



**University Admissions Policy:
Fee Status Assessment Policy**

October 2021

INTRODUCTION

1. City, University of London (the "University") determines the tuition fee status of Applicants and/or Students in accordance with the Education (Fees and Awards) England Regulations 2007 (Statutory Instrument No. 779) as amended and the Higher Education (Fee Limit Condition) (England) Regulations 2017 (statutory Instrument No 1189) as amended and the Education (Student Fees, Awards and Support) (Amendment) Regulations 2021 (Statutory Instrument No 127) referred to in this Fee Policy jointly as the Fee Regulations.
2. The Fee Regulations allow publicly funded education institutions to charge fees to Students who are classed as having Overseas Fee Status at a different or higher rate than those classed as Home unless they fulfil certain residence and immigration status criteria set out in the Fees Regulations.
3. An Applicant's or Student's Fee Status is based on the residence and immigration status criteria set out in the Fee Regulations and therefore any other terminology employed ('Home'/'Overseas') may not have any relation to a person's residence or immigration status or other rights in the context of any Fee Status decision by the University under this Fee Policy.
4. This Fee Policy sets out the principles and procedure by which the University will determine the Fee Status of Applicants or Students under the Fees Regulations.
5. A breakdown of the Fee Regulations and further advice is available at www.ukcisa.org.uk.
6. This Fee Policy should be read in conjunction with the University's Admissions Policy.

DEFINITIONS

7. In this Fee Policy the terms are defined as follows:
 - 7.1. Admissions Policy refers to the University's Admissions Policy as amended from time to time and which its current version is available at [**www.city.ac.uk/about/governance/legal/admissions**](http://www.city.ac.uk/about/governance/legal/admissions)
 - 7.2. Applicant means a person or persons who has submitted an Application for admission to the University or who is holding or has accepted a firm or insurance offer for admission to the University, whether conditional or unconditional, but has not completed Registration.
 - 7.3. Application refers to the application form, application materials and associated bona fides presented to the University in order to gain a place on a course.
 - 7.4. Bona Fides refers to the additional supporting documentation required to evidence information of residence and immigration status in the Fee Questionnaire.
 - 7.5. Course refers to the postgraduate or undergraduate course at the University which is the subject of an Applicant's Application for admission or a Student's Registration.
 - 7.6. Fee Questionnaire refers to the Fee Status assessment questionnaire provided by the University. The current version of the Fee Questionnaire is available at: [**www.city.ac.uk/about/governance/legal/admissions**](http://www.city.ac.uk/about/governance/legal/admissions)

- 7.7. Fee Regulations refers to the Education (Fees and Awards) England Regulations 2007 (Statutory Instrument No. 779) as amended and the Higher Education (Fee Limit Condition) (England) Regulations 2017 (statutory Instrument No 1189) as amended and the Education (Student Fees, Awards and Support) (Amendment) Regulations 2021 (Statutory Instrument No 127) referred to in this Fee Policy jointly as the Fee Regulations.
- 7.8. Fee Status refers to the fee status of an Applicant or Student based on the criteria set out in the Fee Regulations.
- 7.9. Fraudulent Applications Policy refers to the University's Admissions Policy: Fraudulent Applications as amended from time to time and which is available in its current version at **www.city.ac.uk/about/governance/legal/admissions**
- 7.10. Home Fee Status refers to the fee status of an Applicant or Student who is classed as meeting the residence and immigration criteria set out in the Fees Regulations.
- 7.11. Overseas Fee Status refers to the Fee Status of an Applicant or Student who is not classed as meeting the residence and immigration criteria set out in the Fees Regulations and not eligible for Home Fee Status
- 7.12. Registration means the point at which an Applicant has met the terms of the University's offer of admission and formally registers with the University and obtains registered Student status at the University and becomes liable for payment of tuition and other fees to the University.
- 7.13. Relevant Date refers to the first day of the first academic year of the Course which is the required date of any Fee Status decision under the Fee Regulations and will be whichever date from those below is the closest to the start of the Course or 'an academic year' as appropriate (see the Fee Regulations for details). The applicable Relevant Dates at the University are:
- (a) 1 August and 31 December inclusive**
 - (b) 1 January and 31 March inclusive**
 - (c) 1 April and 30 June inclusive**
 - (d) 1 July and 31 July inclusive**
- 7.14. The 'Relevant Date' or date of the Fee Status decision is not the date on which fees are paid or Registration occurs nor is it connected with any instalment plan agreed between the University and an Applicant or Student in relation to the payment of any fees due.
- 7.15. The student means a registered student of the University.
- 7.16. The University means City, University of London.
8. Where there is any confusion over the terminology, it should be noted that an Applicant's or Student's Fee Status will always be decided upon the criteria set out in the Fee Regulations and not invoked or inferred from the terminology in any other document. The terms Applicant and Student are used variously throughout this Fee Policy but the principles which apply are the same save where expressly set out.

