

Student Tuition Fee Refund Policy

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1: Introduction

Studying at a UK University means that you need to pay an annual fee for your tuition, which covers the costs associated with teaching, examinations, assessment and graduation. This also takes account of costs that cover your total student experience, including academic, student, College, library and estate support services. The level of your tuition fee is set out in your Offer Letter.

If you are withdrawing, taking a leave of absence or study break or transferring from the University, you will need to know how this affects your tuition fees. This document explains how fees are recalculated and your eligibility for a refund.

It is your obligation to make arrangements at the beginning of your course for the payment of your fees. Details of how to pay your fees are contained in the [Essential Financial Information booklet](#) which is published each year.

Details of how the University will respond to the financial implications for enrolled students who are affected by the closure, suspension of, or major modification to, programmes of study can be found in the [Refunds and Compensations Policy](#) for Students. That policy aligns with the University's Student Protection Plan for protecting students from discontinuity of study due to their programme being suspended or terminated, or of major modifications to the programme affecting their academic progression.

2: General Provisions

a) Basis of fees

- Undergraduate (UG) tuition fees are set annually based on semesters (or terms). Most UG courses follow a semester attendance pattern which consists of two semesters in an academic year with each semester consisting of 16 weeks as follows:
 - 1 week for induction
 - 11 weeks of teaching
 - 4 weeks for assessment
- Some undergraduate courses follow a term based attendance pattern which usually consists of 3 terms.
- Postgraduate tuition fees are set annually based on a 12 month postgraduate academic year.

- Academic years usually run from September each year. There are a number of other start dates for postgraduate students.
- The fee that you will be charged depends on whether you are considered to be a Home or International student.
- York Online tuition fees are set for the degree programme and are fixed for the duration of your programme. Module fees are calculated pro-rata based on the number of academic credits each module is worth.
- The dates of semesters and terms are the standard dates published on the University website. Some courses may have different dates of study.

b) Withdrawal

If you withdraw you will be liable for tuition fees due as specified in sections 3, 4, 5, 6, 7, 8 below. If you or your sponsor has already paid more than the fees due, then the excess may be refunded to the fee payer.

The date of withdrawal is defined as your last day of attendance as agreed with your department and your supervisor.

After you have received your offer and up to 14 days after the start of semester or term (or the start date of your course) you have a "cooling off period" in which you may change your mind, withdraw from your place/registration and cancel your contract with the University. You must give written notice of your cancellation to the University within the 14 day "cooling off" period. The two week period runs from day 1 of the course up to and including the 14th day.

The following guidance is available about leaving the University:

Taught students (Undergraduate and Postgraduate)

<https://www.york.ac.uk/students/studying/manage/plan/taught/withdraw-taught/>

<https://www.york.ac.uk/students/studying/manage/plan/taught/loa-taught/>

Research students (Postgraduate)

<https://www.york.ac.uk/research/graduate-school/progression/change/leave/>

<https://www.york.ac.uk/research/graduate-school/progression/change/leave-of-absence/>

- c) If you take a leave of absence or suspend your studies you will be liable for tuition fees due up to the date you go on leave of absence/study break as specified in sections 3, 4, 5, 6, 7, 8 below. If you or your sponsor has already paid more than the fees due, then any credit will be held on your account pending your return to the University.
- d) Any debt you owe to the University may be subtracted from any refund of tuition fees.

- e) In the event that an overpayment is made against the total annual tuition fee amount or the total accommodation fee, then the credit balance arising will be used to offset any outstanding debt or invoice (e.g. outstanding tuition or accommodation debts to the University) on the Student's account (whether arising from tuition, accommodation, or any other legitimate charge) in due date order.
- f) Where there is no instruction from the payer or student to set the payment against a particular charge (e.g. against tuition, accommodation, or other invoices) the University reserves the right to allocate the funds received in the following order on the student's account: (i) All associated legal costs incurred during the recovery of the debt (ii) Accommodation fees; (iii) Any other outstanding debt to the University; (iv) Tuition fees.
- g) We will only refund money you have actually paid, so discounts and scholarships are not included when working out how much money you get back.
- h) The University will refund the monies by the same method and to the same source / account used for the original payment transaction. As such, if someone else has paid for your tuition fees, the refund will be made to that person or organisation. The method of refund may be by credit/debit card refund, bank transfer or other online payment refund. Refunds will not be made in cash.
- i) Where refunds are being returned to an overseas bank card or bank account, the University is unable to refund any shortfalls due to exchange rate fluctuations, or offer compensation for any bank or other charges incurred.
- j) Refunds should be requested by contacting the Fees Office (fees-office@york.ac.uk). For Postgraduate Taught deposits requests should be made to pg-deposits@york.ac.uk. Refunds are normally processed by the Fees Office towards the end of each semester (or academic term) because we need time to check details of the original payment in line with our anti- Money Laundering obligations.
- k) Refunds under £25 are not usually processed due to the costs involved.

