



Student Financial Policy for BrunelOnline Students

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Student Financial Policy for BrunelOnline Students

Date updated: March 2026

Applicable to BrunelOnline students undertaking programmes delivered through FutureLearn only, commencing in May 2026.

1. INTRODUCTION

- 1.1. This Policy provides information on your course and other student fees as well as information and guidance on the payment of fees and charges whilst studying at Brunel University of London. Where possible we have provided information on the support that is available to you, or where you can ask questions if you still have them.
- 1.2. University Fees noted here are also referred to as Tuition Fees.

2. UNIVERSITY FEES

- 2.1. University fees are the fees that you pay for your tuition, supervision, academic services and all other facilities provided by the university, including your department and College, but does not include accommodation or other living costs.
 - 2.2. The university fee that you pay depends on your fee status, your specific course, and the duration of your course.
 - 2.3. The University may raise tuition fees confirmed in an offer letter to the fee limit regulated by the UK Government and confirmed by the Office for Students; by no more than 5% (of the total costs of the course); or in accordance with RPI (Retail Price Index), whichever is the greater, on a yearly basis provided that at all times the annual tuition fees payable shall not exceed the amount of any fee limit regulated by the UK Government.
 - 2.4. You are responsible for the payment of your fees, even if your fees are being paid for by a third party.
 - 2.5. All fees are approved annually.
- Fee Status**
- 2.6. For fee purposes students are assessed as home, European or overseas. Your fee status is included within your offer letter.
 - 2.7. If you are registered on an online course, your fee status will be determined by your nationality you provided in your application.
 - 2.8. If your status changes during your studies, there is no automatic entitlement to any university fee reduction.

2.9. University fees for undergraduate students with a home fee status are regulated by the UK Government therefore any increases will be in line with Government direction. University fees for undergraduate students with European and overseas fee status and all postgraduate university fees are subject to an annual increase as per previous section.

2.10. If you have an EU fee status, you will be charged university fees that are aligned with the overseas tuition fees.

Deposits

2.11. All students with an overseas fee status and some students with an EU fee status (excluding those on distance learning and online courses) are required to pay a deposit to secure their place on their course. This deposit is usually non-refundable. Information about deposits and tuition fee instalments are published here:

[Deposits and tuition fee instalments | Brunel University of London](#)

2.12. Please note that deposits and instalment payments are not refundable in most circumstances, please check our [Admissions Policy](#) for more information.

University fees for full-time undergraduate students

2.13. You will be charged full time fees for each year of full-time study. Your offer letter will give details of the duration of your course. A few other details to consider are:

2.13.1. University fees for a sandwich placement year (excluding sandwich placement year abroad) are charged in the third year of the programme (thick/thin sandwich) or in the third or fourth year of an Integrated Masters programme (thick sandwich) depending on when the placement is taken.

2.13.2. All placement fees are listed on the [University website](#).

2.13.3. Final year fees for students on an integrated master's programme will be reduced by an amount determined by the start of the year for the current programme of studies.

2.13.4. Self-funding students with a European or overseas fee status who enter BSc Physiotherapy or BSc Occupational Therapy may be charged a placement fee in the year that they commence the clinical placement as outlined in the 'additional costs' link in the offer letter.

University fees for part-time undergraduate students

2.14. If you are a Home or European undergraduate student registered for a course delivered on-campus and are studying part-time, you will be charged 75% of the relevant full-time tuition fee in the first four years of study. Any subsequent years or parts of years that fall within the normal period of study for the programme carry a zero fee.

University fees for postgraduate taught students

- 2.14.1. Part-time students are charged 50% of the full-time fee for the programme in each of years one and two. Any subsequent years, or part years that fall within the normal period of study for the programme, carry a zero fee
- 2.14.2. If you are a self-funding student with a European or overseas fee status, and if you register for MSc Pre-registration Occupational Therapy or Physiotherapy programmes from September 2017, you will be charged a placement fee in the year that you start the clinical placement, as outlined in the 'additional costs' link in the offer letter.

University fees for postgraduate researchers

- 2.15. Your university fees will be charged by full calendar months for every month, up to the end of the maximum period of registration or your actual submission date, whichever is sooner.
- 2.16. Where applicable, a reduced fee will be charged from the expected submission date to the end of the maximum period of registration. For more information please refer to the fee information on the [University Website](#).
- 2.17. More information for researchers can be found in the [Code of Practice for Research Degrees](#).

