Tuition Fee Policy and Procedures

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Approval  Academic Board
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1 Introduction

1.1 Goldsmiths, University of London is committed to a fair and transparent policy in respect of the fees it expects students to pay as well as a duty to safeguard public funds and ensure that it delivers value for money.

1.2 This policy provides clear expectations of a student’s financial obligations to the College following enrolment on to a programme of study. It also details the process with regards to refunds and compensation should a programme of study be cancelled or the student chooses to withdraw.

1.3 This policy should be read in conjunction with other related policies, which include:

- Section 2.10 of the Goldsmiths Academic Manual
  https://www.gold.ac.uk/gam/rights-and-responsibilities/fees/

- Section 15 of the Financial Regulations
  https://www.gold.ac.uk/financial-regulations/income/

- Any other relevant policies, for example the Anti-Money Laundering policy https://www.gold.ac.uk/governance/policies/

1.4 This policy has been developed in line with the College’s statutory responsibilities as articulated in the Consumer Rights Act 2015 (CRA) and the Higher Education and Research Act 2017 (HERA). It is formulated in line with the requirements for registration with the Office for Students as a Higher Education provider.

1.5 This policy does not govern payments, refunds and compensation for accommodation issues. These are governed by Goldsmiths Accommodation Terms & Conditions:
  https://www.gold.ac.uk/students/accommodation/

1.6 The Tuition Fees Policy is accompanied by a set of annexes which do not form part of the policy but provide detailed explanations of the way the College will manage the application of this policy. This policy and its annexes are reviewed annually and students will be asked to agree to the terms of this policy as part of the enrolment process at the start of each year of study.

1.7 Details of any changes made to this policy will be made available to students, prospective students and on the College website.
1.8 Students will be required to pay the fees and charges applicable to their programme of study and fee charging pattern. Fee levels are determined based on fee status and mode of attendance for each period of enrolment and the fee regime in force when a student begins a course of study (subject to changes outlined in this policy).

1.9 Tuition fees for each programme of study are published on the College website and can be accessed at https://www.gold.ac.uk/ug/fees-funding/ for undergraduate courses, https://www.gold.ac.uk/pg/fees-funding/ for postgraduate courses.

1.10 Students retain ultimate personal liability for the payment of their fees, whether invoiced or not, including where sponsorship agreements have been approved. The College will always seek to recover fees directly from students in cases where payment from other approved sources is not forthcoming.

1.11 The College reserves the right to take appropriate action against students who fail to pay their fees, or make satisfactory arrangements to pay on, or by the end of a set period after the start date of their course.

1.12 Please note: Other than in a student’s offer letter only authorised staff from the Student Administration (Fees Office) and Finance Department are able to provide a definitive statement on tuition fees. All other tuition fee information provided by non-authorised staff shall be considered advisory only and non-binding on the College. Students or staff requiring definitive confirmation of tuition fees should contact the Fees Office (fees@gold.ac.uk) with their enquiry.

2 Important information for all students

2.1 By the act of enrolment, a student accepts liability to pay the full tuition fee for the year of study and they are agreeing to abide by the current College Regulations set out in the Goldsmiths Academic Manual which includes acting in accordance with the College’s Tuition Fee Policy. The payment plan (‘terms’), which forms part of the Student Contract.
2.2 The College’s admissions process is subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. You have the right to cancel your acceptance by informing the College in writing within 14 calendar days after you have completed the online or manual registration process or from the official course start date, whichever is later. If you cancel within this period, you will be entitled to a full refund of any deposit/fees that you have paid. If you cancel after this period, the College retains the right to charge a proportion of the annual course fee as indicated in this Policy.

2.3 The College has a ‘fixed-fees’ policy for tuition fees meaning that the fee that is charged when a student commences their programme of study at enrolment will remain at that level until the completion of the programme.

2.4 The ‘fixed-fees’ policy will apply if a student interrupts or repeats a year of study.

2.5 It is your responsibility to ensure that you are able to pay for your course prior to enrolment.

2.6 Enrolment will not be permitted unless any prior year debt outstanding has been paid in full or an instalment plan has been agreed by the Fees Team.

2.7 It is the College’s responsibility to ensure that it delivers the programme of study as articulated in the Programme specification and in line with the terms and conditions supplied to students in the Student Contract: https://www.gold.ac.uk/governance/students/student-contract/

2.8 Goldsmiths works in partnership with Blackbullion and has invested in an online financial education system to help our students to improve their money management skills. Students can access this service for free by registering with their Goldsmiths email https://www.gold.ac.uk/students/financial-support/blackbullion/ Further information about Blackbullion may also be found at www.blackbullion.com

3 Fees

3.1 Setting Fees

3.1.1 The College reviews its fees, fees policy and annexes annually. Tuition fees are approved by Council on the recommendation of the College’s Finance and Resources Committee. The fees structure is developed by the Fees and Scholarships Working Group.
3.1.2 The College home/EU undergraduate fee is set in line with maximum applicable fee cap for undergraduate programmes designated for statutory support, currently £9,250 per annum. Future fees will increase in line with this cap.

