# Purpose

The purpose of this procedure is to set out details on the circumstances in which refunds of tuition fees or a reduction in tuition fee liability will be considered by the University, and how any refund or reduction will be determined.

# Scope

The procedure relates to:

* How applications for tuition fee refunds will be dealt with;
* How applications for a reduction in tuition fee liability will be dealt with.

# Procedure

1. The Tuition Fee Policy specifies that only in exceptional circumstances will the University consider reducing a student’s tuition fee liability or refunding a portion of tuition fees paid.
2. A student can apply to have a request for a reduction or refund considered by the University using this procedure and applications will be considered on their individual merit.
3. Applications for a reduction in liability or a refund of tuition fees will not normally be considered on the basis of:

* Academic difficulties or failure;
* Financial difficulty;
* A student choosing to cease studies at the University or transfer to another institution;
* Social issues e.g. career aspirations or reasons for coming to the University have changed.

1. A student wishing to apply to have the University consider a request for a reduction in tuition fee liability or a refund of fees paid, should complete the [Tuition Fee Liability Reduction or Refund Application form](https://www.stir.ac.uk/media/stirling/services/sacs/fees-and-funding-docs/Tuition-Fee-Liability-Reduction-or-Refund-Request-Form-(March-2020).docx). Completed forms, along with relevant supporting information or evidence should be submitted to:

The Student Enrolment, Data and Fees Manager, either by email at [tuitionfees@stir.ac.uk](mailto:tuitionfees@stir.ac.uk), or to the Student Hub, Cottrell Building, University of Stirling, FK9 4LA.

1. Applications are normally considered and responded to within 15 working days.
2. If a reduction in tuition fee liability is agreed, the student will be advised of the reduction and any balance of tuition fees which remains outstanding after the reduction has been applied.
3. If a refund of tuition fees paid is agreed, the refund will:

* be calculated in UK Sterling / GBP;
* be for the amount specified by the University as being refundable;
* only be made to the original payer of the fee, whether this is the student, another individual or an agency or financial institution;
* never be made in cash;
* not take account or include any difference or shortfall due to exchange rate fluctuations.

1. Where the original payment of tuition fees was split between more than one payer, any refund due will be made in proportion to the original split.
2. Where tuition fees are wholly or partially paid by a third party, a refund request will be considered within the context of any relevant arrangement agreed by the University, concerning the student and the third party and the University will advise the student accordingly.
3. Appeals on the outcome of a tuition fee liability reduction or refund application may be submitted on the basis of the following grounds:

* The decision has been made in a manner which is procedurally incorrect, or
* The decision has been taken in the absence of all of the relevant information.

1. Should a student wish to appeal the outcome of an application, the appeal should: written; detail the ground / grounds (as specified in para 10 of this procedure) upon which the appeal is based; be submitted within five working days of the receipt of the outcome to the Academic Registrar, either by email at [academic.registrar@stir.ac.uk](mailto:academic.registrar@stir.ac.uk), or to Cottrell Building, University of Stirling, FK9 4LA.