



# Fees and Cancellation Policy

## 1 Introduction

1.1 This policy applies to all students registering for a Plymouth Online course of study (details of which can be found at [online.plymouth.ac.uk](https://online.plymouth.ac.uk)). Plymouth Online is an affiliate college of the University of Plymouth, run in partnership with CEG Digital Limited to deliver a selection of its online programmes. This policy applies in addition to the University of Plymouth [Student Contract](#). Where there is a conflict between this Fees and Cancellation Policy and related content in the Student Contract, this Fees and Cancellation Policy shall apply.

1.2 By either entering into your contract for your course or by making any payment towards your Tuition Fees, you are both entering into a contract and agreeing to be bound by this policy (the "Contract"). For example, this means that by paying your Acceptance Fee or an instalment of your Tuition Fees you are agreeing that this policy applies to you.

1.3 It is therefore important to make sure that prior to entering into the Contract you have read and understood this policy. If you have any questions, please contact [onlinefees@plymouth.ac.uk](mailto:onlinefees@plymouth.ac.uk)

## 2 Acceptance Fee

2.1 In order to accept your offer of a place on your Plymouth Online course you will be required to pay a £250 fee (the **'Acceptance Fee'**).

2.2 The Acceptance Fee must be received within two weeks of the date at the top of your offer letter to guarantee you a place on your chosen Plymouth Online course.

2.3 The Acceptance Fee will be offset against your overall Tuition Fees and credited against your last invoice.

2.4 If you withdraw within 14 days of either entering into the Contract or payment of the Acceptance Fee, whichever event occurs first (the **'First Cooling Off Period'**), you will be eligible for a full refund of the Acceptance Fee. Once this First Cooling Off Period has expired, you will not be eligible for a refund of the Acceptance Fee in the event you do not take up your place or do not meet the entry conditions set by the University.

2.5 If you wish to withdraw within 14 days of either entering into the Contract or payment of the Acceptance Fee, and have not yet enrolled on your course, you should email such confirmation of your withdrawal to the Fees Office at [onlinefees@plymouth.ac.uk](mailto:onlinefees@plymouth.ac.uk) and copy the Student Adviser team at [onlineadvisers@plymouth.ac.uk](mailto:onlineadvisers@plymouth.ac.uk).

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### 3 Tuition Fee Levels

3.1 Tuition Fees will be charged at the rate advertised on the relevant course page of the Plymouth Online website, which will be reflected within your Offer Letter (subject to any bursary or discount granted). Tuition Fees do not differ depending on your country of origin or location when studying.

3.2 Discounts or bursaries may be applied, by us, to the Tuition Fee in accordance with the terms advertised on the Discounts and Bursaries web page. No bursary or discount, either individually or collectively, may amount to more than 25% of the total tuition fees due for a course.

3.3 Tuition Fees are reviewed annually and are liable to increase each academic year.

3.4 Students who are continuing to study on the same course are not subject to Tuition Fee increase providing they complete their studies within the recommended timeframe (24 months for Masters).

3.5 Students who take longer than the recommended timeframe to complete their studies may be subject to tuition fee increases.

3.6 Any module taken after the normally scheduled timeline, may be subject to a fee increase in order to reflect the revised Tuition Fees applicable at that point for that uncompleted module.

### 4 Payment Options

4.1 Tuition Fees are payable by either a single upfront payment in full or by pre-arranged monthly instalments.

4.2 An agreed schedule of payments option (**'Payment Schedule'**), will be provided once we have received your Acceptance Fee.

4.3 Payments can be made online or by phone, using a credit or debit card, or by bank transfer and must state the correct references (invoice number and student ID number).

4.4 All fees are to be paid in full in Pounds Sterling. You will be responsible and must pay for any bank or other charges incurred or any exchange rate fluctuations, in addition to the amount of the Tuition Fees stated within your Offer Letter.

4.5 An agreed schedule of payments option (**'Payment Schedule'**), will be provided once we have received your Acceptance Fee.

4.6 Payments can be made online or by phone, using a credit or debit card, or by bank transfer and must state the correct references (invoice number and student ID number).

4.7 All fees are to be paid in full in Pounds Sterling. You will be responsible and must pay for any bank or other charges incurred or any exchange rate fluctuations, in addition to the amount of the Tuition Fees stated within your Offer Letter.

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## 5 First payment of Tuition Fees

5.1 Unless you receive funding from the Student Finance organisations in the UK ('SF'), the first payment of your Tuition Fees can be paid at any point once you have paid your Acceptance Fee but **MUST** be received no later than three weeks before the course starts.

5.2 If your Tuition Fees are not received by this date, you will not be able to start your course and your place may be offered to someone else.

5.3 If you receive funding from SF, the timing of your first payment will be deferred to two weeks after you receive your first SF instalment.

5.4 For SF students, if we have not received payment by the deadline in section 5.3 above, access to your online course will be withdrawn.

