

Tuition Fees Policy

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Policy location	Health Sciences University Website

1. INTRODUCTION

- 1.1. This policy applies to all students studying at Health Sciences University (HSU) on credit-bearing courses at undergraduate, postgraduate, pre-registration or doctorate level, both full-time and part-time. It sets out how tuition fees are set, collected, refunded, and the terms for Student visa-sponsored students.
- 1.2. This policy covers:
 - 1.2.1. how fees are set and how students are notified;
 - 1.2.2. how fees are collected / can be paid;
 - 1.2.3. scholarships, bursaries and discounts available;
 - 1.2.4. debt and what students should do if they are struggling to pay their tuition fees;
 - 1.2.5. help available to students experiencing financial difficulties;
 - 1.2.6. how to make a complaint or dispute fees and other charges;
 - 1.2.7. how fees will be dealt with in the event of cancellation, withdrawal, repeating study and study breaks;
 - 1.2.8. consequences of failing to pay tuition fees on time; and
 - 1.2.9. details of compensation and refunds available under certain circumstances (as required by the Office for Students).
- 1.3. In applying this policy, HSU will at all times seek to be understanding of individual students' financial circumstances.

- 1.4. HSU reserves the right to correct administrative errors and to recover any associated shortfall in tuition fees but will consider exceptional personal circumstances on a case-by-case basis to determine a payment plan if deemed appropriate.
- 1.5. Electronic communications for all students will be sent to the student's university-provided email address. However, HSU may also send electronic communications to any private email address that the student may have supplied.

2. DEFINITIONS

2.1. Period of Registration

- 2.1.1. Students register at the start of each year of their course, the usual duration of which is a maximum of one year (12 months). At the end of this period, students are required to register again for their next academic year.
- 2.1.2. The tuition fees policy in place at the start of a student's academic year remains in effect for that academic year and will be revised and updated on an annual basis. Revised versions of the tuition fees policy apply to each subsequent academic year.
- 2.1.3. Students deferring their place at HSU will pay fees applicable to the year of entry, not the year of application. Usually, students taking up a place will be charged the fees applicable to their course at the time they commence study.
- 2.1.4. Any changes to fees for future years will be communicated clearly in advance of registration in accordance with section 3.1 of this policy.
- 2.1.5. Postgraduate Research Students (PGR) who are ready to enter the writing up period may apply to pay a reduced writing up annual fee for a maximum of one registration year for full time students or for a maximum of two years for part time students. PGR students will be eligible for a pro-rata refund if they submit before the end of the academic year in which they are 'writing up'. The 'writing up' period is part of the registration period of the PGR and cannot exceed the maximum registration period of the degree for which they are registered.
- 2.1.6. If a PGR subsequently fails to submit by the end of their 'writing up' period and is eligible to continue their registration within the maximum registration period, they will again become liable for the full annual tuition fee appropriate to their mode of study. If they then submit before the end of the academic year, they will be eligible to receive a pro-rata refund.

2.2. New Students (Full-time and Part-time)

- 2.2.1. Within this policy, a new student is defined as one who meets one or more of the following criteria:
 - a) a student starting a new course at HSU in the current academic year;
 - b) a new course at HSU in the current academic year and where the course is at a different level (e.g. postgraduate) from any course taken during the previous academic year;
 - c) a student who is continuing the same course at HSU following an authorised break from study of more than one academic year, including part-time students who have up to 5 years to complete their course; and
 - d) a student 'topping up' a higher education qualification (e.g. from a Foundation degree to an Honours degree) following a break in study of more than one academic year.

2.3. Continuing Students (Full-time and Part-time)

2.3.1. Within this policy, a continuing student is defined as one who meets one or more of the following criteria:

- a) a student who is continuing the same course at HSU as in the previous academic year;
- b) a student who is continuing the same course at HSU as in the previous academic year or following an authorised break from study of up to one full academic year; and/or
- c) a student 'topping up' a higher education qualification (e.g. from Foundation degree to an Honours degree) with no break in study or a break in study of up to one full academic year.

