

Tuition Fee Policy

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1 General

- 1.1 This is the tuition fee policy for Ravensbourne University London (RUL) referred to in this policy as 'the University'.
- 1.2 Fees for all courses are shown on the University's website, [Ravensbourne.ac.uk](https://ravensbourne.ac.uk). Enrolling students are liable for all tuition fees for the courses and modules selected.
- 1.3 The University sets different rates for UK and International students, the fee status being determined by the Admissions Team under UKCISA guidelines. Any dispute over the assessed fee status should be referred to the Admissions Team at the earliest opportunity, and a Fee Status Assessment form completed in order for the matter to be investigated.
- 1.4 All fees are payable in Pounds Sterling with the Student responsible for all bank transfer charges.
- 1.5 When completing the enrolment process, the fee payable for the course/modules will be stated. If the amount payable is disputed then the matter should be referred to the University's Finance Department fees@rave.ac.uk immediately and before completing the enrolment.
- 1.6 On enrolment Students are required to state how they intend to pay the calculated fee liability, whether this is through a sponsor (eg Student Loans Company) or whether they are self-funding. Where they are self-funding the method of payment must be confirmed (eg. credit card, bank transfer, etc.) and whether the fees are being paid in full or by termly or semesterly instalments.
- 1.7 In enrolling for any course or modules the student is accepting personal liability for payment of the displayed tuition fees. Where the intention is for the fees to be paid by a sponsor (eg. Student Finance) the student is responsible for supplying all information to the sponsor in a timely basis and complying in full with all the terms and conditions imposed by the sponsor.
- 1.8 Students paying fees through a Student Finance tuition fee loan are responsible for ensuring they have sufficient entitlement to cover all the years of the course and understand that previous study or enrolling at another university or college can affect eligibility to obtain a loan to cover some or all of the years of the course.
- 1.9 In the event that a Sponsor refuses to approve a loan to cover the tuition fees or approves and pay fees to the University but then subsequently rescinds the offer, the student remains personally liable for the full payment of the fees.

2 Payment of fees – International Students

- 2.1 Student classified as International and requiring a visa to study in the United Kingdom under UK Visa and Immigration regulations, must remit a deposit before a CAS (Confirmation of Acceptance for Studies) letter is issued. The CAS deposit is stated in the offer letter and is normally expressed as a percentage of the net fee. The net fee is calculated by reference to the advertised course fee less any scholarships which have been awarded.
- 2.2 Student classified as International and requiring a visa to study in the United Kingdom under UK Visa and Immigration regulations, must pay all outstanding fees for the previous academic year before re-enrolling for a subsequent year of a course. Any outstanding fee balance is then payable in 7 monthly instalments by the Under-Graduate students and 9 monthly instalments by the Post-Graduate students commencing around 30 days after the course start date.
- 2.3 International students not requiring a visa to study in the United Kingdom must have paid a fee deposit of at least 60% or as stated in their offer letter before enrolling for the first year of the course, in respect of any subsequent years the arrangements in 2.2 above will apply.
- 2.4 The amount of any deposit shall be deducted from the tuition fee balance.
- 2.5 Any Scholarships awarded will be stated in the offer letter and may not apply to any subsequent year of the course.
- 2.6 Where a student is eligible for a progression discount this is not combinable with any other scholarship, fee waiver or discount with the exception of the early payment discount.
- 2.7 The University may at its discretion offer an "early payment discount" for full payment of fees before the start of the first or second semester. Discounts in respect of early payment of fees may not apply to all intakes/courses are not guaranteed in respect of future years of the course.
- 2.8 The University may offer incentive discounts, for example, for a fee deposit to have been received before a certain date, such discounts are not combinable with other early payment discounts.

- 2.9 The balance of the agreed tuition fees are due for payment before the start of the second semester, the University may at its discretion allocate an instalment plan in respect of the second semester fees.
- 2.10 Non-payment of the required tuition fees, either in full or the failure to adhere to an instalment plan constitutes a breach of the enrolment contract and may lead to it being terminated and where appropriate, notified to UK Visa and Immigration and the University's sponsorship being withdrawn.