## 6 Subsequent payment of Tuition Fees

6.1 Unless you receive funding from SF, all subsequent payment instalments **MUST** be received no later than two weeks prior to starting your next module.

6.2 If you receive funding from SF, the timing of your subsequent payments will be deferred to two weeks after you receive your next and subsequent SF instalment(s).

6.3 If your Tuition Fees are not received by the above deadlines, access to your online course will be withdrawn.

## 7 Liability

7.1 In the event of a student's loan provider, employer, or equivalent sponsoring body failing to make payment in respect of the Tuition Fees, the student will be held personally liable for the payment and/or any future payments.

7.2 Students waiting for confirmation of funding from SF or equivalent bodies will be classed as self-funding until confirmation of such third party support is received.

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## 8 Withdrawal

8.1 Students who withdraw within 14 days of the first day of teaching on module one in their course (the **'Second Cooling Off Period'**) will be eligible for a full refund of all fees paid up to that point minus the non-refundable Acceptance Fee and a £50 refund admin service fee. For the avoidance of doubt, the commencement date for this Second Cooling Off Period shall also apply to those students starting later than the first day of teaching. Students who withdraw after the expiry of the Second Cooling Off Period will not be eligible for a refund regardless of whether they have logged in to their online course or not.

8.2. For the avoidance of doubt, the Second Cooling Off Period shall not apply to any subsequent modules.

8.3. For each subsequent module, students will be fully liable for their Tuition Fees should a request to withdraw from a module be submitted after the start date of any module for which they are registered, regardless of whether they have logged in to their online course or not.

8.4 Notification of withdrawal must be received in writing in accordance with the University's [withdrawal process](#).

8.5 Once a student has withdrawn from their course, they will be removed from the Digital Learning Environment ("**DLE**") and section 8.3 above will apply.

## 9 Suspension or Intermittence of Studies

9.1 Where a student undertakes an approved temporary suspension of or intermits their studies, Tuition Fees already paid will not be refunded but retained until studies are resumed or permanent withdrawal occurs.

9.2. As per section 8.3 above, students who request a suspension or intermittence, after the start date of a module, will still be liable for their Tuition Fees for that module (as attempted) in full, in addition to tuition charged for their returning module(s)/term.

9.3. Students may be charged for retaking modules and remain liable to pay any outstanding Tuition Fees that may be due at the point of suspension.

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## 10 Payment of Refunds

10.1 Any refunds due will be made to the bank and account holder (or other financial institution) that originally paid the fee.

10.2 Where payment of fees was split between more than one payee, refunds will be made in proportion to the original split.

10.3 An admin charge of £50 will apply to the processing of a refund unless the application to withdraw is made during the First Cooling Off Period.

10.4 We aim to process refunds within 3 weeks of being informed of your decision to withdraw. Please note at busy periods this may take longer.

10.4 All refunds will be calculated in Pounds Sterling. We will not offer compensation for any bank or other charges incurred nor for any shortfalls due to exchange rate fluctuations. Other than for refunds made within the First Cooling Off Period, any bank charges for executing the refund will be deducted from the refund amount.

## 11 Student Debtors

11.1 Students who have outstanding financial commitments to Plymouth Online will not be permitted to progress to their next module until the debt has been repaid or alternative arrangements made.

11.2 Students who wish to dispute a debt must submit their dispute to [onlinefees@plymouth.ac.uk](mailto:onlinefees@plymouth.ac.uk) within 7 days of receiving a payment demand. Any undisputed amounts must be paid.

11.3 Assessment board decisions cannot be withheld from any student who has an outstanding financial commitment, but the University of Plymouth retains the right to withhold transcripts/certificates and prohibit attendance at the awards ceremony until the debt has been paid in full, in cleared funds.

11.4 Students who have outstanding financial commitments to Plymouth Online will be sent two reminder emails by the Fees Office. If the debt remains unpaid one week after the second reminder email has been sent, the following sanctions will apply:

11.4.1 the student will be temporarily blocked from using the DLE and other resources will be withdrawn until arrangements to pay the fees are made; and

11.4.2 following the temporary block of the DLE account, the student will be sent one final reminder by the Fees Office with a two-week deadline for payment. Should the student fail to make arrangements to pay their outstanding fees by the stated deadline, a formal withdrawal process will be initiated with the University, the student's record closed and the student will no longer have access to the DLE or course materials. **In the event of permanent withdrawal, liability for the debt will remain;** and

11.4.3 the debt will be referred for external collection including the use of legal action where the debt is still outstanding one month after the final reminder has been sent.

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## 12 Variation of Conditions

12.1 Plymouth Online may, by two weeks' written notice via the VLE, vary the terms and conditions contained in this Fees and Cancellation Policy as may be necessary to comply with any law, regulations or amendment thereof, of the Government of England and Wales.

12.2 Plymouth Online additionally reserves the right, upon giving two week's written notice of such change via the DLE, to make an addition, amendment or alteration to these conditions as is deemed necessary.

12.3 The validity, construction and performance of this policy shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties hereby submit.

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