

LINCOLN BISHOP UNIVERSITY

Document Administration

Document Title:	Tuition Fees, Charges, Debt and Refund Policy
Document Category:	Policy
Version Number:	10.0
Status:	APPROVED
Reason for development:	The purpose of this policy is to provide guidance to students on Tuition Fees, Charges and Student Debts.
Scope:	All Students
Owner	Chief Financial Officer
Assessment: (where relevant)	<input checked="" type="checkbox"/> Equality Assessment <input checked="" type="checkbox"/> Information Governance <input type="checkbox"/> Legal <input type="checkbox"/> Academic Governance
Consultation: (where relevant)	<input type="checkbox"/> Staff Trade Unions via HR <input checked="" type="checkbox"/> Lincoln Bishop University Students' Union <input type="checkbox"/> Any relevant external statutory bodies
Authorised by (Board):	University Council
Date current version authorised:	31 March 2026
Date current version effective from:	31 March 2026
Date next review due to commence:	September 2026
Document location:	University Website
Document control:	All printed versions of this document are classified as uncontrolled. A controlled version is available from the website.
Alternative Format	If you require this document in an alternative format, please contact accounts@lincolnbishop.ac.uk

Please note, this document remains valid until formally revoked or replaced by the University

Tuition Fees

1. Setting of Tuition Fees

- 1.1. Tuition fees will be reviewed and set annually by the University Executive Group and will be published on the University's website. Please see website link for the current tuition fees [Tuition fees | Lincoln Bishop University](#)
- 1.2. Any change in the annual fee for a course applies to both new and continuing students, and where students transfer between programmes if this results in a continuous period of study and no change in mode of study (e.g. from full-time to part-time)
- 1.3. Where RPI-X is used in fee setting, the RPI-X in March will be used as the basis for fee setting for the following year's fees (e.g. March 2025 RPI-X informs the prices for the academic year starting September 2026).
- 1.4. Students who repeat all or part of an academic year due to either returning from a break in learning or undertaking a resit year will be due to pay the fee that applies to the academic year they are repeating. This may not be the same as the fee they paid when they studied that academic year for the first time.
- 1.5. Tuition fees are either set by external or internal authorities as follows:

1.6. UK undergraduate students

- 1.6.1. The Government sets the maximum tuition fee chargeable to full-time and part-time UK undergraduate students. This is the fee that we will charge.
- 1.6.2. The University applies the same fee rates to full-time and part-time Channel Islands and Isle of Man undergraduate students.
- 1.6.3. These fees will increase annually subject to setting by the central Government.
- 1.6.4. For 4-year Honours degree courses with an integrated Foundation Year, the fee for the Foundation Year element is charged at the published rate on the University's website, set in accordance with the Government's maximum fee for Foundation year. Each subsequent year at Honours level will be charged at the applicable fee rate as set out above.
- 1.6.5. Foundation degree programmes are charged annually at 75% of the Government's maximum UK Undergraduate fee.

1.7. UK PGCE/PGDE students

- 1.7.1. The Government sets the maximum tuition fee chargeable to full-time and part-time PGCE/PGDE. This is the fee that we will charge.
- 1.7.2. The University applies the same fee rates to full-time and part-time Channel Islands and Isle of Man undergraduate students.
- 1.7.3. These fees will increase annually subject to setting by the central Government.

1.8. UK postgraduate taught students

- 1.8.1. Postgraduate taught full-time and part-time students' fees are set by the University.

1.8.2. UK, Channel Islands and Isle of Man fees are subject to annual increases.

1.8.3. The annual increase will not exceed RPI-X +3%.

1.9. **UK postgraduate research students**

1.9.1. Postgraduate Research fees are set internally.

1.9.2. UK, Channel Islands and Isle of Man fees are subject to annual increases.

1.9.3. The annual increase will not exceed RPI-X +3%.

1.10. **International and EU students**

1.10.1. Undergraduate and postgraduate, full-time and part-time International and EU students' fees are set internally.

1.10.2. The tuition fee is subject to annual increases.

1.10.3. The annual increase will not exceed RPI-X +3%.

1.11. **Distance learning**

1.11.1. Distance learning courses charge a 'global' fee. This means one fee is set and does not vary according to students' fee status, i.e. UK, EU, International, Channel Islands and Isle of Man fees.

