NEWBOLD COLLEGE OF HIGHER EDUCATION

FINANCIAL INFORMATION FOR STUDENTS

Financial Terms, Conditions, Fees and Charges

Academic Year 2027–2028

Contents

1. Introduction and general information

1.1 Purpose of this Booklet

This College Financial Booklet sets out Newbold College of Higher Education's financial terms, conditions, fees, charges, payment arrangements and related financial procedures for the 2027–2028 academic year.

It is intended to help applicants, students, parents, sponsors and other fee payers understand the financial obligations connected with studying at the College.

1.2 Regulatory Status

Newbold College of Higher Education is registered with the Office for Students (OfS) and is validated by the University of Wales Trinity Saint David (UWTSD) for the delivery of its higher education programmes. The College is a registered charity (Charity Commission for England and Wales, charity number 1052494) and is owned by the Trans-European Division (TED) of the General Conference of Seventh-day Adventists.

1.3 Consumer Protection Statement

The College is committed to providing clear, accurate, timely and transparent financial information to applicants and students. We aim to ensure that students understand the cost of their studies before they accept an offer and before they enrol.

The College seeks to comply with relevant consumer protection legislation and guidance, including guidance issued by the Competition and Markets Authority, the Consumer Rights Act 2015, and the expectations of the Office for Students.

1.4 Contractual Status of this Booklet

By accepting an offer to study at the College, enrolling on a programme, or continuing your registration, you agree to the financial terms and conditions set out in this booklet.

This booklet forms part of the financial contract between you and the College, together with your offer letter, programme information, accommodation agreement where applicable, and other relevant College policies and regulations.

You should read this booklet carefully before accepting your offer and before enrolling. If anything is unclear, you should contact the Student Finance Office for clarification.

1.5 Other College Policies and Regulations

This booklet should be read alongside other relevant College policies, regulations and procedures, including but not limited to:

- Student Terms and Conditions
- Admissions Policy
- Tuition Fee Policy
- Refund and Compensation Policy
- Student Complaints Procedure
- Academic Appeals Procedure
- Student Protection Plan
- Accommodation Licence Agreement, where applicable
- Data Protection and Privacy Notice

These documents are available on the College website or from the relevant College department.

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1.6 Changes to this Booklet

The College may need to update this booklet where reasonably necessary, including to reflect:

- changes in law or regulation
- requirements of external bodies or regulators
- changes to government policy
- correction of errors
- changes to College procedures
- changes that are necessary to protect students, staff or the proper operation of the College

Where a change materially affects students' rights, obligations, fees or financial arrangements, the College will give reasonable notice and explain the reason for the change. The College will not make material changes retrospectively unless required by law, regulation or circumstances outside the College's reasonable control.

The most recent version of this booklet will be published on the College website.

1.7 Definitions

"College", "we", "us" or "our" means Newbold College of Higher Education.

"Student", "you" or "your" means an applicant who has accepted an offer, an enrolled student, or a continuing student of the College.

"Tuition fees" means the fees payable for your academic programme or course, excluding accommodation, meals, utility charges and other fees.

"Other charges" means additional charges payable to the College, including replacement cards, additional credits, deposits, parking charges, room damage charges, or other charges set out in this booklet.

"Additional study costs" means costs that may be incurred during your studies but are not paid directly to the College, such as books, software, printing, visa costs, travel or professional memberships.

"Financial clearance" means confirmation by the Finance Office that the required payment has been received, or that an approved payment arrangement is in place.

"Sponsor" means a third party who has agreed to pay some or all of your fees, including a parent, guardian, church organisation, employer, institution, loan provider or other funding body.

"CAS" means a Confirmation of Acceptance for Studies issued by the College in support of an application for Student Route immigration permission.

"UKVI" means UK Visas and Immigration.

"OIA" means the Office of the Independent Adjudicator for Higher Education.

1.8 Governing Law

These financial terms and conditions are governed by the laws of England and Wales. This does not affect any statutory rights that you may have as a consumer.

1.9 Questions and Contact Details

If you have any questions about this booklet, your fees, payment arrangements, financial clearance or your student account, please contact the Student Finance Office.

Email: studentfinance@newbold.ac.uk **Telephone:** +44 (0) 1344 407 421

Opening hours:

Monday to Thursday: 9:00–12:30;

Friday: 9:00–10:30

1.10 Accessibility

If you require this booklet in an alternative format, or if you need support understanding any part of it, please contact the Student Finance Office or Student Services.

2. Fees and Charges

2.1 Tuition and fees

Tuition fees are payable for all programmes of study at Newbold College of Higher Education. The tuition fee covers the delivery of teaching, assessment, academic supervision, access to the College's learning resources, and other services normally provided as part of the programme of study.

Unless otherwise stated, tuition fees do not include accommodation, meals, textbooks, specialist software, travel, professional memberships or other personal study costs.

The tuition fees, accommodation charges, meal charges and other charges for the 2027–2028 academic year are published in full in the Fees and Charges Appendix at the end of this booklet. This section explains how those fees and charges apply; the figures themselves are held only in the Appendix so that they can be updated annually without amending the rest of this booklet.

2.2 Full-Time Status

For visa sponsorship and UK Home Office purposes, international students must normally enrol on a full-time programme consisting of at least 60 UK credits per semester, unless otherwise approved by the College and permitted under UK immigration rules.

UK students wishing to be recognised as full-time students are also normally expected to enrol for at least 60 UK credits per semester.

2.3 Discounts

The College may offer discounts or financial incentives from time to time. For 2027–2028, undergraduate students paying the full tuition fees for an entire undergraduate degree in advance will receive a 2% tuition fee discount on the first academic year, together with a tuition fee guarantee under which the annual undergraduate tuition fee rate in force at the time of payment will remain fixed for the standard duration of the programme, provided there is no interruption to their studies.

The tuition fee guarantee applies only to undergraduate students who have paid the full tuition fees for their degree programme in advance and who remain continuously enrolled on their programme. Students who withdraw, suspend, transfer, repeat periods of study, or otherwise interrupt their studies may no longer be eligible for the guarantee, and any future tuition fees payable may be charged at the rates applicable at the time of re-enrolment.

Additional scholarships, grants and sponsorships are described in Section 5 (Funding of Fees).

2.4 Fee Status

Newbold College of Higher Education applies a single tuition fee rate to all students. We do not charge a separate or higher international student fee. This means that all students enrolled on the same programme pay the same tuition fee, regardless of their nationality, country of residence or immigration status. Applicants can therefore identify the tuition fee for their chosen programme without needing a separate fee-status assessment.

The tuition fees, accommodation charges, meal charges and other charges for the 2027–2028 academic year are published in full in the Fees and Charges Appendix at the end of this booklet.

2.5 Fees for Continuing Students

Continuing students will be charged the tuition fees published by the College for the relevant academic year. Fees may therefore change from one academic year to the next. The applicable fee will be based on the student's programme and study load for that academic year. Any approved scholarships, discounts or other financial support will be applied in accordance with the relevant terms and eligibility criteria.

2.6 Other Charges

Charges may apply during a student's studies for matters including academic credit taken above the standard load, banking and payment administration, student identification cards, keys, parking, and accommodation damage. The current schedule of these charges for 2027–2028 is set out in the Fees and Charges Appendix.

Students are responsible for the reasonable cost of repairing any damage to College accommodation or property beyond fair wear and tear, and for cleaning where accommodation has not been left in an acceptable condition; such charges will reflect the actual cost incurred by the College.

Students living in Family Housing are responsible for complying with UK TV Licensing requirements where applicable.

2.7 Additional Study Costs

In addition to tuition fees, students should budget for other costs associated with their studies. These costs vary depending on the programme and individual circumstances.

Learning Materials

- Textbooks
- E-books
- Printed course materials
- Study guides
- Ministry resources

Where possible, required reading will be made available through the Roy Graham Library or online learning resources.

Software

Some programmes require specialist software, which may include Microsoft Office (provided by the College where available), statistical software, reference management software, or discipline-specific applications. Where software must be purchased, students will be informed before or at enrolment.

Information Technology

Students are expected to have regular access to a laptop or desktop computer suitable for higher education study, reliable internet access, and a webcam and microphone for online teaching or assessments where required. Minimum technical specifications are published on the College website.

Printing, Photocopying and Graduation

Students are responsible for personal printing, photocopying and dissertation binding costs where applicable. Students attending graduation ceremonies may incur optional costs such as academic gown hire, and photography.

Travel, Professional Memberships and DBS Checks

Some programmes include educational visits, ministry placements or field trips; students may be responsible for associated travel, accommodation and meal costs unless otherwise stated. Certain programmes may recommend or require membership of professional bodies; any compulsory membership requirements will be communicated before enrolment.

International Students

International students should also budget for student visa application fees, the Immigration Health Surcharge, biometric residence documentation where applicable, and document translation or certification costs. These charges are determined by the UK Government and are subject to change.

