



Tuition Fee and Related Charges Collection Policy

Scope

1. This policy relates to the collection of tuition fees and charges payable to the University by current and former students. This includes, though the list is not exhaustive, monies owed in respect of tuition fees, programme costs, accommodation and library fees. Tuition fee rates and other related charges are available at:

[Tuition fees | The University of Edinburgh](#)

2. Non-payment of tuition fees and related charges may result in implications for you, such as, late payment fees, withdrawal of visa sponsorship, non-progression to the next academic year, [exclusion](#), withholding of graduation attendance and degree certificate, referral to a debt collection agency and in some cases, legal action may be enforced. Furthermore, you will be liable for any additional costs incurred to collect outstanding debt.

3. The University recognises circumstances may arise during your studies which impact your personal finances. In such cases, the University will be sympathetic to, and work with you to understand, your individual financial circumstances. It is important to seek advice as soon as you can through your Student Adviser or Supervisor, or directly with Finance to understand how we can support you with the payment of your fees.

Students who Experience Financial Difficulties

4. Please contact your Student Advisor or Supervisor if you are experiencing difficulties who can signpost you to further support. They will be able to talk you through any programme changes, if relevant, detailed in **Appendix A**.

For tuition fees and related charges and costs queries, including programme costs, contact the Income Section, Finance Department:

Edhelp: <https://edin.ac/launch-edhelp>

Email: finance.helpline@ed.ac.uk

Or phone: +44 (0) 131 651 51 51

Individual appointments are available through Microsoft Teams

For accommodation matters, contact Accommodation Services via:

Email: accom.rentenquiries@ed.ac.uk

Or phone: +44 (0) 131 651 2118

If you stay in University accommodation you can speak to a member of the Residence Life Team, who will advise you of the options available.

5. For all other fees, including Library, Sports and Exercise and event charges and costs contact the relevant service provider.

Other Sources of Advice and Support

6. Support and guidance is available from the Edinburgh University Students' Association's (EUSA) Advice Place. The Advice Place can be contacted on +44 (0)131 650 9225.

[The EUSA Advice Place](#)

7. Support is available from the Student Immigration Service in Registry Services to discuss any programme changes or any implications financial difficulties may have on your visa sponsorship status.

[Student Immigration Service](#)

Tuition Fees and Other Related Charges

Tuition Fees - General

8. Your tuition fees are detailed within your offer of study which you are asked to confirm prior to taking up your studies. The student record generates your tuition fee invoice. In the event of a query or dispute in relation to the tuition fee invoiced prior to commencing study, please contact:

Edhelp: <https://edin.ac/launch-edhelp>

Email: finance.helpline@ed.ac.uk

Or phone: +44 (0) 131 651 4070

9. As part of the annual registration process, you are required to sign a declaration acknowledging that you are personally liable to the University for payment of tuition fees and related charges, this is the case even when someone or another body is paying your fees. In the event of any fee-paying body or sponsor not making payment on your behalf, you undertake to make payment of the full amount due to the University each academic year. This declaration states “I acknowledge that I am personally liable to the University for the payment of tuition fees. In the event of any fee-paying authority or other person or body not making payment on my behalf, I undertake to make payment of the full amount due to the University.”

10. To help you understand your payment options at annual registration, we have provided a questionnaire that details the options available depending on your funding. We encourage all student to complete the process annually.

[Paying Your Tuition Fees](#)

11. You must pay tuition fees on time. We can work with you on plans for payments and details of the available payment options and methods, including instalments. Payment plans can only be agreed by the Finance team staff.

[Student Academic Fees](#)

12. If you are paying your own tuition fees, once you have completed the annual registration process an invoice for your tuition fees will be emailed to you with payment terms of 30 days from the date of invoice. If you fail to make a payment through a payment plan or in full within the 30 days, you will receive reminders issued with requests for payment on the 7th, 21st and 35th day from the original invoice date incurring late fees. You will then be notified of exclusion from study and withdrawal of visa sponsorship, where appropriate.