GENERAL PRINCIPLES

9. The assessment of an Applicant's Fee Status is made independently of the University's academic assessment of their Application to study on their chosen Course. Fee Status decisions are made in respect of each individual Applicant or Student, based on their

residence and immigration status as disclosed in their Application for admission and if submitted, Fee Questionnaire, and Bona Fides. The residence or immigration assessments of other family members, other students or decisions made in respect of the Applicant or Student by other institutions will not be invoked.

10. The University may provide guidance to Applicants or to Students on the application of the Fee Regulations and this Fee Policy but the University does not make decisions on the Fee Status of an Applicant or a Student before an Application is received and, if submitted, information provided in the Fee Questionnaire and all attached Bona Fides provided by the Applicant or Student are gathered and assessed.

FEE ASSESMENT PROCEDURE

11. On receipt of any Undergraduate or Postgraduate Application for admission to the University, an Applicant's Fee Status will normally be assessed by the staff member responsible for that chosen Course and is based upon the information provided within the Application against the residence and immigration criteria set by the Fees Regulations. For Undergraduate Courses this is the relevant Admissions Officer; for Postgraduate Courses this is the relevant courses officer. The information for which can be found here: **www.city.ac.uk/about/governance/legal/admissions**
12. Where it is possible to determine an Applicant's Fee Status from their Application, their Fee Status will be notified to the Applicant with the communication of their offer. The offer will state whether the Applicant has been assessed with Home Fee Status or Overseas Fee Status based on the criteria set out in the Fee Regulations. Once an Applicant has been notified of their Home or Overseas Fee Status then subject to the outcome of any Review or Appeal pursuant to this Fee Policy the Applicant will become liable for the fee rates charged by the University for their Course on Registration which are applicable to their Fee Status. The most up to date information on the University's course fees can be found on the relevant course webpage at **www.city.ac.uk** The University's Fee Questionnaire will be made available should the Applicant be requested to provide further evidence or wish to initiate a Review of the University's Fee Status Decision.
13. Where it is not possible for the University to determine an Applicant's Fee Status from their Application, the University may require the Applicant to provide further information or evidence of their residence or immigration status including requiring the Applicant to complete a Fee Questionnaire.
14. The Fee Questionnaire is a generic document designed by the University to enable an Applicant to provide all the information and supporting evidence to enable it to assess an Applicant's residence and immigration status against the criteria set out in the Fee Regulations; and to enable the University to investigate all possible options for undertaking a Fee Status assessment before deciding on whether an Applicant should be classified as having Home or Overseas Fee Status. Some of the questions set out in the Fee Questionnaire may not apply in all cases, but Applicants must answer all questions in the Fee Questionnaire fully and provide all required supporting evidence

before returning the Fee Questionnaire to ensure that their Fee Status can be confirmed.