1.11.2. The tuition fee is subject to annual increases.

1.11.3. The annual increase will not exceed RPI-X +3%.

1.12. **Apprenticeships**

1.12.1. Tuition Fees are set in accordance with the funding bands set by the Institute of Apprenticeships.

2. **Charging of Tuition Fees**

2.1. All students are enrolled for the full duration of their academic course/program and remain liable for their tuition fees on this basis, unless they have formally suspended their studies either through a withdrawal or a break in learning.

2.2. Students who are classed as Overseas will be charged a different rate of fees. You are required to provide full and accurate information at the time of applying and before you register with the University. The definition and eligibility criteria of each fee status is laid out in 'The Education (Fees and Awards) (England) Regulations 2007 (as amended)'. The definition and eligibility criteria of each fee status is laid out in the UK Government's 'The Education (Fees and Awards) (England) Regulations 2007 (as amended)'.

2.3. The distinction between Home and Overseas Fees will not apply to students studying a distance learning course that does not require physical presence in the UK during study.

2.4. Normal tuition fees for most students are charged in three liability periods. The dates for these periods are dictated by those submitted by the University to The SLC's Course Management Service. Below is an example of the timeframe of a students' liability periods based on a September Term start date:

- 2.4.1. Liability 1 - from the course start date until the end of December.
 - 2.4.2. Liability 2 - from early January to the end of March.
 - 2.4.3. Liability 3 - from early April until the course end date.
- 2.5. You are classed as being liable for tuition fees if you are enrolled during that period. The full charge is made for that period, regardless of if you have been enrolled for one week (or part thereof) or the whole period.
- 2.6. If you have been withdrawn from a course or have taken a break in learning but have not submitted relevant paperwork, you will be classed as fully enrolled and charged accordingly until the official paperwork is received by Faculty Administration.
- 2.7. Fees for partial study (such as resit years) will be charged on a pro-rata basis based on percentage of modules being delivered. Students resitting out of attendance will normally not be charged a fee for the year.
- 2.8. Students undertaking a programme of study and who have been granted Accreditation of Prior Certificated or Experiential Learning will be subject to the relevant pro-rata fee.

3. Payment of Tuition Fees

- 3.1. There are three available options for students' tuition fees to be paid:
- 3.1.1. Payment through a tuition fee loan (The Student Loans Company Tuition Fee Loan, for example)
 - 3.1.2. Payment of the fees by the student (known as self-funded students)
 - 3.1.3. Sponsorship of fees by an employer or funding authority (excluding tuition fee loans as mentioned in **3.1.1**).
- 3.2. It is a condition of a student's enrolment that students have proof of funding or sponsorship, or a payment plan in place prior registration on their course.
- 3.3. Regardless of payment method, the student is the liable party. If a sponsor or funding body defaults, the student remains liable for the outstanding balance.
- 3.4. Payment by a sponsor or self-funder may be made in advance but this does not guarantee a students' place on the course.

4. Tuition Fee Loans

- 4.1. The regulations governing higher education students' funding allow eligible students to defer payment of their tuition fees until the end of their studies by taking out a Tuition Fee Loan from a body such as the Student Loans Company (SLC).
- 4.2. Student Loans Company (and equivalent) set out the eligibility of students due to qualifications held prior to study, previous study and level of study.
- 4.3. Students should bring proof of their funding to enrolment. This can take the form of:
- 4.3.1. A letter
 - 4.3.2. An email
 - 4.3.3. The funding body's web portal presented on a mobile device.

