

PAYMENT POLICY (2018)

Mattersey Hall College is committed to providing its students with high quality learning opportunities that conform to national standards. Accepting a place at Mattersey Hall entails a reciprocal commitment to meet all stated deadlines for payments. Please note that even where students may be in receipt of funding, sole responsibility for ensuring that payments are made, lies, nevertheless, with the student (not with the Student Loan Company or any other sponsor or funding body).

The policy for the submission of (cleared) payments for programmes of study at Mattersey Hall, is set out below. We appreciate that the large majority of our students make payments in a timely way, and we are grateful for that. In order for Mattersey Hall to continue to fulfil its mission, and its commitment to all students, it is also necessary to set out sanctions for non-payment. These, too, are set out below. We believe these to be fair, proportionate, and in accordance with the Consumer Protection Rights of students.

Please note that where approximate deadlines for payment are given below, these are for general guidance only. The specific, official payment deadlines are set out in the Fees Information sheet for the current year. This is posted on the website. Payment deadlines for the current year will also be included in the College Handbook.

A. Undergraduate programmes (BA, Graduate Diploma)

- a. Details of fees, including application and acceptance fees, tuition fees, room and key deposits, Boards and Lodging and Facilities fees, together with payment deadlines, are set out on the Fees Information sheets for the current year.
- b. are set out on the Fees Information sheets for the current year.
- c. Fees for the year are payable in instalments (see below). However, please note that students who begin the programme are liable for fees for the whole year.
- d. **For students not in receipt of Student Finance,**¹ 50% of the total annual fee (including tuition fees, the Board and Lodging fee and/or Facilities fee) is due before the teaching programme in Semester One begins, with a further 25% due before the start of Semester Two. The final payment of 25% is due, usually, around the beginning of May. For details, see the Fees Information sheets for the current year.
- e. **Where students are in receipt of Student Finance and can provide evidence that tuition fees will be paid by the Student Loan Company,** we relax the rule of 50% payment in advance. In such cases we require three payments, each of one-third of the fees due; that is: one-third of the total tuition fee, less payments expected from the SLC, plus one third

¹ Please note that designation of programmes for student funding is determined each year, and cannot be assumed. Current and prospective students will be notified if and when designation for funding has been received.

of the Board and Lodging fee or Facilities fee (as applicable). These will usually be due early in Semester One, early in Semester Two and in April or early May. For details, see the Fees Information sheets for the current year.

- f. Continuing students will pay tuition fees at the same level as when they began the programme.

B. Postgraduate programmes

- a. Details of fees, including application and acceptance fees and tuition fees, together with payment deadlines, are set out on the Fees Information sheets for the current year.
- b. In the case of PG programmes, because the teaching is in intensive blocks, running from early morning to late evening, the residential element is considered an important part of the teaching programme and has, therefore, been included in the tuition fees.
- c. For students on the MA in Practical Theology and the MA in Biblical Studies programmes:
 - i. **Where a student is not in receipt of student finance:**
 1. The first payment (50% of annual fees) is due on or before the start of the September Intensive programme; the second payment (25%) is due on or before the start of the January Intensive programme. The final payment (25%) is due, usually, in April or early May. For details, see the Fees Information sheets for the current year.
 2. Please note that those who arrive for intensive programmes and whose fees are not up to date will be given opportunity to make a payment. However, if fees remain outstanding, students will not be allowed to attend lectures, and will not be issued with a room key.
 - ii. **Where we have evidence that a student is in receipt of student finance,²** the annual fee is divided into three equal amounts, corresponding to the three termly instalments in which funds are made available to students. Please note:
 1. Where applicable, the Student Loan Company provides funding directly to the student, not to the College, and the student is expected to pay fees to Mattersey Hall from this.
 2. The first payment to students will not be released until attendance has been confirmed at the September intensive. As a result, we do not require payment of fees in advance of those intensives. However, it is expected that payment will be made as soon as funds become available to students.
 3. The second and third instalments are due to the College as soon as funding is made available to the student.
 4. If a student does not make timely payments, he or she will be suspended, in accordance with the details above, and the Student Loans Company will be notified.