Personal Living Costs

Students should also budget for everyday living expenses including clothing, laundry, mobile phone, personal travel, leisure activities, personal insurance, and broadband services in Family Housing where not included.

2.8 Annual Review of Fees

Tuition fees and other charges are normally reviewed annually. Fees for future academic years may increase to reflect changes in the cost of delivering education, inflation, regulatory requirements or other operational costs. Any increase will be published before the start of the relevant academic year and will not affect students where the College has expressly agreed that fees will remain fixed.

3. How to Pay

3.1 Payment Options

The College offers a variety of secure payment methods to enable students, parents, sponsors and other authorised third parties to pay tuition fees and other charges. Payments may be made in Pound Sterling (£) or Euro (€), subject to the payment methods outlined below. The preferred method of payment is through the College's online Payment Portal.

3.2 Accepted Methods of Payment

The College currently accepts payment by bank transfer, the online Payment Portal, debit card, and credit card (Visa, Mastercard and Maestro). Cheque payments (UK banks only) are accepted where the College confirms this in advance. The College reserves the right to amend the payment methods it accepts from time to time.

3.3 Online Payment Portal

Students are encouraged to use the College's secure online Payment Portal whenever possible. The Payment Portal allows payments to be made safely using major debit and credit cards and provides immediate confirmation that payment has been received.

Payment Portal: https://www.newbold.ac.uk/fees/payment-portal/

3.4 Card Payments

The College accepts payments made using Visa, Mastercard and other payment methods supported through the College Payment Portal. A minimum payment amount of £25 applies to card transactions.

3.5 Bank Transfer

Payments may be made directly into the College's bank accounts using the details below.

BRITISH POUND STERLING (£)	EURO (€)
HSBC Bank plc 9 High Street Bracknell Berkshire RG12 1DN England Sort code: 40-13-10 Account number: 91427059 IBAN No: GB96 HBUK 4013 1091 4270 59 BIC / SWIFT: HBUKGB4102U	**Euro Bank Account** HSBC Bank plc 9 High Street Bracknell, Berkshire RG12 1DN England Sort code: 40-12-76 Account number: 57306280 IBAN No: GB96 HBUK 4012 7657 3062 80 BIC / SWIFT: HBUKGB4B

3.6 Payment Reference

When making any payment to the College, you should include your student name, student number (if known), and invoice number (where applicable). Failure to include the correct payment reference may delay the allocation of funds to your student account.

3.7 Bank Charges and Currency Conversion

Students and sponsors are responsible for ensuring that the full amount due is received by the College. Any bank charges, transfer fees or currency conversion costs charged by the sending bank or intermediary bank remain the responsibility of the payer unless otherwise agreed. If the amount received by the College is less than the amount invoiced because of bank deductions, the outstanding balance will remain payable.

3.8 Cheque Payments

Where accepted, cheques should be made payable to Newbold College of Higher Education. Cheque payments are not regarded as cleared until funds have been received by the College's bank. Where a cheque is returned unpaid, the administration charge set out in the Fees and Charges Appendix will apply.

3.9 Confirmation of Payment

Payments will normally appear on your student financial account within: immediate to two working days for online card payments; three to five working days for UK bank transfers; and up to ten working days for international transfers. If your payment has not appeared after these timescales, please contact the Finance Office and provide evidence of payment.

3.10 Payment Receipts

Receipts or confirmations of payment are available upon request. Students are encouraged to retain copies of payment confirmations for their own records.

3.11 Third-Party Payments

Where fees are paid by a sponsor, employer, church organisation, family member or other third party, it remains the student's responsibility to ensure that payment is made by the relevant deadline unless the College has agreed otherwise in writing. Any outstanding balance remains the responsibility of the student.

3.12 Payment Queries

If you have any questions regarding payment methods, bank transfers, outstanding balances or receipts, please contact the Student Finance Office.

4. Payment of Fees

4.1 General Principles

Students are responsible for ensuring that sufficient funds are available to meet all tuition fees, accommodation charges, meal charges and any other fees payable to the College. Fees should be paid by the published deadlines to enable the College to deliver its academic programmes and support services effectively.

Students experiencing genuine financial difficulty are encouraged to contact the Finance Office as early as possible. The College will, where appropriate, consider requests for payment arrangements or other forms of financial support in accordance with its published policies and procedures.

4.2 Tuition Fees

Unless otherwise agreed in writing by the College, tuition fees for each semester are payable in advance and should normally be paid no later than two weeks before the published enrolment date.

Students who have not paid their tuition fees, or who have not entered into an approved payment arrangement with the College, may not be permitted to complete registration for that semester. Where tuition fees remain outstanding after enrolment, the College will work with the student to resolve the outstanding balance in accordance with the procedures set out in Section 10 (Outstanding Fees and Debt Recovery).

4.3 Accommodation and Meal Charges

Accommodation fees and meal charges are normally payable in full before the start of each semester. Unless otherwise agreed in writing by the College, accommodation and meal charges are not normally eligible for payment by instalments. Students who have not paid the required accommodation charges before taking up residence may not be permitted to occupy College accommodation until satisfactory payment arrangements have been agreed.

4.4 Payment Plans

The College recognises that some students may experience temporary financial difficulties. Where appropriate, eligible students may apply for a Payment Plan to pay tuition fees by instalments. Payment Plans are subject to approval by the Finance Office, normally apply to tuition fees only unless otherwise agreed, do not reduce the student's overall financial liability, and may be withdrawn where the agreed payment schedule is not maintained. Full eligibility criteria and terms relating to Payment Plans are set out in Section 5 (Funding of Fees).

4.5 Student Financial Statements

Following enrolment, students will receive regular financial statements showing tuition fees, accommodation charges, meal charges, other charges applied to the student account, payments received, scholarships, grants or sponsorships credited, outstanding balances, and credit balances where applicable. Students should review these statements carefully and notify the Finance Office promptly if they believe any information is incorrect.

4.6 Official Financial Communications

The College's official method of communication with students is through the student's College email account. Financial statements, invoices, payment reminders and other financial communications will normally be sent only to the student's College email address. Students are responsible for checking their College email account regularly to ensure they remain aware of any financial obligations or important notices.

4.7 Communication with Parents, Sponsors and Third Parties

Many students receive financial support from parents, sponsors, employers, church organisations or other third parties. To comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the College will normally only discuss a student's financial affairs with another person where the student has provided appropriate written consent or where disclosure is otherwise permitted or required by law. Students who wish the College to communicate directly with a parent or sponsor should provide written authorisation to the Finance Office.

4.8 Responsibility for Payment

Where tuition fees or other charges are to be paid by a sponsor or third party, the student remains responsible for ensuring that payment is received by the College by the applicable deadline unless the College has agreed otherwise in writing. Failure by a sponsor or third party to make payment does not remove the student's financial responsibility.

4.9 Students Experiencing Financial Difficulty

The College understands that unexpected financial circumstances may arise during a student's studies and is committed to supporting students who experience genuine financial hardship. Students who anticipate difficulty in meeting any payment deadline should contact the Finance Office as soon as possible and before the payment becomes overdue. Early communication enables the College to work with students to identify appropriate solutions and helps to avoid unnecessary financial or academic consequences.

Subject to the individual circumstances of each case and any supporting evidence provided, the College may consider a temporary Payment Plan or revised payment schedule, a short extension to a payment deadline, reviewing eligibility for scholarships, bursaries or hardship support, referring students to relevant support services, liaising with approved sponsors where authorised by the student, and considering any exceptional personal, medical or compassionate circumstances.

Students remain responsible for meeting their financial obligations under this booklet; however, the College is committed to treating all requests fairly, consistently and compassionately. Students who engage proactively with the Finance Office are more likely to benefit from appropriate support than students who allow debts to accumulate without communication.

4.10 Financial Support and Payment Assistance

When considering requests for financial assistance or revised payment arrangements, the Finance Office will normally take account of factors including the student's previous payment history, the amount outstanding, the reasons for the financial difficulty, any supporting evidence provided, sponsorship or other funding arrangements, the student's engagement with the College in resolving the matter, and any exceptional personal, medical or compassionate circumstances.

Each request will be assessed on its own merits. Approval of a Payment Plan, extension or other financial arrangement is not automatic and will depend upon the circumstances of the individual case. Where an alternative payment arrangement is approved, students are expected to comply fully with the agreed payment schedule; failure to do so may result in the arrangement being reviewed or withdrawn, and the outstanding balance becoming immediately payable.

4.11 Failure to Make Payment

Where fees remain unpaid and no satisfactory payment arrangement has been agreed, the College may take reasonable and proportionate action to recover the outstanding debt, in accordance with Section 10 (Outstanding Fees and Debt Recovery). Before applying any significant sanctions, the College will normally notify the student of the outstanding balance, issue appropriate reminders and provide a reasonable opportunity to make payment or contact the Finance Office, consider any relevant individual circumstances, and notify the student in writing of any proposed action and the reasons for it. Nothing in this section prevents the College from taking lawful action to recover outstanding debts where necessary.

