



***Policy on
Higher Education Tuition Fees, Payments and Refunds***

Approved on the 30th June 2026

***Approved by
Senior Leadership Team***

Policy Title	HE Tuition Fees, Payments and Refunds
Document Owner	Chief Financial Officer
Directorates and Departments affected by this Policy	All Staff
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New College Durham is committed to safeguarding and promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

If you require this document in an alternative format and/or language, please contact records@newdur.ac.uk

We review our policies regularly to update them and to ensure that they are accessible and fair to all. All policies are subject to equality impact assessments which are carried out to determine whether the policy has, or is likely to have, a different impact on those with protected characteristics. We are always keen to hear from anyone who wants to contribute to these impact assessments and we welcome suggestions for improving the accessibility of fairness of this and all College policies.

Other policies and procedures mentioned in this document will be published on our [Website](#)

To make suggestions or to see further information please contact:

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1. Scope and Purpose

- 1.1 This policy sets out the arrangements for tuition fees, payment of fees, fee liability, refunds and financial support for Higher Education (HE) students studying with New College Durham.
- 1.2 This policy applies to all students enrolled on Higher Education programmes, regardless of mode of study, delivery location or funding arrangements.
- 1.3 This policy operates in line with:
 - The Consumer Rights Act 2015
 - Office for Students (OfS) regulatory requirements
 - The College's Student Protection Plan
 - The College's Refund and Compensation Policy
- 1.4 This policy should be read in conjunction with:
 - Refund and Compensation Policy
 - Higher Education Withdrawal Policy
 - Complaints Policy
 - HE Sanctions for Non-Payment of Tuition Fees Policy
- 1.5 Other policies and procedures mentioned in this document will be published on our [Website](#)

2. Tuition Fees

- 2.1 Tuition fees for Higher Education programmes are published on the College website and within course information provided to applicants.
- 2.2 The College will ensure that tuition fee information is:
 - Clear, accurate and up to date
 - Provided to applicants before they accept an offer
 - Inclusive of any mandatory additional costs where applicable
- 2.3 Tuition fees apply for each academic year of study.
- 2.4 Where applicable, any potential changes to tuition fees for future academic years will be clearly communicated to students in advance.

3. Additional Costs

- 3.1 Some programmes may involve additional costs, such as:

- Equipment or materials
- Field trips or visits
- Professional body registration

3.2 Any mandatory additional costs will be clearly communicated to students prior to enrolment.

3.3 Students will not be required to pay unexpected mandatory costs that have not been clearly communicated in advance.

4. Payment of Tuition Fees

4.1 Tuition fees may be paid by one of the following methods:

- Tuition Fee Loan from Student Finance England
- Instalment payment plan
- Employer or third-party sponsorship
- Full payment by the student

4.2 Where a student is sponsored by an employer or third party, a formal letter of authorisation must be provided at enrolment.

4.3 Students remain responsible for ensuring that their tuition fees are paid in full. Where a tuition fee loan or sponsor does not cover the full amount, the student will be required to pay any outstanding balance.

4.4 Students applying for a Tuition Fee Loan must sign a declaration confirming their responsibility for any unpaid fees.

4.5 Payment plans must be agreed within three weeks of the course start date.

4.6 Methods of Payment

The following payment methods are accepted:

- Debit or credit card
- Bank transfer (BACS)
- Recurring card payment (for instalment plans, where available)
- Online payment portal
- Cheque

4.7 International Students

Deposit and Fee Payment Policy for International Students

The minimum deposit requirements for international students are as follows:

- **Full-time programmes:** 20% of the total tuition fee for the first year of the programme.
- **Part-time English language programmes (non-Student Route visa):** 20% of the total tuition fee for the programme.

Students applying under the Student Route visa must enrol on a full-time programme.

Application of Deposit

Upon successful enrolment, the deposit paid will be credited towards the outstanding tuition fees.

Payment of Remaining Fees

The remaining balance of tuition fees for the first year must be paid in full by the end of the third week of the programme.

For programmes exceeding one academic year, tuition fees for each subsequent year must be paid in full at the start of the relevant academic year.

5. Fee Liability and Withdrawal

- 5.1 Students are responsible for notifying the College if they wish to withdraw from their programme.
- 5.2 Fee liability will depend on the point at which a student withdraws and will normally align with Student Loans Company liability points.
- 5.3 The College will take reasonable steps to contact students where engagement has ceased to confirm their status before applying full fee liability.
- 5.4 Further details of withdrawal processes are set out in the Higher Education Withdrawal Policy.
- 5.5 Students who are repeating or studying individual modules will be liable for the full module cost after the cooling off period has expired.

6. Cooling-Off Period

- 6.1 Students have a 20-calendar day cooling-off period from the start date of the programme.
- 6.2 Students may exercise their right to cancel by notifying the College in writing (including email) within this period.

- 6.3 If a student withdraws within this period, they will be entitled to a full refund of any tuition fees paid, returned to the original payment method.

7. Refunds and Compensation

7.1 The College operates a separate Refund and Compensation Policy which sets out:

- When refunds may be provided
- The circumstances in which compensation may be considered.
- The process for requesting a refund or compensation.