2.4. Student Home Status Determination

2.4.1. Within this policy, a UK (Home) student is defined as one who meets all the following criteria:

- a) be a UK or Irish citizen or have 'settled status' (no restrictions on how long you can stay); and
- b) have been living in the UK, the Channel Islands or the Isle of Man for 3 continuous years before the first day of your course, apart from temporary absences such as going on holiday.

2.4.2. Any student who does not meet these criteria will be treated as an International student for the purposes of determining tuition fees.

2.4.3. If a student's fee status changes during their course (e.g. from International to Home due to gaining UK settled status and meeting the three-year residence requirement), the revised fee will apply from the start of the next academic semester following confirmation of the status change. Students must provide supporting documentation and notify the Registry by emailing Registry@hsu.ac.uk. Fee adjustments will not be applied retrospectively.

3. FEES

3.1. Fee Setting

3.1.1. Many courses last several years, and HSU reserves the right to increase tuition fees each year, reflecting the changes in costs of delivering your course, improving the educational services provided, and any changes in government policy or regulation. Cost increases take account of matters such as increased staffing costs, the need to maintain and renew HSU's facilities (for example, buildings, IT and library facilities) and inflation. HSU therefore reserves the right to increase tuition fees annually to recognise these changes (as set out below). The Board of Governors has overall responsibility for approving the tuition fee framework. Any such changes will be clearly published on the HSU website before offers are made and will also be included in the student's offer.

3.1.2. Tuition fee increases for certain Home students (undergraduate and postgraduate taught and postgraduate research students) are subject to regulatory control by the UK Government. For the avoidance of doubt, Home Island (Isle of Man, Guernsey and Jersey) students shall pay the same amount of tuition fees as Home fee status students.

- 3.1.3. All Apprenticeship fees are governed by Skills England and are set and reviewed in accordance with Skills England policies.
- 3.1.4. Each Apprenticeship course is governed by the specific Funding Rules which are set for the year that the Apprenticeship course started and are then governed by these rules for the duration of the course.
- 3.1.5. In any event, a tuition fee increase for:
- a) a current undergraduate Home student shall not exceed a 10% (ten percent) increase on the previous academic year's tuition fee set out in the offer letter, subject at all times to the tuition fees not exceeding any cap imposed by Government from time to time; and
 - b) a current postgraduate or International student shall not exceed a 10% (ten percent) increase on the previous academic year's tuition fee.
- 3.1.6. Where tuition fee increases are applied, HSU will aim to give affected students no less than three months' written notice before the start of the academic year to which the fee increase is intended to apply.
- 3.1.7. If HSU notifies students that their tuition fees will be increasing, and they are unhappy with the increased fees, the student(s) may end their contract with immediate effect provided that they complete the Model Cancellation Form (at the end of this policy) or by contacting Registry@hsu.ac.uk. The effect of ending the contract is that the student will not incur fees for the next or subsequent academic semesters and studies with HSU will terminate. A student will remain liable for any fees incurred up to the date before the fee increase takes effect. If studies are interrupted or suspended for any reason, the applicable fees upon commencement or resumption of studies may be higher, on the basis set out above.

3.2. Notification / Publication of Fees

- 3.2.1. Tuition fees and additional costs likely to be incurred by students as part of their course are published in the [Fees and Payment Information section](#) on HSU's website.
- 3.2.2. Applicants are also notified of the tuition fees and additional costs for their course in their offer letter from HSU. The tuition fee stated in the offer letter is based on information provided by the applicant as part of their application. If the information provided by the applicant is found to be incorrect, tuition fees may be adjusted accordingly, and the student will be notified of this adjustment.
- 3.2.3. HSU ensures all fees and associated course costs are clearly communicated to prospective students before they accept an offer, in accordance with the Competition and Markets Authority guidance.

3.3. Currency

- 3.3.1. All fees published by HSU are in pounds (GBP, £) sterling and all fees must be paid in pounds (GBP, £) sterling.