University fees for members of staff

- 2.18. Full-time or part-time members of staff, employed by the University can undertake one course in an academic year that is funded by the University.
- 2.19. If you are a full-time member of staff, you will be exempt from part-time university fees where the Executive Dean of your College, or the Chief Operating Officer (or nominee) believes that the programme of study will be of benefit to your current or future employment with the University.
- 2.20. If you are a part time member of staff, and register on either a full-time or part-time basis, you will receive pro-rated reduction in university fees (based on full-time equivalent hours in your employment contract), where the Executive Dean of your College, or the Chief Operating Officer (or nominee) believes that the programme of study will be of benefit to your current or future employment with the University.
- 2.21. If you are a full-time member of staff and register on a full-time course, you will not be able to receive a tuition fee exemption.
- 2.22. You should check your offer email carefully and notify the Admissions Team promptly if you are expecting a tuition fee reduction or exemption as a member of staff that is not reflected in your offer.

You must get written agreement from the Executive Dean of your College, or the Chief Operating Officer (or nominee) prior to commencing your course.

- 2.23. You will be charged examination fees where applicable.
- 2.24. If your employment ends during your period of registration, you will become liable for the payment of the fees from that point onwards.
- 2.25. The number of places available to staff on this basis may be limited for particular courses.
 - 2.25.1. One part time staff member with no fees per year on the MBA
 - 2.25.2. Two part time staff members with no fees per year on the EdD

3. OTHER FEES AND CHARGES.

Reassessment fees, and fees for repeated study: undergraduate students

- 3.1. If you are being reassessed on a failed module you will not be charged a tuition fee.
- 3.2. If the Board of Examiners requests, or if you repeat or substitute a module of study block in the next academic year, a pro-rata tuition fee will be charged for this repeated or substituted study, unless the Panel or Board has accepted extenuating circumstances.
- 3.3. Where extenuating circumstances have been accepted by the appropriate Panel or Board, no university fee will be charged for the module or study block for which they apply.
- 3.4. A resit fee will be charged if you have to resit the NCTJ accreditation examination.

Resubmission and reassessment fee, and fees for repeated study: postgraduate taught students

- 3.5. If you are required to resubmit your dissertation, a resubmission fee applies.
- 3.6. If you are being reassessed on a failed module you will not be charged.
- 3.7. If the Board of Examiners requests, or if you repeat or substitute a module of study block in the next academic year, a pro-rata tuition fee will be charged for this repeated or substituted study, unless the Panel or Board has accepted extenuating circumstances.
- 3.8. Where extenuating circumstances have been accepted by the appropriate Panel or Board, no university fee will be charged for the module or study block for which they apply.

Resubmission and reassessment fees: postgraduate researchers

- 3.9. You will not be charged for the initial examination of your thesis unless it is for a PhD by publication or higher doctorate. In those cases, an examination fee will be charged.

- 3.10. A resubmission fee will be charged if you are required to resubmit your thesis for examination, with or without a viva.

Re-grades and fees: postgraduate researchers

- 3.11. If you are a doctoral researcher and are regraded to MPhil after 18 months (36 months for a part-time doctoral researchers) of tuition fees have been raised, you will not be charged any further tuition fees. A reduced fee for writing up and an examination fee may be charged.
- 3.12. In these circumstances there is no entitlement to a refund of tuition fees charged for more than 18 months of study (36 months for part-time doctoral researchers).
- 3.13. If you were a doctoral researcher and are regraded to MPhil before 18 months (36 months for part-time doctoral researchers) of tuition fees have been raised, you will be charged tuition fees for 18 months. A reduced fee for writing up and an examination fee may be charged.
- 3.14. If you are a MPhil student and are regraded to a PhD you will be charged 36 months of tuition fees in total for the MPhil and PhD. A reduced fee for writing up and an examination fee may be charged.

Reassessment fees: Brunel Language Centre

- 3.15. If you have to repeat the Brunel English Language Test (BrunELT) a reassessment fee will be charged.

