



Student Refund and Compensation Policy

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Approving body:	Student Experience Committee
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Review frequency:	Every 2 years
Policy/Regulation Owner:	Chief Finance Officer

1. Overview and Purpose

1.1 This policy exists to provide clear guidance for students and staff relating to the eligibility for and approach to refunds from the university in regard to tuition fee and academic related payments.

2. Scope

2.1 This policy applies to students who are registered and studying with UEA. Students who are registered and studying at partner colleges for an award validated by UEA should refer to their college's refund and compensation policy.

2.2 Adherence to approved policy and regulations is fundamental to the effective operation of the university. This policy has been developed in alignment with sector best practice to promote consistency, accountability, and compliance with relevant standards. Observing the policy ensures that decisions and actions are informed, equitable, and aligned with institutional values.

2.3 This policy does not apply to refund requests related to other commercial activities of the university such as Sportspark bookings and memberships, accommodation fees or UEA Consultancy fees.

3. Definitions

Term	Definition
Student	A prospective, current or former registered student of the University of East Anglia whose circumstances match those giving rise to eligibility for a refund in accordance with this policy.
The University/UEA	The University of East Anglia, RC000651, Norwich Research Park, Earlham Road, Norwich, NR4 7TJ

4. Roles and Responsibilities

4.1 The Director of Admissions, Recruitment and Marketing or their nominated delegate has authority in relation to deposit refunds.

4.2 The Director of Student and Academic Services or their nominated delegate has authority in relation to refunds and compensation for current or former students.

4.3 The Chief Finance Officer or their nominated delegate has authority for circumstances which may arise that this policy does not address but is within the reasonable scope, or in relation to any appeal process.

5. Policy Statement

5.1 Tuition fee refunds

5.1.1 Tuition fee liability is set out annually and can be found on the [Tuition Fees](#) section of the university website. In the event a student ceases their studies and leaves the University a refund of tuition fees will be made if the fees paid exceed the calculated liability.

5.1.2 The policy is updated every two years. The policy that applies to students is therefore dependent on the nature of the course studied and the course start date.

5.1.3 There is no variation in policy in relation to a student's fee status be they categorised as being liable for fees at the Home, EU or International rates.

5.1.4 Any approved refund will be paid only to the person or organisation and to the same bank account from which the original amount was received.

5.1.5 This Refund and Compensation policy will be made available to applicants via the University website and drawn to the attention of applicants as part of the offer information.

5.2 Bursaries, Scholarships and Studentships

5.2.1 To meet condition A1 of Office for Students registration UEA is required to have an Access and Participation Plan. In its current plan, 2025/26 to 2028/29, UEA commits to providing a bursary scheme aimed at Home undergraduate students from low household income backgrounds and other widening participation criteria.

5.2.2 The University's bursary scheme terms and conditions for each year of entry can be found on the UEA website. Any bursary entitlement due to a student would be reduced pro rata on their withdrawing from the course.

5.2.3 The University offers a number of scholarships to undergraduate and postgraduate taught students. The University's scholarship general terms and conditions can be found on the UEA website.

5.2.4 Once a scholarship has been awarded any scholarship entitlement due to a student would be reduced pro rata on their withdrawing from the course. If a scholarship holder breaches the terms and conditions associated with their scholarship it will be withdrawn and depending on the type of scholarship and the nature of the breach, they may be liable to re-pay some or all of the award. Full details are given in the terms and conditions.

5.2.5 The University offers a number of studentships and scholarships to postgraduate research students, which are covered by a set of specific terms and conditions in each case, sent in durable form when the studentship or scholarship offer is made. Once a studentship or

scholarship has been awarded any entitlement due to a student would be reduced pro rata on their withdrawing from the course. If a studentship or scholarship holder breaches the terms and conditions associated with their studentship or scholarship it will be withdrawn and depending on the type of studentship or scholarship and the nature of the breach, they may be liable to re-pay some or all of the award. Full details are given in the terms and conditions.

5.3 Research Training Support Grants and Bench Fees

5.3.1 Where a group of postgraduate research students are eligible to benefit from support provided by a funder in the form of a Research Training Support Grant administered by the University, this will be administered in line with the agreements signed by the University with the funder and/or any doctoral training partner institutions, and for the purpose of ensuring that students can carry out their approved research projects.

5.3.2 Where a postgraduate research student or their funder pays a bench fee in order to cover necessary costs for their research project, and this is administered by the University, then in the event that a student ceases their studies and leaves the University a refund of bench fees will be made if the fees paid exceed the calculated liability. This liability will be calculated taking into account those project costs reasonably charged against the bench fee up to the date of the student's withdrawal.

5.3.3 Eligible individual students who directly incur reasonable expenses related to their project which they reasonably expected would be reimbursed from a Research Training Support Grant or bench fee budget will normally be eligible for refund or compensation by the University up to the value of these expenses reasonably incurred, where these were incurred in good faith. Otherwise any refund or compensation would be made to the funder.

5.4 Refund policy for international student deposits

5.4.1 The university only expects to receive deposits from genuine applicants who intend to join the university as a student. there will be some circumstances where an applicant is no longer able to join the university and wishes to request a refund of their deposit. In these instances, please refer to the admissions policy on the UEA website for further guidance on how to request a refund and reasons the university may refuse this request.