3.1.3 When a student joins a new programme of study at the College they are assigned to a ‘cohort’. This cohort is used to determine the fees and fee regime applicable to each student. The cohort changes each time a student takes up a new programme registration unless the student is moving to a new programme of study as a result of an internal transfer.

3.1.4 All fees set and published by the College are in pounds sterling (GBP, £).

3.2 Fees status

3.2.1 Students enrolled on a programme that leads to an undergraduate or postgraduate qualification are usually assessed as ‘Home/EU’ or ‘Overseas’ fee payers. This assessment is made in line with The Education (Student Fees, Awards and Support) (Amendment) Regulations and guidance issued by UKCISA. https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics

3.2.2 The Assessment is usually carried out at the application stage; however, if a student feels they have been wrongly assessed, or that their circumstances have changed since enrolment they are able to seek a reassessment from the Student Fees team. Please note that if you enrol as an International student you agree to pay the international fee. If a student changes fee status and has paid fees in advance, a fee rebate will be applied on a pro-rata basis from the date the assessment in confirmed.

3.2.3 The financial support available to a student is dependent on their fees status. Information regarding applying for funding or loans can be found on the College website: https://www.gold.ac.uk/students/fee-support/applying-funding/
4 Scholarships and bursaries

4.1 The College offers a variety of scholarships and bursaries to its students (see Annex 1 – Scholarships, discounts and bursaries for full details of the policy). Information on scholarships and bursaries is made available to students each year, including eligibility criteria, and can be found on the College website:

Undergraduates: https://www.gold.ac.uk/ug/fees-funding/scholarships/
Postgraduates: https://www.gold.ac.uk/pg/fees-funding/scholarships/

5 Standard fee coverage

5.1 The standard tuition fee will cover a student for a first sitting and one in-year resit of all modules necessary to complete an academic year of a programme of study.

5.2 Costs for programmes which require additional expenses as part of the course are specified within the programme pages (This includes programmes where the activity of fundraising for a project is part of the learning process)

5.3 Additional fees and costs

5.3.1 The College may make additional charges for services provided to students during their period of study – such as halls of residence fees or costs for printing own work on College printers - and may also charge students the costs incurred by the College in recovering any debts owed by the student to the College.

Resit, retake and repeat fees

5.4 Resit

5.4.1 Students who do not pass a module at the first attempt will be considered by the Board of Examiners to be referred for resits in which they will be reassessed for the component(s) they did not pass. There is no charge for a resit taken within the academic year.

5.5 Retake

5.5.1 A retake is an opportunity to study a whole module including assessment again.
5.5.2 There is no charge for a retake when it is taken as part of a standard academic year (i.e. in addition to a standard number of credits up to the maximum permitted).

5.6 Repeat

5.6.1 Students who are required to repeat modules in the following academic session will be charged based on the student’s mode of attendance during the repeat year. (See Annex 5: Additional module(s), retakes and repeat charges for further information)

5.7 Recognition of prior learning

5.7.1 Goldsmiths does not currently charge a fee for considering an application for the recognition of prior learning, be this prior certificated learning (RPCL), or experiential learning (RPEL) where credit is awarded as a result of learning gained through vocational or other experience.

6 Payment of fees

6.1 Details of Goldsmiths payment methods and payment plans can be found in Annex 2 Payment of fees and can also be found on the Goldsmiths website at https://www.gold.ac.uk/students/fee-support/how-to-pay/.

6.2 Liability periods and dates

6.2.1 Details of fees liability periods and dates may be found in Annex 6 Withdrawals, interruptions, changes and liability and can also be found on the Goldsmiths website at

6.3 Advanced payment of tuition fees

6.3.1 Incoming international students are required to make an advanced payment or show the College evidence that they have an official sponsor. This will be offset against the first year’s annual tuition fee. Details regarding the advanced payment of tuition fees can be found on the Goldsmiths website at https://www.gold.ac.uk/students/fee-support/advance-payment/.
6.4 **Cooling-off period**

6.4.1 New students have the right to cancel their acceptance of a place on a programme of study by informing the College in writing within 14 calendar days of the completion of their online or manual enrolment process or from the official course start date, whichever is later. Students that cancel within this period will be entitled to a full refund of any deposit/fees paid.

