Fee Payment and Refund Policy

Updated April 2021
Introduction

This Policy will cover the following:

1. Application Fees
2. Tuition Fees
   a. Tuition Fee Levels
   b. Tuition Fee Payments
3. Administration Fees
4. Fee Refunds

Application Fees

Application Fees –

- Non-validated programmes – No fee
- Validated programmes - £25 which covers initial enquiry costs
- Validated programmes which require Visa Application - £50

Tuition fees

Tuition Fee Levels

The tuition fee you pay will vary depending on your fee status and your programme. For many applicants, your fee status is the same as your current country of residence. However, not all cases are this straightforward. We use the information you provide on your application to determine your fee status and will confirm this with you after you submit your application.

Examples:

**Scottish**

"My home is in Scotland and I wish to study in Scotland."

If the above statement applies to you then you will probably be classified as a Scottish student for fee purposes.

You may be able to apply to the Student Awards Agency for Scotland (SAAS) to have your tuition fees paid in full, providing you meet their eligibility and residence conditions. You must apply to SAAS every year to ensure your fees are paid.

SAAS also confirms the tuition fee for Scottish students.

**RUK**

"I am a UK citizen and my home is in England (or Northern Ireland, Wales, Jersey, Guernsey or the Isle of Man) and I wish to study in Scotland."

If the above statement applies to you then you will probably be classified as Rest of UK for fee purposes. RUK students are UK citizens who have been resident in the UK (outside Scotland) for at least three years before the start of their programme of study."
ROI  ‘I am an Irish citizen and my home is in the Republic of Ireland and I wish to study in Scotland’
If the above statement applies to you then you will probably be classified as Rest of UK for fee purposes due to the Common Travel Area. Students are Irish citizens who have been resident in the Republic of Ireland for at least three years before the start of their programme of study.

EU  "My home is NOT in Scotland or the rest of the UK or Ireland and I am an EU national."
If the above statement applies to you and you have already enrolled before 1st January 2021 then you will continue to be classified as an EU student and be charged the same rate as the RUK. However, if you are a new student enrolling after 1st January 2021 you will be classed as an International student and be charged accordingly.

International  You will be probably be classified as an international student if:

Your home is NOT in Scotland or the rest of the UK or Ireland.
AND
You are a national from outside the UK.

You may not be classified as an international student if you can establish a "relevant connection" with the UK.

Establishing relevant connection with the UK.
If you do not have a ‘relevant connection’ with the UK you will be charged the higher, overseas fee for your studies at ETS.

To establish a ‘relevant connection’, certain elements are required, as follows:
1. You must have been ordinarily resident in the UK throughout the three-year period preceding 1 September or 1 January closest to the beginning of the first semester of your programme
AND
2. You must not have been resident, during any part of that three-year period, wholly or mainly for the purpose of receiving full-time education
AND
3. Any overseas applicant who satisfies the ‘ordinarily resident’ criteria in (a) and (b) must also have settled status in the United Kingdom, i.e. there must be no restriction on the length of stay in the UK.

It is likely that Tuition fees will increase each year, to keep pace with inflation.
If you intend to study over additional years, you should take this annual tuition fee increase into consideration when you estimate your fees for a degree.

**Tuition Fee Payment**

ETS operates strict payment deadlines for each academic year.

**Your tuition fees must be paid in full on or before matriculation at the start of each new academic year, unless you are paying in instalments. The payment methods available to you will depend on who is paying for your tuition fees.**

If you have **external funding**, then you need to provide written official confirmation that your student fees are being paid (for example) by SAAS, a government student loan or grant.

**Sponsorship.** If someone has agreed to pay your fees, i.e. your employer, church or friend, you will need them to provide a sponsorship letter for each academic year. The letter should include the following details:

- Student name
- Amount (in £ Sterling) that the sponsor will pay
- Sponsor name
- Address to which invoice should be sent
- Payment department contact details i.e. name, email address and telephone number, (where applicable)
- Programme of study for which the student is being sponsored
- Academic year for which the student is being sponsored

All or part of your fees invoiced to your sponsor must be paid within the given terms. i.e. 30 days. Please note that the student is ultimately responsible for payment of fees, if, some reason, the sponsor is unable to pay.

**Self-funded** students have the option to pay in full or by instalments. The standard instalment plan would require you to pay 50% of your tuition fees on or before matriculation and then two instalments of 25% at the beginning of December and February or May and September for MTh Research students who start in January.

The option to pay by instalment is **not** available to:

1. Any student with fees outstanding from previous years;
2. Any student who has repeatedly defaulted on instalments in the past;
3. Visiting students admitted to full-time study for one semester only;
4. Students for whom the tuition fees charged are £500 or less;
5. Sponsors (not family or friends) - invoice terms are strictly 30 days.

Students should note that they will not become a fully registered student until they have paid their fees in full, given proof of payment from SAAS or Student Loan Company or set up an instalment plan, from a UK bank account.

Returning students should also note that they may not be permitted to matriculate if they have an outstanding debt owed to ETS.
Administration Fees
ETS charges an annual Administration fee which covers things like admin support, photocopying, binding, student card, etc. The invoice for this will be applied to your student profile where you can pay it directly with a bank card.

Fee Refunds
ETS Policy on reduction of tuition fee liability and refunds for students who withdraw, suspend or discontinue their studies.

The purpose of this section is to provide guidance on when refunds of tuition fees will be made by ETS and how they will be calculated. This policy relates to the portion of the tuition fee that is paid directly by the student or by a private sponsor.