5.4.2. Refunds will only be made to the individual or organisation who originally paid the deposit. If a third party has paid the deposit on behalf of the applicant we are unable to refund the deposit directly to the applicant.

5.4.3. Requests for the refund of a Tuition Fee Deposit will only be considered if the request is received within 12 months of the course start date [specified on the offer letter]

5.4.4 Where the refund of a Tuition Fee Deposit is approved and the method of original payment was BACS requiring the refund to be processed via BACS, the university will apply a £50

administrative fee to the request, which will be deducted from the Tuition Fee Deposit amount. This administrative fee does not apply to refunds returned via approved partner payment platforms such as Flywire and Easitransfer.

5.4.5 The university will process all approved refunds without undue delay and expects refunds to be paid within 90 days from request. Please note, to ensure that the university complies with its obligations to UKVI, before the university can process any refund your CAS must be withdrawn by the university to prevent sponsored travel to the United Kingdom.

5.5 Compensation

5.5.1 UEA has a single campus in Norwich, Norfolk and this is the location from which it delivers the majority of courses. The University has no plans to open and relocate courses to a second campus. The University does operate Academic Partnership Franchise provision with approved partners outside of the UK who lead on their own student recruitment, delivering UEA's agreed curriculum. Students undertaking study with franchised providers will be subject to the refund and compensation arrangements of the recruiting partner.

5.5.2 The University's approach to course closure is to teach all students through to the completion of their studies. The University's course closure process ensures plans are put in place to enable all students registered on the course to complete their studies. There are no courses identified where there would be an increased risk of non-continuation.

5.5.3 In the exceedingly rare event the University was not able to preserve the continuation of study the University would provide a transcript and where appropriate an exit award in relation to the credits passed and awarded, and seek to relocate the student, so they can complete their studies and achieve the intended qualification aim, at another provider.

5.5.3.1 In the event students transfer to complete their studies at another provider, the University would provide a compensation payment that would cover:

5.5.3.1.a In the case of students on a course with an unregulated fee:

5.5.3.1.a.i the difference in tuition costs between the fee that would have been liable at UEA and the fee at the new provider to complete the course

5.5.3.1.a.ii relocation expenses of up to £1,500 on the provision of receipts

5.5.3.1.a.iii the fee for any single academic year of additional study at, and required as a condition of registration, by the new provider and a sum of £3,500 towards maintenance costs for this year of additional study

5.5.3.1.b in the case of students on a course with a government regulated fee

5.5.3.1.b.i relocation expenses of up to £1,500 on the provision of receipts

5.5.3.1.b.ii the fee for any single academic year of additional study at, and required as a condition of registration, by the new provider and a sum of £3,500 towards maintenance costs for this year of additional study

5.5.3.2 In the event an alternative provider cannot be found that is acceptable to the student the University would refund all tuition fees, and make a compensation which would take into account maintenance costs and the duration of study.

5.5.4 Some postgraduate research students study under co-tutelle or split-site arrangements undertaking their research both at UEA and at a partner organisation. If the opportunity for study at the partner organisation fails for whatever reason then termination clauses in the agreement signed by the student, UEA and partner organisation will apply. Where there is no provision in the agreement for the partner organisation to provide any refund or compensation, or the partner organisation does not make sufficient provision in accordance with the agreement, the University will make a compensation payment which would take into account maintenance and relocation costs and the duration of study.

5.6 Financial security

5.6.1. The University maintains a minimum cash holding as agreed with Council, the university's governing body. This level is set taking into account the various likely financial needs of the university.

5.7 Tuition Fee liability details

5.7.1 Tuition fees are normally charged on an annual basis and so for a course being delivered over, for example, three years, a student can expect to pay a tuition fee for each year of study.

5.7.2 Where part-time fees are charged based on the modules studied the fee will be based on the credit value of modules studied as a percentage of the credits associated with full-time study.

5.7.3 The standard UG academic year has two semesters and the teaching weeks are numbered: the Autumn semester has 12 weeks and the Spring semester has 18 weeks and includes an assessment period. This numbering is also used for most postgraduate courses.

5.7.4 Where reference is made to terms then: Autumn term refers to teaching delivery between Summer and Christmas, Spring term to delivery between January and Easter, and Summer term to delivery between Easter and the Summer.

6. Compliance and Monitoring

6.1 The Finance Division prepares and issues student invoices, reconciles payments made and keeps a record of all university transactions.

6.2 The Admissions team within monitor and authorise refund request from applicants.

6.3 The Student and Academic Services - Academic Registry (ACR) will manage the Academic and Non-Academic Complaints Policy and authorise refunds and compensation for current or former students related to a student complaint outcome.

7. Related Documents

- General Regulations for Students
 - Academic Complaints Policy
 - Non-Academic Complaints Policy (NACP)
- Student Terms and Conditions
- Admissions Policy
- UEA Debt Management and Recovery Policy
- UEA fees and Charges, revised annually: [Tuition Fees](#)

8. Revision History

Version number	Approval date	Approval mechanism	Details of change
2	TBC	Learning and Teaching Committee	Update to align with admissions policy and operating practice.