6.4.2 It is the student’s responsibility to ensure that this notification reaches the College in a timely fashion. At the very least a student must ensure that any notification to cancel is sent to the College via the withdrawal process no later than the end of the 14th day of the cooling-off period.

6.4.3 If a student cancels after this cooling-off period the College retains the right to charge a proportion of the annual course fee (Annex 6 Withdrawals, interruptions, changes and liability).

6.5 **Transferring programme of study**

6.5.1 If a student transfers to a different programme of study, then they will be liable for the fee associated with each programme that they study for the duration that they are enrolled on that programme.

6.5.2 In the event that a student transfers to a programme with a higher or lower fee their fee liability will be increased or reduced on a pro-rata basis. Should the student have paid fees in advance then a pro-rata refund will be applied.

6.5.3 If a student transfers from full time to part time mode of study (or vice-versa) they will be charged a pro rata amount for the period they were enrolled as a full time student and a pro rata amount for the remaining period as a part time student. This may result in an increase or reduction in the fee due.

6.6 **Withdrawal, interruption, refunds and reduced liability**

6.6.1 Sometimes students may wish to withdraw from or interrupt their studies. In such cases fees due will be adjusted accordingly. If the fees already paid exceed the adjusted payment due, a refund will be made.

6.6.2 Where a refund is payable, the repayment must be refunded to the original payer using the same method of payment as the original remittance. This is to ensure compliance with the College’s Anti-Money Laundering Policy and the associated legislation.

6.6.3 Further details may be found in Annex 6 Withdrawals, interruptions, changes and liability and can also be found on the Goldsmiths website at https://www.gold.ac.uk/students/fee-support/fee-liability/ and https://www.gold.ac.uk/gam/rights-and-responsibilities/fees/
6.7 Break in study/interruption

6.7.1 In accordance with the Regulations set out within the Goldsmiths Academic Manual – 2.2. Attendance the College allows students to take a break during the course of their studies up to a maximum of two academic years. Students taking a longer break in study may have their fee status reassessed; see Annex 6 Withdrawals, interruptions, changes and liability.

6.8 Debt

6.8.1 Students retain ultimate personal liability for the payment of their fees, whether invoiced or not, including where sponsorship agreements have been approved. The College will always seek to recover fees directly from students in cases where payment from other approved sources is not forthcoming.

6.8.2 In the event that a student does not make a payment by the date it is due the College will contact them by e-mail at their Goldsmiths email account. If we do not receive a reply and debts remain, sanctions may be applied, which could include the withdrawal of IT and Library services.

6.8.3 In the event that an outstanding debt remains following the actions described above, and if it has not been possible to agree an alternative payment plan, the College will require the student to withdraw from their programme of studies. the College also reserves the right to pass outstanding debts to an external debt collecting agency, which may, as a last resort, take legal action to enforce the recovery of the debt and associated costs incurred by the College will be passed to the student.

6.9 Complaints

6.9.1 Students who consider this policy to have been incorrectly applied in their individual case or a decision about the termination of their studies on financial grounds may submit a complaint under the College’s complaint procedure. Details of this procedure and the free advice service for students can be found at https://www.gold.ac.uk/governance/appealsandcomplaints/
Introduction

This annex to the tuition fee policy provides detailed information and guidance on scholarships and discounts the College has available for its students. Many of the discounts and scholarships offered reflect market conditions and can be subject to change as the College reviews the overall package of support it offers and full up-to-date details of what is offered can be found on the College website at:

Undergraduate students https://www.gold.ac.uk/ug/fees-funding/scholarships/
Postgraduate taught students https://www.gold.ac.uk/pg/fees-funding/scholarships/
Postgraduate research students https://www.gold.ac.uk/graduate-school/funding/

Payments of scholarships and bursaries

The following rules apply to the payment of scholarships and bursaries:

- 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 College the scholarship or bursary will be suspended from the point of withdrawal.
- In the case of the programme of study being terminated or the institution ceasing to operate the institution will honour the award allocated to the student.
- Some scholarships are awarded by external bodies and as such we are bound by the terms and conditions of the relevant awarding body.
Introduction
Guidance on how to best manage your finances can be found on the Goldsmiths website at [https://www.gold.ac.uk/students/financial-support/avoiding-financial-difficulties/](https://www.gold.ac.uk/students/financial-support/avoiding-financial-difficulties/). The College works in partnership with Blackbullion and has invested in an online financial education system to help our students to improve their money management skills. Students can access this service for free by registering with their Goldsmiths email [https://www.gold.ac.uk/students/financial-support/blackbullion/](https://www.gold.ac.uk/students/financial-support/blackbullion/).