² Please note that designation of programmes for student funding is determined each year, and cannot be assumed. Current and prospective students will be notified if and when designation for funding has been received.

- d. For students on the MA in Missional Leadership programme:
- i. **Where a student is not in receipt of student finance**, the first payment (50%) is due on or before the start of the first MAML weekend (usually in October); the second payment (25%) is due on or before the start of the January MAML weekend; and the final payment (25%) is due, usually, in early May. For details, see the Fees Information sheets for the current year. Please note that those who arrive for programmes and whose fees are not up to date will be given opportunity to make a payment. However, if fees remain outstanding, students will not be allowed to attend lectures, and will not be issued with a room key.
 - ii. **Where we have evidence that a student is in receipt of student finance**,³ the conditions set out in **b.ii**, above, apply.
- e. For students on the Doctor of Ministry programme
- i. The first payment (50% of annual fees) is due on or before the start of the first set of DMin seminars (usually in October or November; the second payment (25%) is due before the start of the March seminars. The final payment (25%) is due, usually, in April or early May. For details, see the Fees Information sheets for the current year.
 - ii. Please note that those who arrive for Seminars and whose fees are not up to date will be given opportunity to make a payment. However, if fees remain outstanding, students will not be allowed to attend lectures, and will not be issued with a room key.
 - iii. Please note that any residential costs are viewed as an important part of the teaching programme and so have been included in tuition fees.

C. Non-payment of fees

a. Tuition fees⁴

- i. Failure to meet stated deadlines for the payment of tuition fees is a disciplinary offence and may result in suspension, and in extreme cases studies may be discontinued. Note, too, that when a student is suspended due to non-payment of tuition fees, this may not result in any advantage to the student, including, but not limited to, in relation to assignment deadlines.
- ii. Where a student is suspended for non-payment of tuition fees, assignments should still be submitted in accordance with assessment deadlines. However, they will not be marked until fees are up to date. When this work is subsequently marked, it will be subject to the usual penalties for lateness in accordance with the date the assignment was submitted, rather than the date it was released for marking.
- iii. In the case of Dissertations, for which supervision would normally be available, supervisions will not take place during any period of suspension for non-payment of fees. However, the deadline dates for submission of Dissertations will still stand. This may result in a lower mark than might otherwise have been achieved.

³ Please note that designation of programmes for student funding is determined each year, and cannot be assumed. Current and prospective students will be notified if and when designation for funding has been received.

⁴ Tuition fees are specifically indicated as such on the Fees Information sheets.

- iv. In accordance with University of Chester regulations, in order for assignments to be marked, and the results submitted to the next Module Assessment Board, all outstanding fees must be cleared **no later than three weeks before that Assessment Board**. If fees have not been cleared by then, results will not be put forward.
- v. The consequences of not having marks submitted to an Assessment Board may have very serious implications for progression and/or graduation:
 - 1. Even when payment is subsequently received, marks cannot be submitted until the next assessment Board – which may be up to 10 months later! Since no progression can take place until marks have been approved by an Assessment Board, the result might be that a student misses a whole academic year.
 - 2. If marks are submitted to a later Assessment Board, there may be no opportunity for reassessment (in the case of failed modules) before the start of the next academic year. Progression cannot take place until after the next available Assessment Board, and, again, that may mean missing a whole academic year.
 - 3. Please note that missing an academic year can have further implications for student finance, which, when available, is normally limited to four years for undergraduates.
 - 4. Final year students whose marks do not go forward to the appropriate Assessment Boards will not be able to graduate with their cohort.
- vi. For details of appeals procedures in the cases of disciplinary offences, see the ‘Student Complaints and Appeals Policy’.

b. Non-Academic Fees

- i. In accordance with Consumer Protection Rights, non-payment of fees relating to non-academic costs, including Board and Lodging and Facilities fees will not result in direct academic sanctions. It will result, though, in the withdrawal of services directly associated with the fees.
- ii. Mattersey Hall College and Assemblies of God Inc. reserve the right to take appropriate and proportionate action to recover any outstanding debt.