15. When the University notifies an Applicant that it has decided that Overseas Fee Status will apply, the University will advise the Applicant of their right to request a Review of that decision. The Applicant must then follow the procedure set out in Clauses 33 – 37 of this Fee Policy in order to initiate the Review. The University will also provide the Applicant with a link to the Fee Questionnaire in the offer communication and request that the Applicant complete the Fee Questionnaire as a prerequisite to any request for a Review.
16. Undergraduate Applicants must return the Fee Questionnaire and any supporting documentation to **fees@city.ac.uk**. Only information sent to **fees@city.ac.uk** will be considered in an Undergraduate Review or Appeal. Postgraduate Applicants must return the Fee Questionnaire and any supporting documentation to the Courses Officer for their chosen course. If on receipt of the Fee Questionnaire, an assessment still cannot be made, the relevant officer may write to the Applicant specifying any additional information or supporting evidence required.
17. If an Applicant's residence or immigration circumstances change between the University's Fee Status decision and their Registration documentation being sent or the Relevant Date whichever is the earlier, the Applicant must inform **fees@city.ac.uk** or the relevant Postgraduate Courses Officer immediately. Applicants must, however, note clauses 25 and 26, in this section below, which deals with the University's procedure for considering changes in residence or immigration status after the acceptance of an offer.
18. If the Applicant does not return the Fee Questionnaire in the period requested by the University during the application cycle their Fee Status classification will be set as Overseas, if in the reasonable opinion of the University they do not meet the residence and immigration criteria required for Home Fee Status in the Fee Regulations. Subject to any request by the Applicant for a Review or any Appeal of that decision prior to Registration or the Relevant Date, their Fee Status for the purposes of Registration will remain Overseas and they will be liable to pay the University's applicable Overseas fee rate for their Course on Registration. This will normally occur on the Relevant Date of the applicable academic year of their Registration prior to the start of their course.
19. If in the University's reasonable opinion the Applicant's Fee Questionnaire and supporting evidence does not confirm that he or she meets the residence or immigration criteria for Home Fee Status under the Fee Regulations the University will classify the Applicant as having Overseas fee status. Subject to any request by the Applicant for a Review or any Appeal of that decision prior to Registration or the Relevant Date, their Fee Status for the purposes of Registration will remain Overseas and they will be liable to pay fees to the University at the then applicable Overseas rate for their Course on Registration.
20. Fee Status decisions by the University are based upon the circumstances as they are on the Relevant Date. In some instances, it may not be possible to confirm an Applicant's or Student's Fee Status until after the Relevant Date has been reached. For this reason, the Applicant should be mindful of advising the institution if they think that there has been a material change in their residence or immigration circumstances

between the University's Fee Status decision (if it is taken before the Relevant Date) and the Relevant Date, which should in their opinion be reconsidered by the University on or before the Relevant Date. Please note that any request for Review will be subject to the terms of clauses 25 to 26 of this Fee Policy.

21. If the Applicant later provides information which materially changes their Fee Status, but which was available when the initial classification was made, and there are no exceptional grounds for instituting a Review out of time, the University reserves the right not to initiate a Review of its Fee Status decision and to retain any monies previously paid toward the Overseas Fees due from the Applicant or Student. Any Review will only be granted subject to the terms of Clauses 25 and 26 in this Fee Policy and will only be applicable to the following Relevant Date if exceptional circumstances exist and will not be applied retrospectively.
22. Any legitimate changes in Fee Status classification during the course will apply only at the following Relevant Date applicable to the Applicant's Course and if the Applicant provides information after that date, any appropriate change will occur from the following Relevant Date. Students requesting a Review post Registration on their Course must note clause 53 below.
23. The accuracy and integrity of all information provided in support of an Applicant's Fee Status in their Application for admission and/or Fee Questionnaire and any supporting Bona Fides is deemed to be the responsibility of the Applicant regardless of whoever provided it. Any concerns regarding the accuracy or integrity of an Application and/or Fee Questionnaire will be referred for consideration under the University's Fraudulent Application Policy www.city.ac.uk/about/governance/legal/admissions
24. Nominated representatives on a UCAS Application form or agents are considered to have been authorised by an Applicant and are subject to the University's Fraudulent Admissions Policy and the University reserves its rights to refer any concerns regarding an Applicant's application or Fee Questionnaire to be investigated under that Fraudulent Admissions Policy www.city.ac.uk/about/governance/legal/admissions. The Applicant will be sent or copied into all communication by the University regardless of whomsoever provides the information or conducts the dialogue. It must be noted that the contract is with the Applicant and/or Student and not their parent, sponsor, agent or other third party.
25. If an Applicant accepts an offer (by selecting the University as their Firm or Insurance choice), and has been informed of the University's Fee Status decision at the offer stage, and does not seek a Review of that Fee Status decision within ten working days of receipt of the fee status outcome, the Applicant is deemed to have accepted the Fee Status decision and will be liable for the Fees applicable to their Course on Registration. In the event that an Applicant does not seek a Review within the 10 working days stated in this clause any Review will only be initiated at the discretion of the University and, where in the University's reasonable opinion exceptional circumstances exist. This includes circumstances where the Applicant believes that a material change of their immigration or residence circumstances has occurred.

