For study starting 25 September 2023 - 15<sup>th</sup> September 2023
  - o For study starting 20 November 2023 – 10 November 2023
  - o For study starting 29 January 2024 - 19 January 2024
  - o For study starting 8 April 2024 – 29 March 2024
  - o For study starting 3 June 2024 - 24 May 2024
  - o For study starting 29 July 2024 – 19 July 2024
- f) Tuition Fee Instalment plan\* – the plan will be set-up as follows:

If your module begins between	Four instalments	Three instalments	Two instalments
1 September - 31 October 2023	25% due on/before 1 <sup>st</sup> Aug 2023 25% due on/before 1 <sup>st</sup> Sept 2023 25% due on/before 1 <sup>st</sup> Oct 2023 25% due on/before 1 <sup>st</sup> Nov 2023	50% due on/before 1 <sup>st</sup> Sept 2023 25% due on/before 1 <sup>st</sup> Oct 2023 25% due on/before 1 <sup>st</sup> Nov 2023	75% due on/before 1 <sup>st</sup> Oct 2023 25% due on/before 1 <sup>st</sup> Nov 2023
1 November - 31 December 2023	25% due on/before 1 <sup>st</sup> Oct 2023 25% due on/before 1 <sup>st</sup> Nov 2023 25% due on/before 1 <sup>st</sup> Dec 2023 25% due on/before 1 <sup>st</sup> Jan 2024	50% due on/before 1 <sup>st</sup> Nov 2023 25% due on/before 1 <sup>st</sup> Dec 2023 25% due on/before 1 <sup>st</sup> Jan 2024	75% due on/before 1 <sup>st</sup> Dec 2023 25% due on/before 1 <sup>st</sup> Jan 2024
1 January - 29 February 2024	25% due on/before 1 <sup>st</sup> Dec 2023 25% due on/before 1 <sup>st</sup> Jan 2024 25% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024	50% due on/before 1 <sup>st</sup> Jan 2024 25% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024	75% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024
1 March - 30 April 2024	25% due on/before 1 <sup>st</sup> Feb 2024 25% due on/before 1 <sup>st</sup> Mar 2024 25% due on/before 1 <sup>st</sup> Apr 2024	50% due on/before 1 <sup>st</sup> Mar 2024 25% due on/before 1 <sup>st</sup> Apr 2024	75% due on/before 1 <sup>st</sup> Apr 2024 25% due on/before 1 <sup>st</sup> May 2024

	25% due on/before 1st May 2024	25% due on/before 1st May 2024	2024
1 May - 30 June 2024	25% due on/before 1st Apr 2024 25% due on/before 1st May 2024 25% due on/before 1st Jun 2024 25% due on/before 1st Jul 2024	50% due on/before 1st May 2024 25% due on/before 1st Jun 2024 Jun 2023 25% due on/before 1st Jul 2024	75% due on/before 1st Jun 2024 25% due on/before 1 <sup>st</sup> Jul 2024
1 July - 31 August 2024	25% due on/before 1st Jun 2024 25% due on/before 1st Jul 2024 25% due on/before 1st Aug 2024 25% due on/before 1st Sep 2024	50% due on/before 1st Jul 2024 25% due on/before 1st Aug 2024 2024 25% due on/before 1st Sep 2024	75% due on/before 1st Aug 2024 25% due on/before 1st Sep 2024

\* An instalment plan can only be entered into when a student provides a valid debit or credit card for recurring card payments. You will need to set up a new instalment plan each semester to ensure that card details and course fees are still valid. It is the student's responsibility to set up a new plan each Semester. If a plan is breached a new plan will not be offered.

### 3.3.2 Payment methods

#### a) Self-funding students

Fees can be paid online, by banker's draft, credit card, debit card or cash (pounds sterling). For details of how to pay follow the link <https://www.herts.ac.uk/study/fees-and-funding/payments>

A payment plan can be set-up via the payment portal available on <https://www.herts.ac.uk/study/fees-and-funding/payments> or you may make your monthly payments via the Western Union <https://student.globalpay.wu.com/geo-buyer/herts#!/>

#### b) Student Loans Company funding students (undergraduate and postgraduate)

The University accepts no responsibility for any errors or omissions made regarding Student Loan Company (SLC) funding. In all circumstances, you are strongly advised to check your funding position with Student Finance England (SFE) or your relevant awarding body. Help with SLC funding application can be provided by the Student Funding and Financial Support team (email: [funding@herts.ac.uk](mailto:funding@herts.ac.uk) Tel: +44 (0)1707 284800).