5. Funding of Fees

5.1 Overview

Students are responsible for ensuring that adequate funding is available to meet the costs of their studies before enrolling at Newbold College of Higher Education. Funding may come from self-funding, an approved Payment Plan, sponsorship by a church organisation or other institution, a third-party sponsor, scholarships or bursaries, government student loans, or other recognised funding sources. Regardless of the source of funding, students remain responsible for ensuring that all fees due to the College are paid by the published deadlines unless the College has agreed otherwise in writing.

5.2 Self-Funding

Self-funded students are responsible for paying their tuition fees, accommodation charges, meal charges and any other fees due under this booklet. Payment should normally be made before the published payment deadlines. Students experiencing temporary financial difficulty are encouraged to contact the Finance Office as early as possible to discuss whether an approved Payment Plan may be available.

5.3 Payment Plans

Purpose

The College recognises that some students may experience temporary financial difficulties in paying tuition fees in full before enrolment. An approved Payment Plan enables eligible students to pay tuition fees by instalments while continuing their studies. A Payment Plan is intended to assist students with cash flow and does not reduce the student's overall financial liability. No interest is charged on amounts payable under an approved Payment Plan.

Eligibility

Payment Plans are normally available only to students enrolled on full-time degree programmes who satisfy the College's affordability assessment and who have complied with previous financial agreements with the College.

Students receiving 100% or 75% sponsorship from the Trans-European Division (TED), 100% sponsorship from the British Union Conference (BUC), or a 50% TED scholarship covering tuition and room and board, are not eligible for a Payment Plan unless otherwise approved by the College.

Applying for a Payment Plan

Students wishing to apply should complete the College's Payment Plan Application Form, pay the first instalment on or before enrolment day, and provide any supporting evidence requested by the Finance Office within the published deadlines. Applications received after the published deadline may not be considered before enrolment.

Affordability Assessment

Before approving a Payment Plan, the College may request evidence demonstrating the student's ability to meet the proposed instalments, such as recent payslips, a contract of employment, a P60 or equivalent, bank statements, confirmation of sponsorship, or other reasonable evidence of financial resources. The College will consider each application individually.

Instalment Schedule

Unless otherwise agreed, tuition fees payable under a Payment Plan will be paid in four equal instalments: the first instalment (25%) on or before enrolment day, and the remaining three instalments (25% each) on the 15th day of each of the following three consecutive months.

Student Responsibilities

Students using a Payment Plan must ensure sufficient funds are available, maintain agreed payment dates, notify the Finance Office immediately if circumstances change, and respond promptly to requests for information.

Failure to Maintain a Payment Plan

Where instalments are missed, the College will normally contact the student, seek to understand the circumstances, and provide an opportunity to resolve the missed payment where appropriate. Where no satisfactory resolution is reached, the College may cancel the Payment Plan, require the remaining balance to become immediately payable, and apply the procedures described in Section 10. Each case will be considered on its own circumstances. The College will not normally prevent a student from attending compulsory teaching or assessments solely because of an outstanding debt while active debt-recovery arrangements are being pursued.

The College may withdraw the Payment Plan scheme for future applicants at any time; this will not normally affect students who already have an approved Payment Plan in place for the current academic year. Students who repeatedly fail to comply with Payment Plan arrangements may be refused access to a Payment Plan in future academic years.

5.4 Sponsorship by Seventh-day Adventist Organisations

Students sponsored by a Conference, Union, Division or other official Seventh-day Adventist institution should submit confirmation of sponsorship, details of the amount or percentage being funded, and any conditions attached to the sponsorship. The sponsoring organisation should ensure payment is made by the published deadlines. The College may request updated sponsorship documentation at any stage of a student's studies.

5.5 Third-Party Sponsors

Where tuition fees are paid by an employer, church, family member, charity or another organisation, written confirmation of sponsorship should be provided before enrolment. Unless otherwise agreed in writing, students remain responsible for any fees not paid by the sponsor. Should a sponsor fail to make payment, the student will remain liable for any outstanding balance.

5.6 Scholarships, Bursaries and Grants

The College offers a range of scholarships and bursaries, subject to the availability of funding. Awards may be based upon academic achievement, financial need, ministerial training, donor-funded scholarships, or other eligibility criteria determined by the College. Receiving a scholarship does not remove a student's responsibility for paying any remaining balance not covered by the award. Scholarships may be withdrawn where students no longer satisfy the published eligibility criteria.

5.7 British Union Conference (BUC) Grant

Eligible students whose church membership is within the British Union Conference may apply for the published BUC grant in accordance with the eligibility criteria determined by the British Union Conference. Current application information is available at https://buc-education.adventist.uk/grants.

5.8 Children of BUC Employees and Sons and Daughters of Seventh-day Adventist Employees

Students who are children of eligible British Union Conference employees may qualify for additional educational assistance, subject to BUC policy; students should contact the BUC Treasurer for further information. Students whose parent or guardian is employed by an eligible Seventh-day Adventist Church organisation elsewhere, including in the United States, may be entitled to educational assistance under the relevant Church policy; evidence of eligibility must be submitted to the Finance Office as part of the financial clearance process.

5.9 Student Loans and Student Finance

Students studying on designated undergraduate and eligible postgraduate Theology programmes may be able to apply for financial support through the relevant UK student finance authority, which may include Tuition Fee Loans, Maintenance Loans, Postgraduate Loans, and support available through the Lifelong Learning Entitlement (LLE), subject to eligibility and government regulations.

Eligibility for student finance depends on residency status, nationality, previous study, course designation, and individual circumstances. Students are responsible for checking their eligibility and for ensuring that applications are submitted by any relevant deadlines. Where Student Loans funding does not cover the full tuition fee, students remain responsible for paying the outstanding balance. Further information is available at https://www.gov.uk/student-finance.

5.10 Other Grants and Funding

Students receiving grants or funding from government agencies, charities or other organisations should provide written confirmation of their funding before enrolment. Where grant funding does not meet the full cost of study, students remain responsible for paying any remaining balance.

5.11 Changes to Funding Arrangements

Students must notify the Finance Office immediately if there is any significant change to sponsorship, scholarship entitlement, grant funding, student loan arrangements, or personal financial circumstances. Changes to funding may affect Financial Clearance, Payment Plans or continued eligibility for certain forms of financial support.

6. Financial Clearance

6.1 Purpose of Financial Clearance

Financial Clearance is the process by which the College confirms that satisfactory financial arrangements have been made before a student enrols or continues their studies. Financial Clearance helps to ensure that students have the necessary financial resources to complete their studies and enables the College to meet its regulatory obligations, including those relating to UK Visas and Immigration (UKVI), where applicable. Students must normally obtain Financial Clearance before they are permitted to enrol or re-enrol for each academic year or semester.

6.2 What Financial Clearance Means

A student will normally be regarded as financially cleared where all tuition fees due before enrolment have been paid, or an approved Payment Plan has been agreed by the Finance Office, or satisfactory written confirmation has been received from an approved sponsor, funding body or loan provider acceptable to the College, and any accommodation deposits or other payments required before enrolment have been received.

6.3 New Students

Students who do not require a Student Visa must normally pay the tuition fees due before enrolment, accommodation charges (where applicable) and meal charges (where applicable), or have an approved Payment Plan or other agreed funding arrangement in place, before Financial Clearance is granted.

Students requiring sponsorship under the UK Student Visa route must satisfy the financial requirements determined by UK Visas and Immigration (UKVI) before the College can issue a Confirmation of Acceptance for Studies (CAS). The level of payment or financial evidence required will be determined by UK immigration legislation, UKVI sponsor guidance, and the College's published admissions and visa procedures. Applicants should refer to the College's Admissions Office for current requirements, as UK Government immigration rules may change. The issue of a CAS does not guarantee that a visa will be granted; students remain responsible for complying with all UK immigration requirements.

6.4 Continuing Students

Continuing students must obtain Financial Clearance before registering for each new academic year or semester. Financial Clearance will normally be granted where all outstanding fees from previous periods have been settled, or an approved Payment Plan remains in good standing, or another approved funding arrangement has been agreed by the Finance Office. Students who have failed to comply with an agreed Payment Plan or other financial arrangement may be required to settle outstanding balances before Financial Clearance is granted.

6.5 Changes to Financial Circumstances

Students must notify the Finance Office immediately if there is any significant change to their financial circumstances, including withdrawal of sponsorship, cancellation of a scholarship or grant, changes to Student Loan funding, changes affecting visa sponsorship, or any other circumstance likely to affect their ability to pay. The College will consider each case individually and, where appropriate, discuss alternative payment arrangements or other available support.