13. You may experience changes during your degree programme that could impact your tuition fees or other charges, please see **Appendix A** for more information.

Tuition Fees – Externally-funded

14. In cases where your fees are to be paid on your behalf by a sponsor or employer, you must provide written confirmation evidence that your fees will be paid in full or in part by a recognised fee-paying body such as a research council or other government/overseas body.

[Student Academic Fees | The University of Edinburgh.](#)

15. If you are ordinarily resident or have settled status in United Kingdom, you will need to request

tuition fee and maintenance support annually from the appropriate funding body to confirm your entitlement. Please note, that as data is received electronically from the Student Awards Agency for Scotland and Student Finance (England, Wales and Northern Ireland), the University does not require your award letter for tuition fee purposes if you are funded from these funding bodies.

[Externally-funded | The University of Edinburgh](#)

16. In the event that your fee-paying body or sponsor fails to pay, or unduly delays payment, you will become liable for the amount due. In some cases, if the fee-paying body has consistently failed to meet the University's terms and conditions, advance payment will be sought from the funder.

Accommodation

17. Accommodation offered by the University is dependent on you signing a lease for the period of accommodation and paying in full or agreeing to a payment plan for the accommodation fees.

18. Accommodation fees can be paid in full for the period of accommodation, paid monthly in instalments or by semester. A payment plan will be agreed as part of the lease process.

19. If you fail to pay your accommodation fees this may result in actions, such as, late payment charges, eviction, debt being referred to a debt collection agency or legal actions may be enforced and you will be liable for any additional costs incurred to recover the debt.

20. We will not be able to provide you with a reference for private landlords if you have any accommodation debt. You will not be offered further accommodation if you owe monies from previous tenancy agreements in University accommodation.

Other Fees and Charges

21. Payments for the use of university facilities or provision of resources must be paid in accordance with the agreed payment terms and conditions. You should contact the relevant service provider. This includes programme costs, Library, Sport and Exercise and event costs.

Penalty Charges for Late Payment

22. The University reserves the right to add late payment fees for the non-payment of fees where you have failed to make a payment or make an alternative payment arrangement for your outstanding debt.

23. Any tuition fee and related charges balance overdue after 30 days from the invoice issue date will be subject to either:

a) a late payment charge of 3% applied to the balance outstanding at the start of each month until the debt is cleared for balances up to £200

b) late payment charges applied on a sliding scale dependant on the outstanding balance:

balances £201 to £1,000	£50 charge
balances £1,001 to £5,000	£100 charge
balances £5,001 to £10,000	£200 charge
balances over £10,001	£300 charge

24. Under exceptional circumstances, the 'late payment' charge may be removed, for example where there is clear evidence the late payment was not your the fault. Your Student Advisor or

Supervisor will help outline your circumstances to Finance. To discuss a late payment charge, please contact the Income Section, Finance Department:

Edhelp: <https://edin.ac/launch-edhelp>

Email: finance.helpline@ed.ac.uk

Or phone: +44 (0) 131 651 51 51

Debt Recovery Process

25. The Finance Department will use the your university email address and, when available, your personal email address to contact you about any outstanding debt. It is your responsibility to check these regularly.

26. The debt recovery process will be triggered (a) where an invoice for fees or charges is not settled within thirty days of the date of issue, or (b) where a payment in accordance with an agreed instalment plan is not received.

27. The Finance Department will provide information to schools/colleges, Registry Services, and Student Advisers/Supervisors of any students with debt to provide support for those at risk of exclusion from your degree programme and withdrawal of visa sponsorship. A debt marker will be added your student record which will remove the ability to progress into the following academic year. You will have 60 days prior to exclusion and withdrawal of your visa record.

28. Non-payment of student fees and related charges may result in action such as late payment fees, withdrawal of visa sponsorship, non-progression to the next academic year, exclusion, withholding of graduation attendance and degree certificate, referral to a debt collection agency and in some cases, legal action may be enforced. You will be liable for any additional costs incurred to collect outstanding debt.