3.4. Tuition Fees

- 3.4.1. Tuition fees include all compulsory elements needed for students to meet the minimum learning outcomes of the course. Tuition fees may differ between courses, and students will be charged the fee appropriate to the course on which they are registered.
- 3.4.2. Tuition fees do not include the cost of Disclosure and Barring Service (DBS) checks or occupational health assessments, which may be required for some courses. These costs will be detailed on the relevant course pages and in offer letters.
- 3.4.3. The Course Specifications as set out in the Course webpages outline the number of resits a student is entitled to on their specific course. Any further resits beyond the first attempt per assessment may be subject to additional fees.
- 3.4.4. If a student transfers between courses during an academic year, the applicable fee will be that of the course they transfer to. If this fee is higher than that of the original course, students will be responsible for paying the fee difference. If the fee for the second course is lower, the student may be entitled to a refund, subject to any charges due for course/unit withdrawal associated with the original course. If you transfer to an alternative course because of a substantial change we have made to your original course, or we close your original course, you will only be liable to pay the fees for the original course for which you applied.

3.5. Unit Fees

- 3.5.1. All units at HSU carry a credit rating and the unit fee is determined by the number of potential credits the unit carries. Unit fees include all compulsory elements needed for students to meet the minimum learning outcomes of the unit. In some units, additional charges may be incurred (e.g. placements, field trips, materials, professional body membership).
- 3.5.2. Some units, such as clinical placements or professional practice modules, may carry zero credits. Where these are compulsory and require retake due to failure or absence, HSU reserves the right to apply an administrative or tuition-related charge proportionate to the costs incurred. These fees will be communicated in advance.

3.6. Resits

- 3.6.1. There is no charge for one resit taken within the academic year in which the original assessment was taken (excluding apprentices undertaking their end point assessment).

3.7. Additional Costs

- 3.7.1. For some courses, additional costs may be incurred (e.g. placements, field trips, materials, professional body membership). Information regarding additional costs for individual courses are published on HSU's website and will be included in the offer letter.

4. CANCELLATION, WITHDRAWAL, REPEATING STUDY AND STUDY BREAKS

4.1. Cancellation of Registration (New Students Only)

4.1.1. New students have a right to cancel their registration with HSU within 14 calendar days of the student accepting their offer of a place on a course at HSU, without incurring financial penalty (the “**Cancellation Period**”). This applies to all new students registering at HSU at the start of the academic year meeting the definition of a new student (please see section 2.2). This excludes students registered on standalone units who are liable for payment of full fees from the point of enrolment.

4.1.2. It is the student’s responsibility to ensure that HSU’s Registry is notified of all cancellations in writing either by letter or email (Registry@hsu.ac.uk) headed “CANCELLATION OF REGISTRATION”. Students are not required to give a reason for their withdrawal. You can also notify HSU by completing the Model Cancellation Form (appended to this document).

4.1.3. The date of cancellation for student fee liability and liability period purposes will be the date on which HSU Registry receives the above notification. It is the student’s responsibility to ensure that this notification reaches HSU in a timely fashion and before the end of the Cancellation Period.

4.1.4. For students in receipt of student finance via the Student Loans Company (“**SLC**”), HSU will notify the SLC that the student has withdrawn. The SLC may seek to reclaim any monies paid as part of maintenance support. Students in receipt of funding from the SLC should notify the SLC that they have withdrawn from HSU within the Cancellation Period.

4.1.5. If a refund is due to the student, this will be dealt with in line with section 0 of this policy.

4.1.6. At the end of the Cancellation Period, withdrawal or suspension from HSU is subject to the withdrawal provisions, student fee liabilities and the liability periods outlined in this policy.

4.2. Withdrawal

4.2.1. New students who wish to withdraw after the Cancellation Period, and continuing students wishing to withdraw at any time, must inform HSU in writing (unless they have been withdrawn by HSU) and complete a withdrawal form, (see Appendix A at the end of this document) which must be submitted to HSU’s Registry via email at Registry@hsu.ac.uk

