

Fee Assessment Appeal Procedure for Applicants

1. Purpose of the procedure

The University charges different tuition fees depending on whether a student is classified as Home/EU, Island, or International, using criteria outlined in the Education (Fees and Awards) Regulations 1997. It is the responsibility of individual higher education institutions to assess the fee status of potential students.

2. Further information about the process

Our assessment of your status for the payment of university tuition fees is carried out independently of our assessment of your application to study here. The fee assessment process is the responsibility of the Fee Assessment Team in the Student Services Centre.

If you have a query concerning your fee assessment, you should contact the Fee Assessment Team. If your query is concerned with the admissions process, please contact the academic School to which you have applied directly. Please see the contact details at the end of this procedure.

3. Conditions for the status "Home" student

3.1 As stated on the fee assessment form, in order for you to be classified as a 'Home' student you need to meet all of the following three conditions:

3.1.1 **Condition 1:** You must be settled in the United Kingdom on the "first day of the first academic year of the course". You are "settled" in the United Kingdom if you are a British Citizen or you have the "Right of Abode" in the UK or if you have Indefinite Leave to Enter or Remain in the United Kingdom.

3.1.2 **Condition 2:** For the three year period before the "first day of the first academic year of the course" you have been ordinarily resident in the United Kingdom, the Channel Islands and the Isle of Man. Ordinary residence may be summarised as being lawfully, habitually and normally resident from choice and for a settled purpose, apart from temporary or occasional absences.

3.1.3 **Condition 3:** No part of the three year period of residence described above was wholly or mainly for the purpose of receiving full-time education i.e. if you have received full-time education during that period it should not have been the whole or main purpose for your residence.

3.2 If conditions are not met

If you are unable to fulfill any one of the three conditions described above you may still be charged fees at the "Home" rate if you can meet all the conditions that apply to any of the ten special limited categories which are outlined in Appendix 1.

4. Fee assessment process

4.1 Initiating fee assessment

The University's Student Systems database allocates each applicant a fee status using data supplied by the applicant during the application process. Applicants whose status is unclear from the information they have supplied are classified as "Under Review".

The information supplied at application is usually sufficient to assess your status for the payment of university tuition fees, however where we are unable to do so we will ask you to supply further information.

4.2 Why do I need to fill in the form?

From the information provided in your application, we are unable to determine whether you are a Home/EU or an International applicant for the purpose of payment of tuition fees. This is why you have been asked to complete the University's fee assessment form and return it to the Fee Assessment Team along with copies of all relevant documentation as directed on the form. The [form](#) is available on our Fee Assessment website via MyManchester or by emailing feassessment@manchester.ac.uk.

4.3 How do I submit my assessment form?

You can submit your completed fee assessment form and relevant documentation preferably via email feassessment@manchester.ac.uk or by post. The postal address and a fax number are provided at the end of this procedure under the section 'Further information and contact details'.

4.4 If you receive a chase email

If you have been asked to complete the fee assessment form but have not done so 21 days after the initial request, you will receive a further email from the University. This email is to remind you to download and complete the fee assessment form. You will keep receiving a reminder every 21 days unless you have returned a completed form to the Fee Assessment Team.

4.5 If you know that you are an International fee payer

If you know that you should pay international fees, please contact the Fee Assessment Team in writing as early as possible, so that your record can be amended to "International" student. Our automated "chase" process will stop and we will not send you any further chase emails.

4.6 Processing the information

If you have applied for a course in Medicine, Dentistry or Postgraduate Research, once your completed fee assessment form is received along with relevant documentation as directed on the form, the Fee Assessment Team will complete their assessment of your status for tuition fees. They may need to contact you to request additional information in order that they can make a fully informed decision. Their decision is recorded on the

Student Systems database. Otherwise, if you have applied to any other course, your admissions record will be updated to show that you have submitted your completed fee assessment form. It will then only be dealt with if you are made an offer to study here.

4.7 When will I hear the outcome of the assessment?

4.7.1 Fee status outcome

You are informed about your fee status by the Fee Assessment Team and will be sent a formal decision letter by email once they have completed their assessment. The academic School to which you applied is also informed about the decision.