3 Payment of fees – UK Students (self-funding)

- 3.1 Students classified as UK and commencing a Postgraduate course (excluding Master of Architecture) are required to have paid at least 60% of the net tuition fee in respect of the first semester before enrolling with the remaining 40% of the fee being due before the commencement of the second semester. The net fee is calculated by reference to the advertised course fee less any scholarships which have been awarded.
- 3.2 Students classified as UK, enrolling/re-enrolling for a Pre Degree, Undergraduate or Master of Architecture course are required to pay at least one third of the net tuition fee on enrolment, with a further third being due at the start of both the second and third terms. The terms dates being those dates notified to Students and agreed with Student Finance England.
- 3.3 All enrolments will be treated as provisional until amount equal to the first semester or terms fees have been received and the University reserves the right to terminate the agreement in the event of non-payment.
- 3.4 Where fees are paid in instalments and a fee waiver, discount of scholarship has been awarded the amount of the award will be allocated equally across all instalments.

4 Payment of fees – UK Students (sponsor)

- 4.1 In respect of undergraduate courses, the University receives information on approved loans from the Student Loans Company and the Student Awards Agency for Scotland. In respect of pre degree courses the University receives information on Advanced Learner Loans from Learner Provider Services. Where an alternative sponsor is being utilised such as the Governments of the Isle of Man or Channel Islands or an individual employer the student must supply evidence of the sponsorship arrangement directly to the University's finance team.
- 4.2 In informing us that the student has made an application to the Student Loans Company or the Student Awards Agency for Scotland and where the loan has not been approved, the student is confirming that they have taken all necessary steps to confirm their eligibility, particularly regarding residency, previous study and qualifications already held.
- 4.3 In the event that a sponsor refuses to approve a tuition fee loan or approves a loan and later rescinds the offer the University will treat the student as self-funding with the student being liable for full payment of the fees (see 3 above).
- 4.4 The University must receive evidence that a tuition fee loan has been approved and that a sponsor will be making payment of the fees within 30 days of the commencement of the course. In the event that the University is unable to obtain this confirmation the University reserves the right to terminate the enrolment agreement or require that the student self-fund.
- 4.5 Where the student has given the University permission to contact Student Finance regarding their support application (Consent to Share) then the University may consider an extension to the above deadline. Consideration will be given to an extension where the student is involved in an appeal, a claim under "Compelling Personal Reasons" regulations or requires additional time to provide evidence to Student Finance and the University considers that the application stands a reasonable chance of being approved.

5 Repeating Modules

- 5.1 Modules fees for students required to repeat part of a course are charged on pro-rata based on the number of credits required as a ratio of the total number of credits in a full year multiplied by the full annual tuition fee.
- 5.2 Where a scholarship was awarded the same pro-rata calculation will be made to establish a partial scholarship.
- 5.3 Early payment discounts normally expressed as a monetary amount will be applied also on a pro rata basis
- 5.4 Progression discounts offered to International students, whereby the cost of the pre degree course is discounted against each year of an undergraduate course are not available in respect of repeating years or modules.

6 Withdrawing

- 6.1 Students wishing to withdrawal, defer or otherwise interrupt their studies must complete a "[Changes to Study](#)" form. This form must be completed at the time a student leaves the course and cannot be backdated.
- 6.2 On receipt of a "Changes to Study" form the fees will be assessed in accordance with the table below
- 6.3 Where a fee waiver or scholarship has been granted the amount of the award will be reduced to reflect the fee liability stated above.
- 6.4 Discounts in respect of early tuition fee payments will cease to apply if any part of the fee becomes refundable.
- 6.5 Where the amount paid is less than the recalculated fee the student remains liable for the balance.
- 6.6 Where the amount paid is greater than the recalculated fee then the student is eligible for a refund.

