

Tuition Fee Assessment Appeals Procedure

1. Purpose of the procedure

The University charges different tuition fees depending on whether a student is classified as Home, Island, or International, using criteria outlined in the Higher Education (Fee Limit Condition) (England) Regulations 2017 (as amended) (S.I. 2017 No.1189) the Education (Fees and Awards) (England) Regulations 2007 (as amended) (S.I. 2007 No.779). It is the responsibility of individual higher education institutions to assess the fee status of potential students.

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

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 Division of Student Admissions and Administration.

If you have a query concerning your fee assessment, you should contact the Fee Assessment Team feeassessment@manchester.ac.uk. If your query is concerned with the admissions process, please contact the academic School to which you have applied directly.

3. Conditions for the status "Home" student

3.1 In order for you to be classified as a 'Home' student you need to meet all of the following three conditions:

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.

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.

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 the conditions in another category. These are detailed on the UKCISA website: <https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/England-fee-status#layer-6082>.

4. Definitions

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

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

4.3. 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.

5. General Principles

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

5.2. 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.

5.3. 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.

- 5.4. 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.
- 5.5. 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)
- 5.6. 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.

6. Procedure

6.1. Stage 1 Appeal

- 6.1.1. 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, whichever happens first.

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

The Applicant may seek advice and guidance from the Students' Union Advice Service <http://manchesterstudentsunion.com/advice/service>

- 6.1.2. On receipt of a Stage 1 Appeal, a member of the Student Admissions Team will initially consider whether the appeal has been submitted in the timeframe specified in 6.1.1. 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.
- 6.1.3. The Student Admissions Team will also determine if the Appeal is valid under the grounds set out in paragraph 4.3. 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).
- 6.1.4. Applicants will normally be informed of the outcome of their Appeal in writing within **20** working days. If the Student Admissions Team is unable to reach a decision within the stated timescale, the University will inform the Applicant of the expected timescale for a full response.

6.2. Stage 2 Formal Review Stage

- 6.2.1. 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.

- 6.2.2. Requests for reconsideration under Stage 2 must be made in writing to the Student Admissions Office via applicantappealsandcomplaints@manchester.ac.uk and must indicate the reason for the escalation and why their concerns raised at Stage 1 have not been addressed.
- 6.2.3. 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.
- 6.2.4. The request for reconsideration under Stage 2 will be considered by the Director of Student Admissions, Administration and Business Improvement or nominee. 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**.
- 6.2.5. Applicants will normally be informed of the outcome of Stage 2 Appeals in writing by the Director of Student Admissions, Administration and Business Improvement (or nominee) via the Student Admissions Team within **20 working days**. The outcome of the Stage 2 Appeal will be final.

7. 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.

We will hold and process your personal data in compliance with our obligations as Data Controller under the General Data Protection Regulation and Data Protection Act 2018 and in accordance with our Prospective student Privacy Notice and if you become a student our Registered student Privacy Notice (which is accessible at: <http://www.regulations.manchester.ac.uk/data-collection-notice>.)

8. Accessibility

The University endeavours to ensure that this 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.

9. Further information and contact details

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

- **University of Manchester Fee Assessment Pages:**
<https://www.studentsupport.manchester.ac.uk/finances/tuition-fees/assessments/>
- **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

Academic Schools: www.manchester.ac.uk