3: Undergraduate students and students studying for PGCE

Table 1 <i>(Annual Fees of £9,250 and £19,600 are for illustrative purposes only - details of individual fee levels can be found on the University website and in your Offer Letter)</i>		
Withdrawal date	Amount of tuition fees due / payable by the student or sponsor	Example fee due calculation for academic year - WITHDRAWAL
During the first two weeks* of the semester or term * induction week plus week 1 of teaching for semesters	0% of the annual tuition fee. i.e. no fees are due	UG student withdraws in first two weeks Fees due calculation: $0\% \times £9,250 = £0$ fees due or $0\% \times £19,600 = £0$ fees due
After the first two weeks of the Semester (or term) and up to the end of the Christmas vacation	25% of the annual tuition fee.	UG student withdraws on 25th November Fees due calculation: $25\% \times £9,250 = £2,312.50$ fees due or $25\% \times £19,600 = £4,900$ fees due
Between the first day following the Christmas vacation and the end of Easter vacation	50% of the annual tuition fee.	UG student withdraws on 15th March Fees due calculation: $50\% \times £9,250 = £4,625$ fees due or $50\% \times £19,600 = £9,800$ fees due
After the Easter vacation	100% of the annual tuition fee.	UG student withdraws 7th May Fees due calculation: $100\% \times £9,250 = £9,250$ fees due or $100\% \times £19,600 = £19,600$ fees due

Once your fees due have been recalculated these are applied to your account.

If your account is still in credit you should be due a refund.

If your account is in debit, this means that you still owe money to the University and this debt will need to be paid.

Note: If you are funded externally by a sponsor or Student Loans Company then the recalculated fees will be applied to that account and they may be due a refund or have to pay the balance.

Taking a leave of absence or study break

If you take a leave of absence or study break your tuition fees due will be calculated up to the date of your absence (such date to be agreed with/as determined by the University) in line with Table 1. Any credit will be held on your account until you return. You won't have to pay tuition fees for the period you are away from the University.

When you return from your leave of absence the balance of your fees due/payable will be calculated and applied to your account and you will need to repay any debts outstanding to the University before re-enrolling. If you return in a new academic year your fees may have increased. If you are repeating a period of study on your return from a leave of absence you will normally still be charged for that repeated period.

If at the end of your leave of absence you choose not to return and withdraw from the University, the date of withdrawal will be the start date of your leave of absence and your fee liability will be calculated in line with Table 1.

Course transfers

If you transfer course, tuition fees are due up to the date of transfer for your old course. You will then be charged tuition fees for your new course at the prevailing rate for this new course. If following transfer your tuition fee account is in credit this will be held on account and applied to existing and future debt.

Repeat study

If you are allowed to repeat part of your programme you will be charged tuition fees for the repeat period.

4: Postgraduate students - excluding York Online Programmes

The annual tuition fee due is based on the number of months in the normal academic year, which is 12 months of teaching and assessment.

If you withdraw, your withdrawal date is your last day of attendance. The tuition fee due is recalculated based on the number of months in attendance as a proportion of the number of months in the normal academic year. If you have completed 8 months or more the full tuition fee is due. A month is calculated as a calendar month and a partially completed month is treated as a full month in attendance. The following provisions apply:

Table 2 <i>(Annual Fees £19,600 are for illustrative purposes only - details of individual fee levels can be found on the University website and in your Offer Letter)</i>		
Withdrawal date	Amount of tuition fees due / payable by the student or sponsor	Example fee due calculation for academic year - WITHDRAWAL
During the first two weeks of the semester or term	0% of the annual tuition fee. i.e. no fees are due	Student withdraws in first two weeks Fees due calculation: $0\% \times £19,600 = £0$ fees due
After the first two weeks of the semester (or term) until the end of eight months	Number of months in attendance divided by 12 x tuition fee	Student withdraws after 6 months Fees due calculation: $6 / 12 \times £19,600 = £9,800$ fees due
From the start of the ninth month	100% of the annual fee	Student withdraws after 10 months Fees due calculation: $100\% \times £19,600 = £19,600$ fees due

Once your fees due have been recalculated these are applied to your account.