**Undergraduate students<sup>1</sup>** – If you are a Home student applying for SLC funding, please ensure that you have provided the Student Funding and Financial Support team at [funding@herts.ac.uk](mailto:funding@herts.ac.uk) with your Student Support Number. Once your application has been fully approved and you have returned all requested evidence and your declaration to SFE (or your relevant awarding body) the University will release your tuition fee loan payments accordingly. If for any reason you are assessed as ineligible for SLC funding, or your funding is withdrawn, you will be liable for your tuition fees.

**Postgraduate students<sup>1</sup>** – If you are a Home student applying for SLC funding, please ensure that you have provided the Student Funding and Financial Support team ([funding@herts.ac.uk](mailto:funding@herts.ac.uk)) with your Student Support Number. Once your application has been fully approved, you have returned all requested evidence and your declaration to SFE and are fully registered onto your programme the University will confirm your attendance which will release your payments directly to you. Please contact Student Account Management [student-](#)

[finance@herts.ac.uk](mailto:finance@herts.ac.uk) if you wish to discuss your payment options. To make a payment to the University of Hertfordshire, please refer to section 3.3.2 above.

<sup>1</sup>The Government confirmed that EU students commencing study in 2021/22 would no longer be able to access the same financial arrangements as Home students. They would no longer be entitled to home fee status or financial support from Student Finance England. Any EU students that commenced their studies prior to 1st January 2021, are excluded from this change and will retain their existing fee package for the duration of their course. However, there may be circumstances where the fee package will not be retained if a student transfers onto another course or changes their mode of study. Students are advised to check with Student Funding and Financial Support before making any changes. Further information and support regarding this change can be found from UKCISA.

More details on SLC funding is available on <http://www.herts.ac.uk/apply/fees-and-funding/financial-support>

### c) NHS funded students

Funding of your fees will have already been agreed with your NHS employer, so you do not need to take any further action. Please note that the funding will only cover the first attempt at the module and students will be required to self-fund any repeats (see section 2.3 above).

If your studies are being funded by your Trust, information such as your attendance and performance (including module grades) may be shared with your employer.

IMPORTANT – Information on attendance, performance (including module grades) and serious cases of academic or other dishonesty (for example plagiarism) may be made available to your employer, and, where appropriate, any relevant professional body and/or regulatory body. This information is required in order to meet our contractual requirements with the relevant NHS funding authority.

### d) Employer-sponsored (Non-NHS)

If an employer or other sponsor is paying the tuition fees the student will need to provide a completed and signed sponsor form at enrolment. **The student, unless your offer letter expressly informs you otherwise, will be liable for the fees if they do not provide the form or if the sponsor does not pay the fees.** The sponsor form can be found at <https://www.herts.ac.uk/study/fees-and-funding/fee-information/when-to-pay-tuition-fees/sponsored-fees>

Fees can be paid online, credit card, debit card or cash (pounds sterling). For details of how to pay, follow the link <https://www.herts.ac.uk/study/fees-and-funding/payments>

## 3.4 Fee liability dates

The University policy on fee refunds applies to full-time and part-time students where the student withdraws or rests from a programme or from modules.

When processing a request for a refund of tuition fee the University may, at its discretion, withhold an additional element of the module fees to cover the cost of resources or materials that have been supplied to the student.

The following fee liability and refund entitlement dates apply to Online Distance Learning students only.

## Undergraduate Courses

Semester	Fee liability
Semester A	No fee liability prior to 9 <sup>th</sup> October 2023 Fee liability is 25% from 9 <sup>th</sup> October 2023 Fee liability is 50% from 6 <sup>th</sup> November 2023 Fee liability is 100% from 27 <sup>th</sup> November 2023
Semester B	No fee liability prior to 5 <sup>th</sup> February 2024 Fee liability is 25% from 5 <sup>th</sup> February 2024 Fee liability is 50% from 26 <sup>th</sup> February 2024 Fee liability is 100% from 25 <sup>th</sup> March 2024
Semester C	No fee liability prior to 3 <sup>rd</sup> June 2024 Fee liability is 25% from 3 <sup>rd</sup> June 2024 Fee liability is 50% from 24 <sup>th</sup> June 2024 Fee liability is 100% from 22 <sup>nd</sup> July 2024

