



**Manchester
Metropolitan
University**

Regulations for the Payment of University Fees for **Postgraduate Research Students**

Academic Year 2024/25

Contents

Key Facts	1
1 General Information	3
1.1 Who these regulations are for	3
1.2 What these regulations are about	3
1.3 University correspondence and holding financial information	3
1.4 Who to contact regarding these regulations	3
2 Tuition Fees.....	3
2.1 How fees are set	3
2.2 How fees are charged	4
2.3 Fee changes.....	4
2.4 Fee status – Home, Channel Islands or Overseas	4
2.5 Continuing Manchester Met student fees.....	5
2.5.1 Home/EU students.....	5
2.5.2 Overseas students.....	5
2.6 Writing up, Extension (including late submission) and Resubmission Fees	5
2.6.1 Writing up fees.....	5
2.6.2 Extension Fees (including late submission).....	6
2.6.3 Resubmission Fees	6
2.6.4 Personal Learning Plan (PLP).....	6
3 Paying Fees.....	6
3.1 Self-paying students.....	6
3.1.1 Programme deposits	7
3.1.2 Paying in instalments	7
3.2 Employer/Sponsor funding	7
3.3 Postgraduate Loans.....	8
4 Recalculating Fees.....	8
4.1 Withdrawal and interruption	9
4.2 Fee liability if students withdraw or interrupt.....	9
4.2.1 Exceptions	10
4.3 Interruption of studies	10
4.4 Programme transfers/changes in study mode	10
Awards, Discounts and Scholarships.....	11
5 Accommodation Fees.....	11
6 Non-payment of Fees.....	12

6.1	Consequences for non-payment of fees.....	12
6.1.1	Failing to return University equipment.....	13
6.2	Charges incurred for non-payment of fees.....	13
7	Refunds	13
7.1	Tuition fee refunds.....	13
7.2	Accommodation refunds	13
7.3	Administration charges.....	13
7.4	How to request a refund.....	14

These Regulations have been equality impact assessed. The persons responsible for equality impact assessment for these Regulations are the Finance Billings Manager and the Head of Finance Service Centre.

Links to external websites or advice organisations have been provided for further assistance, however the University is not responsible for any advice that they may provide.

Key Facts

- Students who engage with their programme for more than 2 weeks following the programme start date will incur tuition fees (hereafter called **fees** see [section 4](#)).
- The University will recalculate fees, for example in the event of withdrawal, interruption, programme transfer, or change in study mode, depending on student engagement with the programme (see [section 4](#)).
 - Writing up, extension, resubmission fees and additional project cost fees are not reduced in the event of a withdrawal or interruption.
- Students must make sure they have the means to fund their education and living costs or have funding arranged before enrolling on the programme. Sanctions will apply should students fail to pay fees in accordance with these Regulations (see [section 7](#)).
- It is the responsibility of the student to keep in regular contact with all relevant areas of the University regarding any issues which may result in a period of non-engagement (such as medical or other personal reasons).
- All withdrawals and interruptions have to be approved in a timely manner within the academic year and must be requested through the correct academic process. Backdated requests will not be accepted. Medical evidence will be required for all health-related interruptions.
- An Interruption of study (previously known as suspension) is when a student takes an approved break from their programme. Fees will be pro-rated and re-instated when a student returns to their studies. If studies are recommenced at an earlier point or the student starts a different programme, further fees will apply.
- Programme fees are charged annually (based on the information held at the time of assessing the fee) and will be displayed during online enrolment along with any other fee elements if known at the time of online enrolment (see [section 2](#)).
- All programme fees for the academic year are payable before the start of the programme unless:
 - Third party funding has been arranged (including funding from the University);
 - An instalment plan has been agreed (see [section 3](#)).
- If students have arranged funding to pay fees, evidence of this must be supplied. The University will make reasonable efforts to collect fees from a third party, however should no payment be made, students will be liable to pay (see [section 3](#)).
- If approved funding has not been received prior to students Online Enrolment they will be invoiced as a self-paying student. Once approved funding has been received billings will be adjusted.
- University accommodation fees are payable either in full or by agreed instalments in line with the accommodation contract (see [section 6](#)).