If your account is still in credit you should be due a refund subject to the Tuition fee deposit policy rules set out in section 5 for international students

If your account is in debit, this means that you still owe money to the University and this debt will need to be paid.

Note: If you are funded externally by a sponsor then the recalculated fees will be applied to that account and your sponsor may be due a refund or have to pay the balance of fees due.

Taking a leave of absence or study break

If you take a leave of absence or study break your tuition fees due/payable will be calculated up to the date of your absence as agreed with/determined by the University in line with Table 2. Any credit will be held on your account until you return. You will not have to pay tuition fees for the period you are away from the University.

When you return from your absence the balance of your fees due/payable will be calculated with reference to how many months you have been charged to date, in line with Table 2. These are then applied to your account and you will need to repay any debts outstanding to the University before re-enrolling. If you return in a new academic year your fees may have increased. If you are repeating a period of study on your return from a leave of absence you will normally still be charged for that repeated period.

If at the end of your leave of absence you choose not to return and withdraw from the University, the date of withdrawal will be the start date of your leave of absence and your fee liability will be calculated in line with Table 2.

Course transfers

If you transfer course, tuition fees are due up to the date of transfer for your old course. You will then be charged tuition fees for your new course at the prevailing rate for this new course. If following transfer your tuition fee account is in credit this will be held on account and applied to existing and future debt.

Repeat study

If you are allowed to repeat part of your programme you will be charged tuition fees for the repeat period.

5: Tuition fee deposits for international postgraduate taught students

If you are an international postgraduate taught applicant you may be required to pay a tuition fee deposit. The refund of deposits is made in line with the [Taught Postgraduate Tuition Fee Deposit Policy](#).

6: York Online Programme students

Refunds will only be made after payment has been received.

All refunds will be made to the credit/debit card that was used to originally pay the fees online.

Withdrawal

Your request to withdraw must be received before the start of the 8th day after the module start date, to get a refund.

If you or your sponsor has already paid more than the fees charged, or you have chosen the upfront payment option, then the excess may be refunded to the fee payer.

	Amount of tuition fees payable by the student or sponsor	
Payment option selected	Withdrawal date within 8 days after module start	Withdrawal date after 8 days from module start
Pay per module	A full refund will be given for the amount of the tuition fees you have paid for the module.	Full fee due - no refund of tuition fees will be payable.
Pay for whole course in advance	A full refund will be given for the amount of the tuition fees you have paid this module PLUS you will receive a refund for any modules you have paid for and not yet started	No refund will be given for the amount of the tuition fees you have paid for this module. You will receive a refund for any modules you have paid for but not yet started

Leave of Absence

Where a student has commenced a module and applies for a Leave of Absence within the refund period, their period of absence will cover the whole of that module and they will receive a refund. Applications for Leave of Absence received outside of the refund period will not result in a refund. Instead the fee for that module will be retained and re-applied when the student studies the same module at a later date.

The refund period is the period in which a student may withdraw from a module that they have paid for and get a refund; this is 14 days in total (i.e. the number of days between the final module selection/payment date and 8 days after module start). For further details please refer to the [York Online Study Break / Leave of Absence policy](#)

Study break

There is no formal procedure for taking a study break; students should simply not select and pay for a module for the upcoming teaching period.