26. If an Applicant accepts an offer following an Overseas Fee Status decision by the University and completes their Registration with the University without having sought a Review or Appeal they are deemed to have accepted that Fee Status decision and will be liable to pay the applicable rate of Overseas fees for their Course on Registration. Review post Registration will only occur at the discretion of the University and, where in the University's reasonable opinion exceptional circumstances exist. This includes circumstances where the Applicant believes that a material change of their immigration or residence circumstances has occurred.

FEE ASSESSMENT REVIEW AND APPEALS PROCEDURE

27. If an Applicant disagrees with the University's Fee Status decision he or she is entitled to request a Review and in the event that the Applicant remains dissatisfied with the outcome of the Review seek an Appeal. The University will ensure that all Reviews and Appeals are treated equitably and consistently and in accordance with the procedure set out in this Fee Policy.
28. The University will endeavour to ensure that all Reviews and Appeals are conducted promptly and, in principle, within fifteen working days of receipt of the request for Review or Appeal. If the Review or Appeal is to take longer, then the Applicant will be informed of this.
29. Reviews or Appeals which dispute the Fee Regulations themselves cannot be considered.
30. The University understands the concept of discretion. However, where an Applicant's Fee Status is clear, it will not reassess an Applicant counter to the Regulations. Discretion will only be invoked where the University considers that there are exceptional circumstances which make it appropriate to do so.
31. Assessment of eligibility for discretionary fee waivers will be considered by a senior member of the Admissions Team in conjunction with an Applicant's or Student's Department.
32. Applicants will not suffer any disadvantage in requesting a Review or Appeal of a Fee Status decision.

REVIEW

33. A Review is a request for reconsideration of the University's Fee Status decision following the submission by an Applicant of information and Bona Fides regarding their residence and immigration status within the Fee Questionnaire.
34. Requests for Review must be directed, in the first instance, to the relevant officer responsible for the initial decision. In the case of Undergraduate applications, request for a Review must be sent to **fees@city.ac.uk**. Postgraduate Review requests must be made to the relevant Postgraduate Courses Officer. Requests for a Review must be

submitted in writing within ten working days of the University's Fee Status decision being received by the Applicant.

35. If, following a Review, the University determines that the Applicant's grounds for Review are upheld, the University will action such remedy as may be appropriate. If a Review is not upheld, then the reasons will be provided in writing.
36. Anonymous requests for Review will not be considered. Third party requests for Review will only be considered where the third party is authorised in writing by the Applicant or Student. Nominated representatives on a UCAS form are considered to have been authorised. The Applicant is deemed responsible for any information, provided during a Review or Appeal, by their nominated representative or agent. This includes the accuracy and veracity of the information. The Applicant will be copied in to all correspondence.
37. Should an Applicant or Student, their nominated representative or agent omit any requested or relevant information or provide false or misleading statements or documentation during the Applicant's Application, or during any Appeal or Review the University reserves the right to refer any concerns regarding an Applicant's Application or Fee Questionnaire to be investigated under the University's Fraudulent Applications Policy www.city.ac.uk/about/governance/legal/admissions. The Applicant or Student will be sent or copied into all communication by the University regardless of whomsoever provides the information or conducts the dialogue. It must be noted that the contract is with the Applicant or Student and not their parent, sponsor, agent or other third party.