29. When debt issues are resolved, the Finance Department will update Registry Services and the School/Deanery to re-instate your student record enabling you to matriculate at an appropriate point in your programme. If you are a visa sponsored student, you will need to make contact with the Student Immigration Service to confirm your visa status for returning to study. For postgraduate research students, the relevant College committee will consider academic progression prior to recommencing study. Your Student Advisor or Supervisor will be able to guide you through your return to study.

Appendix A

Appendix A

1. Deferral or Authorised Interruption from a Programme of Study

If you have paid part or all of your tuition fees for the relevant academic session and are granted an authorised interruption of studies or deferment of study, any credit balance will be retained until study resumes or begins. You will be liable to pay any outstanding tuition fees while on an authorised interruption of studies. When you return to study, you will be liable for the fee at the current tuition fee level.

We encourage all students to contact their funding body or sponsor, where relevant to talk through their funding when considering an Authorised Interruptions of studies.

[Authorised Interruption of Study](#)

2. Withdrawal from a Programme of Study or Accommodation

If you are considering withdrawing from a programme of study you are encouraged to contact your Student Adviser or Supervisor, to ensure the decision is based on a clear understanding of the impact of withdrawing from study.

[Withdrawal and Exclusion from Studies Procedure](#)

In the event you withdraw from your programme of study, the date of withdrawal will be the date from which the student notifies the University of their intention to withdraw, if appropriate, adjustment to the fees due will be made. This may result in a revised invoice requiring payment, or a refund.

[Tuition Fees](#)

Where relevant, we will notify your funding body of your withdrawal and encourage you to talk with your funder to understand any impact on funding received or future funding.

If you leave University accommodation early, the sum for which you remain liable, as set out in the Terms and Conditions of Residence for University Accommodation, as detailed in your signed lease.

3. Annual Registration

If you have tuition fee debt you will not be permitted to register for the next year of your programme. Your student record will be updated to notify the school and college of your record status. If you continue to fail to pay the debt or agree a payment plan, your student record will be withdrawn.

4. Students in the final year of their programme

You will not be able to graduate or attend your graduation ceremony if you have outstanding tuition fee debt. In order to attend the graduation ceremony, you must make full settlement of tuition fees due to the University at least twenty-one days before the date of the graduation ceremony. If you fail to do so, you will not be eligible to attend for presentation of their award or receive their degree certificate. Your degree certificate will be released upon settlement of your outstanding tuition fees.

5. Former Students

If you are a former student or have been excluded from study due to debt, the outstanding will be managed through the University's debt recovery procedures, such as referral to debt collection agencies or legal action procedures. We would encourage you to make contact with Finance at:

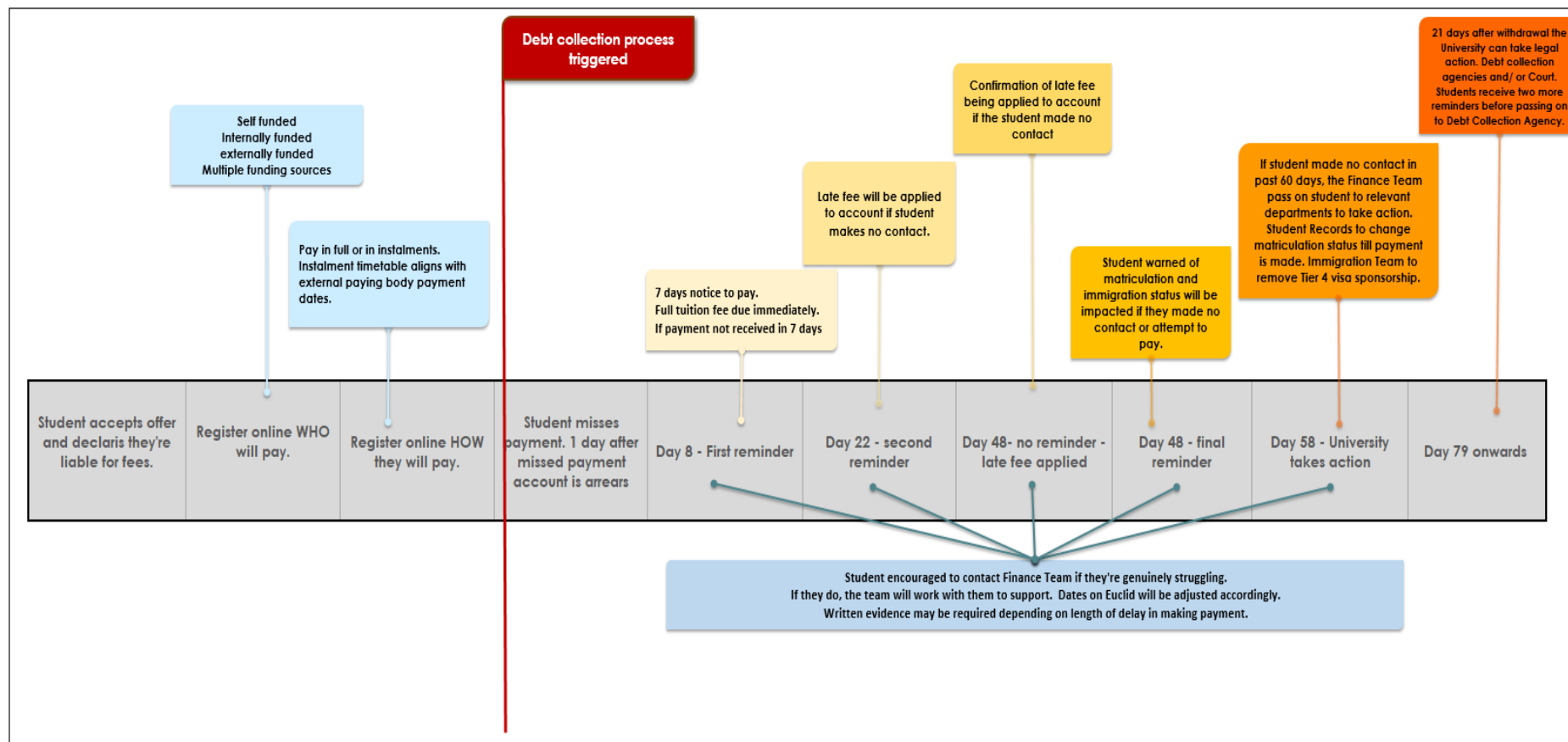
Email: finance.helpline@ed.ac.uk

Or phone: +44 (0) 131 651 51 51

Appendix B (staff facing will sit on Sharepoint site)

Collection processes to be followed for arrears

TUITION FEE DEBT COLLECTION PROCESS



Appendix C Matriculated Student Process (Staff facing)

For debt recovery purposes, Day 1, is the calendar day following the date on which a payment is due. For those due to settle an invoice, standard terms are 30 days.

In that case, day 1 will be the 31 calendar days following the invoice date.

For those paying by instalments, day 1 will be the day following the date on which an instalment was due for collection.

Day	Activity	Action
8	1 st Student Reminder	Finance will send a 1 st reminder to students to notify them of an outstanding balance to their university and personal email address. Student will be asked to make a payment or contact the Finance Team
22	2 nd Student Reminder	Students whose account remain in arrears by Day 14 will be contacted via their university and personal email address, that their account remains in arrears, and that a late payment charge will be added to their account should the balance not be cleared within 14 days of this reminder.
23-48	Outbound activities	Students whose accounts remain in arrears by day 15 may be contacted by the Finance Team via their University MS Teams or phone calls.
48	Late Payment Charge and notification of further sanctions	A late payment charge will be added to the student account (as per section 24) in the event of non-payment of an agreed payment plan.. A notification email will be sent to the student university and personal email address and student will be notified of other possible actions should the balance remain outstanding. Students who have contacted the Finance Team and agreed a

		repayment plan will not be charged.
58	Exclusion from studies	<p>The Finance team will send a notification to the student University and personal email address to advise that the exclusion process is being initiated. Exclusion from studies is where a student is required to leave the University. For international students sponsored by the University, the exclusion will be reported to UKVI.</p> <p>Finance will contact relevant colleagues with a list of students who remain in arrears at day 58 to initiate the de-matriculation and removal of visa sponsorship.</p>