- If any changes or errors in fees charged are identified, the University will notify students promptly as soon as possible (see [section 2.3](#)).
- Writing up fees, extension and resubmission fees students should contact the Collection and Recoveries team to discuss an instalment plan (see [section 2.6](#)).
- Extensions must be requested via Skills Forge and be approved by the Faculty Research Degrees Committee.
- Students in receipt of a Postgraduate or Doctoral Loan will not receive loan payments for any additional years of studies if they do not submit in the normal timeframe. Students who reach the income threshold permitted may be required to start loan repayments whilst they are still studying.
- Where students fees are either part funded or fully funded by a loan from Student Finance Northern Ireland or Student Awards Agency Scotland, the University will attempt to collect as much of the fee as possible via the loan. Should there be a shortfall in the recalculated fees in the event of a student interruption or withdrawal, it will be the student's responsibility to make up the difference in fees themselves. Students will receive an invoice for these fees from the University.
- There may be additional costs associated with your programme of study that do not form part of your tuition fees. If these apply, students will be advised by their Principal Supervisor and confirmed in their offer letter.
- Any equipment purchased by the University and provided to you to assist with your research studies is the property of the University and must be returned to the University when you have completed or ended your programme of research.

1 General Information

1.1 Who these regulations are for

These regulations apply to all new and continuing Postgraduate Research students.

Regulations for Undergraduate, Global Online and Postgraduate Taught students can be found on our website at www.mmu.ac.uk/student-life/finance/.

1.2 What these regulations are about

Manchester Metropolitan University (the University) is committed to a fair and transparent policy in respect to charges made to students.

These regulations set out the fundamental tuition fee charging principles of the University, including information about how tuition fees are charged, and how fees are recalculated should students' study or circumstances change. These regulations also describe how students can pay tuition fees and the consequences for non-payment.

1.3 University correspondence and holding financial information

The University generally sends all fee and finance related correspondence via email, to Manchester Met student email addresses and any external email held on the University student records system. The University may also contact students by text, by post or over the telephone.

A Manchester Met finance account will be created for all students. Finance accounts are held in the University's accounting system, and record all accounting entries relating to invoices, credit notes, payments, and adjustments. Students can request a full statement of account at any time by contacting the Student Billings team.

1.4 Who to contact regarding these regulations

The **Student Billings team** is responsible for applying these regulations in respect of the fees charged.

Tuition fees: PGRbillings@mmu.ac.uk / 0161 247 2937

MMU Halls of Residence fees: hallfeeq@mmu.ac.uk / 0161 247 2894

The **Collection and Recoveries team** is responsible for applying these regulations in respect of the payment of fees and the consequences of non-payment.

Collection and Recoveries team: pay@mmu.ac.uk / 0161 247 1852

2 Tuition Fees

2.1 How fees are set

The University Fees and Scholarships Group is responsible for setting fees for all Postgraduate Research programmes.

The majority of Home MPhil and PhD fees are aligned to the UK Research and Innovation (UKRI) 'indicative rate'. Tuition fees which are set in line with the UKRI indicative rate are reviewed annually and may be subject to an annual increase as confirmed in further detail within the E-prospectus or your offer pack.

Fees for Masters by Research programmes, any doctoral programmes where fees are not aligned to the UKRI indicative rate for Home tuition fees, writing up, extension, resubmission and additional project costs are reviewed by the Fees and Scholarships Group on an annual basis.

Overseas tuition fees will remain the same providing the student completes the programme in the normal timeframe (see [section 2.5](#)).

2.2 How fees are charged

The University charges tuition fees annually, and fees will be payable each year for the duration of the programme. Students will be required to pay the fees applicable to their programme of study and fee charging pattern. Fees are also determined based on fee status and mode of attendance.

Fees for new students are available on the [Manchester Met website](#) and will be confirmed in offer letters.

Fees for continuing students are available from [Doctoral Services](#) or by contacting the Student Billings team.

2.3 Fee changes

Programme fees will be displayed during online enrolment and are based on the information held at the time of assessing the fee.