Review after Offer

38. On receipt of the University's Fee Status decision an Applicant who believes that they have legitimate cause to dispute that Fee Status decision must request a Review by the University within ten working days of receipt of the decision. If that Fee Status decision was based on the Application and not the submission of a Fee Questionnaire, then to initiate a Review the Applicant must submit a Fee Questionnaire. The Fee Questionnaire must be returned within ten working days of receipt of the offer letter stating the Fee Status decision unless an extension is agreed by the University.
39. On receipt of the Applicant's request for Review and Fee Questionnaire the University will aim to complete the Review and respond within fifteen working days. If the Review is likely to take longer than fifteen working days then the Applicant will be notified of the proposed timescale.

Review after Fee Questionnaire

40. If an Applicant is required to submit a Fee Questionnaire as part of their offer, they must respond within ten working days. The University will aim to respond within fifteen working days of receipt of a completed Fee Questionnaire. If the decision is likely to take longer, the applicant will be notified. If an Applicant is unable to provide requested information or Bona Fides within the ten working days stipulated, the University may

offer an extension if in its opinion there are reasonable grounds to do so. This will be no longer than a further ten working days and is at the University's discretion. In the event that the University does not hear from an Applicant within the ten working or receives an incomplete Fee Questionnaire or no extension is agreed, then the University will complete its decision based on the information provided by the Applicant at that date.

41. If, following the outcome of the University's Fee Status decision, the Applicant wishes to seek a Review, they must do so within ten working days of receipt of the Fee Status decision.
42. In the event that the Applicant's grounds for Review are accepted their Fee Status will be amended and any fee adjustment and reimbursement will be made with 28 days of the Review decision.
43. In the event that the Review rejects the Applicant's or Student's grounds for Review their Fee Status will be confirmed and they will remain liable for Overseas Fees in relation to their Course at Registration. In the event that the Applicant or Student wishes to cancel their Registration with the University following the Fee Assessment Appeal decision they may do so in accordance with Section 16 of the University's Terms and Conditions, which can be found at www.city.ac.uk/terms

Reviews at Clearing

44. The University will conduct its Fee Status assessments during Clearing in the same manner as it does throughout the admissions cycle. This includes both the processes of Review after offer without Fee Questionnaire and Review after Fee Questionnaire.
45. The University will endeavour to complete any Fee Status decisions as soon as is practicable in relation to Applicants through Clearing and will endeavour not to disadvantage any Clearing Applicants. It is, however, understood that the timescales required to complete any Fee Status decisions before the Relevant Date may be difficult for both sides to achieve and the terms of Clauses 46 to 52 of this Fee Policy will apply to Clearing Applicants should the University Fee Status process including any Review and/or Appeal not be concluded prior to the date of Registration.

Registration without a resolved Fee Status

46. The University will aim to determine the Fee Status of all Applicants prior to Registration. If an Applicant's Fee Status is not determined at the point of Registration, the Fee Status will be set to Overseas subject to the outcome of any ongoing Review and/or Appeal. This step will normally be taken by the University on the Relevant Date applicable to the Applicant's Course.
47. In the event that an Applicant's Fee Status has been determined as Overseas but still subject to Review or Appeal at the Relevant date the Applicant will be required to Register as a Student with Overseas Fee Status in order to gain access to the University's facilities, both physical and electronic. However, the terms of clause 62 of this Fee Policy shall apply should their Review or Appeal be upheld.

48. An Applicant who chooses not to complete Registration will not have access to the University's facilities and should be mindful of this in advance. There is presently no facility whereby an Applicant may register with the University without a defined Fee Status or without becoming liable for the payment of Course fees at a level determined by the University's Fee Status decision.
49. In any event, all Applicants must complete Registration within 14 days of the start of teaching. All Applicants and/or Students, as part of Registration, must have paid a minimum of 50% of their applicable course fees as stated on their Registration documents or their Registration cannot be completed.
50. If an Applicant does not register within 14 days of the start of teaching, the University reserves the right to refuse to register the Applicant and withdraw the Applicant from their Course without liability. Applicants or Students who are not registered are not entitled to attend classes or participate in assessments for any modules.
51. Please note that the University is under a legal duty to report to the UKVI any Student who (amongst other matters) does not register on their Course
52. An Applicant's or Student's admission to the University, attendance on a programme, and right to enjoy any of the privileges of membership of the University, including access to services and facilities, is subject to complying with the terms of the Contract and registering with the University.