The information contained in this annex supports the tuition fee policy by providing detailed information and guidance on the payment of tuition fees and lays out the approved and appropriate methods for payment of fees to the College.

Making a payment
Full or partial contribution to fees
Full or partial contribution to fees can be paid by one or more of the methods below:

- Credit / debit card online, via phone or in person (see below)
- Bank Transfer (see below)
- International Funds Transfer – In your own currency (see below)
- Instalment by direct debit (see below)
- GBP (£) Sterling bankers’ draft
- By bringing a letter authorising the College to invoice a sponsor (see below)

If arrangements to pay tuition fees are not made by the student at enrolment/re-enrolment, the College will subsequently make every effort to remind students that fees are due by e-mail; however, **these are reminders only and students are contractually responsible for paying fees on time whether e-mails are received or not.** Please note that emails will be sent to a student’s Goldsmiths email account.

Defaults on payment are treated seriously and may lead to sanctions being taken against the student. See the section on Debt Management below for further information.

Information on how to pay tuition and accommodation fees and links to Goldsmiths’ web payment facility can also be found at [https://www.gold.ac.uk/students/fee-support/how-to-pay/](https://www.gold.ac.uk/students/fee-support/how-to-pay/).
Payments by credit/debit card online

Payments may be made online using a credit or debit card on our Web Payments page at: [https://payments.goldsmiths.ac.uk/webpayments/Logon.aspx](https://payments.goldsmiths.ac.uk/webpayments/Logon.aspx).

Email assistance with any problems when using Web Payments can be obtained via epaygs@gold.ac.uk.

International funds transfer

This is the best method for international students who want to pay in their own currency. It guarantees that the payment will arrive quickly and in full and there are no transaction charges.

Payments are made online through WU Business Solutions at student.globalpay.wu.com

Bank Transfer

Tuition fee payments may be made by bank transfer using the following Goldsmiths’ bank details. **NB: All payments must be given a reference using the Student Number followed by the Student Name.**

- Sort Code: 60-16-16
- Account Number: 77506774
- IBAN Number: GB67NWBK60161677506774
- BIC Number: NWBKGB2L

Once a payment has been made you should email studentpayments@gold.ac.uk with the following information:

- Student number
- Full student name
- What has been paid
- If you require confirmation of payment or receipt

Payment by instalment (direct debit)

Direct Debit is the only way you can pay tuition fees in instalments.

You can pay by Direct Debit termly (October, January and April), or over 5 months (October to February).

In order to pay by instalments students must complete the [Tuition Fee Direct Debit Mandate Form (PDF)](https://documents.goldsmiths.ac.uk/tuition-fee-direct-debit-mandate-form.pdf) and return to the Fees Office before or at Enrolment. You will be notified of the exact amounts and dates of each payment 10 days prior to the first payment being made.
In order to pay by instalment, a student must have a UK bank account capable of processing direct debits (usually a current account, not a savings account).

In the exceptional event that a student is delayed in completing the direct debit mandate, the payment plan will be amended to meet the remaining instalment dates. The end date will not be extended to compensate.

Students should make every effort to ensure they inform the College of any difficulties they have in meeting their payment obligations at the earliest opportunity.

Instalment options are not available to third party sponsors such as employers, government/embassy sponsors or other organisations. Family members are not considered third party sponsors by the College and may pay in instalments by direct debit.

On an exceptional basis, where extenuating circumstances have been demonstrated, the Fees Office may approve an individual payment plan with a student.

If the terms of an exceptional payment plan are not met, the payment plan ceases and any outstanding balance of fees is due immediately.

Students must discuss any requests for non-standard payment of fees with a member of staff from the Fees Office.

Students in financial difficulty may also contact the Student Centre.

Visit in person RHB 117 Richard Hoggart Building
Call 020 7919 7050
Email studentcentre@gold.ac.uk
Financial Support web page https://www.gold.ac.uk/students/financial-support/

**International students – advanced payment of fees**

Self-financing international students are required to make an advanced fee payment of at least £3,000 in order to secure their place at Goldsmiths. Full details are sent to prospective students with their offer of admission. Where applicants are applying for a Tier 4 visa, payment details will be included on the Confirmation of Acceptance of Studies (CAS) statement.

Students who wish to and are able to make a larger payment in advance, for example to mitigate foreign currency risk, are encouraged to do so. Such a payment can cover more than one year’s fee. Fee payments received in advance will be held on account and released against invoices as they fall due. Should the student subsequently withdraw from, transfer or suspend their studies, the remaining
payment on account will be refunded in accordance with annex 6 below Withdrawals, interruptions, changes and liability.

