

Shetland UHI Finance Policy Handbook

Student Finance

Tuition Fees: Instalments, refunds and withdrawal

Policy Summary

The document details Shetland UHI's approach to student tuition fees:

- Tuition Fee Payment
- Fee Instalments
- Refund and withdrawal

Relevant to:

- UHI Student support funds policy
- UHI Fee waiver policy
- UHI HE fees policy

Links to:

- Risk Management

Equality Statement

Shetland UHI is committed to providing equal opportunities to ensure its students, staff, customers, and visitors are treated equally regardless of gender reassignment, race, religion, or belief; disability; age, marriage and civil partnerships; pregnancy and maternity; sexual orientation; sex.

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1. Purpose

To provide a standard and consistent approach to Student Tuition Fee procedure.

2. Scope

The Tuition Fee Policy covers payments, instalments, refunds and withdrawals. It should be used in conjunction with UHI Fee Waiver, UHI Student Support and UHI HE Fees Policy

3. Policy

3.1 Fees

The level and structure of Shetland UHI tuition fees and charges, together with all discretionary fee waivers and refund policies must be approved by the Board following detailed consideration by Finance and General Purposes Committee.

3.2 Fee Payment

- Students are required to pay their course fees or confirm application for funding at the time of registration, unless agreed otherwise by Head of Finance or the Principal.
- Course fee invoices will be issued to students and fees are payable upon presentation and must be fully paid, with exception of those that fit within instalment plan option if required.
- Shetland UHI operates an Instalment Plan, which can be applied to students if they, at the time of registration, have difficulty meeting the full cost of fees or whenever a student falls into arrears with their payment (refer to the Tuition Fee and Instalment Policy for guidance).
- HE students applying for registration with SAAS should do so preferably prior to Shetland UHI induction, but no later than 1st December each year.
- Where fees are not paid in accordance with this policy, Shetland UHI will send reminder letters, failing which, Shetland UHI reserves the right to initiate debt recovery action.
- Shetland UHI reserves the right to withdraw the student from class for non-payment and/or to withhold Certificates and results of students who have not paid their fees in full by the end of the respective academic session.

3.3 Instalment Plans

The option to pay by instalments is only available where all the following criteria are met:

- The course fees due for the current year are greater than £250. This includes the situation when a student enrolls for more than one course and the total course fees are greater than £250 (and at least one of the courses lasts more than one term).
- The student completes a direct debit mandate and acknowledgement of debt form.
- The student arranges payment terms within 2 weeks of the course commencement.

Where these conditions are met, the course fees can be as follows:

Total Course Fees Due	Number of instalments
Between £250 - £750	3
Between £751 - £1,250	4
Above £1,251	5

The instalments will be paid each month on a date determined by Shetland UHI and notified to the student when completing the direct debit mandate (normally the 1st or 15th of each month).

3.4 Non-SFC/SAAS Class/Course Instalment Plans

- Evening class, summer class or other courses not eligible for tuition fee support costing £125 or more can be paid by monthly instalments, but not for courses running less than 12 weeks in duration.
- An initial 30% deposit should be paid, and instalments will only be accepted by direct debit arrangements.

Total Course Fees Due	Duration (weeks)	Number of instalments
Between £125 - £250	12	2
Between £251 - £750	12	3
Above £750	12	3

3.5 Changes to Instalment Plan

Once a student has made instalment arrangements, Shetland UHI will not normally consider changes to these details unless there are exceptional circumstances. These changes will be dealt with through the appeals procedure.

Any change to Shetland UHI Instalment Policy would be considered exceptional for these purposes.

3.5 Refunds and Withdrawals Policy

- Shetland UHI must ensure that the policy for refunds and withdrawals represents fair and reasonable consideration towards students whilst simultaneously protecting Shetland UHI from financial loss.
- Refunds of course fees are granted only where either Shetland UHI cancels the course or where the student withdraws from the course in exceptional circumstances. In a case where a student withdraws prior to making payment, the amount due should be calculated so that it will equal the non-refunded element of the fee had a refund been due.

- Refunds are not granted where a student remains on a course but claims a refund based on a change of circumstances.
- This policy does not apply to fees paid by the Student Awards Agency Scotland as these refunds are covered under specific terms and conditions.