4.7.2 Information for "Home" fees

If you are an undergraduate applicant and your residency is classified as "Home" following a Fee Assessment, the communication from the Fee Assessment Team confirming your residency status will quote the standard Home undergraduate fee.

If you are a postgraduate applicant whose residency is resolved to "Home", the communication will give the URL for the [fee](#) pages on our website. shown via MyManchester.

4.7.3 Information for "International" fees

If your residency is classified as "International" following a fee assessment, the Fee Assessment Team will outline the reasons for their assessment. If you are made an offer of a place to study here as a full-time student after we have completed an assessment, your offer letter will quote the undergraduate or postgraduate international fee – see the above link for further information about fees.

5. Can the fee assessment process delay the processing of my application and offer?

- 5.1 You may receive a decision on your application before your fee assessment is completed. However, as funding arrangements differ for Home/EU and International students, some academic Schools are unable to make a decision until your status is assessed. You should therefore complete and return the form immediately.
- 5.2 If you are offered a place before your fee status has been resolved, the offer letter will quote the International fee.

6. What if my status is still "Under Review" at registration?

- 6.1 Please note that if your fee status is still under review when you register, International fees are automatically applied.

7. If my circumstances change can my fee assessment be reviewed once I am on the course?

7.1 Once you have registered, your fee status can only be reviewed according to a few very specific criteria which are listed below.

7.1.1 You are entitled for home fees if you become:

- an EU national or the 'relevant' family member of an EU national
- an EEA or Swiss migrant worker or the 'relevant' family member of such a person
- a refugee or the 'relevant' family member of such a person
- a person with Humanitarian Protection or the 'relevant' family member of such a person
- the child of a Swiss national
- the child of a Turkish worker in the UK

7.1.2 In addition to the criteria above, you must meet any residence conditions that are applicable to your circumstances at the start of your course. Further information about the residence conditions is available in Appendix 1.

7.2 In order to get your international fee status reviewed, you are advised to contact the Fee Assessment Team who will be able to advise you further. You will also need to fill in the fee assessment form and provide additional information of your changed circumstances as appropriate.

7.3 If your status will be confirmed as 'home' by the Fee Assessment Team, you will be entitled for home fees from the next academic year.

8. Other important information

8.1 General advice

We advise applicants not to engage with the academic School or any other University Office about your fee status whilst it is being assessed by the Fee Assessment Team. There are many common misunderstandings about the process and the information used. No assumptions should be made about fee status until the assessment has been completed by the Fee Assessment Team.

8.2 Late applicants

If you are planning to make a late application, especially around undergraduate confirmation/clearing time, you should be aware that difficulties may arise with completing fee assessment process in time for the registration. Applicants are therefore advised to submit a completed fee assessment form as early as possible.

8.3 Pre-application enquiries

We are unable to carry out fee assessments in advance of study applications being received.

9. Fee Assessment Status Appeals Procedure

9.1 Purpose of the Procedure

The University of Manchester (**'University'**) welcomes applications from all candidates with the potential to succeed in higher education. We are committed to operating admissions procedures that are fair, efficient and transparent in order to safeguard the interests of prospective students. The University's Recruitment, Selection and Admissions Policy (**'Policy'**) describes the principles that we apply to admissions.

We recognise, however, that there may be occasions when its applicants may consider that the University has not adhered to its Policy. This Tuition Fee Status Assessment Appeals Procedure (**'Procedure'**) informs applicants what to do if they feel that they have grounds for an appeal.

9.2 Definitions

9.2.1. This Procedure applies to all applicants to the University.

9.2.2. An appeal is a formal request for reconsideration of a decision on a tuition fee status assessment.

Appeals will only be considered on the following grounds:

- **Procedural irregularity where the Applicant believes the University has not adhered to the Policy.** Providing that the decision can be shown to have been reached fairly and in accordance with the Policy, the original decision will not be overturned. Should an Applicant believe that the Policy has been wrongly applied this Procedure provides an opportunity for the Applicant to Appeal a tuition fee status assessment;
- **The emergence of new material information which may have affected the decision.** Applicants will need to provide details giving the reasons as to why this information was not available at the time of assessment. Please note that the University's acceptance of such new material information is at its sole discretion and that if the University finds that this information was available or known to the Applicant at the time of assessment, and was not included in the assessment, it will not be considered as new material information; and
- **Evidence of bias or prejudice.** Applicants will need to provide specific examples with supporting documentation to evidence this.