4. NON-PAYMENT OF FEES, FINES AND CHARGES

- 4.1. You will not be able to re-enrol at the University if you have outstanding university fees. You will need to clear these debts to be able to continue with your studies.
- 4.2. If you fail to pay your university fees, or any of your instalments, by the required dates, you will be reported to the Head of Income and Credit Control, and Associate Director of Academic and Student Administration.
- 4.3. You will be advised in writing of the consequences of the non-payment of university fees. If you do not respond appropriately within the set timeframe, Associate Director of Academic and Student Administration, or their nominee, will withdraw you from the University. This will mean that you won't have any access to the University services.
- 4.4. If you are a sponsored student and your sponsor fails to pay the university fees, you will be able to continue to study while negotiations between the university and the sponsor continue. If, after negotiations, the University is unable to receive payment, or if the sponsor withdraws their offer to pay the fees, you will be liable for the fees for the remainder of the programme.
- 4.5. If you are financially de-registered because of non-payment of university fees, you will not normally be allowed to re-register for the same or subsequent sessions until all debts have been settled.

- 4.6. The University will formally close your record within 14 days of deregistration and recalculate your fees accordingly. Once this happens you will not normally be allowed to resume your studies within the same academic year even if all your debts have been settled. It may be possible to resume your course in the following academic year providing your department have given consent and you have (or will be able to obtain) a valid visa (where applicable).
- 4.7. No existing or former students of the University will normally be allowed to enrol on a programme of study until the debt is cleared.
- 4.8. For information on how to resume your studies following de-registration for non-payment of university fees, please refer to the emails sent to you prior to de-registration.
- 4.9. You will not be able to receive letters from the University until all debts are cleared.
- 4.10. An outstanding debt can impact the Conferment of Awards. For more information on this please see [Council Ordinance 11](#).
- 4.11. If you do not pay Library fines, or charges for their services and lost books, you may be excluded from further use of the Library until you have cleared your debts.
- 4.12. Any other charges on your student account, including charges for lost equipment, car parking, library fines, or fines imposed following disciplinary or health and safety regulations, shall be considered as debts to the University.

5. PAYMENT SCHEDULES

- 5.1. Information on your payment schedule depending on your point of entry, for more information please refer to the information on our website.
[Paying Your Tuition Fees \(brunel.ac.uk\)](#).

6. DISCOUNTS

- 6.1. Information about Discounts, Scholarships, Bursaries and stipends

Discount for graduates of the university

- 6.2. If you are self-funding graduate of Brunel, having achieved your intended award, and you register for another degree programme, you will receive a 15% discount from the net university fee. This means that you get a discount on the fee that remains after any scholarship or bursary fee waivers have been applied. This discount will apply if you register onto a further undergraduate or postgraduate taught programme, as well as a postgraduate research programme, online, distance learning or PGCE programme.
- 6.3. For the purpose of this discount, you are self-funding even if you are funding your studies with a career development loan, SLC Tuition Fee Loan, a SLC Postgraduate

Loan, SLC Doctoral Loan, US Federal Loan, US Private Loan or a scholarship/bursary fee waiver.

- 6.4. If you are having your fees paid by a third party, either partially or in full, then you are not eligible for this discount.

Early payment discount for new students

- 6.5. All students that are paying for their own university fees (self-funding) and who pay the full amount of fees due at or before registration, will be entitled to a 2% discount on the net tuition fee due. This means that you get a discount on the fee that remains after any other discounts, scholarship or bursary fee waivers have been applied.

- 6.6. If you are having your fees paid by a third party, either partially or in full, then you are not eligible for this discount.

Early payment discount for returning students

- 6.7. All students that are paying for their own university fees (self-funding) and who pay the full amount of fees due at or before re-enrolment, will be entitled to a 2% discount on the net tuition fee due. This means that you get a discount on the fee that remains after any other discounts, scholarship or bursary fee waivers have been applied.

- 6.8. If you are having your fees paid by a third party, either partially or in full, then you are not eligible for this discount.