International Students (All courses)	
UK Postgraduate Students (excluding UK Masters of Architecture students)	
Withdrawal during the first Semester	60% of the annual tuition fee
Withdrawal during the second or third Semester (if applicable)	100% of the annual tuition fee
Extended Masters	
Withdrawal during the "extended part",	100% of the relevant fee
Withdrawal during the Post Graduate course	As above

UK Undergraduate Students	
UK Pre degree students	
UK Master of Architecture	
Withdrawal during the first two weeks of the first term	£Nil
Withdrawal during the remainder of the first term	25% of the annual tuition fee
Withdrawal during the remainder of the second term	50% of the annual tuition fee
Withdrawal after the start of the third term	100% of the annual tuition fee
Term dates as notified by Student Finance England (or the tuition fee loan provider)	
For self-funding students term dates are available from Registry.	

7 Late and non-payment of fees Tuition Fees.

- 7.1 A student becomes a debtor to the University when tuition fees remain unpaid (either in full or part) in the timescales notified by the University.
- 7.2 Statements of account will be emailed to Students at regular intervals.



- 7.3 Students in arrears will be contacted by the Finance Team by email to the student's "Ravensbourne" email address and to any external email address that the student has provided.
- 7.4 Where the student has not responded to an email, an attempt will be made to contact the student by telephone and/or by letter.
- 7.5 In the case of an international student requiring a visa to study in the UK, notification of students in arrears with fees will be sent to the Universities UKVI compliance officer on a regular basis.
- 7.6 Ravensbourne University London may revoke a student VISA and terminate the sponsorship of an International Student who is arrears with fees and has failed after been given written notice to address the situation.
- 7.7 UK students who have been allocated an instalment plan but not kept to the arrangement and who have not made suitable alternative arrangements may have their request to pay subsequent years of the course through instalments refused.
- 7.8 A late payment charge of 4% over the current Bank of England Base Rate, calculated on a daily basis and applied to the fee balance monthly, will be applied on overdue balances. If the tuition fees are subsequently paid by Student finance, the University may at its discretion refund any late payment charges.
- 7.9 Continuing students in debt to the Institution will not be permitted to enrol for subsequent years of the course until all tuition fee arrears have been fully paid. All transcripts of marks and grades in respect of completed years will be withheld. Student may also be required to show evidence of fee payment for the forthcoming year, for example, that they have an approved tuition fee loan before being allowed to re-enrol.
- 7.10 Students will not be able to graduate, attend the Graduation Ceremony, receive a transcript of their marks and grades or receive a Graduation Certificate until all outstanding tuition fees have been paid.
- 7.11 Where monies owed to the University still remain unpaid a letter will be sent to the student's home address detailing the debt and requesting payment. Where there is no response a second letter is sent advising that the balance will be transferred to a debt collection agency.
- 7.12 Commission charges in respect of the Debt Collection Agency will be added to the amount claimed together with all legal costs incurred in recovering the debt.

8 Tuition Fee Refunds

- 8.1 Requests for refunds should be made to the Finance team by email to fees@rave.ac.uk
- 8.2 Students will be due a refund if they have overpaid fees or have withdrawn from a course and the amount paid exceeds the fee liability as notified above (section 6).
- 8.3 Refunds will not be made to students requiring a Visa to study in the UK until evidence of leaving the UK (flight ticket and passport stamp) has been received.
- 8.4 Disputes over refund requests may be referred to the Director of Finance or by requesting the claimant sends an email to complaints@rave.ac.uk depending on the nature of the request.
- 8.5 Refunds will be returned to the source from which payment has been made within 30 days of the request being approved by the admissions and/or UKVI compliance teams.
- 8.6 The University will not accept any liability for any foreign exchange losses which may arise on returning funds.
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9 CAS Refunds

