

1. Background
 - 1.1 This document sets out the policy of the University of Chichester in relation to student fee collection along with the debt management procedures followed in furtherance of this policy.
 - 1.2 It is vital that all decision makers in the University are aware of the importance of cash management and fully co-operate with the staff who manage the administration process. Members of the Finance Department will provide assistance and advice to the University on credit control and debt management issues.

2. Purpose and scope

- 2.1 The aim of the policy is to minimise levels of student debt and of bad debts, to maximise resources available for investment in teaching and research excellence and to protect students from the adverse consequences of failing to deal with unmanageable personal debt.
- 2.2 This policy covers the collection of fees and charges payable to the University by current and former students for tuition, accommodation, library services, miscellaneous charges and fines.
- 2.3 Other than as set out in this policy, staff are not empowered to change this policy, tuition fees, licence terms and fees, payment schedules or agree exceptions with students on behalf of the University.

3. Tuition Fees

- 3.1 All students registered at the University must pay the relevant tuition fees for their programme(s). The current applicable fees are available at <https://www.chi.ac.uk/study-us/fees-finance/tuition-fees>.
- 3.2 Unless otherwise stated, ~~tuition fees are set in respect of a student's entire programme of study and~~ are not referable to specific modules, services or service levels.
- 3.3 Students are personally responsible for ensuring that all appropriate fees, fines and other charges are paid.

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<https://www.chi.ac.uk/study-us/fees-finance/tuition-fees/how-pay-tuition-fees> or from the Finance Department) and provide written evidence of their sponsorship before or at the time of registration.

- 3.9 The University is not under any obligation to accept any particular organisation or person as a sponsor. The University also reserves the right to undertake credit searches in order to establish a potential **sponsor's** ability to pay fees due.
- 3.10 Unless otherwise specified, any sponsorship agreement is between a student and their sponsor. By raising an invoice to a sponsor, the University does not enter into a contractual agreement with that sponsor. The liability for payment remains with the student regardless of sponsorship arrangements. This clause does not apply to degree apprenticeships, which are governed by separate agreement.
- 3.11 If:
- 3.11.1 the sponsorship does not cover the full extent of the fees; or
 - 3.11.2 the sponsorship monies are not paid or are paid late for whatever reason; or
 - 3.11.3 the sponsorship monies are paid but subsequently the University is required to repay the **monies to the sponsor (for example, as a result of a change in the student's circumstances)**;
- the student will be liable for any resulting shortfall in fees in accordance with that applicable terms.
- 3.12 From time to time the University may offer scholarships, bursaries and/or discounts. For details of eligibility and other requirements, please see <https://www.chi.ac.uk/study-us/fees-finance/funding-and-advice> and the relevant terms and conditions.
- 3.13 For the avoidance of doubt:
- 3.13.1 students who undertake a placement or year abroad as part of their course will be liable for the applicable fee(s) set out at <https://www.chi.ac.uk/study-us/fees-finance/tuition-fees>;
 - 3.13.2 **a student who repeats a year of study will be liable for a further year's tuition fee;**
 - 3.13.3 **postgraduate students who are permitted to transfer to a 'writing up' phase will be asked to pay the**

6. Payment and due dates

6.1 Payments can be made via the University's payments webpage at <http://onlinepayments.chi.ac.uk/>.

7.1.1 For undergraduate students who are funded by Student Finance England:

Date of withdrawal or intermission	Fee Liability (in that year, as a percentage of full-year fees)
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12. Complaints

12.1 Where a student has made a complaint relevant to any non-payment, this will not normally prevent ongoing sanctions or enforcement action. However, once notified, the Finance Department will liaise with other departments and may take the complaint into account if appropriate.

13. Refunds

13.1 Fees, charges and fines are normally non-refundable, other than in the circumstances set out below.