4. Refunds

- Tuition fee refunds can only be made in response to a written request for exceptional circumstances.
- Non exceptional circumstances include:
 - Course cancelled by Shetland UHI – full refund
 - Student withdrawal four weeks prior to start date – full refund less administration fee of £100 and any non-refundable costs (e.g., SQA fees)

5. Withdrawals

A letter must be submitted by the student outlining exceptional circumstances (ill health, employer relocation, course not as described in prospectus etc).

Date of Commencement	Withdrawal / Termination of study Date	Refund Policy
August to December	Before 1 st December	Full refund or pro rata equivalent fee of £100 and any non-refundable costs (e.g. SQA Fees)
	On or after 1 st December	No refund

Date of Commencement	Withdrawal / Termination of study Date	Refund Policy
January to March	Before 1 st March	Full refund or pro rata equivalent fee of £100 and any non-refundable costs (e.g. SQA Fees)
	On or after 1 st March	No refund

Amount of course elapsed	Refund Policy
Up to 25% of course/module or unit load	100% refund on full year's fees or pro-rata equivalent, less administration fee of £100 and any non-refundable costs.
Up to 50% of course/module or unit load	50% refund on full year's fees or pro-rata equivalent, less administration fee of £100 and any non-refundable costs.

More than 50% of course/module or unit load	No refund.
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Circumstances	Refund Policy
Where a student withdraws from a course prior to paying the fees due	Invoice for the relevant fees as above
Where a student has paid the course fees and does not turn up	No refund
Student remains on a course but claims refund based on changed circumstances (i.e. student becomes potentially eligible for a fee waiver)	No refund, but student can use appeals policy.

6. Processing of refunds

Refunds will be issued within 14 working days of the decision to refund.

7. Discretionary refunds

The Principal or the Chair of the Finance and General Purposes Committee may over-ride the refund policy and make a refund in exceptional circumstances.

8. Appeals

- If a student wishes to appeal against a refund policy decision, he/she should do so, in writing to the Senior Finance Officer.
- A committee, comprising of the Senior Finance Officer and Head of Curriculum or other appropriate senior manager, will hear all appeals.
- The Senior Finance Officer will formally notify the student of their decision within five working days of the appeal being heard.

9. Scholarships and awards

- The terms of any scholarships and awards covering student fee payment or any other cost of studies will be contracted on an individual basis with the scholarship provider and Shetland UHI in advance of any award being made, with due regard for Shetland UHI policy on fees and refunds.
- The agreed terms will then be contracted with the award recipient.

10. Exceptions

- Part time further education delivery can be varied. Students studying on a part time further education course should enquire with Shetland UHI for any specific policy that covers course, including but not limited to fees, cancellation, refunds, and withdrawals.

- For any FE tuition fee related issue/query not covered within this document please refer to UHI FE Fees Policy (See Appendix B).

11. Review

This Policy will be reviewed annually in advance of the start of the academic session.

12. Responsibility

Finance and General Purposes Committee

- Chair to make final decisions on fees and refunds when required.

Principal

- To make final decisions on fees and refunds when required.

Senior Finance Officer

- To oversee consistent application of this policy.
- To hear appeals regarding fees and refunds when required, with the Head of Curriculum or another appropriate senior manager.

Student Support Staff

- To ensure students are aware of this policy when applying for courses and making payments.
- To support students to write letters or appeals in relation to fees and refunds.
- To share – with student consent – information on student circumstances to support decision making when necessary
- Notification to student support staff, of student non-attendance, withdrawal, hardship, or other relevant circumstances relating to fees and refunds.

All Staff

- Positive and proactive support to students to understand the fee and refund policies
- Notification to student support staff, of student non-attendance, withdrawal, hardship, or other relevant circumstances relating to fees and refunds.

Appendix A

Tuition Fees 2022-23

FE Fees set by Scottish Funding Council	
FE Full Time	£1,008.00
FE Part Time (40 hour module)	£63.00
HE Fees set by Scottish Funding Council (Students living in Scotland or EU)	
Degree	£1,820.00
HN Full Time (8 Modules/15 HN Credits)	£1,285.00
HE Part Time (per 20 credit module)	£215.00
HN Part Time per Credit	£86.00

Fee Status and Determination

Tuition fees are charged at rates depending on student residency, nationality, and immigration status. Determination of status is complex, but students can check this by accessing the Scottish Government, Student Information Scotland (SIS) Portal.

Please refer to UHI Undergraduate Tuition Fees rates depending on fee status and determination.

Appendix B



UHI
HE-fees-policy.pdf