- 4.4. The SLC pay the University the first two liability periods in 25% instalments, and the third liability period in a 50% instalment.

5. Sponsorship

- 5.1. Students being sponsored by an employer or funding authority (excluding tuition fee loans) must provide proof of their sponsorship prior to enrolment. This should take the form of a headed sponsorship letter or email from an appropriate member of the organisation. The amount of sponsorship should be indicated on the letter. If a Purchase Order has been raised, this should be referenced on the letter. A purchase order document can be used in lieu of a sponsorship letter.
- 5.2. All sponsor invoices should be paid in full within 30 days of the invoice date .

6. Self-Funders

- 6.1. If you do not apply for a tuition fee loan, are not 100% funded for a tuition fee loan, or are not able to provide evidence of funding being paid by a sponsor, you will be a self-funding student. A student can self-fund when they are sponsored for a percentage of their tuition fee. Self-funding students will need to make full payment or adopt the applicable payment plan below, before they can fully enrol at the University. Students must arrange payment either in full or by recurring card payment for the instalment plan via the University's payment provider.
- 6.2. Self-funding students can either make their tuition fund payments in full or these payments can be scheduled in two instalments with 50% payable in the month of enrolment and the remaining 50% four months after the recorded student enrolment date. This payment profile will continue throughout your studies with 50% of your tuition fees payable at the start of each year of study (your re-enrolment date) and the remaining 50% due four calendar months later.
- 6.3. Students accessing the SLC's Postgraduate Loan will have their full allowance paid to them in three instalments by the SLC. They will be charged by the University with a payment plan that aligns three liability periods with the three payment dates of their loan. The first two liability periods will be 33% of the students' annual fee and the third will be 34% of the annual fee.
- 6.4. Students who aren't being funded through a Tuition Fee Loan but are receiving a maintenance loan (from the Student Loans Company or equivalent) may pay their instalments in line with their maintenance payments. If these payments are from the SLC, their payment plan will be set up in three instalments. The first two instalments will be 25% of the annual fee and the third will be 50% of the annual fee.

7. Overseas Students

- 7.1. To secure a visa under Tier 4 of the UK immigration system, non-EEA (Overseas) students are expected to have sufficient funds to meet the cost of their course fees and living expenses and those of any accompanying family members for their duration of their course, without working and without claiming state benefit.
- 7.2. In order to support the applicant in evidencing their financial position and their standing as a genuine Tier 4 applicant, the University will require all self-funded new applicants and returning students from non-EEA countries and non-settled EEA new applicants to pay a deposit of **50% of their tuition fee** before a Certificate of Acceptance for Studies (CAS) is forwarded to the applicant for visa purposes. UK Visas and Immigration will specify its financial expectations in this regard. For further details please visit <https://www.gov.uk/tier-4-general-visa>.

- 7.3. As Overseas students are classified as self-funders, they must also meet the requirements of 6.2 in all of their years of study.
- 7.4. The University reserves the right to levy an administration fee on international student applications should it be deemed necessary.
- 7.5. The deposit will only be refundable if the University withdraws the offer of a place. All payments to the University in respect of student fees, fines and other charges must be made in £ sterling. Any currency conversion costs, or other charges incurred in making payment shall be borne by the student or the third party making the payment and shall not be deductible from the amounts due to the University.

Other Sums Due to the University

8. Setting other fees

- 8.1. Fees and charges that don't relate to tuition fees are detailed in sections 9 through 13, and the exact charges are listed in appendix A.
- 8.2. These charges will be consulted on annually by the relevant parties, and any amendments will be approved by University Executive Group.