6.6 UK Visas and Immigration (UKVI)

The College is required to comply with all UK Visas and Immigration (UKVI) Sponsor Licence duties. Where a student's immigration status is affected by withdrawal, interruption of studies, failure to enrol or other circumstances requiring notification under UKVI regulations, the College may be required to report those changes to UKVI, in accordance with its legal and regulatory obligations.

6.7 Refusal or Withdrawal of Financial Clearance

The College may decline or withdraw Financial Clearance where required payments have not been made, agreed payment arrangements have not been maintained, funding information provided is found to be inaccurate or misleading, or sponsorship has been withdrawn without an alternative funding arrangement being agreed. Before Financial Clearance is withdrawn, the College will normally notify the student, explain the reasons for the decision and provide an opportunity, where appropriate, to resolve the matter.

6.8 Queries Regarding Financial Clearance

Students who have questions regarding Financial Clearance, outstanding balances or payment arrangements should contact the Finance Office as early as possible. The College encourages students to seek advice before payment deadlines if they anticipate any difficulty in meeting their financial obligations.

7. Student Accommodation

7.1 Overview

The College offers a range of accommodation options to support students during their studies. Accommodation is subject to availability and is allocated in accordance with the College's Accommodation Policy. Accommodation charges are published annually in the Fees and Charges Appendix and are separate from tuition fees unless otherwise stated. Students are expected to familiarise themselves with the accommodation terms before accepting an accommodation offer.

7.2 Types of Accommodation

The College currently provides Halls of Residence, Schuil House, Moor Close, and Family Housing. Accommodation availability varies according to student status, programme requirements and room availability.

7.3 Allocation of Accommodation

The College seeks to allocate accommodation fairly, consistently and transparently, taking account of factors including student status (new or continuing), programme of study, household composition, medical or accessibility requirements, safeguarding considerations, availability of suitable accommodation, and other relevant operational or welfare considerations. Whilst the College will endeavour to meet accommodation preferences wherever possible, it cannot guarantee that every preference or request can be accommodated. The College cannot guarantee accommodation to all applicants and reserves the right to determine room allocations and make reasonable changes to accommodation assignments where necessary.

7.4 Halls of Residence

Halls of Residence are intended primarily for single students studying full-time at the College. Accommodation is available in Schuil House for both male and female students; subject to availability and eligibility criteria determined by the College, some students may be accommodated in Moor Close. Accommodation is normally allocated for one academic semester at a time and may be renewed subject to continued registration, satisfactory conduct and availability. Accommodation charges are calculated on a semester basis and must normally be paid in full no later than two weeks before the published enrolment date unless an alternative arrangement has been approved in writing.

Students occupying Halls of Residence are expected to comply with the Student Handbook, Residence Regulations, Health and Safety requirements, Fire Safety procedures, and any other accommodation policies published by the College.

7.5 Family Housing

Family Housing may be available to students, with or without dependent children, who are enrolled on a full-time programme of study.

Accommodation is normally offered for one academic year and may be renewed annually, subject to continued eligibility, availability, satisfactory compliance with the accommodation agreement and College policies, and continued registration as a student. Where a programme lasts less than one academic year, accommodation will normally be offered for the duration of the programme.

The accommodation is provided to support the registered student's studies at the College. The student will be required to enter into the College's applicable Student Family Housing Occupancy Agreement, which will set out the legal basis of occupation and the respective rights and responsibilities of the College and the student.

The agreement is personal to the registered student. The accommodation may be occupied only by the student and the family members or other permitted occupants named in the agreement. It may not be assigned, transferred, sublet or made available to any other person.

Continued occupation is subject to the terms of the agreement. Completion, withdrawal, termination or suspension of studies may affect the student's eligibility to remain in Family Housing, subject to the notice and possession procedures required by law.

7.6 Eligibility for Family Housing

To be eligible for Family Housing, students must normally be enrolled on, or have been accepted onto, a full-time programme of study; have obtained Financial Clearance; have signed the student Family Housing Occupancy Agreement; and have paid the required accommodation deposit (a security deposit equivalent to five weeks' rent, payable before occupation). Students entering their final semester of study will not normally be eligible for a new Family Housing allocation. Students who cease to meet the eligibility requirements should notify the College immediately; the College will work with affected students to agree appropriate arrangements where circumstances change.

7.7 Rent and Utility Charges

Rent and utility charges for Family Housing are payable monthly and are due on the first day of each month; the first month's rent must be paid before occupation. Current monthly charges are published in the Fees and Charges Appendix. The College reviews accommodation charges periodically and reserves the right to amend rental charges for future agreement periods; any revised rates will be communicated in advance.

Unless otherwise stated, charges for gas, electricity, water and any applicable taxes or utility-related charges are payable in addition to the monthly rent (utility charges are included in the rent for Moor Close accommodation). Where a student has outstanding rent and utility charges, payments received will normally be allocated first to rent and then to utility charges.

7.8 Accommodation Deposits

Students occupying College accommodation may be required to pay a refundable accommodation deposit before taking up residence; current deposits are published in the Fees and Charges Appendix. Deposits are held as security against damage beyond fair wear and tear, missing College property, cleaning costs where accommodation has not been left in a reasonable condition, and outstanding accommodation-related charges. The College will only make deductions that are reasonable, proportionate and supported by evidence, and will provide an itemised explanation of any deductions.

Following the end of the accommodation period, the accommodation will be inspected, keys must be returned, and outstanding accommodation charges will be reviewed. Subject to any agreed deductions, deposits will normally be returned within 30 calendar days of departure and return of all keys.

7.9 Student Responsibilities

Students occupying College accommodation are expected to keep their accommodation clean and in good condition, report maintenance issues promptly, avoid causing damage beyond fair wear and tear, comply with Health and Safety and Fire Safety requirements, respect other residents and neighbours, and comply with the Residence Regulations and Accommodation Licence. Students may be charged the reasonable cost of repairing damage or replacing missing College property. Students are encouraged to report damage or defects promptly; failure to do so may result in the student being held responsible for additional costs arising from the delay.

7.10 Vacation of Accommodation and Withdrawal

Students must vacate accommodation by the date specified by the College unless an extension has been approved in writing. Students who interrupt or permanently withdraw from their studies should notify both the Registry and the Finance Office as soon as possible; accommodation charges and any refunds will be determined in accordance with the Accommodation Licence, Section 9 of this booklet, and the College's Accommodation Policy. Each case will be considered individually.

7.11 Students Who Cease to be Registered

Family Housing is provided to support students undertaking full-time study, and residents are expected to maintain continuous registration throughout their programme, excluding normal vacation periods. Where a student ceases to be registered, interrupts their studies, withdraws, or otherwise ceases to meet the eligibility requirements, the College may require the student to vacate the accommodation, apply an alternative rental rate, or agree alternative arrangements where there are exceptional circumstances. The College will always seek to manage such situations fairly, reasonably and sensitively while ensuring that Family Housing remains available for eligible students.

7.12 Council Tax

Students may be exempt from Council Tax if they satisfy the relevant statutory requirements; exemptions or discounts may also be available to spouses, partners or dependants in certain circumstances. Information provided by the College regarding Council Tax is for general guidance only and should not be regarded as legal or financial advice. Students should contact the relevant local authority for advice regarding their individual circumstances.

7.13 Accommodation Queries

Questions regarding accommodation allocations, accommodation charges, deposits, utilities or Family Housing should be directed to the Student Finance Office and Student Life department.

8. Working On and Off Campus

8.1 Student Employment Opportunities

The College recognises that many students wish to undertake paid employment during their studies to help meet their living expenses, develop professional skills and gain valuable work experience. Subject to operational requirements and availability, the College may offer part-time employment opportunities for eligible students in areas including Campus and Estate Services, Food Services, Guest Lodging, the Roy Graham Library, Marketing and Recruitment, Student Services, Reception, administrative departments, and other College departments as vacancies arise. The availability of student employment cannot be guaranteed, and students should not rely on part-time employment as their primary source of funding.

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8.2 Priority for Student Employment

Where operationally practicable, the College will seek to offer suitable part-time employment opportunities to enrolled students before recruiting externally. However, the availability of employment is dependent upon operational requirements, departmental budgets and the nature of the work available. Employment opportunities cannot be guaranteed, and appointment to any position will be made through the College's normal recruitment process, taking into account the requirements of the role, the knowledge, skills, experience and suitability of applicants, the student's legal right to work in the United Kingdom, any safeguarding or regulatory requirements applicable to the position, and the operational needs of the College. Nothing in this booklet creates an entitlement to employment with the College.

8.3 Advertising of Vacancies

Student employment opportunities will normally be advertised through College email, student noticeboards, digital information screens, and the College intranet or other approved communication channels. Students are encouraged to apply promptly, as vacancies are often filled quickly.