If additional fees unknown by Finance at the point of enrolment apply such as Additional Project Costs, these will be applied at a later date. Any Additional Project Costs will have been discussed and agreed with Principal Supervisors prior to students accepting their offer.

For students returning from an approved interruption (see [section 4.1](#)), the fee displayed during online enrolment will have been calculated based on the assumption that students will be returning to the same programme on the approved return date. Students may request a breakdown of their expected fees on returning from interruption from Student Billings.

The University makes every effort to ensure fee information provided is as accurate and up to date as possible. In the unlikely event that an error has been made, any changes have been approved, or any fee adjustments are required, the University will promptly contact all affected students via email.

2.4 Fee status – Home, Channel Islands or Overseas

Tuition fee status is assessed by Admissions at the point of application and is based on both residency and immigration status criteria.

More information and guidance about how the University assesses fee status is available on our website at [Tuition Fees for International Students](#) or by emailing feeassessment@mmu.ac.uk.

2.5 Continuing Manchester Met student fees

2.5.1 Home/EU students

Fees for continuing Home/EU status students on MPhil or PhD programmes which are charged at the UKRI indicative rate will increase annually in line with UK Research and Innovation guidelines (see [section 2.1](#)).

Continuing Home/EU status students on PhD or Masters by Research programmes which are charged at a different rate than the UKRI indicative rate will continue to pay the same annual fee for the duration of their programme, providing there are no programme transfers or changes to the original study mode (see [section 4.2](#)), and students' progress through the programme in the normal timeframe. Should students need to interrupt their studies a higher fee in line with the fees list may apply on returning from interruption. Any queries should be directed to the Student Billings team.

2.5.2 Overseas students

Continuing Overseas status students will continue to pay the same annual fee for the duration of their programme, providing there are no programme transfers or changes to the original study mode (see [section 4.2](#)), and students' progress through the programme in the normal timeframe. Should students need to interrupt their studies a higher fee in line with the fees list may apply on returning from interruption. Any queries should be directed to the Student Billings team.

2.6 Writing up, Extension (including late submission) and Resubmission Fees

Fees for writing-up and extensions (previously referred to as non-submission fees) and resubmission fees were changed for Academic Year 2020/21.

Pre-2020/21 continuing research students should contact [Doctoral Services](#) if it will be in their best interest to charge fees in line with the [2019/20 Regulations for the Payment of University Fees](#).

2.6.1 Writing up fees

'Writing up' is a status applied to a student who has reached the end of their standard duration of study (usually 3 years full-time or 6 years part-time but can be different for some research programmes), concluded their main period of data collection and only have to write up their thesis. It is expected that students will be up-to-date with their standard fee payments before moving to writing up status.

A student may be permitted to move to writing up status for a maximum of 12 months as one of the possible outcomes of their Final Formal Review assessment. The maximum writing up period varies according to the programme of study (e.g. PhD, MPhil, Masters by Research). Refer to information on [Doctoral Services](#) website to find further details regarding when students will be classed as writing up and need to apply for an extension, and submission dates.

A writing up fee of £350 will automatically be applied. This is a fixed fee for up to 12 months charged to all students, both full-time and part-time, who have not submitted by the end of their period of supervised study. There are no reductions to the writing up fee charged if a student submits before the end of their writing up period.

Interruptions and study mode transfers are not permitted once a student has completed their period of supervised study.

2.6.2 Extension Fees (including late submission)

If at the end of the full period of registration or the writing up period a student is unable to submit their thesis then they will need to apply for a formal extension for a maximum of 12 months. If the extension is approved, an extension fee of £350 will be charged. This is a fixed fee charged to all students, both full-time and part-time, who do not submit by the end of their full programme registration period. There are no reductions to the extension fee if a student interrupts their study, changes their study mode or submits early before the end of their extension period.

A late submission fee of £350 will be charged where a student has submitted their thesis late, namely after their formal submission date, and where a formal extension to the submission date has not been agreed in advance. This late fee will be applied from the first day after the formal submission deadline up to one month after the formal submission deadline. Where a student submits their thesis in excess of one month after their submission deadline without an extension having been agreed in advance, the University may not accept the thesis for examination.

Further information relating to extensions is available on the [Doctoral Services](#) website.