Advanced payment of fees can be made online using a credit or debit card or international on our How to pay page at: [https://www.gold.ac.uk/students/fee-support/how-to-pay/](https://www.gold.ac.uk/students/fee-support/how-to-pay/).

From the drop down menu select POA - Tuition Fees followed by 2019 Academic Yr option when required to select the description. Then continue to follow online instructions to complete payment.

Email assistance with any problems when using Web Payments can be obtained via epaygs@gold.ac.uk.

Alternatively payment can be made by international funds transfer through WU Business Solutions at [student.globalpay.wu.com](http://student.globalpay.wu.com)

Debt management

Students retain ultimate liability for the payment of their fees, whether invoiced or not, including where sponsorship agreements have been approved. The College will always seek to recover fees directly from students in cases where payment from other approved sources is not forthcoming.

The College will follow the following debt collection procedure following non-payment of tuition fees:

1. E-mail reminders from the College
2. Withdrawal of certain services (e.g. IT/Library usage)
3. Withdrawal of the student from the College
4. Exclusion of the student from re-enrolment to any subsequent academic year
5. Referral to a debt collection agency, which may, as a last resort, take legal action on the College’s behalf to recover the sum due, plus costs.

This list is in the form of an escalation of actions and the student position may be reset at any point in the process on payment of fees, or acceptance by the College of an approved payment plan.

Following withdrawal by the College for non-payment of tuition fees, a student’s transcript of study and certificate will be withheld, they will not be permitted to re-enrol with the College and

The College will not confirm attendance to any potential employer or third party.

If you are worried about money matters or any related issues, our experienced Student Centre staff can advise. You may also contact our Wellbeing team for advice on personal and wellbeing concerns.
9 Annex 3: Undergraduate and PGCE Student Finance funded students Postgraduate loans

Introduction
This annex to the tuition fee policy provides the detailed information supporting the processes for exchange of data between the College and Student Finance. It also provides the detail of the requirements for reporting progression for the purposes of receiving funding.

Student Finance
Designated undergraduate courses attract funding from the UK Government (and the devolved administrations) via the Student Loans Company (Student Awards Agency for Scotland for student from Scotland). For ease of reference, Student Finance refers to both the Student Loans Company (SLC) and the four assessing authorities (listed below) and is used throughout the tuition fee policy and its annexes:

- Student Finance England (SFE)
- Student Finance Wales (SFW)
- Student Finance Northern Ireland (SFNI)
- Student Awards Agency for Scotland (SAAS)

Undergraduate student tuition fee and maintenance loans

Applying to Student Finance
Home and EU students studying towards an undergraduate degree, PGCE and some certificate programmes can apply for support towards tuition using the Student Finance website – https://www.gov.uk/browse/education/student-finance. Home students can also apply for grants and loans towards living costs.

A new application needs to be made each academic year and students are advised to apply to Student Finance as early as possible.

The College maintains an SLC advice page to assist students with their application. https://www.gold.ac.uk/student-services/money/studentloans/slcadvice/.

Students taking up a place at Goldsmiths through the clearing process should inform Student Finance at the earliest opportunity about their change of institution and notify the College that they are expecting to receive funding from Student Finance so that the College may undertake the necessary work to transfer funding from another institution.
Student fee liability and liability periods

For the purposes of monitoring student attendance for the collection of fees each academic session is divided into liability periods. Full details are published in Annex 6; Withdrawals, interruptions, changes and liability.

The College has an obligation to monitor and report on Student Finance funded undergraduate students three times a year, at the start of each liability period. A liability period is a period of time in which a student’s entitlement to tuition fee funding from Student Finance increases and therefore the liability for payment of fees accrues; liability periods are different to term dates. This is a Student Finance requirement.

Students who have funding applications rejected by Student Finance after they have started their course will be liable to pay their own tuition fees. Students receiving late notification of rejected applications will be liable to pay their own fees and should contact the Fees Office as soon as possible to discuss their options.

Student Finance reassessments

All students are responsible for applying on time and providing all information and evidence required by Student Finance to ensure that students receive the correct funding at the right time. In the case of any dispute between the College and Student Finance over a student’s fee level the College recognises the authority of Student Finance as the definitive position.

Where the College and/or student believes a Student Finance assessment to be incorrect the assessment will be challenged and the student should be prepared to supply more information and evidence as may be required. The College will accept the final decision of Student Finance as definitive and ultimately it is the decision of Student Finance that will be reflected in the fees charged to students.

Student Finance have the right to reassess students and where necessary award or remove funding. The College will reflect these changes in the student fee record. This may mean students have funding removed after it has been paid and may, therefore, become liable for tuition fees. The College will work with students to mitigate the impact of any changes; however students retain ultimate responsibility for the payment of the fees due for their course.

