

University of London School of Advanced Study Credit Balances and Refund Policy

It is the policy of the University of London's School of Advanced Study ("School") to issue refunds where appropriate to students who withdraw from, or interrupt their programmes in line with the provisions set out below. The refund amount will depend on the timing of the withdrawal and the student's programme of study. Any queries concerning refunds should be directed to the Student Fees Officer in Registry services at sas.fees@sas.ac.uk.

The tuition fee refund policy applies to students who are registered with the School and are in full-time or part-time attendance, and this includes distance learners of the School.

1. Grounds for Refunds

Tuition fees may be refunded in the following instances, in accordance with section 3 below:

- a. **Student withdrawal from the course** (either by the student or initiated by the University).
- b. **Interruption of studies** by the student
- c. **Early submission of a thesis** by a postgraduate research student: calculated on a pro-rata monthly basis.

2. Tuition fees will not be refunded in the following circumstances:

- a. The withdrawal of a module or unit by the School does not itself constitute grounds for a refund. There may be occasions when students may not be able to access some modules, but the total amount of academic credit available will remain unaffected and therefore no refund will apply.
- b. Transfer or downgrade from a Masters qualification to a Postgraduate Diploma or Certificate qualification where:
 - i) The transfer or downgrade is the result of the student's failure to progress on the higher qualification;
 - ii) Academic services teaching/supervision for the higher award have been received.

3. How Refunds are calculated

Tuition fees will be recalculated only on receipt of the relevant approved change of status form available from <https://www.sas.ac.uk/current-students/student-services/student-forms-policies-and-documents>. Please note that changes to student statuses will not be accepted after the second term in an Academic Year. The following tables set out how the School calculates refunds.

a. Postgraduate Taught Students

| Date of withdrawal or start date of interruption of studies | Amount charged of total fee following withdrawal or interruption of studies | Amount refunded of total fee paid to date in that Academic Year (following deduction of any charges) |
|---|---|--|
| Within 14 days of completing registration in full | £250 administration fee | 100% |
| Term 1 | 33% | 66% |
| Term 2 | 66% | 33% |
| Term 3 | 100% | 0 |

Term dates can be found here: <https://www.sas.ac.uk/graduate-study/school-term-dates>

b. Postgraduate Research Students (MPhil/PhD)

Research students who withdraw or suspend their studies within 14 days of completing registration in full will be entitled to a refund of 100% of all fees paid to date in that academic year, less a £250 administration fee.

Refunds will be calculated on the basis of the number of months remaining in the 12-month Academic Year. Students who formally withdraw after the first day in any month will be charged for that month in full.

4. Retrospective Withdrawals

Retrospective withdrawals shall not be permitted. It is the student's responsibility to notify the School of their withdrawal or interruption of studies at the point at which they intend to leave the programme. Cases of exceptional mitigating circumstances which prevent a student from notifying the School at the correct time will be considered on their individual merits.

5. How Refunds are Applied

If a credit balance remains on the student's tuition fee account as a result of the recalculation of tuition fees as outlined above, the return of those funds will be made as follows.

If fees were paid by Debit or Credit Card, the refund will be made to the same account.

Refunds for domestic and international bank transfers will be made via our domestic BACS or an international payment mechanism determined by the School. They will be made to the bank account used (where possible) and the student's local bank will make any currency exchange necessary from GBP. The School is not liable for any variance due to foreign exchange rate fluctuations.

All requests for refunds must be made in writing.

6. Overpayment of fees

Overpayment of fees is not permitted under any circumstances as this is against the University of London's policy. Students and sponsors must not intentionally overpay the tuition fees and related charges and costs due to the School in order to obtain their living costs or circumvent any government regulation or restriction. The University of London is not able to act as a clearance account and must abide by UK money laundering laws. In the event that fees are overpaid deliberately the funds will be retained and applied to subsequent tuition fee debt or returned to the payer.

7. Debit balances

Students who withdraw or are on an interruption of study remain liable to pay any outstanding fee debt which may be outstanding.

8. Payments from an official sponsor or educational loan provider

Any overpayments from sponsors subsequent to the recalculation of fees will be returned to the sponsor or carried forward to subsequent academic years. Refunds will be calculated according to section 3 above. Students will remain liable to return any overpayment of stipends or loans (including PCDL or Postgraduate Loans) directly to their sponsors or loan providers.

9. Payments of Scholarships and Bursaries

The School awards a range of fee waivers, scholarships and bursaries. Details including payment dates for awards can be viewed at <https://www.sas.ac.uk/graduate-study/fees-and-funding>.

Fee waivers represent an award against the published student fee. This will be credited to the student account. In the case of a student withdrawing or the programme of study ceasing, the fee waiver will be removed.

Scholarship and bursaries are paid directly to the student. In the case of a student withdrawing from the School the scholarship or bursary will be suspended from the point of withdrawal.

In the case of the programme of study being terminated or the School ceasing to operate, and where the student is transferred to another programme or institution, the School will honour the award allocated to the student.

Where scholarships are awarded by external bodies we are bound by the terms and conditions of the relevant awarding body.

10. US Loan Students

The return of Title IV Funds for Direct Loans is outlined in the School's [Return of Title IV Funds Policy](#). This policy outlines the how the School will handle US loan funds following a student's withdrawal or interruption.

11. Programme of Institutional Closure

In extreme circumstances, the School may have to terminate a programme of study. This will be managed in line with the School's Programme Closure process:

<https://www.sas.ac.uk/sites/default/files/files/Policies/Programme%20Closure%20Policy.pdf>

It will be rare for this to occur during an Academic Year as the School will endeavour to teach the programme through to the end of the Academic Year or until the last student has completed their studies. However in such a case, refunds will automatically be awarded to students for the current year of study based on the table in section 3 above.

There may be circumstances which mean that a student suffers financial or other kinds of loss. Each situation is different and therefore needs individual consideration. The outcomes of this consideration may include compensation for maintenance costs and lost time where it is not possible to preserve continuation of study. Additional travel costs may need to be considered where relocation is required. The School may recommend that a student applies for a SAS Hardship Grant in such circumstances, though the award of such grants are discretionary.

Relevant guidance published by either the Office for Students or the Office of the Independent Adjudicator for Higher Education will be taken into account in such cases.

Tuition and maintenance costs where students have to transfer courses or provider

In circumstances where the School has no option but to offer transfer to another provider, the School may:

- a. negotiate with the new provider to seek to maintain current levels of tuition fees where these are likely to be more expensive than those of the School; or
- b. consider other means to seek to minimise financial detriment to the student on account of higher tuition fees set by the replacement provider, such as by paying the fee difference on the student's behalf for the remainder of the programme.

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