2.6.3 Resubmission Fees

A resubmission fee of £350 will apply if a student, following their oral examination, is required to revise and resubmit their thesis. This is a fixed fee charged to all students irrespective of whether they are full time or part time.

There are no reductions to the resubmission fee if a student interrupts their study or changes their study mode.

2.6.4 Personal Learning Plan (PLP)

Students should contact [Doctoral Services](#) for confirmation of submission due dates and resulting tuition fees if there is a PLP in place.

3 Paying Fees

The University offers a range of payment choices for self-paying students via its payment platform hosted by Flywire. Information about payment methods will be displayed during online enrolment, and the most up-to-date information (including available instalment options and payment dates) will be available on our website at [How to Pay Fees](#). The University does not accept payments made direct to its own bank account.

The University wants our students' experience at Manchester Met to be as beneficial as possible. It is therefore extremely important that students make sure all fees are paid on time, either in full or in line with any agreed instalment plan.

Students experiencing any problems in either setting up a payment option or making a payment at any time whilst studying at Manchester Met, should contact the Collection and Recoveries Team.

3.1 Self-paying students

All programme fees for the academic year are payable in full before the start of the programme unless students sign up to an agreed instalment plan.

Payments will normally be allocated towards your programme fees. However, should students have any outstanding debts owing to the University, the University reserves the right to use the payment received against any unpaid amounts owed.

3.1.1 Programme deposits

If a programme deposit payment is required, students will be notified during the application stage, these must be paid according to the timeline specified.

Overseas students requiring a UK Student Visa who accept an offer of a place on a programme must pay a deposit before a Confirmation of Attendance for Studies (CAS) letter is processed, this will not be issued until the deposit is paid. The requirement to pay a deposit is waived for students who provide acceptable evidence of full sponsorship by an approved sponsor (see [section 3.2](#)).

3.1.2 Paying in instalments

Instalment options will be displayed during online enrolment.

Please note any payments received will be allocated towards your first instalment.

Information about [paying by instalments](#) can be found on our website.

3.2 Employer/Sponsor funding

A sponsor is an employer or other third-party organisation who has taken responsibility to pay fees on behalf of a student.

Family members, friends, or other individuals cannot be classed as sponsors.

Students must provide evidence of sponsorship before the programme commences. A letter or official purchase order from the sponsor accepting responsibility for the payment of fees should be sent via email to the Student Billings team.

A [template of an acceptable sponsor letter](#) can be downloaded from our website. A new sponsor letter will be required for every year of study, unless the initial sponsor letter specifies it can be used for the duration of the programme.

A Manchester Met student ID number must be quoted on all correspondence.

It is the student's responsibility to provide evidence of sponsorship to the University. If students do not provide this evidence, they will be considered self-paying students and will be expected to pay the fees themselves unless funding is being provided by Student Finance (see [section 3.3](#)).

As soon as a sponsor letter is received, the University will undertake a credit risk assessment for new sponsors (if applicable). Depending on the outcome of the credit risk assessment, the University may agree non-standard terms or, on rare occasions, reject the sponsor. If this should occur, the University will contact the student/sponsor to discuss alternative payment options.

Although the University reserves the right to reject any sponsor or documentation that is deemed unsatisfactory (e.g., those with a bad credit rating), the University endeavours to act reasonably in determining whether evidence submitted is satisfactory.

Approved sponsors will receive a programme fee invoice directly, which should be paid within 30 days of the invoice date.

The University will make reasonable efforts to collect fee payment from a sponsor. However, the student remains liable for payment of tuition fees even if a Sponsor has agreed to pay on your

behalf. If the Sponsor does not pay within a reasonable period, the student will become liable, and the University will raise an invoice to the student for immediate payment.

3.3 Postgraduate Loans

Students applying for a postgraduate loan must apply directly to their funding authority. Further details, including a full list of eligibility criteria and repayment information is available at:

<https://www.gov.uk/doctoral-loan>

<https://www.gov.uk/funding-for-postgraduate-study>

The University will notify Student Finance of any withdrawals, interruptions or programme transfers.

Students are responsible for informing Student Finance of any changes to their programme.