Students may not take a study break once the module has started. The exception to this is if a student selects and pays for a module and then changes their mind during the refund period. In such cases, and assuming the student does not want to take a formal Leave of Absence, the student record will be reset to a study break and a refund issued. For further details please refer to the [York Online Study Break / Leave of Absence policy](#)

7: Other Distance Learning students (excluding York Online Programme students) and CPD courses/programmes

If you are a distance learning student in one of the following programmes or on a CPD course, fees charged and refunds depend on the course and are set out in the individual terms and conditions as follows:

CPD Course and Programmes

<https://www.york.ac.uk/business/cpd/terms-and-conditions/>

Languages for all (LFA)

<https://www.york.ac.uk/lfa/terms-conditions/>

Centre for Lifelong Learning

<https://www.york.ac.uk/lifelonglearning/credit/termsandconditions/>

CRD - short courses

<https://www.york.ac.uk/crd/training-services/termsconditions/>

Green Chemistry

<https://www.york.ac.uk/chemistry/research/green/education/cpde-learningcourses/solvent-selection/termsconditions/>

Centre for Global Programmes

<https://www.york.ac.uk/global/summer-schools-and-short-courses/online-courses/consumer-contract/>

Mathematics

<https://www.york.ac.uk/study/postgraduate-taught/courses/msc-mathematical-finance-online/>

8: Pre sessional language courses

The level of Pre-Sessional tuition fees due is set out in Table 3 below and is dependent on the date when you cancel/ withdraw:

Table 3		
Withdrawal	Fees due	Notes
Within 14 days of accepting your place on the Pre-Sessional course and prior to the start of the course	0%	Your tuition fee will be fully refunded should you choose to cancel your Pre-Sessional course within 14 days of accepting your offer on a Pre-Sessional course, provided the course has not commenced
After 14 days of accepting your place on the Pre-Sessional course, or after the start of the course	100%	If you cancel/ withdraw from the course after the 14 day cancellation period has expired, or after the start of the course, the University will not refund payments received from you, unless there are extenuating circumstances

To cancel/withdraw from a Pre-Sessional course within 14 days of accepting an offer please change your acceptance via our applicant portal (You@York) and contact the International Pathway College at ipc-presessional@york.ac.uk.

To cancel/ withdraw from the Pre-Sessional course after 14 days of accepting your place on a course, or after the start of the course, please contact the International Pathway College directly at ipc-presessional@york.ac.uk You will be required to provide evidence of your extenuating circumstances to request a refund. Examples of acceptable evidence of your extenuating circumstances include a medical certificate in English (or a certified translation), or a visa refusal letter (if the refusal is due to fraud, no refund will be payable). Please note that an improved IELTS (or equivalent language test) score does not constitute a valid extenuating circumstance.

9: Visiting students

If you are already studying at another university, you can apply to spend time at York as a visiting student. If you apply to York as an independent visiting student (not on a student exchange agreement) you pay tuition fees directly to the University of York. Your tuition fees cover the cost of tuition, supervision, exams and an academic transcript.

If you are an undergraduate or postgraduate taught student the minimum fee payable is equivalent to the fee for one semester. If you are a postgraduate research student there is a sliding scale for fees.

There is no reduction in fees due if you leave early.

10: Higher and Degree Apprenticeships

Apprenticeships are funded through the employer's apprenticeship levy. Fees are negotiated with the employer for each individual student up to the maximum for the funding band set out in the apprenticeship standard. Payments are drawn down from the employer's levy account on a monthly basis through the submission of the statutory return to the Education and Skills Funding Agency (ESFA). If a student withdraws from an apprenticeship programme, the last date when they were engaged in new learning will be recorded in the statutory return to the ESFA. Once the statutory return has been submitted, levy payments will stop. No refund will be due to the student.

Table 4		
Withdrawal	Fees Due	Notes
Within 42 days of the start of the course	0%	If a student withdraws within 42 days of the start date of the course any funds already drawn from the employers levy account will be recovered and returned to the employer
After 42 days of the start of the course	<p>Monthly fee = (Total fee x 80%) / length of programme in months</p> <p>Fees due = monthly fee x number of months in attendance</p>	<p>If a student withdraws after 42 days from the start date the fee due is the monthly fee x the number of months in attendance, excluding the month of withdrawal if the student withdraws before the final day of the month.</p> <p>Any funds already drawn from the employers levy account relating to after the date of withdrawal will be recovered and returned to the employer.</p> <p>The remaining 20% of the total fee is paid on completion of the programme.</p>

If a student goes on a Break in Learning (in line with the University's Leave of Absence process), this will be recorded on the statutory return and apprenticeship levy payments will be paused until the student returns to complete their studies.

11: Contact

If you have a query about a refund then please email: fees-office@york.ac.uk

You can also write to the Fees Office at:

Fees Office, Finance Services, Unit 1 Market Square, Heslington, York, YO10 5NH.

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