9. Assessment and Re-assessment Fees

- 9.1. University tuition fees include fees for initial assessment. If a student fails or fails to submit work for any element of an assessment a resit fee will be due for each failed/non-submitted element. The University imposes a higher re-assessment fee for non-submission. Current re-examination fees for students are listed in Appendix A
- 9.2. The University acknowledges that degree courses including a Foundation Year are part of a strategy to widen participation. As such, students on the Foundation Year element of the course are developing skills to study towards Higher Education credits. For this reason, resit fees will be waived for the duration of the Foundation Year of study.
- 9.3. Students who have been granted extenuating circumstances and are sitting reassessment for the first time are not liable for these fees.
- 9.4. Students re-sitting an examination or re-submitting coursework will be sent details of the arrangements for resubmission by the Faculty Administration Office. Students must have completed an application for reassessment to indicate their wish to undertake the reassessment in question. The completed form must be returned to the Faculty Administration Office prior to the start of the relevant assessment period.
- 9.5. Students are responsible for ensuring that they have applied to resit all modules required for progression. Students should contact the Faculty Administration Office for advice if required.

10. Library Charges

10.1. *Library Membership Fees*

- 10.1.1. Membership of the Library is free to students and staff members of the University, as well as to ordained members of the clergy, ex-permanent members of staff, members of the SCONUL Access scheme and students and staff members who study or teach on

programmes offered by other institutions validated by or franchised through the University.

10.1.2. Lifelong library membership is available to University alumni for a deposit (see Appendix A). Alumni can choose to end their library membership at any time at which point the deposit will be refunded provided their library account is clear of any outstanding resources or fines.

10.1.3. An annual library membership is available to members of the public. This fee is referenced in Appendix A

10.2. *Lost Library Resources*

10.2.1. Library members who lose, irreparably damage, or misplace library resources should report the loss to a member of the library staff immediately. The library member can choose to pay the replacement cost of the item or supply a new or like-new replacement themselves.

10.2.2. If a lost item is subsequently found and the item was paid for, where practicable the cost will be reimbursed. If a lost item is subsequently found and the item was replaced by the library member, where practicable the item will be returned to the library member.

10.3. *Inter Library Loans*

10.3.1. Library Services provides two resource-request services for which fees are charged:

10.3.2. **An inter-library loan service** is available to University students and members of staff. 1st year students may request up to 5 loans per academic year, 2nd year students up to 10 loans, and third year, MA, and taught phase EdD students up to 15 loans, each at a cost per request, while requests over and above each quota are charged at a higher rate (see appendix A). Research students may request up to 40 free requests per academic year. Staff members may request unlimited, free requests provided they are work-related.

Any charge accrued because of making use of the above resource-request services is applied to the person's library account. Should such charges remain unpaid for more than one month the Library reserves the right to deny the person in question use of resource-request services until such time as the outstanding charge is paid.

10.3.3. **A postal loans service** is available to students, postgraduate research students and students on distance learning programmes. Items are sent out free of charge, but the borrower is responsible for any costs associated with their return.

10.4. *Library Lockers*

10.4.1. A limited number of library lockers are available, for free, for short-term (daily) use. A charge is payable if a locker key is returned late and the charge is normally applied to the person's library account (see appendix A for charges). Should such charges remain unpaid for more than one month the Library reserves the right to deny the person in question use of the lockers until such time as the outstanding charge is paid.

11. **Printing, and Photocopying, and scanning**

11.1 Professional, paid for Print services, and self-use multifunction print devices are available for use across campus. Printing and photocopying charges are set by the Reprographics Department. If you need to replace your university smartcard please see the fee detailed in appendix A.

12. Accommodation

- 12.1 Accommodation offered by the University is referenced from the Accommodation Policy – <https://www.lincolnbishop.ac.uk/student/accommodation/apply>
- 12.2 Payment of accommodation fees and charges is detailed in the Accommodation Debt Management Policy.

13 Sports & Fitness Centre

- 13.1 The on-campus Sport and Fitness Centre is open to all University students, staff, and members of the public, though this can be subject to review.
- 13.2 It is possible to access the facilities on a pay-per-session basis or through annual membership. Membership payments can be paid by monthly recurring card payment or in one payment. Students wishing to join the Sports and Fitness Centre will be required to complete an application and set up a monthly recurring card payment or pay in advance. Application forms are available from the Sports and Fitness Centre.