## Postgraduate Courses

Semester	Fee liability
September start	No fee liability prior to 9 <sup>th</sup> October 2023 Fee liability is 25% from 9 <sup>th</sup> October 2023 Fee liability is 50% from 6 <sup>th</sup> November 2023 Fee liability is 100% from 27 <sup>th</sup> November 2023
November start	No fee liability prior to 4 <sup>th</sup> December 2023 Fee liability is 25% from 4 <sup>th</sup> December 2023 Fee liability is 50% from 1 <sup>st</sup> January 2024 Fee liability is 100% from 22 <sup>nd</sup> January 2024
January start	No fee liability prior to 12 <sup>th</sup> February 2024 Fee liability is 25% from 12 <sup>th</sup> February 2024 Fee liability is 50% from 11 <sup>th</sup> March 2024 Fee liability is 100% from 1 <sup>st</sup> April 2024
April start	No fee liability prior to 22 <sup>nd</sup> April 2024 Fee liability is 25% from 22 <sup>nd</sup> April 2024 Fee liability is 50% from 20 <sup>th</sup> May 2024 Fee liability is 100% from 10 <sup>th</sup> June 2024
June start	No fee liability prior to 17 <sup>th</sup> June 2024 Fee liability is 25% from 17 <sup>th</sup> June 2024 Fee liability is 50% from 15 <sup>th</sup> July 2024 Fee liability is 100% from 5 <sup>th</sup> August 2024
July start	No fee liability prior to 12 <sup>th</sup> August 2024 Fee liability is 25% from 12 <sup>th</sup> August 2024 Fee liability is 50% from 9 <sup>th</sup> September 2024 Fee liability is 100% from 30 <sup>th</sup> September 2024

### 3.5 Implications for students who withdraw, take a study break etc.

Students will be liable for their tuition fees for the entire semester of study unless they formally notify the University that they wish to withdraw, defer, or apply for a suspension of their studies.

Withdrawing from a course is a big decision and students are advised to seek as much advice as possible before taking this step. Further details can be found at <https://ask.herts.ac.uk/withdrawing-from-university>. The fee liability will be calculated from the date of the receipt by the University of the Withdrawal Form.

**Example:** *a full-time student who started their course in Semester A and withdraws on the 9<sup>th</sup> October 2023 will be liable for 25% of their Semester A 2023/2024 fees. The student will be entitled to a partial refund, if a payment has been made that is greater than the revised liability amount following withdrawal. Using this same example, a student whose fee is £3300, and who has paid the full amount for the semester at the point of withdrawal, would be entitled to a refund of £2475 (i.e. £3300 x 25% = £825 amount due; £3300 - £825 = £2475 amount refundable).*

The University will contact students who are entitled to a refund within 28 days of receiving the completed Withdrawal Form.

Where fees have been paid by way of tuition fee loan, the University will contact Student Finance England (or other UK funding body) to advise them of the change which will also impact on the student's maintenance entitlement.

Where fees have been paid by a sponsor, e.g. employer, the University will charge the sponsor a fee for the year based on the fee liability dates.

If a student requests to suspend their studies and then subsequently resumes their studies, the fee liability would also be in line with the liability dates in Section 2.4 above.

**Example:** *if a student commences study in 2023/2024, "rests" after the 1<sup>st</sup> liability date, they will pay 25% of their Semester A 2023/2024 fees. If they recommence in a subsequent semester in the academic year 2023/2024 or in the academic year 2024/24, they will have to pay the full tuition fee again.*

### 3.6 Implications for students who submit Exceptional Circumstances (formally Serious Adverse Circumstances)

Students who apply for an assignment extension or deferral of a module through 'Exceptional Circumstances' will be fully liable for the full modular fee in the semester that they first enrol on the module(s). Should a deferral be granted, the student may restart the module free of charge at the next available opportunity.

More details on Exceptional Circumstances is available on <https://ask.herts.ac.uk/exceptional-circumstances>

### 3.7 Sanctions for non-payment of tuition fees

The University encourages any student unable to pay their tuition fees to contact the University's Student Finance team ([student-finance@herts.ac.uk](mailto:student-finance@herts.ac.uk)) to discuss a payment plan or alternative sources of funding.