Data returns to Student Finance

For students in receipt of fee support from Student Finance the College is required to return certain information about students and their enrolment(s) to the Student Loans Company in order to release tuition and maintenance funding. The data returns include details of

- enrolment
- course
• course duration
• transfers
• periods of repeat study
• periods of suspension

This does not replace the student’s own responsibility to inform Student Finance of changes to their studies.

Maintenance loans are released to students once the College has submitted an enrolment confirmation to Student Finance. In order for payments to be released, students need to have completed their Student Finance Application and be enrolled at Goldsmiths. Once the College has confirmed attendance, the SLC should release payment directly to student bank accounts within 3-5 days. **NB: Payment cannot be released before the first day of term.**

Confirmation of registration are sent to Student Finance on a regular basis as student support is approved or students enrol.

**Postgraduate loans**

**Taught Masters**

Postgraduate loans are also available to students studying towards a taught MA. This is a loan to help with all costs associated with students' study and may not cover the full cost of their programmes. The loan is also paid to the student and not to the College and is administered by Student Finance England alongside the undergraduate funding programme.

The loans for Masters students provide:

• a contribution towards the cost of study. They can be used for fees, maintenance or other costs associated with your study
• non-means tested
• paid directly to the student into a UK bank account

Applications can be made via the Student Finance England website [https://www.gov.uk/postgraduate-loan](https://www.gov.uk/postgraduate-loan).

Once Goldsmiths has confirmed a student’s place of study, payments of the loan will be made directly to the student in three equal instalments per year.

The first payment will be on the date the course starts. This will be followed by two further payments - one 4 months from the course start date and one 7 months from the course start date.

If the programme of study is longer than 1 year (including part time) payments will be made over 2 years, normally this will paid termly. In the case of programmes of study
that are 15 months long, students will receive the final three payments in the final term of their studies.

Payment on these dates depends on the College confirming that the student is still attending their course.

The College maintains a Postgraduate Loan advice page to assist students with their application.
https://www.gold.ac.uk/pg/fees-funding/government-postgraduate-loans/#d.en.134733

and further information can also be found at
https://www.thestudentroom.co.uk/student-finance/postgraduate/.

Students will receive notification from Student Finance detailing the exact amounts and dates of each payment.

**Postgraduate doctoral loans**

Postgraduate doctoral loans are also available to students studying for a postgraduate doctoral course such as a PhD and further details can be found at
https://www.gov.uk/doctoral-loan, and
https://www.thestudentroom.co.uk/student-finance/postgraduate/.
10 Annex 4: Additional costs to students

Introduction

Goldsmiths is committed to ensuring that a student is able to complete their course of study without incurring any significant additional study costs over and above the tuition fee for that course. Where additional costs are incurred, the College will work to ensure that these costs are kept to a minimum.

The College expects students to bear in mind that the academic provision does include certain elements of study that will inevitably incur additional costs. Costs will vary by course and will be influenced by the location of teaching and method of delivery of the programme of study as well as its duration. Where there are additional costs that students are expected to bear above the overall tuition fee students should note they need to budget for these.

Additional costs to students

General study costs

Studying a degree incurs some general costs that need to be budgeted for. These may include:

- Buying stationery, notebooks, computing equipment and study software for your modules
- Travel costs to get to university
- Photocopying and printing costs
- Buying textbooks and reading materials
- Attending conferences and events related to your programme
- Costs associated with graduation - you'll be asked to pay for your robes and tickets to the graduation ceremony

Course-specific costs

There may also be additional costs associated with specific programmes of study. This can include things like paying for field trips or specialist materials for assignments. For example, students studying an art degree will be expected to provide their own materials for creating their art works. Further information can be found on the Goldsmiths' website via the individual course pages – additional costs to students are detailed in the programme specification.
11 Annex 5: Additional module(s), retakes and repeat charges

Introduction

The tuition fees paid entitle students to a first attempt and one in-year resit at all of the modules necessary to complete the academic year of the course. Additional modules and retakes incur an extra charge; this annex to the tuition fee policy gives detailed guidance on how, when and at what level charges will be made for additional modules and retakes.

Assessment fees

There is no charge for in-year resits. Fees for students studying in exam attendance only will be charged as can be found here https://www.gold.ac.uk/students/studying/assessments/resubmitting-and-resitting/

Further information and advice can also be provided by the Assessments Team (assessments@gold.ac.uk).
Annex 6: Withdrawals, interruptions, changes and liability

Introduction
This annex covers the detailed application of the College withdrawal policy and sets out numerous examples of the way in which fees will be charged for students withdrawing from the College or interrupting their studies.

