# Student Payments & Registration Team
# Division of Student Admissions and Administration

The Student Payments & Registration Team is responsible for the timely collection of both tuition fees and accommodation charges.

Students must complete all 10 steps of the registration process before their student registration can be completed in full.  Step 10 is the payment of tuition fees and students cannot proceed onto step 10 until steps 1-9 have been completed.

1)  **Payment of Tuition fees  - Step 10**

   Students can opt to pay their tuition fees by a by a number of different methods:

a)  **Sponsored**

- *External sponsorship* - sponsored students must submit an official letter of sponsorship from their organisation to sponsorletters@manchester.ac.uk.  The specific requirements of a sponsor letter can be found online.  Sponsorship information received prior to the registration start date is updated on Campus Solutions enabling students to complete registration online.

- *Internal sponsorship* – schools are responsible for adding the internal award information to Campus Solutions via the Third Party Contract screens within Campus Solutions.  By entering this information on a timely basis this will assist the student in completing the online registration process with ease.

- *Staff Fee remission* – staff remission forms should be submitted to tuitionfees@manchester.ac.uk in advance of the registration date were possible.

   For postgraduate study 50% of the tuition fee will be waived.  Please note that the programme must form part of the staff member's ongoing professional development as confirmed by the head of the employing School/Office.

   The remaining 50% of the tuition fee can be paid personally or the School of study/area of employment may agree to pay the fee in which case the School should assign a School award to the tuition fees.

   Please note that this policy is under review.

   The more information added to Campus Solutions in advance of the registration will improve the student experience and reduce the number of student interactions.  In most instances first year students should only need to attend the Student Services Centre or a Student Card Issue Venue (September only) to collect their student card.

Tracy Gallimore                          Student Services Centre                          17th November 2015

**b) Self-financing**

- **Payment in full** (online by Debit/Credit Card, cheque, bankers draft)

- **Payment in instalments** (Example below)

    **September Starters (2015)**

    Payment at the time of Registration (online by Debit/Credit Card, cheque, bankers draft )
    21st January 2016 by Direct Debit
    21st April 2016 by Direct Debit

Please note students undertaking a programme of study by **distance learning** are not permitted to pay their tuition fees instalments by Direct Debit and therefore cannot complete their registration **online**.

Students that fall into this category must pay their first instalment online and are then referred onto the Credit Control team to set up and non-Direct Debit instalment plan.

**2) Non-registered Students (September 2015)**

The guidance document was recently circulated via the Student System Office Bulletin.  The deadline for students to be included in the 1st December statistics is 5.00pm on
Friday 27th November 2015.

**3) Withdrawals and Interruptions**

**a) Withdrawals**

Once a withdrawal is entered into Campus Solutions the tuition fee due is then recalculated.  This is based on the total number of days in attendance, currently for postgraduate students this is a maximum of 214 days.  This policy is currently under review.

Any refunds generated generally takes up to a maximum of 28 working days to be processed, all refunds are sent back to the original payee via the original payment method.

**b) Interruptions**

All students are required to pay full fees for the period of their programme as defined in the programme handbook. If a student is granted a period of interruption a PSI (Positive Service Indicator) may be assigned against the students record to ensure that by the end of the students programme the full amount of tuition fee due is collected. The Student Payments and Registration Team would assign the PSI as soon as the interruption has been entered onto Campus Solutions.

There are two scenarios in relation to fee payment during an interruption as outlined in the document on [PGR fees during an interruption](). The implementation of the PSI as outlined below will assist this current issue.

**Refund issued for period of interruption**

Students that have interrupted their studies and have been issued a refund for the period they interrupted based on a re-calculation of tuition fees will have a positive indicator (PSI) assigned to their student account.

The PSI will be used to monitor the payment of tuition fees due for the programme and will only be removed once payment for the programme has been received in full.

**No refund issued for period of interruption**

In the event that tuition fees have been paid in full for the year and no refund has been issued for a period of interruption then the PSI will not be applied. The student will be expected to register and pay fees as normal at their annual registration point. In these scenarios a student will therefore have a registered period at the end of their programme (equivalent to the length of the interruption period) which will incur no additional fees as payment for this period as it will be offset by the payment during the period of interruption.

The student record should not be set to 'complete' if there is a PSI visible on the student account.

The PSI will also be visible to the Credit Control team, and will assist in managing the student financial account.

4) **Information available on-line**

   **Crucial Guide**
   This site is currently being updated to be replaced by microsites, new website in development and will be available shortly.

   **Student Admissions and Administration**
   Available to staff only, contains all relevant information relating to registration and the payment of tuition fees.

5) **Tuition Fee Set Up Process**

   The Student Payments and Registration team is also responsible for the annual tuition fee set up process, for further details please visit **Student Admissions and Administration.**

6) **Student Payments & Registration Team**

   Tracy Gallimore      Student Services Manager
   Ian Nuttall          Operations Manager

Tracy Gallimore                    Student Services Centre                    17th November 2015

**Student Services Advisors**

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|---|---|
| Will Gregory | System Support / fee set up |
| Kaz Naseem | Sponsor Arrangements |
| Bill Boardman | Self-funded / Direct Debits |
| Kathleen Wills | UKVI finance and deposits |

**Student Services Assistants**

Leisa Beckford
Helena Hulme
Helena Ginty
Stephanie Holmes
Derek Lacy