- 9.1 The CAS deposit is non-refundable except in where one or more of the following circumstances occur:
 - 9.1.1 In the event of an error/default by the University;
 - 9.1.2 If the University terminates a course after the course start date and before the course completion date;
 - 9.1.3 If the University does not provide a course as advertised due to circumstances beyond its control;
 - 9.1.4 If a student has serious exceptional circumstances including but not limited to serious personal accident or injury of self or close family member, death of close family member(s), medical emergency or requirement of long-term medical care of self or close family member(s) and impact of natural disaster or civil disruption;

- 9.1.5 If a student applies for a visa in good time but it is granted too late for them to join their course (the student will need to demonstrate that the visa application was made in good time); and
- 9.1.6 In the event of a rejected visa application, if the student can provide evidence that the visa application made was valid, such as proof that they have the required finances and qualifications and the documents provided are genuine as per the UKVI requirements. In this instance, this will need to be submitted at least 15 working days before the latest start date of the course.
- 9.2 The list mentioned in clause 8.1 is not exhaustive and a request for a CAS Deposit refund may be considered on a case- by- case basis by the University.
- 9.3 An application for exceptional circumstance refund made pursuant to clause 8.1.4 must be supported by documentary evidence from an official source before a refund can be approved. Refunds made here are at the sole discretion of the Director of Finance.

Exclusions /Exceptions

- 9.4 In the event that a student visa application is refused, the University will require the student to provide a copy of the refusal notice issued by the UKVI and the identification page of their passport.
- 9.5 The University will not provide a refund of CAS deposit or any additional fees paid where:
 - 9.5.1 A student application is refused due to the submission of fraudulent or incorrect documentation or failure to meet the UKVI maintenance requirements;
 - 9.5.2 A student application is rejected due to breaching the conditions of a previous visa(s);
 - 9.5.3 A student application is refused due to a failure to demonstrate academic progression or exceeding the previous UK study limit (i.e 2 or 5 year study cap) and the required information was either not previously disclosed or false information was provided to the University;
 - 9.5.4 A student application is refused due to a failure to disclose a previous criminal conviction or failure to disclose other information to the University or on the visa application form which has led to the refusal;
 - 9.5.5 A student application is granted but where the student is refused entry upon arrival to the United Kingdom.

Exceptional Circumstances

- 9.6 Where a student has an exceptional circumstance, a request may be made to the university, with details of the request and the reason to support the request for consideration by the University Executive.

Refund Request Process

- 9.6 Applications for a refund must be made in writing to the Head of Admissions for assessment by the Director of Finance. The student would need to complete a Refund Request Form, attach the required documents and send it as an attachment by email to admissions@rave.ac.uk or via post to: Admissions Office, Ravensbourne University London, 6 Penrose Way, London, SE10 0EW, United Kingdom.
- 9.7 To qualify for a refund, a student must submit irrevocable evidence that they are not in the UK by providing a copy of the passport page containing an entry stamp confirming entry into a country outside of the UK and/or flight ticket.
- 9.8 A decision will be made within four weeks provided that the refund application form has been completed correctly and all the relevant information has been submitted to the University.
- 9.9 Should further information be required for a final decision to be made, The University will notify the applicant. Please note, this may delay the process further and thus the initial four-week processing time may be extended.
- 9.10 If the refund application is refused, the University will not normally reconsider the decision made unless the applicant can provide additional information other than that submitted in the original request to support their claim.
- 9.11 Where a refund is approved payment will normally be made via the same means the payment was made. Thus, if the payment was made by credit card then the refund would be transferred back to the same credit card. Please note, the University does not issue refunds by cheque or cash. In line with UK money laundering legislation, payment will only be refunded to the person or organisation that paid the fees.
- 9.12 No interest is paid on a refund of CAS deposit and/or tuition fee payments. Please be advised, a £50 administration fee will be deducted from the refund.

Appeals

- 9.13 All decisions on CAS deposit refunds are made on the basis of the information included in the refund request form and supporting evidence. If an applicant wishes to appeal against the decision, they will need to complete a new form and evidence that was not included in the original request and send it by email to admissions@rave.ac.uk