



**University Admissions Policy:
Fee Assessment and Appeals Guidance**

June 2018

GENERAL PRINCIPLES

1. City, University of London determines the tuition fee status of applicants and students in accordance with The Education (Fees and Awards) (England) Regulations 2007 (Statutory Instrument No 779) as amended by the Education (Student Fees, Awards and Support) (Amendment) Regulations 2016 (Statutory Instrument No 584).

The Regulations state that applicants who are classed as 'Overseas' can be charged a different, higher rate than those classed as 'Home' or 'EU'.

A student's classification is based on the fee regulations and the terminology employed ('Home'/'EU'/'Overseas') may not have any relation to a person's immigration status or other rights.

Where there is any confusion over the terminology, it should be noted that a person's fee status will always be based upon the regulations and not invoked or inferred from the terminology in any other document.

A breakdown of the Fee Regulations and further advice is available at www.ukcisa.org.uk

2. The assessment of the student's fee status is made independently of the institution's academic assessment of the application to study on the applicant's chosen course. Fee assessments are made towards each individual student, their personal circumstances and bona fides presented during the period of the assessment. The assessments of other family members, other students or decisions made by other institutions will not be invoked.
3. The institution (City, University of London) may provide guidance on the fee regulations but does not make decisions on the fee status of a student before an application is received and all bona fides gathered and assessed.
4. The student's initial 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. Where it is possible to deduce a fee status from application materials, the status will appear on the applicant's offer letter. This status should be used to infer the fee of the programme – the most up to date information for this will always be on the relevant course webpage at www.city.ac.uk
5. Where it is not possible conclusively to deduce a person's fee status or the information provided is incomplete or unclear, the institution may send a Fee Questionnaire.
6. The Fee Questionnaire is a generic document designed with all the regulations in mind and to enable the institution to investigate all possible options for assessment. Some of the questions may not apply in all cases, but applicants should still answer all questions fully.

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7. If an applicant believes themselves to be an 'Overseas' student and receive a Fee Questionnaire, they should still complete and return the requested information so that their status can be formally confirmed.
8. Undergraduate applicants should return the Fee Questionnaire and any supporting documentation to **fees@city.ac.uk**. Postgraduate applicants should return the Fee Questionnaire and any supporting documentation to the Courses Officer for their chosen course. If on receipt of the Questionnaire, an assessment still cannot be made, the relevant officer may write to the applicant requesting additional information.
9. Decisions made subsequent to a Fee Questionnaire being received, will be communicated in writing.
10. If an applicant's circumstances change between the fee decision and their Registration documentation being sent, the applicant must inform the relevant officer immediately.
11. If the applicant does not return the Fee Questionnaire during the application cycle and prior to Registration, their Registration documentation will default to 'Overseas'.
12. Should an applicant omit any requested or relevant information or provide false or misleading statements or documentation, including after the outcome of their fee decision, City, University of London reserves the right to withdraw the offer or the place of study or change the fee classification and, therefore, the amount payable.
13. If the applicant later provides information which changes their fee status, but which was available when the initial classification was made, the institution reserves the right to withhold any monies previously paid. Any reconsideration will only be applicable to the following 'relevant date' (see below) and will not be applied retrospectively.
14. The 'relevant date' for assessment will be whichever date from those below is the closest to the start of the course or '*an academic year*' as appropriate (see Regulations for details):

1st September 1st January 1st April 1st July

Initial fee assessments are based upon the circumstances as they are on the 'relevant date'. In some instances, it may not be possible to confirm a 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 their circumstances should be reconsidered at the 'relevant date'.

The 'relevant date' or date of assessment is not the date on which fees are paid or Registration occurs nor is it connected with any instalment plan.

15. Any legitimate changes in classification during the course will apply only at the following 'relevant date' (e.g if the 'relevant date' of the course is 1st September and

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the applicant provides information after that date, any appropriate change will occur from the following 1st September).

16. Information provided in support of an applicant's fee status is deemed to be the responsibility of the applicant regardless of whoever provided it. This includes the accuracy and veracity of the information. Nominated representatives on a UCAS form or agents are considered to have been authorised.
17. If an applicant accepts an offer with a fee assessment and do not challenge it within one month, the applicant is deemed to have accepted the assessment. Reconsideration will only occur at the discretion of the University.
18. If the applicant accepts an offer after a fee reconsideration has reached its outcome and does not challenge it within one month, they are deemed to have accepted the assessment. Reconsideration will only occur at the discretion of the University.
19. If an applicant accepts an offer and register at City, University of London, without asking for review or appealing their fee assessment, they are deemed to have accepted that assessment.

FEE ASSESSMENT REVIEW AND APPEALS PROCEDURE

1. We understand that there may be instances where an applicant will wish to dispute their fee assessment and have prescribed a two stage Review and Appeals procedure. The institution will seek to ensure that all reviews and appeals are treated equitably and consistently and in accordance with the following procedure.
2. The institution will, also, endeavour to ensure that appeals are conducted promptly and, in principle, within three weeks of receipt of the formal appeal. If the appeal is to take longer, then the applicant will be informed of this.
3. Appeals which dispute the Regulations themselves cannot be considered.
4. City, University of London 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 institution considers it appropriate to do so.
5. Assessment of eligibility for discretionary fee waivers will be considered by a senior member of the Admissions Team in conjunction with a student's Department.
6. Applicants will not suffer any disadvantage in requesting a Review or Appeal of a fee status assessment.