Available discounts	
The discounts available to you are dependent on how your university fees are paid. Please review the table below to see if you are eligible for any discounts.	
Tuition fees paid by	Available discounts
Full sponsorship (100% of the annual university fees are paid by a third party, not including family).	
Employer Embassy National Health Service (NHS) Training and Development Agency (TDA) Brunel University of London Studentship Health Education England Training Grant Any other third party	EU undergraduate discount only
Partial sponsorship (a proportion of the annual university fees are paid by a third party, not including family).	
Employer Embassy National Health Service (NHS) Training and Development Agency (TDA) Full Scholarship Fee Waiver Health Education England Training Grant Any other third party	EU undergraduate discount only
Brunel University Studentship (50% or less than of the full university fee)	EU undergraduate discount Graduate discount (subject to eligibility) Family discount (subject to eligibility) Any discounts will be applied to the self-funded portion of tuition fees

Student Loans	
Student Loans Company Tuition Fee Loan	EU undergraduate discount Graduate discount (subject to eligibility) Family discount (subject to eligibility)
Student Loans Company Postgraduate Master's Loan	Graduate discount (subject to eligibility) Family discount (subject to eligibility) Postgraduate Academic Excellence Discount
Student Loans Company Postgraduate Doctoral Loan	Graduate discount (subject to eligibility) Family discount (subject to eligibility)
US Federal Loan or US Private Loan	Graduate discount (subject to eligibility) Family discount (subject to eligibility)
Scholarship Fee Waivers	
Full Scholarship Fee Waiver	EU undergraduate discount only
Scholarship Fee Waivers	
Partial scholarship fee waiver	EU Undergraduate Discount Graduate Discount (subject to eligibility) Family Discount (subject to eligibility). Early Payment Discount (subject to eligibility) Postgraduate Academic Excellence Discount Any discounts will be applied to the self-funded portion of tuition fees.

Additional Points

- 6.9. NHS funding is only available to students on specific health related courses.
- 6.10. Students in receipt of the MBA Scholarship fee waiver are not eligible for the Graduate Discount (as specified in the MBA Scholarship Terms and Conditions). These students can only receive the Postgraduate Academic Excellence Scholarship and the Early Payment discount in addition to the MBA Scholarship.
- 6.11. Eligible researchers will not receive the graduate discount on the examination fee

How Discounts are applied

- 6.12. Fee waivers and discounts are applied in the following order (where applicable):
- a) EU Undergraduate Discount
 - b) Scholarship/bursary fee waiver.
 - c) Postgraduate Academic Excellence Scholarship Discount
 - d) Brunel Family Discount.
 - e) Graduate discount.
 - f) Early payment discount.
- 6.13. For more information about our scholarships please visit our [Scholarships Page](#).

7. BURSARIES AND STIPENDS

- 7.1. The University has a large number of Bursaries available for students. You can find information on them on the [Scholarships](#) page.
- 7.2. If you are in receipt of a postgraduate researcher stipend, the following applies:
 - 7.2.1. You must be fully enrolled to receive stipend payments.
 - 7.2.2. Payments are made monthly in arrears in line with staff payroll, unless the stipend is funded externally which has a different payment structure. Any alternative payment structure will be included in the terms and conditions of the offer letter.
 - 7.2.3. If a period of abeyance is taken, and if you are in receipt of a studentship, the payments will stop during this period. Payments will start once you have confirmed your return to study and your enrolment has been reinstated.
 - 7.2.4. Maternity and sickness payments will be made according to the terms and conditions of your studentship.
 - 7.2.5. If you become in breach of the Code of Conduct, or if you are suspended or excluded from the University, any monies provided in advance will need to be repaid to the University.
 - 7.2.6. If you transfer your third-party sponsorship, you must formally request withdrawal from your course within eVision. Any monies paid in advance and not declared, will have to be repaid.

8. REFUNDS

- 8.1. University fee refunds are provided for a variety of situations. Information is provided here.

Undergraduate and PGCE students – University fees

- 8.2. If you are in receipt of UK Student Finance:
 - 8.2.1. If you make a change to your course of study and if this has a financial implication to your university fees (for example if you move from full time to part time), the University will notify the relevant funding body of this change. This could mean a reassessment of your funding entitlement. If your entitlement reduces, the relevant funding body will make the adjustment to the finance paid directly to the university. This will cover any retrospective changes, and any for the future.
- 8.3. If you are a self-funding student:
 - 8.3.1. It is your responsibility to pay the correct amount for university fees. If an overpayment is made, in the first instance the University will offset the additional balance against future funds owed – i.e reduce the amount that you are required to pay at your next instalment. Only if no further instalments will be owed by you will a refund be given.
 - 8.3.2. You should not intentionally overpay your university, accommodation fees or other charges in order to circumvent any government regulation or

restriction. If you do this, it could be considered as a breach of Senate Regulation 6 – Student Conduct (Academic and Non-Academic).