- 4.2.2. The effective date of withdrawal for tuition fee liability purposes will be the date on which the completed withdrawal form is received by HSU's Registry, not the date of last attendance. It is the student's responsibility to ensure that this notification is submitted promptly.
- 4.2.3. HSU will calculate any adjustment to tuition fee liability in accordance with this policy.
- 4.2.4. For students in receipt of funding via the SLC, HSU will notify SLC that the student has withdrawn. If a refund is payable, it will be processed directly to SLC. Students should be aware that withdrawing after the course start date may affect their eligibility for future SLC funding. Students are advised to contact SLC before proceeding with withdrawal.
- 4.2.5. Where further payment is due, the outstanding balance must be paid in full (including all charges) within 28 days of the withdrawal date.
- 4.3. Repeating Study
- 4.3.1. Students who are required by the Assessment Board to repeat part or all of their studies for academic progression may be liable for a repeat tuition fee.
- 4.3.2. This fee will normally be calculated based on the number and credit weighting of the modules or units being repeated, relative to a standard full academic year, and in line with the full-time or part-time status of the student.
- 4.3.3. In cases where students are required to repeat zero-credit units (e.g. certain placements), HSU reserves the right to apply a proportionate administrative or tuition-related fee, which will be communicated in advance.
- 4.4. Study Breaks
- 4.4.1. Students wishing to take a formal break from study must inform HSU in writing by completing and submitting a Study Break Form to HSU's Registry at Registry@hsu.ac.uk. Please note that this form is not required to be submitted in cases where the study break has been imposed by HSU.
- 4.4.2. The effective start date of the study break for tuition fee liability purposes will be the later of:
- a) the date that the Study Break Form is received by HSU's Registry, or
 - b) a future date requested by the student.
- 4.4.3. HSU will calculate any fee adjustment in accordance with this policy.
- 4.4.4. For students funded by the SLC, HSU will notify the SLC of the break in study and any resulting changes to tuition fee liability. If a refund is due, this will be issued directly to the SLC. Students should be aware that study breaks may affect future funding eligibility and are encouraged to contact the SLC for advice before requesting a break.
- 4.4.5. Where a student takes a study break partway through the academic year and intends to resume at the same point the following year, any fees paid for the suspended year may be credited toward the following year's tuition at the discretion of the Head of Finance and Procurement.

4.4.6. If further payment is due, it must be paid in full (including all charges) within 28 days of the start of the study break.

4.5. Liability Periods

4.5.1. For the purposes of collection of fee charges, each academic year is divided into liability periods. Liability periods are aligned to semester dates rather than teaching block dates and for UK undergraduates, this is in line with payments made to universities by the SLC.

4.5.2. The liability due from a student shall be calculated in accordance with the following table: -

HOME STUDENTS	
Withdrawal Date	Percentage of total annual tuition fee due
Home undergraduate students in their first year of study	
During the Cancellation Period	0%
After the Cancellation Period up until 14 days after the official start date of Semester 1 (or registration if later)	0%
From calendar day 15 of the official start date of Semester 1 until the first day of Semester 2	25%
From the second day of Semester 2 to the first day of Semester 3	50%
On or after the second day of Semester 3	100%
Continuing Home undergraduate students	
From the official start date of Semester 1 until the first day of Semester 2	25%
From the second day of Semester 2 to the first day of Semester 3	50%
On or after the second day of Semester 3	100%

INTERNATIONAL AND POSTGRADUATE STUDENTS		
Withdrawal Date	Percentage of total annual tuition fee due	Percentage of total deposit amount due
New international undergraduate students and all postgraduate students in their first year of study		
During the Cancellation Period	0%	0%
After the Cancellation Period up until 14 calendar days after the official start date of Semester 1 (or registration if later)	0%	0%
From calendar day 15 of the official start date of Semester 1 until the first day of Semester 2	33.33%	100%
From the second day of Semester 2 to the first day of Semester 3	66.67%	100%
On or after the second day of Semester 3	100%	100%
Continuing international undergraduate students and all postgraduate students		
From official start date of Semester 1 until the first day of Semester 2	33.33%	100%
From the second day of Semester 2 to the first day of Semester 3	66.67%	100%
On or after the second day of Semester 3	100%	100%

5. DISCOUNTS

5.1. General

- 5.1.1. HSU reserves the right to change the eligibility criteria, rules of use or the value of the discount given at any time prior to you accepting an offer with HSU. In exceptional circumstances, or as a result of disciplinary action or the failure to pay, discounts may be restricted or withdrawn at any time and at HSU's discretion, either on an individual basis or university-wide.
- 5.1.2. Only one discount may be used each academic year and discounts may not be combined.
- 5.1.3. All discounts must be requested before registration in each academic year and will not be applied retrospectively or automatically. It is the student's

responsibility to request the discount and to prove that it applies to them. HSU may require documentary proof before applying a discount.