Review Post Registration

53. Apart from where it is in the reasonable opinion of the University a Student has disclosed exceptional circumstances, the University will not initiate a Review of a Student's Fee Status post Registration other than in the circumstances already provided for in this Fee Policy.

APPEAL

54. An Appeal may be submitted on the following grounds:
 - 54.1 That new material circumstances and evidence relating to the Applicant's or Student's residence or immigration status is available for consideration which, for good reason, was not available at the time of the University's decision to classify the Applicant or Student as having Overseas Fee Status.
 - 54.2 That there was a procedural error which has resulted in the University reaching an incorrect decision to classify the Applicant or Student as having Overseas Fee Status.
 - 54.3 There was bias or a perception of bias.
 - 54.4 The University's decision to classify the Applicant or Student as having Overseas Fee Status was manifestly unreasonable (in that it failed to consider all relevant evidence and considerations).

55. Applicants or Students may only submit an Appeal if they have previously requested a Review but were refused or been through a completed Review using the processes described above.
56. Applicants or Students must submit an Appeal against their Fee Status within 10 working days of receiving the University's Review decision by the Appeal form which can be found here. www.city.ac.uk/about/governance/legal/admissions
57. If, as part of the Appeal, an applicant or a Student or third party acting on an Applicant's or Student's behalf omit any requested or relevant information or provide false or misleading statements or documentation, including after the outcome of their Fee Status decision, the University reserves the right to withdraw the offer or the place of study or change the Fee Status and, therefore, the amount payable.
58. On receipt of an Appeal the member of staff responsible for overseeing Fee Status decisions or their nominee will consider whether the Appeal discloses the required grounds for an Appeal. In the event that the responsible staff member is satisfied that the Appeal discloses grounds for an Appeal it will be referred to a *Fee Assessments Appeal Panel* within 5 working days and the Applicant and/or Student notified in writing.
59. If the responsible staff member is not satisfied that the Appeal should be referred to a *Fee Assessments Appeal Panel* the Applicant or Student will be notified with reasons and their Appeal shall be concluded.
60. The University's *Fee Assessments Appeal Panel* shall be chaired by the University's Head of Admissions. Its composition will include a minimum of one colleague from the relevant school of application and a member of the University's Finance Department. The members of the University's *Fee Assessments Appeal Panel* will not have been involved in any previous stage of the Applicant's or Student's application or Fee Status assessment process. This panel will consider all the information provided by the Applicant during the process, alongside all the information provided and presented by the Admissions Manager during the Panel.
61. The outcome of the Appeal will normally be provided within fifteen working days of receipt of the Appeal by the *Fee Assessments Appeal Panel*. If this is not possible, the Applicant or Student will be informed of the timescale.
62. In the event that the *Fee Assessment Appeal Panel* upholds or partially upholds the Applicant's or Student's Appeal the Applicant's or Student's Fee Status will be amended and any required fee adjustments and reimbursements will be implemented by the University within 28 days of that Appeal decision.
63. In the event that the *Fee Assessment Appeal Panel* rejects the Applicant's and/or Student's Appeal their Fee Status will not change and any liability for Overseas Course fees will be confirmed. In the event that the Applicant or Student wishes to cancel their Registration with the University following the *Fee Assessment Appeal* decision they may do so in accordance with Section 16 of the University's Terms and Conditions, which can be found at www.city.ac.uk/terms .

64. An Appeal decision is final and an Applicant or Student will not have any right to Appeal further within the University and they shall be issued with a Completion of Procedures Letter.
65. If following an Appeal, a Student remains dissatisfied, they may refer their Appeal or Complaint to The Office of the Independent Adjudicator (the OIA). If the University has not issued a Completion of Procedures Letter Students can request a Completion of Procedures letter by emailing the Student Voice Team at **ace@city.ac.uk**. The right of referral to the OIA is not available to Applicants. The only involvement the Student Voice Team will have in this Appeal is the issuing of this letter.

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