9.3 General Principles

9.3.1 Applicants are provided with an explanation of how the tuition fee assessment has been reached when the assessment is communicated to them.

9.3.2 The University will seek to ensure that all Appeals are treated seriously and dealt with promptly and with fairness and consistency. This Procedure sets out clear timescales for the submission of Appeals and clear timescales for Applicants to expect a response from the University. If an Appeal is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If an Appeal is not upheld, the reasons for the decision will be communicated to the Applicant.

- 9.3.3 Applicants can expect their Appeal to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others within the University in order to reach a resolution to an Appeal.
- 9.3.4 An applicant may submit an Appeal only on his or her own behalf; an Appeal submitted by a third party will not be accepted unless accompanied by written authorisation from the Applicant.
- 9.3.5 This Procedure undergoes periodic review and its content is informed by external sources such as the Quality Assurance Agency (QAA), Supporting Professionalism in Admissions (SPA) and the Competition and Markets Authority (CMA).
- 9.3.6 The University ensures that staff working in recruitment, selection and admissions roles are familiar with the Policy and this Procedure and their responsibilities under them.

9.4 Procedure

9.4.1 Stage 1 Appeal

- 9.4.1.1 If the Applicant is dissatisfied and believes that they have grounds for Appeal against the tuition fee status assessment they should make an Appeal within **20 working days** of receiving the offer letter stating their tuition fee status (other than a status of Under Review) or receiving a tuition fee status assessment decision.

The Applicant should send the Appeal to feeassessment@manchester.ac.uk stating clearly in the subject line 'Appeal: University ID number: your name'.

- 9.4.1.2 The Applicant may seek advice and guidance from the Students' Union Advice Service <http://manchesterstudentsunion.com/advice/service>
- 9.4.1.3 On receipt of a Stage 1 Appeal, a member of the Student Admissions Team will initially consider whether the appeal is made on one or more of the grounds specified in paragraph 9.2.2, and if it has been submitted in the timeframe specified in 9.4.1.1. If this test fails, the Applicant will be notified within ten working days of the appeal being received that the appeal is not eligible with the reasons given. There will be no opportunity of the student to appeal against this decision.
- 9.4.1.4 The Student Admissions Team will also determine if the Appeal is valid under the grounds set out in paragraph 9.2.2. An Applicant whose Appeal does not meet the required grounds will be informed of this in writing. Valid Appeals will be considered by a member of the Tuition Fee Assessment Team (this will not be a person involved in the initial tuition fee status assessment decision).
- 9.4.1.5 Applicants will normally be informed of the outcome of their Appeal in writing within **20** working days. If the School is unable to reach a decision within the stated timescale, the University will inform the Applicant of the expected timescale for a full response.

9.4.2 Stage 2 Formal Review Stage

- 9.4.2.1 Applicants who are dissatisfied with the outcome of Stage 1 can request the Appeal to be reconsidered under Stage 2. This should normally be requested within **20 working days** of receipt of the outcome of the Appeal under Stage 1.
- 9.4.2.2 Requests for reconsideration under Stage 2 must be made in writing to the Student Admissions Office via the email address or postal address indicated in section 9.5 and must indicate the reason for the escalation and why their concerns raised at Stage 1 have not been addressed.
- 9.4.2.3 It is not envisaged that Stage 2 Appeals will involve the submission of new material information, i.e., material information not submitted at Stage 1. If Applicants wish to submit new material information they will need to provide details giving the reasons as to why this information was not available at the time of their Stage 1 Appeal. Please note that the University's acceptance of such new material is at its sole discretion.
- 9.4.2.4 The request for reconsideration under Stage 2 will be considered by the Director of Student Admissions and Administration. Responses to any requests to provide further information and/or documentation to help with the investigation of the Appeal must normally be received within **10 working days**.
- 9.4.2.5 Applicants will normally be informed of the outcome of Stage 2 Appeals in writing by the Director of Student Admissions and Administration (or nominee) via the Student Admissions Team within **20 working days**. The outcome of the Stage 2 Appeal will be final.