All refunds must be requested in writing by emailing offices@ets.ac.uk

1. Any refund of tuition fees and or reduction in tuition fee liability is at the discretion of the Senate.

2. In all cases, any other debt owing to ETS will be subtracted from any refund of fees.

3. The calculation of any refund which may be due will be based on personal contributions that have been paid for tuition fees less the fee liability. ETS will apply the following rules when calculating fee liability for students who are withdrawn from the programme:

Programmes of study commencing in Semester 1

<table>
<thead>
<tr>
<th>Withdrawal date</th>
<th>Fee liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 13 weeks of the start of semester one</td>
<td>60% annual tuition fee is due</td>
</tr>
<tr>
<td>Thereafter</td>
<td>100% annual tuition fee is due/No refund</td>
</tr>
</tbody>
</table>

Programmes of study commencing in Semester 2

<table>
<thead>
<tr>
<th>Withdrawal date</th>
<th>Fee liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 13 weeks of the start of semester two</td>
<td>60% annual tuition fee is due</td>
</tr>
<tr>
<td>Thereafter</td>
<td>100% annual tuition fee is due/No refund</td>
</tr>
</tbody>
</table>

Programmes of study with non-standard start dates

<table>
<thead>
<tr>
<th>Withdrawal date</th>
<th>Fee liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within 13 weeks of the start of the official start date of the programme</td>
<td>60% annual tuition fee is due</td>
</tr>
<tr>
<td>Thereafter</td>
<td>100% annual tuition fee is due/No refund</td>
</tr>
</tbody>
</table>

Non-validated courses
Tuition fees are due 7 calendar days prior to the scheduled start date and students are entitled to a 14-calendar day cooling off period after the payment deadline of each course.
<table>
<thead>
<tr>
<th>Withdrawal date</th>
<th>Fee liability</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 calendar days or less from the official start date of the course</td>
<td>No Tuition fee will be payable</td>
</tr>
<tr>
<td>More than 14 calendar days after the scheduled payment date for the course, which is 7 days prior to the scheduled start date of the course.</td>
<td>100% annual tuition fee is due/No refund</td>
</tr>
</tbody>
</table>

4. In the case of students who have left their programme of study refunds will only be made when ETS’s student withdrawal procedure has been correctly followed and the student is recorded as withdrawn in the ETS student records system. Retrospective or backdated withdrawals will be verified against ETS attendance records. If this is not possible the date of withdrawal will be taken as the date that the notification of withdrawal is received by the Admin Office.

5. Where tuition fees are wholly or partially paid by a third party, the refund rules will be superseded by any relevant arrangement agreed by ETS, concerning the student and the third party. These include the following:

- Students fully funded by the Student Awards Agency for Scotland (SAAS) (i.e. where SAAS pay 100% of your annual tuition fee liability) will not be liable for tuition fees if they withdraw before 1 December. The full annual tuition fee will be paid by SAAS for all students in attendance at 1 December.

- Students partially funded by SAAS (i.e. where SAAS pay less than 100% of your annual tuition fee liability and you or another third party pay the remaining balance) will not be liable for the portion of their tuition fee paid by SAAS if they withdraw before 1 December. However, you do remain personally liable for the remaining balance of your tuition fee. Normal refund rules apply when recalculating tuition fee liability on withdrawal for this portion of the tuition fee.

- Students in receipt of a tuition fee loan from the Student Loans Company (SLC) will be liable for 25% of their tuition fee loan if they withdraw before the start of Semester 2. If they withdraw before the spring vacation, they will be liable for 50% of their tuition fee loan. If they withdraw after the spring vacation, they will be liable for the full tuition fee loan.

- Students partially funded by SLC (i.e. where SLC pay less than 100% of your annual tuition fee liability and you or another third party pay the remaining balance) will be liable for 25% of their tuition fee loan if they withdraw before the start of Semester 2. If they withdraw before the spring vacation, they will be liable for 50% of their tuition fee loan. If they withdraw after the spring vacation, they will be liable for the full tuition fee loan. These students remain personally liable for the remaining balance of their tuition fee. Normal refund rules apply when recalculating tuition fee liability on withdrawal for this portion of the tuition fee.

- Students with SLC funding which does not include a tuition fee loan (Student Finance England/Wales Postgraduate Loans, maintenance only loans etc.) remain subject to the standard 13 week/60% fee liability.

6. All refunds will only be made to the bank and account holder (or other financial institution) that originally paid the fee. Refunds are not made in cash.
7. Where a student undertakes an approved temporary suspension of their studies, tuition fees already paid will not normally be refunded but retained until studies are resumed or permanent withdrawal occurs. Students who suspend their studies remain liable to pay any outstanding fees which may be due at the point of suspension.

8. Consideration may be given to making refunds to students who have to withdraw due to exceptional mitigating circumstances. ETS shall consider each case on merit. All cases must be submitted on a completed Tuition Fee Refund and Liability Reduction Form and sent as an attachment to offices@ets.ac.uk.

9. In cases where a student is unable to pursue their studies as a result of a serious medical condition or bereavement, we may refund the balance of fees paid. Academic or financial difficulties are not normally regarded as reasons for any refund or reduction in fee liability.

10. Complaints about refund decisions or the refund process should be put in writing and addressed to the Principal.

Payment of Refunds

- Please allow 3 weeks from requesting a refund to receiving it.

- All refunds will be calculated in UK Sterling. ETS will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.

- Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split.

- Cash refunds are not made.

- Documentary evidence of sponsorship 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 to be provided.