



Tuition Fee Deposit Policy

2023-24 entry

Authors:	Admissions
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The Tuition Fee Deposit Policy (“The Policy”) is communicated to applicants at the point of offer and applies from this point onwards. The Policy applies from the point a deposit is paid, or the point at which an applicant accepts their offer from the University of Essex (whichever is soonest).

This version of The Policy applies to the following points of entry:

- October 2023
- January and April 2024

Applicants required to pay a tuition fee deposit

1. Applicants who require a Student visa to study in the UK and who are applying for the following courses are required to pay a non-refundable deposit before a CAS can be issued:
 - Undergraduate degree and Foundation degree courses where applications have been made via the University’s online direct admissions system;
 - Postgraduate taught courses and research degrees;
 - Essex Abroad programmes which are longer than six months;
 - Visiting research programmes which are longer than six months;
 - Pre-Sessional English Language courses delivered by the University of Essex International College;
 - Applicants to East 15 Acting School.

Applicants not required to pay a tuition fee deposit

2. The following applicants will be exempt from the requirement to pay a deposit:
 - 2.1. Applicants that do not need a Student visa to study in the UK.
 - 2.2. Applicants who require a Student visa and have applied to Essex via:
 - UCAS (except applicants to East 15 Acting School);
 - Pathway course delivered by the University of Essex International College;
 - Recognised link agreement with an Essex partner institution;
 - Kaplan University Placement Service (UPS);

- A completed programme of study at Essex in the same or previous academic year as their new course (Essex graduates);
- LLB English and French Law (Licence) partnership;
- The Turing scheme, or an Exchange scheme with their home university (where non-fee paying courses are longer than six months).

2.3. Applicants who require a Student visa and are able to demonstrate the following funding or sponsorship:

- Sponsorship for all or part of the tuition fee from a sponsor recognised by the University or a recognised scholarship programme
- Tuition fee loan from the Student Loans Company
- US Direct loan or Sallie Mae loan
- University of Essex scholarship or financial award to the value of £6000 or more

Deposit amount

3. The minimum deposit amount is:

- £2000 for Undergraduate, Postgraduate, and Essex Abroad courses
- £250 for Pre-Sessional English Language courses delivered by the University of Essex International College

Applicants who wish to pay more than the minimum deposit amount may do so. Both the minimum deposit amount and any amount received over the minimum deposit will be offset against subsequent tuition fee payments.

3.1. **E15 Acting School deposit**

Applicants to courses at the East 15 Acting School are required to pay a £200 deposit and should refer to the separate policy ([East 15 Course Deposit policy](#)). This document will be sent to applicants at the same time as an offer is made to a course at the E15 Acting School.

How to pay the deposit

4. The Admissions Office will contact offer holders to provide details on how to pay the deposit. Payment can be made online, using a credit or debit card or via GlobalPay for Students (bank transfers and international online payment service) in accordance with the [University's payment options](#). Any other payment methods should not be used.

4.1. **Who is allowed to make the payment**

The Higher Education sector is seeing rising levels of fraud in relation to the payment of tuition fees. Because of this:

- Payments should only be made by the applicant or a family member
- Payments should not be made via a third-party
- This includes an agent, another student, or a former student at the same University
- Applicants should beware of financial incentives to pay their deposit via a third-party

Where it is identified that a third party has made a payment, this will be investigated which will cause delays to the CAS issue process.

4.2. **What happens after payment is received**

Once the minimum amount has been received, the University will update the applicant's financial and admission records to show the deposit has been received. If all other requirements have been met, the Admissions Office will proceed to issue a Confirmation of Acceptance for Studies (CAS).

Payment made in advance of CAS issue will be displayed on the CAS.

Refunds

5. Any payments made to the University above the minimum deposit amount may be refunded upon request.

Note: This does not include where a student has subsequently registered and the start date for their course has passed, and tuition fees are outstanding. In these circumstances, please refer to our [Tuition Fee Payment and Liability Policy](#).

5.1. **Refunds of the minimum deposit are not normally made for the following reasons:**

- 5.1.1. The applicant has failed a credibility assessment by the University of Essex. This includes not engaging with the University's attempts to make such an assessment.
- 5.1.2. The applicant changes their mind about attending the University of Essex.
- 5.1.3. The applicant has been refused a visa for their course at the University of Essex, on the basis that the Home Office is not satisfied that the applicant is a genuine or credible student.

5.2. **Circumstances in which a refund of the minimum deposit can be requested**

Applicants should contact the Income Office by email (income@essex.ac.uk) if any of the following circumstances apply:

- 5.2.1. The applicant has been refused a visa for a reason other than that specified in (a) (iii) above – that is the visa has been refused on other grounds not related to being a genuine or credible student. The Visa Refusal letter issued by the Home Office must be submitted with any request, as evidence; or
- 5.2.2. There are unanticipated and exceptional circumstances which prevent the applicant from arriving to start their study on the relevant course. Appropriate documentary evidence must be submitted with any request; or
- 5.2.3. The deposit was paid while the applicant held a conditional offer and the applicant can demonstrate that they then failed to meet the conditions of their offer, including any English language requirements; or
- 5.2.4. The applicant defers their place to a later start date and requests a refund (although in the case of deferral, the deposit would normally be applied to the new point of entry – see 6 below); or
- 5.2.5. The applicant declines their place within the 14 day right to cancel period; or
- 5.2.6. The University is unable to provide the academic programme originally applied for, and the applicant does not want to take a place on any alternative programme.

5.3. **Decision on refund of minimum deposit**

Initial decisions on refunds of minimum deposits will be made by the University's Income section, and if the request falls outside of one of the clauses listed in 5.2 above, the request will normally be refused. If the request is more complex or borderline it will be escalated to the Head of Admissions (Compliance) or nominee.

5.4. **Where a refund is approved**

Once paid, deposits cannot be transferred to another individual. Refunds will only be made to the individual or organisation that originally paid the deposit. If a third party has paid the deposit on behalf of the applicant, the University is unable to refund the deposit directly to the applicant.

Refunds can only be made to the account from which the payment was made originally. Proof of payment such as a receipt or a bank statement showing payment from that account must be produced. We will also need the bank's SWIFT or BIC code to make a refund. Failure to do so will delay the refund and may render it unpayable.

If the tuition fee deposit is being refunded to a non-Sterling bank where a currency conversion is necessary, any exchange rate fluctuations and charges made by the receiving bank will be paid by the applicant.

5.5. **Timescale for refunds**

Refunds will be made as soon as possible following the approval of a request for a refund. Exact times may vary depending upon the reason for the requested refund and the method by which original payment was made. At busy times of year, please note that a refund may take slightly longer, but will usually be processed within four weeks.

5.6. **Appealing against a decision not to refund the minimum deposit**

Refunds will not normally be made in the circumstances set out in 5.2.1 to 5.2.6 above.

Applicants wishing to contest the outcome of a request for a refund of the minimum deposit for a reason not specified in section 5.1.1 to 5.1.3 above may do so via the [Complaints Policy for Applicants](#).

5.7. **Refunds for East 15 Acting School Deposit**

Please see [East 15 Course Deposit Policy](#) for information about refunds of deposits paid by applicants to East 15 Acting School, as different terms apply.

Deferral of place at Essex to a later intake

6. If the applicant decides to defer entry to the following academic year or to a later start date after the deposit has been paid - the deposit will automatically be applied to the following entry point. However, if a refund has been requested, point 5.2.4 will apply.

Document Control Panel

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