9.5. **Submission of Stage 2 Appeals**

Appeals must be submitted on the Appeals Form [here](#) and be sent to:

Email : applicantappealsandcomplaints@manchester.ac.uk
Division of Student Admissions and Administration
Directorate for the Student Experience
The University of Manchester
Burlington Street, Oxford Road
Manchester
M13 9PL

9.6 **Storage and Processing of Information**

All information provided in relation to this Procedure will be used solely for the purpose of handling an Applicant's Appeal, in accordance with Procedure outlined above.

The personal data held about an Applicant is processed in accordance with the Data Protection Act 1998. It is shared internally only where appropriate in order to meet the purposes detailed above. All data is held and processed in accordance with the requirements of the Data Protection Act 1998.

On an annual basis, anonymous statistical information on Appeals will be compiled and reported to the University's Recruitment & Admissions Management Group (RAMG).

9.7. **Accessibility**

The University endeavours to ensure that this Appeals procedure remains easily located and accessible to applicants via the University website. It will also be provided in writing and (where necessary) verbally, to any Applicant who specifies their intention to register a formal complaint.

10. Further information and contact details

Further information about the fee assessment is available through the following sources:

[The University of Manchester Fee Assessment](#)

The Council for International Education (UKCISA) <http://www.ukcisa.org.uk/>

Contact details:

Fee Assessment Team,
The Student Services Centre, Burlington Street,
The University of Manchester, Oxford Road, Manchester, M13 9PL
Email: feeassessment@manchester.ac.uk
Tel 0161 275 5000
Fax 0161 275 7860

Academic Schools: www.manchester.ac.uk
Tel. +44 (0)161 275 2000 (switch board)

Appendix 1

Exceptions and Limited Categories

Universities and other higher education institutions in England and Wales may charge fees to 'international' students at a higher rate than to 'home' students. It is the responsibility of individual higher education institutions to assess the fee status of potential students. The guidance below gives the main details of the categories of student who are eligible to be assessed as 'home' students. For further information, we recommend that you read the criteria for home fee status on the [UKCISA](#) web link,

In addition a concession currently offered to asylum seekers at the University of Manchester who have not received a decision from the Home Office:

The University of Manchester currently offers a tuition fee concession for asylum seekers applying for admission to the University, which is administered solely at the discretion of the University.

Asylum seekers, children of asylum seekers or unaccompanied asylum-seeking children who meet the academic programme requirements and the criteria shown below, will be eligible to pay the 'home' rate of tuition fee while their application is under consideration by the Home Office, provided they have proof that an application for asylum in the UK has been made. This is normally the original Standard Acknowledgement Letter or a NASS card issued by the Home Office.

Eligibility criteria:

Undergraduate

- You must be a full time undergraduate applicant
- MBChB & BDS courses are ineligible
- You must have applied to UCAS before the deadline of 15th January in the year you intend to commence your undergraduate studies
- You must have applied for asylum in the UK before you applied to UCAS

Postgraduate (eligible from 2017-18)

- You must be a full-time, non-clinical postgraduate applicant (taught and research courses)
- You must have applied for asylum in the UK before you applied to study at the University of Manchester.

If you meet the above criteria you will be classified as an 'international' student but you will be charged the 'home' rate of fee. However, if your asylum case is decided during your course of study at the University, you **must** inform the Fee Assessment Team so that the correct fee status can then be applied to your record. If you are not granted 'Refugee' status or 'Humanitarian Protection', then your 'international' fee status will not change but the home tuition fee bursary will stop with effect from the next academic year.

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Policy owner:	Director of Student Admissions and Administration (Sarah Beer)
Lead contact:	Student Admissions Officer (Tuition Fee Assessment) (Corinne Ogden) Student Services Centre Directorate for the Student Experience The University of Manchester Oxford Road Manchester M13 9PL Oxford Road Manchester M13 9PL