However, if a student has not paid the applicable instalment of their tuition fees within 28 days of the liability date, or has not made alternative arrangements which are acceptable to the University, the University may (without affecting any other right or remedy available to it) do one or more of the following:-

- (i) withdraw the facilities of StudyNet and Canvas, which will prevent the student from accessing study materials, submitting assignments or registering for award ceremonies;
- (ii) Withdraw the student from the course;
- (iii) bar the student from returning in the following semester;
- (iv) bar the student from attending his/her graduation ceremony;
- (v) refuse to provide results or confer a University award

The University may also take more formal steps to recover any unpaid tuition fees, such as engaging a debt collection agency and/or commencing legal proceedings. If it does so, the University reserves the right to require the student to pay in addition any costs and expenses (including legal costs) reasonably incurred by the University in recovering the unpaid sums. The University also reserves the right to charge the student interest on the unpaid sums on a daily basis at an annual interest rate of 2% above the base lending rate of HSBC Bank plc until all outstanding sums and interest are paid.

The University will withhold results from students in debt, but may issue such results in non-standard format to enable students to undertake any referred/deferred assessment.

Any sanctions will be lifted as soon as the student's debt has been cleared in full.

Students who have withdrawn or applied to suspend their studies will still be contacted to pay any outstanding debt. Students will not be entitled to resume their studies or apply to study a new course until all outstanding debt has been cleared in full.

Please refer to the University policy and regulations SA13 'Schedule of Sanctions and Penalties' and SA14 'Student Withdrawal Regulations', [www.herts.ac.uk/about-us/corporate-governance/uprs](http://www.herts.ac.uk/about-us/corporate-governance/uprs)



## 4 DISCOUNTS APPLICABLE TO ONLINE DISTANCE LEARNING COURSES

### 4.1 UH Alumni Discount

The UH Alumni Discount is a discount available to graduates for Home/EU and international students studying a full-time or part-time Postgraduate degree, provided he/she has graduated from an undergraduate degree from the University, or the former Hatfield Polytechnic.

Details	UH Graduate Scholarship	Remarks
Full-time Taught Master's Degree	20% discount on normal fee	Discount applies for year 1 only.
Part-time Taught Master's Degree	20% discount on normal fee	Discount applies to years 1 and 2

#### 4.1.1 Procedures

- (i) To claim the UH Alumni Discount, the student must be a graduate of the University, from an undergraduate programme.
- (ii) The UH Alumni Discount will be given to students who are paying the full cost of the tuition fee from their own resources (including a Postgraduate loan from the Student Loans Company). **Fees paid by the student's family do not count as sponsorship.**
- (iii) A student who has only undertaken a preparatory course is not eligible for the UH Alumni Discount.
- (iv) Research students are not eligible for the UH Alumni Discount.
- (v) Students on Graduate Diploma in Law, PGCE and other vocational and professional courses are also not eligible for the UH Alumni Discount.

Please see the following link for the full terms and conditions:

<https://www.herts.ac.uk/study/fees-and-funding/scholarships/postgraduate-scholarships-for-uk-and-eu-students>

### 4.2 UH & UK partner staff

There is a full remission of fees for staff undertaking part-time courses of study. This covers individuals employed with one year's continuous service by the University. The remission of fees does not, however, apply to students of the University who may be employed in any capacity by the University. The fee remission is subject to conditions as detailed on [HertsHub](#).

There is a 50% fee remission applicable to staff of the University's wholly owned subsidiary companies and/or UK Partner Organisations (a list of which is available on the University's website at <https://www.herts.ac.uk/about-us/partners/uk-partners>

## 5 CONTACT DETAILS

If you have a specific query and are unable to find the answers, then you can also email any of the following teams directly

[online-degrees@herts.ac.uk](mailto:online-degrees@herts.ac.uk) – for all other general queries

[student-finance@herts.ac.uk](mailto:student-finance@herts.ac.uk) – for fee, invoicing, debt queries

[funding@herts.ac.uk](mailto:funding@herts.ac.uk) – any Student Loans Company/Student Finance England questions

[payus@herts.ac.uk](mailto:payus@herts.ac.uk) – to make a payment or if you are having difficulties doing so

[SRE@herts.ac.uk](mailto:SRE@herts.ac.uk) – Student Registration and Enrolment, fee waiver, fee category queries

[ISS@herts.ac.uk](mailto:ISS@herts.ac.uk) - International Student Support for all international queries

[advice@hertfordshire.su](mailto:advice@hertfordshire.su) – advice and support from the Hertfordshire Students' Union

## 6 VERSION CONTROL

Section	Amendment	Date
All	Amended to incorporate Skilled postgraduate courses	23/06/2023