5.1.4. Discounts are subject to normal academic progression and will not be applied where students have to repeat some or all of their course.

5.2. Alumni Discount

5.2.1. An alumni discount is available to all HSU, AECC University College and University College of Osteopathy alumni enrolled on a postgraduate course delivered by HSU, except alumni who have graduated from the same course or course with similar content within the past five years.

5.2.2. The total alumni discount available is 10% of the annual tuition fees for each year of the course (which is applied annually).

5.2.3. The alumni discount does not apply to students on the MSc Chiropractic and all Pre-Registration courses.

5.3. Staff Discount

5.3.1. A staff discount is available to all HSU and legacy University College of Osteopathy (UCO) Staff who have worked permanently (full or part-time) for HSU for at least one full calendar year before the start of the relevant course.

5.3.2. The total staff discount available is 10% of the annual tuition fees for each year of the course (which is applied annually) whilst the staff member is employed at HSU. The discount will cease if the member of staff leaves before completing the course.

5.4. Early Payment Discount

5.4.1. Students who pay their full annual tuition fees in advance of the published deadline may be eligible for an early payment discount.

5.4.2. Details of the discount amount, eligibility criteria, and payment deadline are published annually on HSU's website.

5.4.3. This discount is not available in conjunction with any other tuition fee discounts.

6. PAYMENT OF FEES (NOT APPLICABLE TO STUDENTS APPLYING VIA OIEG)

International Students applying via Oxford International Education Group (OIEG) to HSU's Health Business School are subject to different deposit amounts and deadlines. These are outlined in the [Deposit-Payment-and-Refund-Policy-for-Students-Admitted-in-Association-with-Oxford-International-Education-Group](#).

For clarity, the provisions in section 6 'PAYMENT OF FEES' of this policy are not applicable to students who apply via OIEG.

6.1 General

All students are personally responsible for ensuring that payments of tuition fees and other charges incurred in their name are received by HSU before the deadlines outlined within this policy.

Methods of Payment

6.1.1 Students can pay their tuition fees in one of two ways:

- a) By bank transfer using the appropriate information below; or
- b) Credit or debit card, either in person at the Bournemouth Student Finance office, or by telephone on 01202 436341.
- c) Please note that HSU does not accept payments by American Express, cash or cheques.

BANK DETAILS	All courses (except international students applying via Oxford International Education Group)
BANK	HSBC Bank plc
BRANCH ADDRESS	1 Centenary Square Birmingham B1 1HQ
NAME OF ACCOUNT	Health Sciences University
SORT CODE	40 – 46 – 19
ACCOUNT NUMBER	51073796
IBAN NUMBER	GB52HBUK40461951073796
IDENTIFIER / SWIFT CODE	HBUKGB4B
Student related queries and payment confirmation	Studentfinance@hsu.ac.uk

6.2 Sponsorship

6.2.1 If a student's fees are being paid by their employer, or any other third party other than a direct close relative or SLC, both the student and the sponsor will need to complete a Sponsorship Authorisation Form, available to download from the 'Fees and Payment Information' section on HSU's website.

6.2.2 The fully completed form must be emailed to the Student Finance Office (Studentfinance@hsu.ac.uk) before the start of the course. The Student Finance Office will then issue an invoice directly to the sponsor for payment.

