



# Newcastle University

## Tuition Fees Refund Document

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## 1. Purpose of Document

The purpose of this document is to explain the University process on refunds to students for Tuition Fees.

The University must ensure that any refund given is for a genuine reason, with adequate supporting documentation and authorisation to limit the potential risk of money laundering and fraud.

Any payments found to be fraudulent may not be able to be refunded and will be removed from the student's account. The student may be asked to pay again, and may be disciplined if it is discovered they were acting complicitly.

## 2. Reasons for refunds

Refunds for Tuition Fees can be requested at any time during the year and are normally made for the following reasons:

1. Visa refusal
2. Failure to satisfy entry requirements
3. Withdrawal or suspension of studies
4. Student paid fees and then a sponsor made payment
5. Discount and/or scholarship applied to account after payment is received from Student.

To apply for a (non-deposit) refund please email [Tuitionfee.refunds@newcastle.ac.uk](mailto:Tuitionfee.refunds@newcastle.ac.uk). For deposit refunds please see below.

### Deposit refunds

Deposits are generally non-refundable. Where a student has been required to pay a deposit it is preferable that all conditions have been met to secure a place on the program prior to payment of the deposit. A Deposit Refund will only be authorised in certain circumstances and an administration fee of £150 will be deducted unless otherwise stated. For more information see the [Postgraduate pages](#).

### Applying for a Deposit Refund

All refund requests must be submitted to [pgadmissions@ncl.ac.uk](mailto:pgadmissions@ncl.ac.uk) by 31st October of the year of entry providing documentary evidence where required. Refund requests received after this date may be considered at the University's discretion.

## 3. Refund liability

Any refund of tuition fees and/or reduction in fee liability is at the discretion of Newcastle University. Charges will not be levied for students who withdraw in the first 2 weeks of Term 1. In all cases any other tuition fee debts owing to the University will be subtracted from any refund of fees.

Refunds will not normally be made for amounts less than £50 unless requested by the student.

From August 2021 students fall into one of 2 fee paying categories: Home Fees or International Fees. Which category the student falls into depends on whether certain criteria is met and will determine how their refund is calculated.

- Home fees apply to *UK students, Irish students, Crown Dependencies, other EU students who started their course before August 2021 and students with settled or pre-settled status.*
- International Fees apply to all other students.

The University will apply the following rules when calculating the fee liability for students who are withdrawing from the University or suspending studies:

### 3.1 Home Fee Paying Undergraduate students, excluding students from the Crown Dependencies

*This applies to undergraduate and PCGE: UK students, Irish students, other EU students who started their course before August 2021 and students with settled or pre-settled status.*

The amount of tuition fees a student will be liable to pay will depend on the term in which they withdraw or suspend. If the Student withdraws or suspends:

- From week 3 of Term 1 they will be charged 25% of the total academic year's fee.
- Anytime during Term 2 they will be charged 50% of the total academic year's fee.
- Anytime during Term 3 they will be charged 100% of the total academic year's fee.

Refunds will be calculated based on the fee liability above and the payment already received by the University.

### **3.2 International Fee paying Undergraduates, Undergraduates from the Crown Dependencies, and All Postgraduate students**

- When withdrawing or suspending studies, students will be charged on a pro-rated basis on the number of months in attendance over the academic year. Where payment has been made, refunds will be given calculated on the same basis.
- The charges will be split over 10 months based on attendance at the start of each month between September and June (September attendance will count from the first day of registration). Any student withdrawing after the 1<sup>st</sup> of June will not be entitled to a refund based on a normal academic study year starting in September.

Refunds will be calculated based on the fee liability above and the payment already received by the University.

## **4. Procedure for processing refunds**

- 4.1 Once it is established that a refund is due or is requested, the refund paperwork should be completed by the Tuition Fees Team within 2 weeks of receiving the **final** required documentation where this is between January and August. From September onwards refunds will not be processed before December at the earliest.
- 4.2 All refunds will be made in Sterling. The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.
- 4.3** Cash refunds are not made.
- 4.4 Refunds will not be broken down into smaller amounts. Each type of refund will be done in one payment.
- 4.5 All refunds should be returned via the same method as the original transaction (except where payment was made by cheque) and to the source of the original transaction wherever possible.

### **IMPORTANT**

The University does not take any responsibility for payments made by a third party eg Agent, friend, platforms or organisations not partnered with the University and the funds will be returned to the account from where the payment was made. Please also see section 4.6.4.

It is not recommended that students make payments to other persons to pay on their behalf for reasons of potential Money Laundering and Fraud. It is the responsibility of the student to pass on any refund documentation to the third party receiving the refund where this is requested.

- 4.6 Where the original payment was made by:

#### **4.6.1 Credit/Debit Card**

If the payment was made online the University will normally be able to return the funds to the card that was used for the payment up to 18 months after the original payment was received.

For refunds made outside of these times or methods, proof of payment details will be required which the Tuition Fees team will be able to advise on.

#### **For Pre-paid Cards**

When requesting a refund there should be enough credit space on the pre-paid card to receive the refund, otherwise there could be a delay in processing of the refund. The refund will be made in one payment only and will not be broken down into smaller amounts to accommodate the space available on a pre-paid card.

#### **4.6.2 Bank Transfer**

The University will return the funds to the Bank Account from which the original payment was made. The University will be able to obtain these details from Barclays for all UK payments and for some International payments. For any refunds where the payment is older than 6 months these bank details will be checked with the student.

If the University is unable to obtain the Bank Details from Barclays then the student will be asked to provide proof of the payment by providing a MT103 document or other proof.

For refunds that cannot be made to the originating bank account as above, then proof of payment details will be required which the Tuition Fees Team will be able to advise on.

#### **4.6.3 Convera**

Many payments can be returned by Convera depending on age of payment and method of payment, however if they cannot, then proof of payment details will be required which the Tuition Fees Team will be able to advise on. If payment to Convera was made using a third party and cannot be returned via Convera, then the University shall follow the Third Party procedure below.

#### **4.6.4 Third Parties and Ebixcash**

Where payments are made via third parties or using their platforms (eg. Alipay, Airwallex, World First etc.), or using Ebixcash and the University is unable to return or 'bounce back' the funds to that third party's source of payment for any reason, the University will ask the student for proof of the funds transfer to that third party.

**The original transfer should be from a bank account.** Where the transfer is via another method e.g. via another third party, the University will need to see the source of that payment and so on until a suitable source of payment, i.e. Bank account is identified so that it can return the funds to that said bank account.

Refunds for payments made this way could take considerably longer to process due to the evidence we may require.

*There are various elements of Money Laundering that can be masked by funds transfers, such as 'Layering', and the University must seek to avoid refunding any funds to third parties unless a genuine origin of payment is found.*

#### **4.6.5 Cheque**

Proof of payment details will be required which the Tuition Fees Team will be able to advise on.

#### **4.6.6 Direct Debit**

The refund will be processed back to the account used for the original transaction.

### **4.7 Proof of payment details**

Where funds cannot be returned to the original card or account, proof of where the original payment came from will be required, such as a copy of a card or bank statement showing the funds leaving (all other details may be blanked out). Further details on third party refunds are shown in section 4.6.4.

Where a card has expired then a statement to prove this will be required before the funds are returned in another way.

Refunds to pre-paid cards could take longer to process than other methods, and refunds by different methods could take longer to process if they are in a name other than the student.