



## Student Financials Basics

Fees on student records are driven by data. The system looks at Career, Residency, Load, Program, Plan and Form of Study to help calculate a fee. Other factors such as Admit Term come into play for International and Part time students. For PGR students, the Research Summary start date is also a factor.

Full-time students are charged upfront at the beginning of the academic year in full and generate regardless of enrolments; part-time students fees are based on the number of credits in which they are enrolled.

If a fee is considered “incorrect”, this is typically due to an issue with the data—the data is not something Accounts Receivable or MSDI Finance can fix, so we advise always double checking your data first whenever you see a fee issue.

Some FAQs are listed below:

Q	<b>My student is a Home student but being charged the International rate?</b>
A	Check the student’s residency – if the incorrect residency is listed, this should be discussed with Admissions. If the residency is correct and the fee still doesn’t look right, raise an IT helpdesk request.

Q	<b>My part-time student hasn’t generated a fee?</b>
A	Part-time fees calculate based on enrolments. Your student must enrol/be enrolled in courses for the fee to calculate.

Q	<b>My student is full time, but the fee seems to have calculated for part time?</b>
A	Check that your student’s load is correct and update where required (you may need to liaise with colleagues in your School/College if you do not have the relevant access to update). If the load is correct and the fee still doesn’t look right, raise an IT helpdesk request.

Q	<b>I’ve changed my student’s load but the fee has not updated?</b>
A	Any record change that will impact fees requires the running of the Tuition Calculation process for that change to filter through to tuition charges. Once you make the relevant record change, depending on your access, navigate to Main Menu > Student Financials > Tuition and Fees > Calculate Tuition, ensuring that you’re running the process for the correct Career/Year – any error messages should be reported in an IT helpdesk request. You

	may need to liaise with colleagues in your School/College if you do not have the relevant access to run this process.
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<b>Q</b>	<b>My part-time student dropped courses but has been partially charged for them?</b>
<b>A</b>	The University refund policy states that any course dropped before the start of teaching is not chargeable. Any drop after the start of teaching but within 13 weeks is liable for a 60% charge and after the 13 week period, the full 100% is liable. A course can be dropped without penalty by staff with the relevant access if the Adviser Drop reason is used.

<b>Q</b>	<b>My student is Thesis Pending but has generated a full fee?</b>
<b>A</b>	Check that the load reflects Thesis Pending and update where required (you may need to liaise with colleagues in your School/College if you do not have the relevant access to update). If the load is correct and the fee still doesn't look right, raise an IT helpdesk request.

<b>Q</b>	<b>My student should be charged the Exams Only fee, but the fee seems to have calculated at the full amount?</b>
<b>A</b>	Check that the Form of Study reflects Exams Only. To update the Form of Study, please contact Registry Student Records. If the Form of Study is correct and the fee still doesn't look right, raise an IT helpdesk request.

<b>Q</b>	<b>There's an issue with a fee for last academic year.</b>
<b>A</b>	We cannot recalculate a prior year tuition. In an instance where your student was "overcharged" in a prior year, for example if their load was incorrectly listed as FT rather than PT, the School would need to apply Financial Aid to reduce the fee liability for the prior year. If you need information on staff with the relevant Financial Aid access, please ask your line manager in the first instance. In an instance where your student was "undercharged" in a prior year, please raise an IT helpdesk request

<b>Q</b>	<b>How are January start fees calculated?</b>
<b>A</b>	January start students' fees are split over 2 academic years: they are charged 2/3 of the full fee in the first acad year, and the remaining 1/3 at the start of the second acad year in August. January start students must complete registration for both academic years.