REVIEW

7. A Review is a request for reconsideration of an institution's initial decision.

8. Requests for review should be directed, in the first instance, to [the relevant officer](#) responsible for the initial decision. In the case of Undergraduate applications, reviews should be sent to **fees@city.ac.uk** Postgraduate review requests should be made to the relevant Courses Officer.
9. If, following a review, the institution determines that the grounds for review are upheld, then it will action such remedy as may be appropriate. If a review is not upheld, then the reasons will be provided in writing.
10. Anonymous or third party requests for review will not be considered unless authorised in writing by the applicant. Nominated representatives on a UCAS form are considered to have been authorised. The applicant is deemed responsible for any information, provided during an appeal or review, by their nominated representative. This includes the accuracy and veracity of the information.
11. Should the nominated representative omit any requested or relevant information or provide false or misleading statements or documentation, including after the outcome of the applicant or student's fee decision, City, University of London reserves the right to withdraw the offer or the place of study or change the fee classification and, therefore, the amount payable.
12. If a review or appeal is to be conducted face-to-face, then both the institution and the applicant are entitled to be accompanied by a third party or other colleague.
13. The institution believes that requests for review of fee assessment should be made as early as possible in the application process. Failure to do so may impact upon the student's Registration at the University.

Review after Offer with assessment

14. If an applicant believes that they have legitimate cause to dispute a fee assessment on their initial offer, they should implement an appeal within two weeks of receipt of the offer being received. The applicant may be sent a Fee Questionnaire in which case the 'Review after Fee Questionnaire' procedure applies.
15. The University will aim to respond within three weeks of receipt of the applicant's request for review. If the review is likely to take longer than three weeks then the applicant will be notified.

Review after Fee Questionnaire

16. If an applicant has been sent a Fee Questionnaire as part of their offer, they should respond within two weeks. The institution will aim to respond within three weeks of receipt. If the review is likely to take longer, the applicant will be notified.

17. If, following the outcome of an applicant's assessment, they wish to appeal, they should do so within two weeks of receipt of the decision. The appeals process is below.

Reviews at Clearing

18. The institution will conduct its fee assessments during Clearing in the same manner as it does throughout the cycle. It is, however, understood that the timescales above may be impossible for both sides to achieve.
19. The institution will aim to resolve any fee status issues as quickly as is practicable and will endeavour not to disadvantage any Clearing applicant.

Registering without a resolved Fee Status

20. Whilst the institution will aim to resolve all Fee Status cases prior to Registration, there will be instances when this is not possible. This may be due to time constraints (especially in relation to Clearing applicants); it may be due to lack of communication from applicants; it may be due to the complexity or individual nature of the case.
21. If an applicant's Fee Status is not resolved at the point of Registration, the status will be set to 'Overseas' by default.
22. An applicant, in such circumstances, would be able to register as an 'Overseas' applicant in order to gain access to the institution's facilities, both physical and electronic. An applicant who chooses not to Register would not have access to the institution's facilities and should be mindful of this in advance. There is presently no facility whereby an applicant may register without a fee status.
23. Unless the applicant has failed to respond during the timescale(s) indicated above, the institution will conduct the fees review. The institution will endeavour to conduct the review within three weeks of the commencement of the course. If the review is to take longer the applicant will be advised of the timescale.

APPEAL

24. An appeal may be submitted on the following grounds:
 - i. That new material evidence is available for consideration which, for good reason, was not available at the time of the initial assessment
 - ii. That there was a procedural error which has resulted in an incorrect assessment

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25. Applicants may only submit a formal appeal if they have previously requested a review using the process described above.
26. Student's can submit an appeal against their fee status by [completing this form](#).
27. If, as part of the appeal, an applicant or a third party acting on an applicant's behalf omit any requested or relevant information or provide false or misleading statements or documentation, including after the outcome of their fee decision, City, University of London reserves the right to withdraw the offer or the place of study or change the fee classification and, therefore, the amount payable.
28. An appeal will be considered by a member of staff responsible for overseeing fee assessments and who shall investigate the basis on which the initial assessment was made before undertaking any new assessment.
29. The institution reserves the right, under appropriate circumstances, to insist that communication in relation to an appeal is only conducted in writing. Where this is to be the case, the applicant or other relevant parties will be informed in writing.
30. An appeal should be submitted within fourteen calendar days of the Review decision having been received.
31. The outcome of the appeal will normally be provided within three weeks of receipt of the appeal. If this is not possible, the applicant will be informed of the timescale.
32. If the institution does not hear further from an applicant within three weeks of the Appeal decision being sent, then they do not have any right to appeal further within the institution.
33. If following this stage of the appeal, a registered student is still dissatisfied, they may refer their appeal/complaint to The Office of the Independent Adjudicator. Students can request a Completion of Procedures letter by emailing the Student Voice Team at **ace@city.ac.uk**. This process is not available to applicants who have not registered. The only involvement the Student Voice Team will have in this appeal is the issuing of this letter.

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