Debt Management

In applying this policy, the University Finance Department will always seek to be sympathetic to, and understanding of, individual student's circumstances. However, for the University to do so, students must engage in dialogue with the Finance Department or Student Advice if they are experiencing difficulties.

14 Tuition Fee Debts

- 14.1 Any student owing tuition fees and other programme-related costs to the University after one month of embarking on a programme in any academic year, who has not provided a copy of their SLC payment Schedule letter or proof of a SLC application (as applicable), or who has not agreed payment terms with the University Finance Office, will face the following sanctions:
 - 14.1.1 –Suspended from the programme of study until debt is cleared (resumption of studies would be subject to length of period suspended);
 - 14.1.2 Withdrawal of IT access
 - 14.1.3 Withdrawal of access to the library
 - 14.1.4 Prohibited from re-enrolling the following year;
 - 14.1.5 Terminated from a programme of study;
 - 14.1.6 Award/graduation privileges withheld;
 - 14.1.7 References withheld;
 - 14.1.8 Relevant details of debt included in any reference provided to a third party.
- 14.2 In deciding what steps to take in respect of the payment of tuition fees and programme-related costs, the University will consider all the circumstances of each affected student's case and will reach a proportionate decision.
- 14.3 Appropriate members of faculty will be advised of any sanctions to be applied.
- 14.4 Support systems are in place to assist students facing financial difficulties. Students in this situation are advised to seek advice from the Student Advice Team. Student Advice services are confidential.
- 14.5 Students in their final year must make full settlement of tuition fees to the University by 31st May. Students who fail to do so will not be eligible to attend for presentation of their award, nor will they

be eligible to receive their degree certificate or a transcript of achievement.

14.6 Please note, withdrawal or suspension of studies may affect your entitlement to University Financial Support including bursary payments.

14.7 Reminder letters/emails will be sent where the fees are overdue.

15 Re-Assessment Fee Debts

15.1 Students who fail to pay by the due date will be refused permission to take the assessment and a mark of zero will be recorded against the assessment attempt. Support systems are in place to assist students facing financial difficulties. Students in this situation are advised to seek advice from the Student Advice Team. Student Advice services are confidential.

16 Library Debts

16.1 The following processes and procedures apply to library members with library charges and/or overdue library resources:

16.2 Library borrowing rights are frozen if a library member fails to return a recalled item on time.

16.3 Borrowing rights may only be reinstated if the library member returns the loan, provides a replacement copy, or pays a replacement charge (see paragraph below). These options are explained in regular notification emails sent to the library member's university email account.

16.4 If a loan remains overdue for four weeks the library member is sent a replacement notice detailing the replacement cost and ways to pay.

16.5 The replacement charge is normally the recommended retail price, or, for out-of-print items, the average price of a good or like-new used copy. The library member is also reminded that they can alternatively return the item or supply the Library with a good or like-new replacement.

16.6 In cases where a loan remains outstanding for six weeks and no extenuating circumstances are in evidence, escalated for recovery based on the replacement cost of the item/s. This includes instances where a library member intercalates or has withdrawn from or has completed their studies.

17 Sport and Fitness Centre Debts

17.1 If a recurring card payment is cancelled, then the membership will be suspended immediately. To reinstate a membership the remaining annual fee must be paid in full. All additional payments must be made at the Sport and Fitness Centre.

18 Placement Travel Contribution Debts

18.1 As per the Placement Transport, Accommodation and Subsistence Policy, students are required to contribute to their placement costs. The University reserves the right to pursue and /or seek recovery of any outstanding contributions.