6.2.3 The student is responsible for ensuring that a sponsorship form is received for each year of study.

- 6.3 Undergraduate and Pre-Registration Tuition Fee Loans from the Student Loans Company (SLC)
- 6.3.1 The SLC works with Student Finance England, Student Finance Wales, the Student Awards Agency for Scotland, Student Finance NI and Higher Educational Providers to provide support for undergraduate and pre-registration students in the UK.
- 6.3.2 For undergraduate and pre-registration students who have arranged a loan with the SLC to cover the cost of their tuition fees, the SLC will pay the fees directly to HSU.
- 6.3.3 Any undergraduate or pre-registration student wishing to rely upon SLC funding for payment of their fees directly to HSU must provide evidence at the point of registration of either the SLC's approval of funding, or that a reasonable application for SLC funding has been submitted.
- 6.3.4 Undergraduate and pre-registration students who require funding from the SLC must apply for funding for each academic year.
- 6.3.5 Students who have applied to the SLC must be aware that section 0 above will apply if such funding is not granted.
- 6.4 Masters and Doctoral Postgraduate Loans from the Student Loans Company (SLC)
- 6.4.1 Postgraduate loans from the SLC are a contribution towards costs and are paid directly to the student.
- 6.4.2 The student is responsible for ensuring that all tuition fees are paid to HSU by the deadlines and methods outlined in this policy.
- 6.5 Self-funded Students
- 6.5.1 Students not eligible or not electing to obtain tuition fee loans from the SLC are required to pay their fees directly to HSU and retain ultimate liability for ensuring that this is done.
- 6.5.2 Students undertaking an award-bearing course may however elect to pay their tuition fees in instalments. If opting to pay in instalments, a minimum of one-third of the tuition fees must be paid on or before the official start of the course. The second instalment of a minimum of one-third must be paid on or before the first Monday of the second semester and the third instalment of the balance of the tuition fees owed must be paid on or before the first Monday in the final semester.
- a) For students on the Access to HE Diploma who successfully progress and enrol onto an undergraduate degree at Health Sciences University prior to October 2027 will have their tuition fee for the Access to HE Diploma course waived and no payment will be required.
- b) Students who do not complete the Access to HE Diploma or do not progress on to a HSU undergraduate degree starting in September 2027 remain liable for the fees for this course
- 6.6 International Student Deposit
- 6.6.1 For most HSU courses open to international applicants, students will be required to pay a deposit to secure their place on their chosen course. This

deposit must be paid no later than six weeks before the published start date of the course, to allow sufficient time for Confirmation of Acceptance for Studies (“CAS”) issuance and visa processing.

6.6.2 The deposit will be deducted from the first instalment of tuition fees. Students who are liable to pay the deposit will be notified of this in their offer letter from HSU. A CAS will not be issued until the deposit has been received.

6.6.3 Deposits are non-refundable except where:

(a) a student terminates their contract within the 14-day cancellation period; and/or

(b) where a student is unable to obtain a student visa necessary to study on a course and HSU is satisfied that the student took all reasonable steps to ensure a visa was obtained prior to course commencement and that the failure to obtain the visa was not the student’s fault.

6.7 Deposit Amounts

6.7.1 The amount of the deposit is defined below:

Course Duration	Deposit Amount
1 Year or less	100% of tuition fee*
Over 1 Year	£2,000

* Students funded by an educational loan will be reviewed on a case-by-case basis and the terms of the loan will be taken into consideration.

6.8 Deposit and Tuition fee Refunds

6.8.1 In line with HSU’s Anti-Money Laundering Policy all refunds will only be made to the person or organisation making the original payment, by the same method and to the same account.

6.9 Applicants with Refugee Status

6.9.1 Students with refugee status will normally be charged the fee level appropriate to their country of origin until the formal right to domicile in the UK is granted by the Home Secretary. Where a change of fee status occurs part-way through the academic year, the revised fee will be applied from the following academic term.

6.10 Scholarships and Bursaries

6.10.1. Full details of all scholarships and bursaries offered by HSU are provided on the Student Money Matters page on the HSU website.

6.10.2. Students with outstanding tuition fees owing to HSU will not be entitled to any payment in relation to scholarships or bursaries administered by HSU unless an agreed repayment plan is in place.

7. FAILURE TO PAY ON TIME

7.1 General

7.1.1 Students retain ultimate liability for payment of their fees and all other HSU charges, even if they are sponsored by a third party.