Students in receipt of a Postgraduate/Doctoral Loan will not receive loan payments if they do not submit in the normal timeframe.

Students who reach the income threshold permitted may be required to start loan repayments whilst they are still studying.

4 Recalculating Fees

The University raises invoices for the full academic year after enrolment.

The University may recalculate tuition fees charged in the case of withdrawal, interruption, programme transfer, or change in study mode.

Please note writing up, extension, resubmission fees and additional project cost fees are not reduced in the event of a withdrawal or interruption.

Recalculations will be based on the date of last engagement with the programme. Tuition fees will be adjusted, dependant on engagement, on a weekly pro-rata basis, based on a 45-week calendar year.

In general, recalculations will be based on the programme start and end date and the date of last engagement. For the purpose of these regulations, the following definitions apply:

Commencement of study is defined as the start date of the programme but in certain circumstances (at the University's discretion) may be when a student engages with their programme of study e.g., students returning from interruption.

Engagement with the programme includes (but is not limited to) activities such as:

- Attending meetings with the Principal Supervisors or other supervisors that relate to academic study, and other forms of contact with academic and professional services staff that relate to academic study.
- Attending examinations, tests and other assessment activities.
- Submitting a thesis.
- Accessing University facilities, including the Virtual Learning Environment (Moodle), the University Library, and programme materials.

- Participating in field trips and other compulsory activities.

In exceptional cases whereby back dated interruptions/withdrawals have been received Met card usage may also be checked for engagement.

Withdrawal is defined as exiting the programme before the end of the academic year, with no intention to return to the programme at a later date.

Interruption is defined as taking an approved break in study. The maximum period of interruption allowed over the entire length of the research programme is 24 months.

A **programme transfer** is a change from one programme of study to another. Transfers may be internal (from one programme at Manchester Met to a different programme at Manchester Met) or external (where a student transfers from Manchester Met to another university or vice versa).

A **change in study mode** is defined as a transfer from full-time attendance to part-time attendance (or vice versa). A change in mode of attendance whether switching from a full-time programme to a part-time programme or vice versa will change the submission date for a thesis and how fees are charged for the programme.

4.1 Withdrawal and interruption

Students should make sure they have fully discussed the financial implications of withdrawing or interrupting before they leave the programme, including with any employer/sponsor or funding authority.

Students considering leaving their programme should contact [Doctoral Services](#) initially. For further assistance students should contact the [Student Hub](#) for help and advice. The Hub may direct students to other sources of guidance as appropriate.

The date of withdrawal or interruption must be agreed with the Principal Supervisor prior to leaving the University.

All withdrawals and interruptions must be approved in a timely manner within the academic year. Backdated requests will not be accepted. Medical evidence will be required for all health-related interruptions.

No fee recalculation (if applicable) will be undertaken until a student has completed the formal withdrawal or interruption process, and the student records system has been updated with the approved last date of engagement.

The University will notify Student Finance of any withdrawal or interruption once approved.

4.2 Fee liability if students withdraw or interrupt

In the event of withdrawal or interruption, fees will be recalculated based on the last date of engagement (**with exceptions detailed below in [section 4.2.1](#)**):

You withdraw:	Fee liability
Within 14 days of programme start date	No tuition fees due

More than 14 days after programme start date	Tuition fees will be adjusted, dependant on engagement, on a weekly pro-rata basis, based on a 45-week calendar year.
--	---

4.2.1 Exceptions

Writing up, extension and resubmission fees will not be reduced in the event of withdrawal or interruption more than 14 days after the programme start date.

Associated Project Costs will not be reduced in the event of withdrawal or interruption more than 14 days after the programme start date.

4.3 Interruption of studies

It is the responsibility of the student to keep in regular contact with their Principal Supervisor regarding any issues which may result in a period of non-engagement (such as medical or other personal reasons).

Depending on how tuition fees were funded (and paid for during the academic year of your interruption), further tuition fees may be due upon return from a period of interruption. Interrupted students will not have access to any University services including meetings with Supervisors, Library and Moodle access. If the student is not returning to the same programme of research within the same academic year higher fees may apply. Contact a member of the Student Billings team to discuss tuition fees prior to returning to the University for further information.