c. Allocation of payments

- i. Where a student owes both tuition and non-academic fees, any payment made towards the debt will normally be divided between the two areas in proportion to the level of debt. So, for example, if a student owes £2000 of tuition fees and £3000 of non-academic fees, and makes a payment of £2000, £800 of that money would go towards tuition fees and £1200 would go towards non-academic fees.
- ii. This also will normally apply to money paid on behalf of the student by a third party or sponsor.

D. Withdrawals, Interruptions, Termination of Studies

- a. Where a student accepts the offer of a place at Mattersey Hall, and signs and returns the acceptance letter, this establishes an agreement between the student and Mattersey Hall College. Because this is generally conducted at distance, the student has 14 days from the date of signing the agreement, to change his or her mind, and cancel the agreement, with the full and prompt refund of any acceptance fee.
- b. A student's liability to pay tuition fees arises only when the student enrolls on the programme. At that point, unless it is still within 14 days of signing the acceptance letter (see a. above), the student becomes liable for tuition fees for the whole academic year.
- c. This means that if a student withdraws from a programme of study part way through the academic year (even if that is near its start), unless the reason for withdrawal is because of a failure on the part of Mattersey Hall to fulfil its contractual obligations, in particular to provide educational services with reasonable care and skill, tuition fees are due for the whole year. As a result, in such cases,
 - i. there can be no refund of monies paid in advance; and
 - ii. the student will be billed for all fees that remain outstanding.
- d. Please note that where a student is in receipt of student funding, we can only confirm attendance, and so release the payment of tuition fees, when the student is on the programme. Following withdrawal, student funding will end, but the liability for payment will remain. Note, too, that student funding for Undergraduates is weighted. Currently, we receive two payments of 25% and a final payment of 50%. As a result, even when a student leaves towards the end of the year, there may be 50% of the tuition fees still to pay.
- e. Note, too, that liability for tuition fees for the whole academic year also applies in cases where a student's studies have been terminated by the University of Chester, including, but not limited to, issues relating to academic integrity or academic failure.
- f. Where a student interrupts his or her study, it is assumed that it is with the intention of resuming studies in the fairly near future. As a result, we allow the temporary suspension of tuition payments during the period of interruption, under the following conditions:
 - i. The student must be up to date with any tuition payments due prior to the period of interruption, and payments must resume after the period of interruption in accordance with the criteria set out in this policy.
 - ii. The student makes it clear that it is his or her intention to return to the programme following the interruption.
 - iii. If it becomes clear that the student is unlikely to return to his or her studies, following the interruption, the interruption is treated as a withdrawal from the point at which the interruption began, and the student is liable for all outstanding fees for that academic year.

- iv. Where a student interrupts his or her study part way through an academic year, and the period of interruption includes missing College activities that have been included in fixed charges (such as Missions Trips), there are no refunds. Where the student wants to take part in the same activity after the interruption, an additional payment is required for any non-recoverable costs incurred by the College on the student's behalf in connection with the activity that was missed because of the interruption.
- g. Please note that a record of non-payment of fees will be placed on the student's record.
- h. Note, too, that under normal circumstances a student may not resume studies with Mattersey Hall or be considered for admission to a new programme of study with Mattersey Hall until any previous outstanding tuition fees have been paid.

E. Exceptional cases

- a. All extraordinary circumstances for a student must be presented in writing, in the first instance to the Vice Principal. The College's senior leadership will consider the circumstances and a decision will be given in writing, normally within two weeks of receiving the request.
- b. In the absence of such explicit, written authorisation the normal policy applies. All such requests are decided on a case-by-case basis, and one particular outcome may not be regarded as setting a precedent for other cases.
- c. It is our aim to help students meet their financial obligations to Mattersey Hall College, and where appropriate, a payment plan may be agreed. More details are available on request from the Finance Office.