7.2 What to do if a student is struggling to pay your Fees

7.2.1 HSU adopts a supportive approach to its students with regards to the collection of tuition fees (and any other applicable charges) and will try to accommodate the needs of its students wherever reasonable.

7.2.2 If a student is having problems paying tuition fees, or any other monies owing, the student must contact the Student Finance Office (Studentfinance@hsu.ac.uk) as soon as possible to discuss options available to them. Student Services provide wellbeing, financial and budgeting advice and support.

7.3 Consequences of failing to pay fees

7.3.1 Students who do not pay their tuition fees in accordance with the payment terms set out in the student terms and conditions and this policy, or under any agreed payment plan will be sent a written notification from HSU requesting that payment is made within 14 days. If the student fails to pay by the date specified in the written notification, one or more of the following may happen:-

The student:

- may be prohibited from sitting examinations/submitting coursework;
- may be prohibited from using library or computing facilities or services;
- may be prohibited from accessing online Course content and / or discussion forums;
- may be prohibited from attending classes;
- access to student records may be removed;
- may be suspended;
- may not be allowed to enrol;
- may not be allowed to graduate;
- results may be withheld;
- may not be issued the award certificate; and/or
- may also cease to be a member of the Students' Union and would therefore be unable to participate in clubs, societies or other activities associated with the Students' Union.

7.3.2 If a student is suspended from participation on their Course, they may be excluded from attending lectures, classes or seminars, using HSU facilities

or services, submitting assessments, placements, clinical placements, taking tests/examinations, or proceeding to any degree, diploma or other award of HSU at our reasonable discretion.

- 7.3.3 A student who is suspended and does not pay their outstanding tuition fees within 14 days of the date of their suspension may have their HSU registration cancelled. You will have an opportunity to discuss any unpaid charges with a member of the Finance Department.
- 7.3.4 Students whose registration at HSU is cancelled remain liable for payment of any outstanding fees. Students who subsequently pay the outstanding fees must re-register for their Course. Acceptance onto the Course and accreditation of previous study will be subject to HSU admissions requirements applicable at the time of re-application.
- 7.3.5 HSU reserve the right to take steps to recover unpaid fees in accordance with our legal rights and remedies. We reserve the right to charge interest on unpaid fees if we are required to issue court proceedings to recover any unpaid fees. Debt collection fees may also be recovered from you, and an administration fee of £25 may be charged in respect of card chargebacks.

8 STUDENT RIGHTS TO COMPLAIN OR DISPUTE FEES

8.1 Student rights to complain

- 8.1.1 Students who wish to dispute any charges or fees should contact HSU's Student Finance Office via email (Studentfinance@hsu.ac.uk) as soon as possible. If the dispute cannot be resolved, the student may make a complaint under the [Student Complaints Policy](#). Debt recovery action will not be pursued and the sanctions referred to above will not be applied whilst a complaint about an outstanding debt is ongoing, subject to the Student Complaints Policy.
- 8.1.2 Exceptional personal circumstances will be considered, based on individual student situation and any supporting documentation provided by the student. The decision made in relation to the payment of, or repayment plans for, any debts is at the discretion of the Head of Finance and Procurement. The student may make a complaint under the Students' Complaints Policy if they disagree with any such decision.

8.2 Compensation

- 8.2.1 Please refer to our Student Refund and Compensation Policy, which is available on the [Student Money Matters](#) page of HSU's website.

9 COMPLIANCE WITH CONSUMER LAW

- 9.1.1 HSU is committed to meeting its obligations under consumer protection law, including the guidance issued by the Competition and Markets Authority (CMA). This policy is written with those responsibilities in mind to ensure that students have access to fair, clear, and accurate information about tuition fees and associated costs.

APPENDIX A

Health Sciences University – Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To: Health Sciences University, Parkwood Campus, Parkwood Road, Bournemouth, BH5
2DF Tel: +44 1202 436200 / Email: Registry@hsu.ac.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods
[*]/for the supply of the following service [*]:

Ordered on [*/received on [*]:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

[*] Delete as appropriate