19 Debt Recovery

19.1 The University reserves the right to pass any debt to collection agencies which may lead to legal action being taken against them. Such action may lead to a County Court Judgment being

registered and Bailiff's being asked to seize property. This may also affect a student's credit rating and the student may find it difficult to gain credit for six years. The student will be liable for any other associated costs over and above the debt including any administration costs incurred by the University and any third-party costs including commission, interest, and court costs.

Refunds and Compensation

20 Non-Academic Fee Refunds

20.1 This policy does not cover refunds for non-academic fees, such as:

- 20.1.1 University Accommodation fees.
- 20.1.2 Purchases made from the Online Store.
- 20.1.3 Library payments
- 20.1.4 Sports Hall Payments

21 Tuition Fee Refunds

21.1 You should inform the University as soon as possible and before the start of term if applicable/possible, if you wish to claim a reduction or cancellation of tuition fees, or a refund of payments for the following reasons:

- 21.1.1 Leaving the course without completing the full study programme.
- 21.1.2 Not starting or attempting the course or programme.
- 21.1.3 Interrupting your study.
- 21.1.4 Returning from an interruption of study.
- 21.1.5 Transferring to another programme within the University.
- 21.1.6 Transferring to another university or teaching establishment.

21.2 The University will tell you if you are eligible for a refund and calculate your refund or your continuing fees.

21.3 There may be cases where circumstances are beyond your control; these are known as 'extenuating circumstances'. If you believe you have extenuating circumstances, your request in writing together with any supporting documentation needs to be sent to the Faculty Administration Office.

21.4 Financial compensation will not always be an appropriate response to complaints, and most issues are unlikely to be resolved in this way. Lincoln Bishop University will strive to ensure that students receive what was promised from their degree and university experience. Alternatives to financial compensation might include an apology or goodwill gesture, or an offer of alternative learning methods if the course cannot be delivered in the way it was originally intended.

22 When is a refund due?

22.1 Prior to the course commencing, if an applicant cancels their place within the 14-day cooling off period pursuant to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, which is normally applicable following acceptance of the offer and enrolment, any tuition fees and deposits already paid will be returned in full. If a student withdraws from a course within two weeks of the course start date, the University will cancel all tuition fees in full

and will return any fees paid (including any deposit) in advance to the person or organisation that originally made the payment (This does not apply to students studying single modules or short courses).

- 22.2 A full refund is given if the University cancels the chosen course of study and cannot offer a suitable alternative.
- 22.3 Where exceptional circumstances apply which, as a matter of fairness, require the University to refund all or part of the tuition fees paid.
- 22.4 Refunds may also be awarded in the event of a default by the University due to the following circumstances:
- 22.4.1 when the University does not offer a programme or course on the advertised start date.
 - 22.4.2 when the University terminates a course after the start date and before the completion date.
 - 22.4.3 when the University does not provide a programme or course as advertised, due to circumstances beyond its control. This is subject to any mitigation arrangements entered into by the University, and prior knowledge of students or potential students of the risk that the programme or course may not proceed wholly as advertised.
- 22.5 Refunds **will not** be given in the following circumstances:
- 22.5.1 For International students, if the UKVI has cancelled a visa as a result of a breach of visa conditions, or if a visa application is refused by the UKVI because the UKVI concluded that the application was made using falsified documents.
 - 22.5.2 For International students where the UKVI or the University has determined that fraudulent documents are used or submitted at any other stage of the process including at the time of application or enrolment.
 - 22.5.3 For international students, if one of the following criteria has not been met;
 - 22.5.4 The student has left the UK.
 - 22.5.5 The student has moved to a new immigration category within the UK.
 - 22.5.6 The student has moved to and is sponsored by a new HEI.
- 22.6 Any requests for refunds from home/EU students should submit their claim to the Finance Office for approval to: tuitionfees@lincolnbishop.ac.uk
- 22.7 In line with its obligations under [UK Money Laundering legislation](#), the University is unable to make any refunds in cash. The University also reserves the right to refuse or reject any financial transaction where the University is unable to identify or trace the origin of the payment made.
- 22.8 **Please note that if the University needs to make a refund funds will be returned to the person or organisation that originally made the payment or their authorised representative. This means that student fees paid by sponsors, parents, or any other individual (apart from the student) cannot be refunded to the student.**
- 22.9 Where claims for refunds are approved, refunds will be processed within 30 working days of Finance receiving the request.