- 8.3.3. Refunds are not processed against individual receipts where there is an overdue balance on the student account, but are applied to any outstanding balance, including but not limited to tuition, accommodation, library fines, or other fees. The University is not able to act as a clearance account and must abide by Money Laundering Regulations 2007 and 2015.
- 8.3.4. If you are entitled to a refund, you can request this via the Student Centre. Refunds will normally be processed within 14 days from the date of request for UK payments, and within 28 days for International payment transfers. The return of funds which have been paid directly into the University bank account may be subject to further delays as we have no access to the payer's details. Refunds can only be made to the account of the original payer, and after any outstanding fees have been deducted.

8.4. If you are a sponsored student:

- 8.4.1. You are required to notify your sponsor to any changes to your course, particularly if they could affect the university fee. If there is a credit balance on your account, your sponsor is entitled to request a refund from the University. This should be done in writing to the Student Centre or by contacting the Finance Department. Refunds will normally be
- 8.4.2. processed within 14 days from the date of request. Refunds are usually made to the original account after any outstanding fees have been deducted. Accommodation fees are dealt with separately.
- 8.5. If you are a Home or EU student and you transfer to another institution:
 - 8.5.1. If you transfer before the end of the academic year (or any period of study for which a university fee is paid), and it is by your own choice or decision, then no refund of the university fee will be paid. The University does have authority to allow an ex gratia adjustment as it sees fit, and without a precedent.
 - 8.5.2. If you transfer before the end of the academic year (or any period of study for which a university fee is paid), and it is as a result of the University being in breach of the University terms and conditions, or unable to provide continuance of study, a refund of university fees will be applied in respect of the remainder of the academic year (or period) or, if paid in advance, fully refunded.
 - 8.5.3. If you transfer before the end of the academic year (or any period of study for which a university fee is paid), and it is as a result of the University materially altering the offering, or where you withdraw due to an event outside the University's control, depending on the circumstances, a refund of university fees may be applied in respect of the remainder of the academic year (or period) or, if paid in advance, fully refunded – see the University's approach for refunds (and compensation) for discontinuation of study and major changes to a programme below.

9. POSTGRADUATE RESEARCHERS – UNIVERSITY FEES

- 9.1. If you are a postgraduate researcher and you withdraw or interrupt your studies on or after the final registration date for postgraduate researchers, the university fee liability and refund will be calculated on a monthly pro-rated basis as a proportion of the annual fee.

10. POSTGRADUATE SUBMISSIONS – UNIVERSITY FEES

Postgraduate taught students

- 10.1. Once you have submitted your final dissertation or project, you are not entitled to a refund for the remainder of the semester in which the submission was made, as you will have received full supervision for your research by that time.

Postgraduate researchers

- 10.2. If you submit your thesis/dissertation for examination early, university fees will be adjusted accordingly, and any refund will be calculated on a monthly basis. No refund of university fees is applicable for the remainder of the month in which the submission is made.

11. IMPORTANT REFUND INFORMATION FOR CURRENT STUDENTS

- 11.1. You should note the following when you are an active student:
 - 11.1.1. Credit balances on your account are not routinely returned. You must request any credit refund through the Student Centre.
 - 11.1.2. You should not intentionally overpay your university, accommodation or other charges in order to circumvent and government regulation or restriction. If you do this, you could be considered as breach of [Senate Regulation 6](#) – Student Conduct (Academic and Non-Academic).
 - 11.1.3. Refunds are not processed against individual receipts where there is an overdue balance on the student account, but are applied to any outstanding balance, including but not limited to: tuition, accommodation, library fines, or other fees.
 - 11.1.4. The University is not able to act as a clearance account and must abide by Money Laundering Regulations 2007 and 2015.
 - 11.1.5. All refunds will be returned to the account of the original payer via the same method that the University received the funds.
 - 11.1.6. All refunds will be calculated in £ Sterling but may be refunded in the currency of the original payment. The University will not refund any shortfalls due to exchange rate fluctuations, nor will the University offer compensation for any bank or other charges incurred. No refunds will be made in cash and no interest is paid on returned deposits or overpayments.
 - 11.1.7. Once the University receives notification of withdrawals, interruptions, mode or course changes submitted via the student portal (eVision), and only when all account adjustments have been made and are reflected on the student account and the refund has been approved by the Finance Department, the monies due will be refunded within 14 days of requesting the refund.