8.4 Eligibility to Work and Employment Documentation

Students must have the legal right to work in the United Kingdom before commencing employment. The College is required to verify every employee's right to work in accordance with UK immigration legislation and will normally require documentation confirming identity and right to work before employment can begin. Students offered employment will receive a contract of employment; before commencing work, students must complete all documentation required by the College, including right to work documentation, HM Revenue & Customs (HMRC) forms where applicable, payroll documentation, and pension declarations where required by law. Employment cannot normally commence, and payment cannot be made, until all required documentation has been completed.

8.5 Students Holding a Student Visa

Students studying under the UK Student Visa route must comply with the conditions attached to their visa, including any restrictions on the number of hours that may be worked during term time, the type of work that may be undertaken, and periods during which full-time employment may be permitted. It is the student's responsibility to ensure that they comply with the conditions of their immigration permission. The College reserves the right to refuse or terminate employment where a student is not legally entitled to work or where continued employment would place either the student or the College in breach of UK immigration legislation.

8.6 Hours of Work and Pay

Students should ensure that employment commitments do not adversely affect their academic studies. The College may place reasonable limits on the number of hours worked on campus where necessary to support academic success, comply with UK immigration requirements, protect student wellbeing, or meet operational needs. Student employees will normally be paid through the College's payroll in accordance with the terms of their employment contract, with any statutory deductions, including Income Tax and National Insurance Contributions where applicable, made through payroll.

8.7 Equal Opportunities

The College is committed to providing equality of opportunity in employment. Student employment opportunities will be offered in accordance with the College's Equality, Diversity and Inclusion policies and all applicable employment legislation, with employment decisions based on merit, suitability for the role and operational requirements.

8.8 Off-Campus Employment

Students may seek employment outside the College, provided that they have the legal right to work in the United Kingdom, any employment complies with the conditions of their visa where applicable, and their employment does not adversely affect their academic progress. The local areas surrounding the College, including Bracknell, Binfield and Wokingham, may provide opportunities for part-time employment; students may also wish to make use of local recruitment agencies, job centres and online recruitment services. The College cannot guarantee the availability of off-campus employment and accepts no responsibility for employment arrangements entered into between students and external employers. Students sponsored under the UK Student Route should note that off-campus employment is supplementary and must not be relied upon as evidence of funds available to support studies or living costs in the United Kingdom.

8.9 Balancing Employment and Study

Students are reminded that the primary purpose of their enrolment at the College is academic study. Students are encouraged to ensure that employment commitments do not interfere with attendance, academic progress, assessment deadlines, placement requirements, or their health and wellbeing. Where concerns arise regarding the impact of employment on academic performance, students are encouraged to seek advice from their Academic Advisor, Student Services or the Finance Office.

8.10 Further Information

Questions relating to student employment, payroll, right to work requirements or student working hours should be directed to Human Resources or the Finance Office.

9. Refunds

9.1 General Principles

The College is committed to operating a fair, transparent and consistent refund process. Refunds will be considered in accordance with this booklet, the Student Terms and Conditions, the Accommodation Licence (where applicable), and any other relevant College policies. Students are encouraged to discuss any intention to withdraw, interrupt or defer their studies with the Registry and the Finance Office before making a final decision.

9.2 Right to Cancel

Under consumer legislation, students have a statutory right to cancel their contract with the College within 14 days of enrolment without giving any reason. Students wishing to cancel should notify the College in writing and follow the official withdrawal process, clearly stating that they are exercising their right to cancel within the statutory period. The College will process any refund in accordance with the provisions set out below.

9.3 Tuition Fee Refunds — Withdrawal Within 14 Days

Students who permanently withdraw from their programme within 14 calendar days of the programme start date will normally be entitled to a refund of 85% of the tuition fees paid.

The College will retain 15% of the tuition fees to reflect the reasonable administrative and other costs incurred in processing the student's admission, enrolment and registration. This provision does not affect any statutory cancellation rights available under consumer protection legislation.

9.4 Tuition Fee Refunds — Withdrawal After 14 Days

Students who permanently withdraw more than 14 calendar days after the programme start date will not normally be entitled to a refund of tuition fees paid.

The effective withdrawal date will be the earlier of:

- the date on which the Registry or Admissions Office receives the completed withdrawal form; or
- the date on which the College formally records the student's withdrawal.

This provision does not affect any statutory rights or any refund or remedy arising where the College has failed to provide the contracted educational services.

9.5 Interruption of Studies and Exceptional Circumstances

Students who interrupt their studies should contact both the Registry and the Finance Office before leaving the College; any tuition fee liability following an interruption will be determined in accordance with the College's Tuition Fee Policy and the student's individual circumstances.

The College recognises that exceptional circumstances may arise. Where appropriate supporting evidence is provided, the College may consider requests for special consideration relating to tuition fee liability in circumstances such as serious illness, bereavement, significant personal hardship, compassionate circumstances, or other exceptional situations. Each request will be considered individually. Nothing in this section creates an automatic entitlement to a refund.

9.6 Accommodation Refunds

Accommodation refunds are subject to the terms of the Accommodation Licence or Residence Agreement. For Family Housing, refunds of rent will be determined in accordance with the Family Housing Occupancy Agreement and will normally be granted only where the accommodation has been vacated for the entirety of a calendar month, unless otherwise agreed by the College.

For Halls of Residence, accommodation fees are normally charged on a semester basis and will normally only be refunded where accommodation has not been occupied, or where withdrawal occurs during the statutory cancellation period and the room is vacated promptly in accordance with the Licence Agreement. Any refund will be calculated in accordance with the Licence Agreement.

9.7 Meal Charges

Students who withdraw during the statutory cancellation period will normally receive a refund of any unused meal package after appropriate adjustments have been made for meals already taken. Meal credits cannot normally be transferred to another student, have no cash value, and are not refundable after the statutory cancellation period unless otherwise required by law or approved by the College.

9.8 Visa Refusals

Students who are unable to commence their studies because their Student Visa application has been refused should notify the College immediately. Refunds will be considered in accordance with the College's Admissions Policy and Tuition Fee Policy; students may be required to provide official evidence of the visa refusal before any refund is processed.

9.9 College Cancellation of a Programme

If the College is unable to deliver, or decides to cancel, a programme of study, whether for reasons within or outside its reasonable control, affected students will be informed as soon as reasonably practicable.

Depending on the circumstances and the stage reached, the College will take reasonable steps to minimise the effect on students. This may include:

- offering a suitable alternative module;
- offering the opportunity to defer entry; or
- refunding tuition fees paid for educational services that will not be provided.

Where the cancellation results from circumstances within the College's reasonable control, the College will also consider whether compensation for additional, reasonable and evidenced losses is appropriate.

This section does not limit students' statutory rights or any protections and remedies available under the College's Student Protection Plan.

9.10 Overpayments and Sponsored Students

Where a student's account shows a genuine credit balance after all outstanding charges have been settled, the College will refund the overpayment, normally using the same payment method originally used wherever practicable; the College may request evidence of bank account ownership before processing a refund. Where tuition fees have been paid by a sponsor or third party, any refund will normally be made to the original payer unless otherwise agreed in writing by all relevant parties.

9.11 Refund Processing

Refunds will normally be processed within 14 working days after all required documentation has been received, any necessary approvals have been completed, and the student's financial account has been fully reconciled. Refund times may vary depending upon banking systems and international payment providers.

9.12 Outstanding Debts and Offsetting

The College reserves the right to offset any refund due against outstanding debts owed by the student to the College before making any payment. Students will be provided with a statement showing how the refund has been calculated.

9.13 Refund Queries

Students who have questions regarding refunds should contact the Finance Office. The College aims to resolve refund enquiries promptly and transparently. Where a student is dissatisfied with a refund decision, they may use the financial complaints and appeals process described in Section 12.

9.14 Summary of Refund Circumstances

The table below summarises the standard position; it should be read alongside the full provisions of this section, which take precedence in the event of any discrepancy.

Circumstance	Tuition Fees	Accommodation	Meals
Withdrawal within 14 days	Refund, less 15% administrative deduction	Pro-rata for period occupied	Pro-rata for meals not taken
Withdrawal after 14 days	Normally no refund; full semester liability applies	According to the Accommodation Licence	No refund, except where required by law
Visa refusal	According to the Admissions and Tuition Fee Policy	According to the Accommodation Licence	Not applicable
Programme cancelled by the College	Full refund, or alternative programme/deferral offered	As applicable to the circumstances	As applicable to the circumstances
Genuine overpayment	Refunded	Refunded	Refunded
Sponsorship overpayment	Returned to the sponsor	Not applicable	Not applicable

10. Outstanding Fees and Debt Recovery

10.1 General Principles

The College expects students to meet their financial obligations in accordance with this booklet and any agreed payment arrangements. Where fees remain unpaid, the College will seek to resolve the matter fairly, promptly and proportionately while recognising that students may occasionally experience genuine financial difficulties. Students are encouraged to contact the Finance Office at the earliest opportunity if they anticipate difficulty in making payment.