- 22.10 The University reserves the right to deduct overdue fees or charges that you have not paid from any refund due to you. Where this is the case, the University will use the refund to pay the oldest unpaid debts first.
- 22.11 The University will confirm if you are eligible for a refund and calculate your refund based on when you suspend your studies (if applicable)

23 Students on Short Courses

- 23.1 These are courses which do not give an award or courses that do not run longer than 15 weeks. Only in exceptional circumstances will the University consider a full credit or refund:
- 23.1.1 if the course has started and you have taken part or started studying.
 - 23.1.2 if the University cannot recover the costs the University have incurred preparing for the course.

24 Students on Single Modules

- 24.1 If you are charged on a module-by-module basis, the rules below apply for charging, cancellations, and refunds.
- 24.2 If you withdraw after a module start date and you have attended, engaged, or taken part in the module in any way, you must pay in full for the module and will not be eligible for a refund or cancellation.
- 24.3 If you withdraw before a module start date or you have not attended, engaged, or taken part in the module in any way, the University will cancel the module charge in full and you will be eligible for a refund if you have already paid us.

25 Payment of refunds

- 25.1 If the refund is approved, please allow 30 working days from requesting a refund to receiving it.
- 25.2 All refunds will be calculated in UK Sterling. The University will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges incurred.
- 25.3 Where payment of tuition fees was split between more than one payee, any refund due will be made in proportion to the original split.
- 25.4 Cash refunds are not made.
- 25.5 Documentary evidence of sponsorship is required before any refund of personal contributions towards fees can be considered. This may include copies of award notices from funding bodies or letters from sponsors confirming details of the tuition support to be provided.
- 25.6 All refunds will be paid back using the original payment method i.e. if paid by credit card, the refund where possible will be credited back to that card and if paid by bank transfer, it will be refunded back to the same bank account.

26 Compensation

- 26.1 Should it be necessary to activate provisions under the Student Protection Plan, the University will seek to ensure that any compensation is tailored to consider the needs of different students. Guided by the principles of the Office of the Independent Adjudicator, the University will endeavour to ensure that any proposed compensation returns the student to the position that they would have been in had the circumstances not occurred. Any compensation payments deemed appropriate will take into account “actual financial loss”. Living expenses are normally not compensated, as the student would have to pay for general living expenses such as food and accommodation whether they were studying. Normally, you will have been through the internal complaints procedure prior to consideration for compensation being awarded.
- 26.2 Compensation will be considered on a case-by-case basis and will be subject to the discretion of the University’s authorised administrators, taking into account the affordability and financial position of the University at the time. Compensation may be triggered through:
- 26.2.1 Additional travel costs for students affected by a change in the location of their course.
 - 26.2.2 Maintenance costs and lost time where it is not possible to preserve continuation of study.
 - 26.2.3 Tuition and maintenance costs where students have to transfer courses or provider.
 - 26.2.4 Commitments to honour student bursaries.
 - 26.2.5 The University’s inability to deliver material components.

27 What can I do if I have a complaint?

If you wish to complain about our refund and compensation policies, you can follow the University’s complaints procedure. Details of how to raise a complaint can be found at: [Policies and procedures - Academic \(post 2023\) | Lincoln Bishop University](#)

If students are not content with the proposed outcomes, they can raise the issue with the Office of the Independent Adjudicator, at <http://www.oiahe.org.uk/>.