- 11.1.8. Special conditions apply to refund of payments made via Canadian Educational Loans, due to the operating regulations of these funding schemes. It is a condition of the University's participation in these funding schemes that refunds are only processed in accordance with the relevant regulations.

12. REFUNDS IN THE EVENT OF THE DEATH OF A STUDENT

- 12.1. In the event of the death of a current student, tuition fees will be adjusted and any refund due will be paid to the next of kin.
- 12.2. In the event of the death of a past student, any outstanding tuition fees will be cancelled.

13. THE UNIVERSITY'S APPROACH TO REFUNDS AND/OR COMPENSATION – DISCONTINUATION OF STUDY AND/OR MAJOR CHANGES TO A PROGRAMME

- 13.1. If the University fails to comply with the obligations to you under the [Student Contract for BrunelOnline Students](#) it will be responsible for any loss or damage in accordance with Student Contract.
- 13.2. The University considers refunds and compensation to be remedies of last resort and it remains committed to (i) supporting all students to continue and complete their programmes; and (ii) ensuring that changes to a student's programme are kept to a minimum.
- 13.3. If in the event that:
 - a) continuation of study cannot be preserved; or
 - b) there have been major changes to a student's programme (as defined in clause 16 of the Student Contract for BrunelOnline Students) and you withdraw as a result (pursuant to clause 16.5 of the Student Contract for BrunelOnline Students),

the University may (i) provide a full or partial refund of tuition fees the student has paid and/or (ii) compensation may be awarded compensation depending on the circumstances.

- 13.4. The University will act reasonably in making a determination as to whether a refund and/or compensation is due in line with the principles set out in this policy.
- 13.5. When assessing whether a refund and/or compensation claim should be awarded, the University will consider the following factors (as applicable and amongst other factors as appropriate):
 - 13.5.1. tuition fee refunds owed in accordance with the Student Contract for BrunelOnline Students;
 - 13.5.2. additional costs reasonably incurred by the student as a consequence of a closure of a programme or major change to a programme; and
 - 13.5.3. maintenance costs in respect of lost time, distress and/or inconvenience following a closure of a programme or major change to a programme.

- 13.6. When assessing the appropriate refund and/or compensation due the University will review all claims made on a case-by-case basis and will consider the following factors (as applicable and amongst other factors as appropriate):
- 13.6.1. the University had failed to deliver any specific undertakings that had been given to the student for the way in which the programme of study was delivered;
 - 13.6.2. the University failed to deliver against material information shared with the student at the point of acceptance of the offer;
 - 13.6.3. a period of prolonged disruption, without sufficient remedial action, has jeopardised the ability of the University to offer guided learning in a manner that ensures students have a fair and reasonable opportunity to develop appropriate levels of understanding required for the programme of study;
 - 13.6.4. the University has followed its own procedures and obligations in delivering the programme (such as quality assurance and communications to students);
 - 13.6.5. the University has taken all reasonable steps to minimise disruption to the student including where the programme is closed, using reasonable efforts to transfer the student to a new programme at the University or an alternative institution;
 - 13.6.6. the University has taken all reasonable steps to mitigate the effect of an event outside its reasonable control including altering the programme's timetable to reschedule postponed classes;
 - 13.6.7. there has been a demonstrable loss to the student and in particular if the student has been able to achieve the learning outcomes for their programme;
 - 13.6.8. the student has been affected in relation to their final degree award, accreditation award or ability to take up a job offer;
 - 13.6.9. the student has met their own obligation to mitigate losses.
 - 13.6.10. the student took advantage of any reasonable adjustments put in place to mitigate against the loss and consideration of whether the student remained disadvantaged despite the alternative arrangements;
 - 13.6.11. if a complaint is made due to disruption to a student's learning experience beyond the student's control, the University communicated clearly and consistently with the student throughout the process, making them aware of any changes and how they might affect them; and
 - 13.6.12. the student has any outstanding debt with the University and if this will be taken into consideration in any assessment made by the University as to the appropriate refund and/or compensation that may be due to the student.
- 13.7. If you think that you are eligible for a refund and/or compensation, you should refer to the [Student Complaints Procedure](#). Cases are considered on a case by case basis.
- 13.8. All claims should include (i) full details of a student's claim; (ii) clarify the impact the event has had on the student (if applicable); and explain what steps the student has

taken to mitigate this (if applicable).

