

FREQUENTLY ASKED QUESTIONS

Direct Debit Questions

Q: I was on the Direct Debit scheme last year and because I fit the eligibility criteria this year I wish to pay by direct debit again. Do I still need to fill in a new Direct Debit Instruction?

A: Yes please. We need a new instruction for tuition fees each academic year. Please remember to include your student number and name in the appropriate sections of the form.

Q: I've already completed a Direct Debit Instruction for my University accommodation; do I need to complete a separate instruction for course fees?

A: Yes please. We need a separate instruction for fees and for accommodation, even if the payer's details are identical.

Q: What should I enter in the reference field of the Direct Debit Instruction?

A: Your student ID number taken from your student card should be entered here.

Q: I don't want to join the direct debit scheme. Do I still need to fill in the Direct Debit Instruction form and return it to you?

A: No, you only need to fill this in if you wish to join the direct debit scheme.

General Questions

Q: How can I find out what my fee charge is?

A: To find out your course fee you should either contact the Faculty at which you are studying, seek guidance from our **Student Administration Services** team, or check our **Online Prospectus**. Information relating to your fees for the year will hopefully be displayed to you if you are enrolling via our Online Welcome & Registration facility. If you have applied for a UK/EU tuition fee loan or are assessed to pay a contribution, the authority to which you have applied should notify you of the amount you need to pay yourself.

Q: What happens if I pay my fees and then find out I'm eligible for support (through sponsorship or a loan for example)?

A: Any fees you yourself pay which are then met by a third party can be refunded to you. Contact the **Incomes Office** in Financial Services in such cases.

Q: Part of my fees are being met by a sponsor and part of my fees are my responsibility; can I still join an instalment scheme?

A: You can join an instalment scheme (subject to the conditions outlined in the scheme descriptions) for your own contribution.

Q: I'm applying for sponsorship / external funding but am not certain I'll get it. If I don't can I still join an instalment scheme?

A: We would advise that where financial support is not guaranteed, you should take the necessary steps - including making appropriate payments by the required

deadline - to secure your place on an instalment scheme. We can always refund you any money which is later paid by your sponsor/source of funding.

Q: The official start date of my course doesn't fit in with the terms described in the University's instalment schemes. Can I still join?

A: A minority of our students are on courses with non-standard start dates; as long as you meet all other criteria for entering an instalment scheme, we will be able to offer you equivalent terms. Contact the **Incomes Office**.

Q; I am a self-financing student and looking to spread the cost of my fees, can I pay for my course on a module to module basis?

A; Annual fees are calculated on the expected total of educational services delivered for a course or programme of study within a 12 month period. Therefore, module by module payments of fees is not permitted.

The most flexible payment method we offer is the Direct Debit scheme.

Please refer to the **Direct Debit (7 Instalments) Option** for more information.

Q: I am a new self-financing student charged at the overseas rate of fee; what am I required to pay prior to commencing the course?

A: If you need a Tier 4 study visa to enter the UK you may be required to pay a minimum of 50% of your fee for the year in order to obtain your CAS letter. Even where this is not the case it is a condition of becoming a student at Leeds Beckett University that you pay a minimum of 50% of the annual fee prior to or at Registration.

Q: I am paying part of my fees through a UK Career Development Loan and the dates on which my loan is to be paid don't seem to fall in line with any of your instalment options. What should I do?

A: We are aware of this and we ask that you contact the **Incomes Office** to make us aware of the dates on which your loan instalments are due to be paid.

Q: I have applied for tuition fee loan funding but have been turned down. I believe this may be incorrect. What should I do?

A: We would recommend that in the first instance you contact our University's **Student Money Advice** service. They have experts on hand who will be able to advise and assist on what steps may be available to you. You should also get in touch with your appropriate contact in our University's **Incomes Office** as you are likely to be considered as self-financing.

Q: I have applied for tuition fee loan funding but have been turned down. I have established that this is the final position. What should I do?

A: If you have established this before enrolment, you need to seriously consider your ability to pay your tuition fees as you will be required to do so as per our University's advertised payment schemes. If you have established this after enrolment, you will have incurred the fee for the year. We would recommend that you simultaneously contact our University's **Student Money Advice** service and your appropriate contact in our University's **Incomes Office** in order to establish what payment options might at that stage be available.

Q: What happens if I have any payments outstanding to the University at the end of the academic year or at the end of my studies?

A: Although we try to work with students and their sponsors when difficulties and problems around the payment of study-related fees and costs arise, where progress satisfactory to our University has not or cannot be made, our University does operate a policy of suspending registration / withdrawing academic services pending a suitable resolution. Additionally, students for whom such charges remain outstanding are prevented from attending graduation ceremonies and receiving their award certificates until all outstanding matters are settled (*See **Student Regulations***). Our advice would always be that where problems start to develop, contact is made with the University's **Incomes Office** and our **Student Money Advisors**.