7.2 Refunds may be applicable in circumstances including:

- Withdrawal within the cooling-off period
- Course cancellation by the College
- Overpayment of fees

7.3 Where the College cancels a programme, students will receive a full refund of tuition fees paid. Additional support, including compensation where appropriate, will be considered in line with the Refund and Compensation Policy. Where significant material changes are made to a programme a student will have the opportunity to cancel without penalty in accordance with the student protection plan.

7.4 Information on financial implications of withdrawal or suspension of studies for UK students, including partial fee liability, is provided in the table below:

Point in Academic Year	Timing (Indicative)	Status / SLC Trigger	Withdrawal or Suspension Position	Fee Liability
Cooling-off Period	Within 20 calendar days of course start date	Initial registration period (no attendance confirmation)	Withdrawal or suspension within this period	0%
Census Point 1 (Term 1)	Start of Term 1 (After calendar day 20)	First attendance confirmation submitted to SLC	Withdrawal or suspension on/after this point	25% of annual tuition fee
Census Point 2 (Term 2)	Start of Term 2	Second attendance confirmation	Withdrawal or suspension	50% (cumulative)

		submitted to SLC	on/after this point	
Census Point 3 (Term 3)	Start of Term 3	Final attendance confirmation submitted to SLC	Withdrawal or suspension on/after this point	100% (cumulative)

- The College ensures that tuition fee liability is transparent, clearly communicated and proportionate to the period of study undertaken.
- A 20-day cooling-off period applies from the course start date. Where a student withdraws or suspends within this period, no tuition fees will be charged.
- After the cooling-off period, liability is applied at clearly defined census points, in line with SLC payment schedules (25% / 25% / 50%).
- Students who withdraw or suspend after a census point will remain liable for the tuition fee proportion associated with that point.
- Liability is based on engagement and access to learning, not solely on attendance at teaching sessions.
- The College will publish term dates in advance, ensuring students can make informed decisions about their registration status.
- This approach is designed to ensure compliance with consumer protection law, including clarity of financial commitment at each stage of the academic year.
- Students studying individual modules which do not last one full academic year are liable for the full cost of the module(s) undertaken after the 20 day cooling off period has expired.
- Where a student withdraws, any fee liability and potential refund will be calculated in accordance with the published fee liability schedule (see table 7.4)
- For Students who are awarded a tuition fee loan after self-funding their own fees. Any payments received by the College would be refunded back to the original source of payment once we are receipt of the tuition funds from SLC.
- Students who have their tuition fee loan revoked in year will become liable for any outstanding tuition fees. Any appeal against the SLC decision must be made directly with the Student Loans Company.

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Deposit and Fee Payment Policy for International Students

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- **Part-time English language programmes (non-Student Route visa):** 20% of the total tuition fee for the programme.

Students applying under the Student Route visa must enrol on a full-time programme.

Refund Policy

Deposits are non-refundable, except in the following circumstances:

- If NCD withdraws its support for the student's visa application, the deposit will be refunded in full.
- If a visa application is refused, refund requests will be considered on a case-by-case basis, subject to the provision of appropriate supporting evidence.

All approved refunds will be returned to the original payment method.

Application of Deposit

Upon successful enrolment, the deposit paid will be credited towards the outstanding tuition fees.

Payment of Remaining Fees

The remaining balance of tuition fees for the first year must be paid in full by the end of the third week of the programme.

For programmes exceeding one academic year, tuition fees for each subsequent year must be paid in full at the start of the relevant academic year.

8. Financial Support and Hardship

- 8.1 Students attending New College Durham Campus experiencing financial difficulty may apply for financial support through the College. Students attending at any other campus should contact the student support team at the campus which they are attending
- 8.2 Information on available support, eligibility criteria and how to apply can be obtained from the Advice, Support and Careers (ASC) Team.
- 8.3 Each application will be considered on a case-by-case basis.

9. Non-Payment of Fees

- 9.1 Failure to pay tuition fees may result in sanctions in line with the HE Sanctions for Non-Payment of Tuition Fees Policy.
- 9.2 Sanctions will be applied in a fair, proportionate and transparent manner.
- 9.3 Where Tuition Fees are not paid in full a student will not be presented to the appropriate Academic Board for their qualification validation.
- 9.4 The College will pursue any outstanding fees which are due and payable even if the learner has been withdrawn.

10. Changes to Fees and Terms

- 10.1 The College will ensure that any material changes to tuition fees or associated terms are:
 - Clearly communicated to students
 - Provided in advance of implementation.
 - Issued in a durable format
- 10.2 Changes will not be applied retrospectively without appropriate notice.

11. Transparency and Communication

- 11.1 The College will ensure that:
 - This policy is easily accessible to applicants and students.
 - Key information is presented in clear, plain English.
 - Students are signposted to relevant supporting policies.

12. Contact Information

Students encountering hardship or requiring further information on financial support, students should contact:

Advice, Support and Careers Team (ASC)

 0191 375 4400

 asc@newdur.ac.uk

For further information regarding tuition fees, payment options, students should contact:

The Income Office

 0191 375 4327

 income@newdur.ac.uk