Prior to returning from a period of interruption, students should contact [Doctoral Services](#) to ensure fees displayed during your online enrolment are correct. If any fee adjustments are required, the student will be contacted, and advised of the correction, by a member of the Student Billings team as soon as possible after enrolment.

4.4 Programme transfers/changes in study mode

Students should contact the Student Billings team for help and advice before proceeding with a programme transfer or change in study mode.

Students wishing to transfer to Manchester Met from another higher education institution (or vice versa) are advised to discuss the financial implications with both institutions before proceeding with the transfer.

For internal transfers, programme transfer dates will be aligned to students' points of engagement on both programmes; fees will be adjusted and charged for the weeks engaged on both programmes.

Students who change study mode will be charged for the weeks engaged on the full-time rate and part time rate of fees that is undertaken.

Students who change study mode or transfer programmes must be aware that this may affect eligibility for Manchester Met scholarships.

Programme transfers or changes in study mode may affect eligibility for Postgraduate Loans. Any overpayments which have been made could result in repayments to the funding or sponsoring body.

Overseas students may experience issues with their visa if there is a change in their mode of study. Please check with the University International Office before any change in study mode are made.

Awards, Discounts and Scholarships

The University reviews all Manchester Met awards, discounts, and scholarships annually, and may withdraw future provision at the end of an academic year or make changes to the terms and conditions of offer.

Details of current awards can be found at the following links:

Postgraduate students:

<https://www.mmu.ac.uk/study/postgraduate/how-to-apply/funding>

International (Overseas fee status) students:

<https://www.mmu.ac.uk/study/international/before-you-apply/fees-and-funding/scholarships-and-funding>

If a student withdraws from the programme or interrupts their studies which results in a fee reduction, the value of any award will be pro-rated in proportion to the tuition fees charged (see [section 4.1](#)).

If a student interrupts from the programme which results in a fee reduction, the value of any award will be pro-rated in proportion to the tuition fees charged (see [section 4.1](#)). The remaining scholarship will be applied in the following academic year providing students return to their eligible programme and the scholarships are still available.

If a student transfers programmes or changes study mode, this may affect eligibility for any Manchester Met award, and students may be required to repay the amount awarded in full (depending on the change). If the change results in a fee adjustment, the value of any award will be pro-rated in proportion to the tuition fees charged on the eligible programme.

If a student fails to pay fees in accordance with university regulations and/or any agreed instalment plan, students may lose eligibility for any Manchester Met award, and students may be required to repay the amount in full (see [section 7](#)).

If a student is in receipt of more than one form of fee reduction (including discounts, awards or scholarship) they will only receive one fee reduction and will be awarded the greater amount.

5 Accommodation Fees

University accommodation fees, including details about payment methods and instalment information, can be found at <http://www.mmu.ac.uk/accommodation/>. Students will not receive an invoice for their accommodation; they should refer to the website for amounts and dates due. However, if applicable, additional invoices will be processed for any charges incurred during their stay including charges for damages or fines as notified by the Student Living Team.

University accommodation fees will be charged annually to cover residence for the period specified in the accommodation licence. Unless specified in the licence, the University will not reduce, rebate,

or refund any accommodation fees paid during periods away from the University (e.g., on field trips or placements), or where compulsory course attendance ceases before the expiry of the contract.

If you are in accommodation for one term, then the full fee is due.

If you are in accommodation for two terms, your instalments will be 50% in both terms.

If you are in accommodation for three terms, your instalments will be 35%, 35% and 30%. If you transfer rooms after your first payment has been collected which results in a fee change, your next instalments will be split 50% and 50%.

Students are required to pay their accommodation fees in line with their terms and conditions of residence. Failure to pay in line with the contract may result in access to Wi-Fi facilities being restricted and any unpaid debt will be referred for recovery to the Legal Recoveries team.

6 Non-payment of Fees

It is every student's responsibility to ensure fees are paid in full in line with published terms outlined in these regulations and payment options (whether paying their own fees, or whether fees are paid via a sponsor/employer, organisation, Student Finance or government agency).