10.2 Student Responsibility

Students remain responsible for ensuring that all tuition fees, accommodation charges, meal charges and any other amounts owed to the College are paid by the published deadlines. Where fees are being paid by a sponsor or third party, the student remains responsible for ensuring that payment is received unless the College has agreed otherwise in writing.

10.3 Early Resolution

Where a payment is missed, the College's priority is to resolve the matter through communication with the student. Students will normally be given the opportunity to discuss the outstanding balance, explain any exceptional circumstances, provide updated funding information, request a Payment Plan where appropriate, and seek advice regarding available financial support.

10.4 Payment Reminder Process

Where payment has not been received by the due date, the College will normally follow the process below.

Stage One — Friendly Reminder

A reminder will normally be issued by email advising the student that payment is overdue and requesting payment or contact with the Finance Office. Students will normally be given 7 calendar days to respond.

Stage Two — Formal Reminder

Where payment has still not been received, a second reminder will normally be issued, stating the outstanding balance, explaining the possible consequences of continued non-payment, and inviting the student to contact the Finance Office. Students will normally be given a further 7 calendar days to settle the outstanding balance or agree an acceptable payment arrangement.

Stage Three — Final Notice

Where no satisfactory payment or agreed arrangement has been made, a Final Notice may be issued, explaining the outstanding balance, setting a final payment deadline, and explaining the action the College may take if payment is not received.

10.5 Consideration of Individual Circumstances

Before applying significant sanctions, the College will normally consider whether the student has engaged with the Finance Office, whether a Payment Plan has been requested, previous payment history, sponsorship arrangements, medical or compassionate circumstances, supporting evidence provided by the student, and the impact of any proposed action. The College will seek to apply its procedures consistently while recognising that each case is different.

10.6 Academic and Administrative Measures for Unpaid Tuition Fees

Where tuition fees remain unpaid after the student has been given reasonable notice and an opportunity to resolve the matter, the College may take appropriate academic or administrative action, provided that the action is lawful, fair and proportionate.

Depending on the circumstances, the College may:

- suspend access to future classes, teaching and learning services;
- suspend access to Moodle or other systems required for continuing study;
- restrict registration or re-enrolment for a subsequent module, semester or academic year;
- prevent progression to a subsequent stage of the programme;
- suspend or terminate the student's enrolment;
- restrict attendance at a graduation ceremony;
- withhold an official transcript, award certificate or formal confirmation of an award, where lawful and proportionate; and
- refer the outstanding balance for external debt recovery or legal action.

Before applying any such measure, the College would have provide written notice specifying:

- the amount outstanding;
- the action required to remedy the default;

- the deadline for taking that action;
- the measure the College proposes to apply and its effective date; and
- the procedure for requesting a review or appeal.

The College will consider the student's individual circumstances, including the amount and duration of the debt, payment history, engagement with previous communications, any genuine dispute regarding the amount owed, financial hardship and delays relating to student finance, sponsorship or other confirmed funding.

The College will not normally suspend teaching, learning resources or assessments while the student is complying with an approved payment arrangement or actively engaging in an agreed process to resolve the debt. However, merely contacting the College or entering discussions will not prevent action indefinitely where no payment or acceptable arrangement is made.

Any suspension or termination will not extinguish tuition fee liabilities that have already arisen under the College's published Tuition Fee and Refund Policy.

The measures described in this section apply only to unpaid tuition fees. Academic sanctions will not be used to recover accommodation, catering, library or other non-tuition fee debts. The College will not alter academic marks, reverse an academic decision or apply any measure that is unlawful, unfair or disproportionate under applicable consumer protection legislation.

10.7 Accommodation and Utility Debt

Students occupying College accommodation are expected to pay rent and utility charges in accordance with the Accommodation Agreement. Where accommodation payments become overdue, the College will normally issue reminder notices, invite the student to discuss the matter, and consider reasonable payment arrangements where appropriate. Where payment remains outstanding and no satisfactory arrangement has been agreed, the College may take action in accordance with the Occupancy Agreement and any applicable legal requirements, including recovering amounts owed from an accommodation deposit where applicable. The College will not disconnect utilities or require students to vacate accommodation without following the procedures contained within the relevant Occupancy Agreement and applicable legislation, and will comply with all applicable legal, welfare and health and safety obligations.

10.8 Non-Academic Debts

Non-academic debts (for example accommodation charges, parking charges, library charges or other miscellaneous fees) will normally be managed separately from academic matters. Academic sanctions will not normally be applied solely because of non-academic debts unless permitted by law and considered reasonable and proportionate in the circumstances.

10.9 Debt Recovery and Offsetting

Where all reasonable attempts to recover outstanding fees have been unsuccessful, the College may refer the debt to an external debt recovery agency or commence legal proceedings. Before doing so, the College will normally provide written notice, explain the outstanding balance, and provide a final opportunity to make payment or contact the Finance Office. Any lawful costs incurred in recovering outstanding debts may be added where permitted by law or contract. Where the College owes money to a student and the student also owes money to the College, the College may offset one amount against the other where legally permissible, and students will be provided with an explanation of any such adjustment.

10.10 Appeals and Confidentiality

Students who believe that action taken under this section is unreasonable or incorrect may request a review through the financial complaints and appeals process described in Section 12. The submission of an appeal does not automatically suspend debt recovery action, although the College may do so where appropriate. The College will manage student financial information in accordance with UK GDPR, the Data Protection Act 2018 and the College's Privacy Notice; information relating to outstanding debts will only be disclosed where necessary for the administration of the student's account, debt recovery, or where required by law.

10.11 Contacting the Finance Office

The College encourages students experiencing financial difficulty to contact the Finance Office at the earliest opportunity. Early communication frequently enables the College to agree solutions that avoid more formal debt recovery action.

11. Status Letters and Official Student Documentation

11.1 Overview

The College provides a range of official documents to confirm a student's registration, enrolment, academic status or completion of studies. These documents are issued by the appropriate College department and are subject to the conditions set out in this section. Students are encouraged to request official documentation as early as possible, particularly where documents are required for visa applications, employers, sponsors or other external organisations.

11.2 Student Status Letters

A Student Status Letter confirms a student's current registration with the College and may include the programme of study, mode of attendance, enrolment status, expected completion date, study load, and academic year. Status Letters are normally issued by the Registry following confirmation of registration and Financial Clearance.

A Student Status Letter is issued for administrative purposes only. It does not constitute evidence of academic achievement, confer any immigration status, or replace an official academic transcript, award certificate or confirmation of award.

11.3 Eligibility

Students requesting a Status Letter should normally be fully enrolled on their programme, have obtained Financial Clearance or have an approved payment arrangement in place, and continue to satisfy the conditions of their registration. Students who have suspended, withdrawn from or completed their studies will normally receive documentation appropriate to their current status rather than a current Student Status Letter.

11.4 Students Completing Their Studies and Alumni

Students who have completed their programme of study, including alumni, may request official documentation confirming completion of studies, academic award, official academic transcripts, confirmation of award, confirmation of study, replacement certificates (where applicable), or other official academic records held by the College. As alumni are no longer registered students, the College will normally issue Confirmation of Study, Confirmation of Award, Academic Transcripts, or other appropriate official documentation rather than a Student Status Letter. The issue of certain documents may be subject to the student having met all financial obligations to the College where this is lawful and consistent with applicable legislation.

11.5 Continuing Registration

Students who are completing dissertations, research projects, reassessments or other academic requirements beyond the normal completion date may be required to re-enrol, pay any applicable continuation fee, and maintain Financial Clearance before a status letter can be issued. Continuation fees are published in the Fees and Charges Appendix.

11.6 Processing Times

The College aims to process requests for official documentation promptly. Students should normally allow at least five working days for standard requests; during peak periods, including registration, examinations and graduation, processing times may be longer. Urgent requests will be accommodated wherever reasonably practicable but cannot be guaranteed.

11.7 Financial Obligations

Students are expected to meet their financial obligations to the College before requesting official documentation. Where significant tuition fee debts remain outstanding, the College may withhold certain documents, including official transcripts, award certificates or confirmation of award, where this is lawful and consistent with the College's published policies. The College will not withhold documentation where it has a legal obligation to provide it.

11.8 Requests by Third Parties and Verification of Student Status

The College will not normally release student information or official documentation to parents, sponsors, employers or other third parties without the student's written consent unless disclosure is required or permitted by law. Employers, sponsors, government agencies and other authorised organisations seeking confirmation of a student's registration or award should contact the Registry; verification will only be provided in accordance with UK GDPR, the Data Protection Act 2018 and the College's Privacy Notice.