Appendix A – Other Sums due to the University: List of Fees, Charges and Deposits

Fee Type	Fee
Re-assessment Fees	
Submitted work and failed	£25 per assessment item
Failed to submit	£50 per assessment item
Re-submission of Thesis for PhD	£175
Re-submission of Thesis for EdD	£120
ITT resits (to cover additional placement fees)	£500 (This fee will increase to £650 in the 2025/26 Academic Year)
Library Fees	
Alumni Library membership (refundable deposit)	£50
Annual Library membership for members of the public	£50
Inter-library loans at or below quota (per request)	£1
Inter-library loans above quota (per request)	£12
Late locker key return fee	£2
Printing, and Photocopying, and scanning	
University smartcard replacement fee	£10

Appendix B

Category	Student and Fee Type	Programme or Module	Self-Funded	SLC Funded	Sponsor	Refund and Charging Policy
Two weeks No Charge Rule (Cooling off Period)	Home Students and Fees	Course	•	•	•	If withdraws within 14 days cooling off period, no fees chargeable.
Undergraduate	Home Students and Fees	Course	•	•	•	Based on three Liability periods. Liability 1 – 25% charged, 75% refunded Liability 2 – 50% charged, 50% refunded Liability 3 – 100% charged
Category	Student and Fee Type	Programme or Module	Self-Funded	SLC Funded	Sponsor	Refund and Charging Policy
Postgraduate (PGCE)	Home Students and Fees	Course	•		•	Based on three Liability periods. Liability 1 – 25% charged, 75% refunded Liability 2 – 50% charged, 50% refunded Liability 3 – 100% charged
Postgraduate Taught Programmes	Home Students and Fees	Module	•		•	Where study has commenced regardless of duration, 100% of fees are payable for each module of study started. The 14-day cooling off period does not apply to module-based studies. If the student withdraws before the module start date, no fee will be charged or refunded if paid in advance.

Doctoral Programmes	Home Students and Fees	ALL	•		•	Paid in four equal instalments in November, January, March and May. Refunds based on pro-rata proportion of study completed where applicable.
International Students	International Students and Fees	ALL	•		•	Non-refundable deposit unless the University withdraws offer of a place. Remaining full tuition fee payment prior to start of programme.
Short Courses	ALL	ALL	•		•	Defined as a course no more than 15 weeks long or non-credit bearing. Courses charged in full. The 14-day cooling off period does not apply to short courses.

Appendix C: Awarding UK End-Point Assessment Cancellation and Non-attendance

Purpose of this process

Awarding UK is the end-point assessment service based within Lincoln Bishop University.

Awarding UK aims to provide a consistent approach for Learners, Employers and Training Providers in the event of an end-point assessment being cancelled or abandoned.

Scope

This process covers all booked end-point assessment components for all standards delivered by Awarding UK.

Cancellation / Non-Attendance Schedule

The Customer is the organisation that makes the booking for the EPA with Awarding UK. It could be an Employer or Training Provider.

Informed Cancellations	Cancellations made by the Customer with sufficient notice (5 working days or more before the scheduled assessment) are eligible for a full refund of the component cost listed in the contract
Late Cancellations	Cancellations made by the Customer with insufficient notice (before 5pm on the day prior to the scheduled assessment but with less than 5 working days' notice) are eligible to a refund of 50% of the component cost listed in the Contract
Non-Attendance	The Customer is not eligible for any refund where cancellation occurs after 5pm on the day prior to the scheduled assessment or where the assessment does not take place due to a no show from the Learner

Submission of work by Learners

If the assessment plan requires a Learner to submit work, such as a portfolio, then a deadline will be agreed for the submission date. If work is not submitted by the agreed date, then the submission date will be re-scheduled and an additional fee of the component cost (as listed in the contract) will be charged.

If the second submission date is missed this will be treated as an abandoned assessment, the related charge for the assessment component will not be refunded and the outcome will be recorded as a fail, unless extenuating circumstances apply. See the Reasonable Adjustments and Special Considerations Policy and the Gateway Considerations Document for further information on extenuating circumstances and the associated procedures.