Before withdrawing or interrupting, students are strongly encouraged to seek information, advice and guidance from staff in the Student Centre. Information can also be found on the Goldsmiths website at https://www.gold.ac.uk/students/studying/taking-an-absence-changing-leaving/.

For further information on withdrawals and refund of fees, please also see www.gold.ac.uk/governance/generalregulations/6-fees/ and, https://www.gold.ac.uk/students/fee-support/fee-liability/.

Withdrawing from the College

If a student withdraws, it is important that they contact their academic department, in particular their Senior Tutor, so that their withdrawal can be formally authorised. Retrospective withdrawals will not be permitted.

College withdrawing students

From time to time it may be necessary for the College to withdraw a student. The reasons for this can vary and this will be carried out in line with the appropriate policy. Should this occur a student will be eligible for a refund of any fees paid from the date of withdrawal.

Undergraduate students

1. If a student is withdrawn by their department for non-attendance tuition fees are due up to the date of withdrawal.

2. If a student withdraws, or interrupts, within 3 weeks of start of autumn term, they will not be liable for any tuition fee payment to the College and any tuition fee loan applied for will not be payable.

3. Thereafter tuition fee liability will increase as follows:

<table>
<thead>
<tr>
<th>Time lapsed</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>After 3rd work of Autumn term</td>
<td>25%</td>
</tr>
<tr>
<td>From beginning of Spring term</td>
<td>50%</td>
</tr>
<tr>
<td>From beginning of Summer term</td>
<td>100%</td>
</tr>
</tbody>
</table>
Postgraduate students

1. If a student is withdrawn by their department for non-attendance tuition fees are due in full.

2. If a student withdraws from their programme of study fees are calculated as follows:

<table>
<thead>
<tr>
<th>Autumn term</th>
<th>Refund amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal within 3 weeks of start of autumn term</td>
<td>No fee due, full refund</td>
</tr>
<tr>
<td>After 3 weeks</td>
<td>25% of fee due, refund of 75%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spring term</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal within 2 weeks of start of spring term</td>
<td>25% of fee due, refund of 75%</td>
</tr>
<tr>
<td>After 2 weeks</td>
<td>50% of fee due, refund of 50%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Summer term</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal within 2 weeks of start of Summer term</td>
<td>50% of fee due, refund of 50%</td>
</tr>
<tr>
<td>After 2 weeks</td>
<td>75% of fee due, refund of 25%</td>
</tr>
<tr>
<td>After 1st July</td>
<td>Full fee due</td>
</tr>
</tbody>
</table>

Interrupting study

The General Regulations which apply to absences and interruption of study can be found at https://www.gold.ac.uk/governance/generalregulations/attendanceandprogress/

If students need to be absent for under four weeks they can request to take an authorised absence; this is usually arranged through the appropriate tutor. Students will be charged their fees as normal during this time.

If students need to take a longer break they may do so up until 31 March in any academic year for a maximum of two years in total. Students should advise their department within one week of their last day of attendance.

In order for the appropriate fees actions to take place applications for interruption must be made using the official form

https://www.gold.ac.uk/media/documents-by-section/life-on-campus/student-support-services/Interruption-2016-17.pdf
and be signed off by the department. All forms must be received by the Records & Enrolments team via studentrecords@gold.ac.uk within two weeks of the effective date.

Postgraduate students

If a student interrupts then fees will be calculated as follows:

<table>
<thead>
<tr>
<th>Withdrawal time</th>
<th>Refund amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal within 3 weeks of start of autumn term</td>
<td>Full refund</td>
</tr>
<tr>
<td>After 3 weeks</td>
<td>Liable for pro rata fee based on number of weeks attending, based on a 46 week year. Overpayment to be held as a credit towards fees for the following academic session.</td>
</tr>
</tbody>
</table>

Changes to study

Transferring from Full Time to Part Time study

If a student transfers from full time to part time mode of study they will be charged a pro rata amount for the period they were registered as a full time student and a pro rata amount for the remaining period as a part time student. This may result in an increase in the fee due.

Transferring programme of study

If a student transfers programme of study then they will be liable for the fee associated with each programme that they study for the duration that they are enrolled on that programme.

In the event that a student transfers to a programme with a higher fee their fee liability will increase. This will be applied on pro-rata basis.

In the event that a student transfers to a programme with a lower fee their fee liability will be reduced on a pro-rata basis. Should the student have paid fees in advance then a pro-rata refund will be applied.