11.9 Fees for Replacement Documents

The first Student Status Letter requested during an academic year is normally provided without charge. Replacement documents, duplicate certificates, duplicate transcripts or other additional official documentation may be subject to the administrative fee published in the Fees and Charges Appendix.

11.10 Further Information

Questions regarding Student Status Letters, Confirmation of Study, Confirmation of Award, academic transcripts, replacement certificates or other official student documentation should be directed to the Registry, or to the Finance Office where the request relates to Financial Clearance or outstanding fees.

12. Financial Complaints and Appeals

12.1 Commitment to Fairness

The College is committed to resolving financial queries, concerns and complaints fairly, promptly and transparently. Students are encouraged to raise any concerns regarding tuition fees, accommodation charges, payment arrangements, refunds or other financial matters as early as possible so that they may be resolved informally wherever appropriate. Nothing in this section affects a student's statutory rights.

12.2 Informal Resolution

Where possible, students should first discuss any financial concern with the Student Finance Office. Many issues can be resolved quickly through clarification, correction of administrative errors or discussion of payment arrangements. Students are encouraged to raise concerns promptly after becoming aware of the issue.

12.3 Stage One — Formal Financial Complaint

Where a matter cannot be resolved informally, students may submit a formal written complaint to the Finance Office. The complaint should normally include the student's name and student number, a description of the issue, any supporting documentation, and the outcome being sought.

The College will normally acknowledge receipt of the complaint within five working days. The Finance Office will investigate the matter and normally provide a written response within ten working days. Where additional time is required due to the complexity of the matter, the student will be informed of the reason and the expected timescale for a response.

12.4 Stage Two — Financial Appeal

If the student remains dissatisfied with the outcome of the Stage One complaint, they may submit a written appeal to the Chief Financial Officer (CFO) within ten working days of the date of the written decision. The appeal should explain why the student believes the decision should be reconsidered, any additional evidence to support the appeal, and the outcome sought.

The Chief Financial Officer may review the original decision, request additional information, meet with the student where appropriate, or refer the matter to a Financial Appeals Panel for determination. Where the Chief Financial Officer was involved in the original decision or investigation, the appeal will automatically be referred to the Financial Appeals Panel and the Chief Financial Officer will take no part in determining the appeal.

12.5 Financial Appeals Panel

Where an appeal is referred to a Financial Appeals Panel, the Panel will normally comprise senior members of staff who have had no previous involvement in the matter: a senior member of staff appointed by the Principal (Chair), the Registrar (or nominee), the Head of Student Services (or nominee), and another appropriately authorised senior member of staff where required. The Panel may also seek advice from other members of staff where specialist knowledge is required, although such advisers will not normally participate in the final decision.

The Panel will consider the original complaint, the outcome of the Stage One investigation, the grounds for appeal, any additional evidence submitted, whether College policies and procedures have been applied fairly and consistently, and any exceptional or compassionate circumstances relevant to the case. The student will normally receive a written decision explaining the outcome of the appeal, the reasons for the decision, and any action to be taken.

12.6 Completion of the College's Internal Process

The decision of the Financial Appeals Panel, or where appropriate the Chief Financial Officer, concludes the College's internal financial complaints and appeals process. Students retain any statutory rights available to them and may seek independent advice or pursue any external remedies available under applicable law.

12.7 External Review — Office of the Independent Adjudicator for Higher Education (OIA)

Where a student remains dissatisfied after exhausting the College's internal procedures, they may be entitled to request an independent review by the Office of the Independent Adjudicator for Higher Education (OIA), provided the complaint falls within the OIA's remit. Information regarding the OIA and its procedures is available at www.oiahe.org.uk. Complaints should normally be submitted to the OIA within 12 months of the date of the Completion of Procedures letter issued by the College.

12.8 Relationship with Other College Procedures

This procedure applies only to financial matters. Academic appeals, disciplinary matters, and complaints relating to teaching, student experience, harassment, safeguarding or other non-financial matters will be considered under the relevant College policies and procedures. Where a complaint contains both financial and non-financial issues, the College may determine the most appropriate procedure or consider different elements under separate procedures.

12.9 Confidentiality

Financial complaints and appeals will be handled confidentially and in accordance with UK GDPR, the Data Protection Act 2018 and the College's Privacy Notice. Information will only be shared with those who require it to investigate, consider or determine the complaint or appeal.

12.10 Time Limits

Students are encouraged to submit complaints or appeals as soon as reasonably practicable. Normally, complaints should be submitted within three months of the matter arising, and appeals should be submitted within the timescales specified in this section. The College may accept complaints or appeals submitted outside these timescales where there are exceptional circumstances or other good reason for the delay.

12.11 Further Information

Students requiring advice regarding the Financial Complaints and Appeals Procedure should contact the Student Finance Office or the Registry, who will be pleased to explain the appropriate procedure and provide guidance on submitting a complaint or appeal.

13. Insurance

13.1 Introduction

The College maintains a range of insurance policies to protect its buildings, assets, employees and operations. In addition to its operational insurance arrangements, the College also maintains certain insurance policies for the benefit of registered students. A summary of these arrangements is provided in this section; students should refer to the current Policy Document for complete details of cover, which is available from the College and/or on the College website. In the event of any inconsistency between this summary and the insurance policy, the terms of the insurance policy shall prevail.

The College's insurance policies do not automatically provide comprehensive insurance cover for students or their personal belongings. Students are therefore strongly encouraged to ensure that they have appropriate insurance cover throughout their period of study.

13.2 Group Personal Injury Insurance

The College maintains a Group Personal Injury (Personal Accident) Insurance Policy, underwritten by Chubb, for the benefit of registered full-time and part-time students whilst they are participating in authorised College activities. The policy is intended to provide financial protection in the event of accidental bodily injury occurring during activities covered by the policy and is subject to the terms, conditions, exclusions and benefit limits determined by the insurer. Cover is intended to apply worldwide and, unless otherwise stated in the policy, is effective 24 hours a day, seven days a week.

The Group Personal Injury Insurance is provided by the College as an additional benefit to students and should not be regarded as a substitute for personal health, travel or contents insurance. Students should be aware that the policy provides cover only in the circumstances specified by the insurer, that exclusions, limitations and policy conditions apply, that not all accidents, injuries or losses will be covered, and that the level of compensation payable, where applicable, is determined solely by the insurer and the terms of the policy. Insurance arrangements are subject to periodic review and may be amended, renewed, replaced or withdrawn by the insurer or the College from time to time; students should not assume that cover continues after they cease to be registered students.

Principal Benefits

Subject to the terms, conditions, limitations and exclusions of the policy, the following benefits may be available. Benefit amounts are stated in United States Dollars (USD); any payments made in Pounds Sterling will be calculated using the exchange rate applied by the insurer at the time the claim is assessed or settled.

Benefit	Amount
Accidental Death	USD $5,000
Permanent Disability	USD $5,000
Evacuation and Repatriation Expenses	100% of covered expenses
Accidental Medical Expenses	USD $2,000
Excess	USD $25

Benefits are payable only where a valid claim is accepted by the insurer and in accordance with the policy terms.

13.3 Personal Belongings

Students are responsible for arranging appropriate insurance for their own personal possessions, including laptops and computers, mobile phones, tablets, bicycles, musical instruments, jewellery, clothing, cash, academic materials and other personal property. The College accepts no responsibility for the loss of, theft of, or damage to personal belongings unless liability arises through the negligence of the College.

13.4 Accommodation Insurance

Students living in College accommodation should check whether personal possessions are covered under any insurance arrangements provided by the College. Where personal contents insurance is not provided, students are strongly encouraged to obtain suitable insurance for their belongings. Residents of Family Housing are responsible for arranging appropriate contents insurance for their household furniture, appliances and personal belongings; the College's insurance does not normally cover residents' personal possessions or privately owned household contents. The College will advise students where any insurance is included within their accommodation package.

13.5 Motor Vehicles

Students bringing motor vehicles onto College property do so at their own risk and are responsible for ensuring that their vehicles are appropriately insured, taxed where required, roadworthy, and legally parked in accordance with the College's Parking Policy. The College accepts no responsibility for loss of or damage to vehicles or their contents unless liability arises through the negligence of the College.

13.6 Medical and Travel Insurance

International students are encouraged to familiarise themselves with the healthcare arrangements applicable to their immigration status and to ensure that they have adequate insurance where appropriate, including travel insurance, medical insurance where required, and cover for emergency medical expenses not provided through the National Health Service (NHS). The College's Group Personal Injury Insurance does not replace the need for students to arrange their own medical, travel or personal contents insurance, particularly when travelling overseas or participating in activities outside the scope of the College's insurance arrangements. Students should familiarise themselves with any insurance requirements associated with their Student Visa or other immigration permission.