Former/Excluded Students Process

Day	Activity	Action
1	1st Reminder	Students with an outstanding balance will be contacted via their personal email address to make a payment within 7 days.
8	2nd Reminder – Pre Debt Collection Agency	Students with an outstanding balance will be contacted via their personal email address to make a payment within 7 days. If no payment is made, students will be referred to a debt collection agency
15	Referral to Debt Collection Agency	The Finance Team will initiate contact with a debt collection agency for any students who have a remaining debt with the University, from this point on, students must contact the debt collection agency directly to discuss repayment of the remaining balance and will be liable for any additional costs incurred.

Late Payment – Accommodation Fees

Day	Activity	Action
1	Process Direct Debit//Credit Card for payment	Payment due in accordance with payment plan agreed at lease signing.
2	Notification to Finance that Direct Debit/Credit Card declined	Email sent to the student's university and personal email address advising payment declined and requesting payment Or to contact the Finance Team.
7	1 st Reminder	Finance will send a 1 st reminder to students to notify them of an outstanding balance to their university and personal email address. Student will be asked to make a payment or contact the Finance Team
8-13	Outbound activities	Students whose accounts remain in arrears by day 8 may be contacted by the Finance Team via their University MS Teams or phone calls
14	2 nd Reminder	Students whose account remain in arrears by Day 14 will be contacted via their university and personal email address, they will be advised that a late payment charge will be added to their account should the balance not be cleared within 7 days of being in receipt of this email.
15-27	Outbound activities	Students whose accounts remain in arrears by day 15 may be contacted by the Finance Team via their university MS Teams or phone calls
28	Late payment charge added	Late payment charge added to student account and communication sent to student to confirm this.
28	Escalation to Accommodation Manager	The Finance Team will inform the Accommodation Manager of all students who remain in arrears at day 28.

29-42	Accommodation Manager intervention	<p>The Accommodation Manager will visit student and will ask them to contact the Finance Team to agree a repayment. The Accommodation Manager will advise students of consequences of non-payments, which could be the issue of a Notice to Quit (NTC), legal action, possible eviction and additional legal costs.</p> <p>The Finance Team will record details of students in arrears and inform colleagues from schools/colleges, and Student Advisers</p>
29-42	Outbound activities	Students whose accounts remain in arrears by day 29 may be contacted by the Finance Team via their University MS Teams or phone calls
43	Finance Team and Accommodation Manager meeting	The Finance Team will arrange a meeting to discuss next step of action should a student remain in arrears at day 43
43-90	Outbound activities	Students whose accounts remain in arrears by day 43 may be contacted by the Finance Team via their University MS Teams or phone calls
90	Pre-irritancy letter	<p>The Finance Team contact the Senior Accommodation Manager and request for a pre-irritancy letter to be issued to student. Student will be given 14 days to make a payment and informed that should their balance remain unpaid, the Senior Accommodation Manager will contact the Sherriff Office to initiate irritancy notice. Finance will inform the Residential Life Team of any students at risk.</p>
104	Irritancy process initiated	The Senior Accommodation Manager will initiate the irritancy process with the Sheriff Office.

		Irritancy letters are hand delivered or sent via recorded delivery. Student will be given 14 days to make a payment or leave the property.
118	If no response, action to Notice to Quit	The Senior Accommodation Manager will contact the University's solicitors to commence eviction procedures.

If the student is nearing the end of the lease period and the Notice to Quit would not be effective, the case is passed to the Solicitors on day 29 as no Notice to Quit will be issued.