Refunds

Refunds to students who have paid fees

If a student has paid tuition fee up front you will be refunded the amount in excess of the tuition fee charged based on the percentage tuition fee liability:
Refunds for withdrawal

<table>
<thead>
<tr>
<th>Autumn term</th>
<th>Refund amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal time</td>
<td></td>
</tr>
<tr>
<td>Withdrawal within 3 weeks of start of autumn term</td>
<td>No fee due, full refund</td>
</tr>
<tr>
<td>After 3 weeks</td>
<td>Refund of 75%</td>
</tr>
</tbody>
</table>

| Spring term                                     |                                      |
| Withdrawal within 2 weeks of start of spring term| Refund of 75%                        |
| After 2 weeks                                   | Refund of 50%                        |

| Summer term                                     |                                      |
| Withdrawal within 2 weeks of start of Summer term| 50% of fee due, refund of 50%         |
| After 2 weeks                                   | 75% of fee due, refund of 25%         |
| After 1st July                                  | Full fee due                         |

Refunds in the case of programme or institutional closure

In extreme circumstances the College may have to terminate a programme of study. This will be managed in line with the College’s Programme Closure process: [https://www.gold.ac.uk/quality/prog-closure/](https://www.gold.ac.uk/quality/prog-closure/).

In such a case, or if the institution has to close, refunds will automatically be awarded to students for the current year of study. If the programme has to be terminated at any stage during the year then the refund process will be applied as above to students who have paid fees.

We will ensure that students can be taught and assessed to the end of the module which they are studying thus enabling them to accrue academic credit. This can then be used to secure transfer to another university should this be appropriate.

On some occasions this may mean that a student suffers financial 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.

Refunds are not given to students on non-credit bearing/short courses except in the following circumstances:

- Closure of classes because of low enrolment (full fee refunded)
- Withdrawal from class before course begins (full fee refunded)
- Exceptional circumstances such as illness (pro rata) with must be supported by documentary evidence and the written approval of the Department

Further information can be found in the Short Courses Welcome Pack [https://www.gold.ac.uk/short-courses/short-course-welcome-pack/](https://www.gold.ac.uk/short-courses/short-course-welcome-pack/)
Refunds to sponsors

Where a tuition fee has been paid by a sponsor, any refund due will be paid back directly to that sponsor.

Process for refund

- Approved refunds will be paid by the same method and to the same account as the money was originally received. Evidence of payment and a copy of a bank statement will be required to verify details.
- We aim to process a refund within 3 weeks of the Fees Office receiving the refund request or withdrawal form. You may be contacted to confirm the bank details you wish the refund be paid to.
- Refunds will be paid within 14 days of the refund being approved.
- If your fees were paid via a sponsor or other organisation, including the Student Loans Company, the refund will be paid to the sponsor and in line with any external regulations that may apply.
- In the case of withdrawals, the date of withdrawal will be the date at which a completed withdrawal form is authorised by the Registry Services team. It is the student’s responsibility to formally notify the College of their withdrawal at the point at which they leave the course.

Refunds are not given to students on Non Credit Bearing courses (NCB) (short course codes beginning with 1) except in the following circumstances:

- Closure of classes because of low enrolment (full fee refunded)
- Withdrawal from class before course begins (full fee refunded)
- Exceptional circumstances such as illness (pro rata) must be supported by documentary evidence and the written approval of the Head of Department.

Claiming a refund

If a student meets the above criteria for a refund then they should apply for this through the College’s Fees Office who can be contacted by e-mail on fees@gold.ac.uk or by telephone on 020 7078 5311.

Compensation

Compensation will be awarded if clear, recognisable and material loss is suffered and evidenced by the student. This normally falls into two categories, either:

(a) Recompensing a student for wasted out-of pocket expenses they have incurred, which were paid to someone other than the university (such as travel costs).

(b) An amount to recompense for material disadvantage to the student arising from a failure by the university to discharge its duties appropriately.
Compensation may take the form of a financial payment, a discount, or some other form of benefit. It is possible that in the case of a complaint about an element of a programme of study or learning experience this could be settled without the need for a refund or financial compensation. In these cases this might include an apology, a goodwill gesture or in the case of the complaint relating to the quality of a programme of study this could include repeating a part of the course that did not meet the expected standard.¹

**Making a claim for compensation**

The College’s Complaints and Appeals Process is the process that provides students with effective consideration of any claim for financial or other compensation. It articulates the steps that will be taken by the College in assessing any complaint and also details the process that a student should follow if they are unhappy with the outcome of a complaint and wish to progress their complaint to the Office of the Independent Adjudicator (OIA)².

Students can find guidance in our College Complaints and Appeals Policy and Process: [www.gold.ac.uk/governance/appealsandcomplaints/studentcomplaints/](http://www.gold.ac.uk/governance/appealsandcomplaints/studentcomplaints/).

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