13.7 College Property and Equipment

Students are responsible for taking reasonable care of all College property entrusted to them, including library resources, laptops and IT equipment, audio-visual equipment, musical instruments, sports equipment, furniture, keys and access cards, and any other College property issued for academic or personal use. Where students borrow or are issued with College equipment, they may be required to pay the reasonable cost of repair or replacement where loss or damage results from negligence, misuse or failure to return the equipment in accordance with College procedures.

13.8 Accidents, Emergencies and Incident Reporting

Students should report any accident, theft, loss or damage occurring on College premises as soon as reasonably practicable, normally to Campus and Estate Services, Student Services, Security (where applicable), or another appropriate member of staff. Where an incident involves injury, fire, a gas leak, flooding, a serious security concern or any other emergency, students should immediately contact the appropriate emergency service where necessary and notify the College in accordance with its emergency procedures. Where an incident may give rise to a claim under the College's Group Personal Injury Insurance Policy, students should notify the College as soon as reasonably practicable so that the appropriate reporting and claims procedures can be followed.

13.9 Claims

Any claim alleging loss or damage arising from the actions or negligence of the College should be reported in writing as soon as reasonably practicable; the College will investigate claims in accordance with its insurance arrangements and applicable legal requirements, and the submission of a claim does not imply acceptance of liability by the College.

Students wishing to make a claim under the Group Personal Injury Insurance Policy should notify the College as soon as reasonably practicable after the incident giving rise to the claim, and may be required to provide supporting documentation, medical evidence, receipts, invoices, travel records, police reports, or other information reasonably requested by the insurer. Acceptance or rejection of a claim is determined solely by the insurer in accordance with the policy terms and conditions.

13.10 Insurance Enquiries

Students who require further information regarding College insurance arrangements should contact the Finance Office. Students requiring advice regarding personal insurance should seek independent advice from an authorised insurance provider or insurance broker.

14. Other Terms and Conditions

14.1 Fraud, Misrepresentation and Financial Misconduct

Students are responsible for ensuring that all financial, sponsorship and funding information supplied to the College is accurate, complete and up to date. Where a student provides false, misleading or fraudulent information relating to sponsorship, funding, student finance, financial clearance, accommodation, payment plans or immigration matters, the College reserves the right to withdraw financial clearance, cancel payment arrangements, withdraw accommodation offers, commence disciplinary proceedings, report concerns to relevant authorities, and recover any losses incurred.

14.2 Anti-Money Laundering and Sanctions

The College reserves the right to undertake checks in connection with payments received from students, sponsors or third parties, and may request information concerning the source of funds where reasonably required to comply with legal, regulatory or banking obligations. The College reserves the right to refuse, suspend or return payments where acceptance of such funds may breach applicable sanctions legislation, anti-money laundering requirements, financial crime regulations, or other legal obligations.

14.3 Force Majeure

The College shall not be liable for any failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control, which may include natural disasters, severe weather, epidemic or pandemic disease, war, terrorism, industrial disputes, utility failures, cyber incidents, government action, changes in law, or other unforeseen events. The College will take reasonable steps to minimise disruption and maintain continuity of services wherever reasonably practicable.

Student Financial Responsibilities — At a Glance

This one-page summary highlights key obligations; it does not replace the full terms set out in this booklet.

- Pay tuition fees by the published deadlines or agree an approved Payment Plan.
- Read and understand this College Financial Booklet.
- Keep your contact details up to date.
- Check your College email regularly for financial communications.
- Notify the Finance Office immediately if your financial circumstances change.
- Keep to any agreed Payment Plan.
- Ask for help early if you experience financial difficulties.
- Return College property and settle outstanding charges before leaving the College.
- Request official documentation in good time.

Student Acknowledgment and Declaration

College Financial Booklet 2027–2028

Newbold College of Higher Education is committed to ensuring that students receive clear, accurate and transparent information regarding the financial obligations associated with their studies. This College Financial Booklet forms part of the contractual relationship between the College and its students and should be read alongside the College's Student Terms and Conditions, Admissions Policy, Student Protection Plan, Accommodation Licence (where applicable) and other relevant College policies.

By accepting an offer of admission and completing enrolment at Newbold College of Higher Education, students acknowledge that they have been provided with access to this booklet; understand that it explains the tuition fees, accommodation charges, payment arrangements, refunds, financial support, debt recovery procedures and other financial matters applicable to their studies; understand their responsibility for meeting all financial obligations associated with their programme of study; understand that they should seek clarification from the College if uncertain about any aspect of their financial responsibilities before accepting an offer or enrolling; acknowledge that they are responsible for informing the College promptly of any significant change in their financial circumstances; and agree to comply with the financial regulations, policies and procedures published by the College, as amended from time to time in accordance with this booklet.

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The College encourages students experiencing financial difficulty to contact the Finance Office as early as possible so that appropriate advice and support can be considered. Nothing in this declaration limits or removes any statutory rights available to students under applicable legislation.

Declaration

I acknowledge that I have been provided with access to the College Financial Booklet 2027–2028, have had the opportunity to read and understand its contents, and understand that it forms part of the contractual arrangements between myself and Newbold College of Higher Education. I understand my financial responsibilities as a student and agree to comply with the College's published financial regulations and procedures throughout my period of study. I understand that, where I require clarification regarding any aspect of these regulations, I should contact the Finance Office before entering into any financial commitment.

STUDENT NAME: ______________________________

STUDENT NUMBER (IF KNOWN): ______________________________

PROGRAMME OF STUDY: ______________________________

ACADEMIC YEAR: ______________________________

SIGNATURE: ______________________________

DATE: ______________________________

Electronic Declaration

Where enrolment is completed online, the following applies in place of a handwritten signature: by selecting "I Agree" during the online enrolment process, I confirm that I have been provided with access to this College Financial Booklet, have had the opportunity to read and understand it, and acknowledge that it forms part of the contractual arrangements between myself and Newbold College of Higher Education. Acceptance of an offer of admission, completion of enrolment, re-enrolment, or electronic confirmation through College systems shall have the same effect as a handwritten signature.

Appendix — Fees and Charges 2027–2028

The figures in this Appendix apply to the 2027–2028 academic year and are reviewed annually in accordance with Section 2.9 of this booklet. This Appendix is the sole authoritative source for fee and charge figures; no figures are restated in the body of this booklet.

A. Annual Tuition Fees

PROGRAMME	ANNUAL FEE	PER SEMESTER
One Year in Mission and Service (including accommodation and meals)	N/A	£4,384.00
Undergraduate studies (120 UK credits per year/ 60 UK credits per semester)	£8,971.00	£4,486.00
Postgraduate studies (120 UK credits per year/ 60 UK credits per semester)	£11,288.00	£5,644.00
Professional Development/Pastoral Continuous Education	N/A	£591.00

B. Additional Credit and Continuation Fees

DESCRIPTION	CHARGE
Undergraduate credit (per additional credit)	£74.76
Postgraduate credit (per additional credit)	£94.07
Postgraduate continuation fee (per semester)	£888.00

C. Accommodation Charges

ACCOMMODATION TYPE	ANNUAL FEE	PER SEMESTER
Single Room, Shared Bathroom Facilities	£6,081.00	£3,040.00
Single Room, Shared Bathroom Facilities and Board (Schuil House)*	£7,470.00	£3,735.00

**The Schuil House board package includes 12 meals per week for 15 teaching weeks per semester (30 teaching weeks across the full academic year), at the applicable Schuil House meal rate.*

D. Accommodation Deposits

DESCRIPTION	DEPOSIT
Halls of Residence room deposit	£200.00
Family Housing deposit	Five weeks' rent

E. Family Housing — Monthly Charges

ACCOMMODATION TYPE	MONTHLY RENT
One-bedroom flat	£900.00
Two-bedroom flat	£1,016.00
Three-bedroom flat	£1,142.00
Moor Close double room (inclusive of utilities)	£845.00

F. Meals

DESCRIPTION	COST
Non-packaged student meal	£8.65 per meal

G. Bank, Payment and Administrative Charges

DESCRIPTION	CHARGE
Failed payment charge for unpaid balances resulting from stopped, cancelled or returned payments	1% of the value of the unpaid balance
Administrative charge for stopped, cancelled or returned payments	£10.00

H. Student Identification

DESCRIPTION	CHARGE
Initial student ID card	Free
Replacement student ID card	£15.00

I. Vehicle Registration and Parking

DESCRIPTION	CHARGE
First registered vehicle per semester	Free
Each additional registered vehicle per semester	£43.00
Parking charge — minor breach (e.g. parking without a valid permit)	£43.00
Parking charge — serious breach (e.g. speeding, obstructing access, one-way violation, yellow lines/box markings)	£123.00

J. Keys

DESCRIPTION	CHARGE
Replacement key	£25.00
Failure to return key upon departure	£50.00

This Appendix should be read alongside Section 2 (Fees and Charges) and updated annually ahead of each new academic year's enrollment cycle. All figures above have been confirmed as current for the 2028–2029 academic year.

Start Here, Continue Anywhere

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