Appendix C - Website information

Funding Type	Description
Self-funded	<p>A student may be considered to be a self-funded student if they are:</p> <ul style="list-style-type: none">-funding their own studies-getting financial help from family or friends-receiving financial assistance direct from an external funder (excluding educational loans from a government agency)
Externally-funded	<p>A student may be considered an externally-funded student if they are:</p> <ul style="list-style-type: none">-funded by a sponsor-receiving financial support from your government-receiving a tuition fee student loan from a UK funding body
Internally-funded	<p>A student may be considered to be a Internally-funded student if they are:</p> <ul style="list-style-type: none">-receiving a University of Edinburgh scholarship- receiving an award from your school or college- receiving a scholarship from your school or college- receiving other funding from the University

Appendix D (Student facing, quick guide)

Step	UK Funding Body Support	External Sponsor	Self-paying	Internal Sponsor	Mix source of funding	Links to information
Registration and matriculation	You are confirming you are taking up your offer to study and acknowledging the terms and conditions of enrolment.					Completing Registration The University of Edinburgh Matriculation The University of Edinburgh
Confirming how you will pay your tuition fees	<p>For those who have requested tuition fee support from their UK funding body, the university will confirm enrolment to enable the release of a tuition and maintenance payments. No invoices will be sent to students.</p> <p>Where funding body tuition coverage has been exhausted, for example, due to multiple repeat years, the fee will become owed by the student.</p>	<p>You will need to provide an electronic copy of confirmation of funding to the Fees Team by email to fees@ed.ac.uk</p> <p>Your sponsor will be invoiced. If your sponsor fails to pay, you will become personally liable for the outstanding amount.</p>	<p>You will be able to select to pay in full or set up a payment plan</p> <p>Any module or individual course fees must be paid in full and before the start date of your course. You cannot pay these as instalments.</p>	<p>Your School or College should inform the fees team following XX process that your fees will be sponsored internally, no invoices will be sent to students.</p> <p>If you have received an invoice and are internally-funded, please contact the Fees team at Fees@ed.ac.uk</p>	<p>You will only receive an invoice for the proportion of fees you are responsible for (see self-paying process and other source of funding columns).</p> <p>If you have been invoiced for more than what you were expected to pay, please contact the Fees team at Fees@ed.ac.uk</p>	Register how you will pay your tuition fees The University of Edinburgh

Payment terms	N/A SAAS/SLC will pay the University directly	Payment due within 30 days	Payment due within 30 days if you have opted to pay in full. Payment due on agreed instalment plan date (see academic payment schedule)	N/A Funds will be transferred internally	Payment due within 30 days if you have opted to pay in full. Payment due on agreed instalment (see academic payment schedule)	Student Academic Fees The University of Edinburgh
Reminder 1	N/A	7 days from invoice due date	7 days from invoice due date	N/A	7 days from invoice due date	<Insert Student Fees Policy when updated>
Reminder 2	N/A	21 days from invoice due date	21 days from invoice due date	N/A	21 days from invoice due date	<Insert Student Fees Policy when updated>
Reminder 3	N/A	35 days from invoice due date	35 days from invoice due date	N/A	35 days from invoice due date	<Insert Student Fees Policy when updated>
Cancellation of visa sponsorship	N/A	You will be notified of your sponsors lack of payment at each reminder email stages. Notification issued of the removal of visa sponsorship and subsequent exclusion from your degree programme	Notification issued of withdrawal of visa sponsorship and subsequent exclusion from your degree programme	N/A	When applicable, you will be notified of your sponsors lack of payment at each reminder email stages. Notification issued of the withdrawal of visa sponsorship and subsequent exclusion from your degree programme	<Insert Student Fees Policy when updated>

Exclusion from progression	N/A	Notification of From progression and graduation	Notification of From progression and graduation	N/A	When applicable, notification of From progression and graduation	<Insert Student Fees Policy when updated>
Exclusion from degree programme	N/A	Notification of exclusion from your degree programme and the transfer of your debt to a debt collection agency.	Notification of exclusion from your degree programme and the transfer of your debt to a debt collection agency.	N/A	Notification of exclusion from your degree programme and the transfer of your debt to a debt collection agency.	