Attending university is a significant financial commitment. The University offers a range of payment methods and options to help students manage the financial commitment they have entered into with the University. However, students must only come to university if they have the financial means to pay fees and fund living expenses (including university hall fees where applicable).

If students are experiencing any difficulties with paying fees to Manchester Met (including actively resolving a query with Student Finance), the Collection and Recoveries Team must be kept informed of this, so that the team can provide advice and support.

Students experiencing financial difficulties may wish to contact the [Manchester Met Student Financial Support team](#) or obtain impartial advice and guidance from the [MMU Students' Union Advice Centre](#).

6.1 Consequences for non-payment of fees

Failure to make payment of university fees in accordance with these regulations will lead to consequences, which may include:

- Thesis outcome and/or award will not be processed.
- Prevention from re-enrolling at the University with a programme fee debt (whether on current programme or for any future education).
- Restriction of access to university privileges (e.g., systems/library facilities) after 28 days of missing a payment date.
- If no payment is received, or payment plan agreed, within 14 days subsequent to the restriction of access being applied, the student will be withdrawn from the University.
- Prevention from booking graduation ceremony tickets for non-payment of programme fees (due to network restrictions).
- Withholding of certificates at any point in the year for non-payment of programme fees.

- Transferring of any overdue debts to our Legal Recoveries team for Court proceedings to be implemented where appropriate. We will in the first instance use the contact information we hold on our records system to attempt contact with you to discuss your debt, in exceptional circumstances, we may attempt to contact you using private messaging via social networking.
- Engaging external tracing agents, solicitors or third party debt recovery agencies, to support recovery of the unpaid debt on behalf of the University.
- Deducting unpaid fees from any sums due or becoming due from the University to the student (programme or hall fees and/or any other associated fees)
- Withholding of visa extension and CAS letters.
- Without notice, offsetting any debt from payments received, credit notes raised on student account (including any programme deposits/initial payments received towards current or new academic session).

6.1.1 Failing to return University equipment

Should students borrow any University equipment for use as part of their academic programme, but do not return the equipment (or it is returned in an unacceptable condition) within the agreed timeframe, the University reserves the right to raise an invoice to charge for the full replacement cost of the equipment. Should students not pay or return the equipment in the same condition and in working order within 30 days from invoice date, the University reserves the right to proceed to recover the debt via all normal recovery remedies, including instigation of appropriate court proceedings which will increase the debt owing due to the addition of Court cost and statutory interest which will be payable by the student.

6.2 Charges incurred for non-payment of fees

Should the University have to implement Court proceedings to recover unpaid debts, Court costs and statutory interest (currently 8%) will be charged and will increase the debt payable by the student.

7 Refunds

7.1 Tuition fee refunds

These regulations cover how fees are adjusted if a student transfers or leaves their programme. If these changes result in an overpayment of fees these will be refunded to the original payer.

Refunds to students who are sponsored by a third-party will not be processed until the sponsor has paid their tuition fees.

7.2 Accommodation refunds

For further information regarding refunds for MMU Halls of Residence, including the initial pre-payment or application fee, please refer to [Accommodation Policies and Documents](#).

7.3 Administration charges

Due to administration costs, refunds will only be processed for amounts over £15.

Refund administration charges may apply to tuition fee deposits paid by international students. Please refer to [How to Pay International Tuition Fees](#) for details of charges.

For further information regarding refunds for any other initial programme payments please refer to your offer pack.

For payments made via Flywire, Flywire will refund directly to the originating payer's bank account or credit/debit card. Flywire refunds may be subject to additional fees in accordance with the [Flywire Terms of Use](#).

7.4 How to request a refund

All refund requests must be made by email to refund@mmu.ac.uk. The University will only process a claim for a refund when all other debts owed by the recipient to the University have been cleared. Student refunds relating to tuition fees will not be processed until any sponsor debt is cleared.

Refund requests are subject to further investigation by the University and the recipient may be contacted to provide further documentation. We aim to process refund requests within 14 days of receiving all relevant information.

Any payment of a refund approved by the University will be made to the original payer by the original payment method where possible. For payments made by bank transfer, cash or cheque we may need to request the payers bank details.

Further details about refunds can be found on our website at [Refunds](#).