- 13.9. The University will aim to provide a response to the student within any timeframes set out in the [Student Complaints Procedure](#).
- 13.10. If a refund is due back to the student, the refund will be returned using the payment details and method as the original payment where possible.

14. CHANGES IN STUDY

- 14.1. Information on the impact of Abeyance, Withdrawal, Suspensions, Exclusion and financial deregistration

Undergraduate and postgraduate taught students

- 14.2. If you are considering withdrawing or taking some time in abeyance, you are encouraged to contact the Student Centre in the first instance.
- 14.3. All requests for withdrawal and abeyance should be made via eVision to ensure that all central records are updated appropriately. There is no entitlement to a reduction of university fees after enrolment for any student who takes abeyance or withdraws from their programme of study more than 3 weeks after the start of teaching applicable to the course.
- 14.4. For courses using the attendance monitoring system the date of withdrawal may be based on the attendance and engagement evidence, although all students are encouraged to formally withdraw so that there is a clear end date.
- 14.5. The University has discretion to amend university fees as follows for undergraduate and postgraduate students for abeyance, withdrawal, course changes or mode changes:

Cohort start date	Tuition Fees Due
Students who originally commenced their course in May	<ul style="list-style-type: none">• No tuition fees due for requests effective from the course start date to 24 May 2026• 25% of full tuition fee due for requests effective from 25 May 2026 to 23 August 2026• 50% of full tuition fee due for requests effective from 24 August 2026 to 02 January 2027• 100% of the full tuition fee due for requests effective from 04 January 2027

Additional Items

- 14.6. These adjustments will be applied to all students who make changes to their course in 2025/6 irrespective of their start date.
- 14.7. Fee adjustments are based on the published semester dates available here: [Semester dates](#).
- 14.8. These adjustments are applicable to all courses although not all courses commence on the published semester dates.

15. WITHDRAWAL AND ABEYANCE FOR POSTGRADUATE RESEARCHERS

- 15.1. As a postgraduate researcher your fees are calculated from 1 October each year. If you started in any other month then the university fees are pro-rated accordingly. If you take a period of abeyance or withdraw (including suspensions/exclusions and de-registration) from your studies, university fees will be charged by calendar month within the academic year for each month of active study as follows:

Month of withdrawal	Duration of abeyance	Fee amount
October	12 months	No fee liability. (deposits paid will not be refunded)
November	11 months	1 month tuition fees due (deposits paid will not be refunded)
December	10 months	2 months tuition fees due (deposits paid will not be refunded)
January	9 months	3 months tuition fees due (deposits paid will not be refunded)
February	8 months	4 months tuition fees due (deposits paid will not be refunded)
March	7 months	5 months tuition fees due (deposits paid will not be refunded)
April	6 Months	6 months tuition fees due (deposits paid will not be refunded)
May	5 months	7 months tuition fees due (deposits paid will not be refunded)
June	4 months	8 months tuition fees due (deposits paid will not be refunded)
July	3 months	9 months tuition fees due (deposits paid will not be refunded)
August	2 months	10 months tuition fees due (deposits paid will not be refunded)

Month of withdrawal	Duration of abeyance	Fee amount
September	1 month	11 months tuition fees due (deposits paid will not be refunded)

- 15.2. If you are suspended or excluded, your university fees will be adjusted in line with the table above once it has been confirmed that you have not submitted an appeal and will not be continuing with your studies in the current academic year. The fee adjustment in these cases is not processed until the end of the academic year.
- 15.3. In the case of de-registration, the tuition fees will be adjusted in accordance with the table above. The tuition fee reduction will be processed at the end of the academic year and will apply from when access was removed.
- 15.4. University fees will not be calculated for partial months. If your date of withdrawal/start of abeyance is before the middle of the month, university fees will not be charged for that month, but if your date of withdrawal/start of abeyance is after the middle of the month, university fees will be charged for that full month.
- 15.5. Where payment of university fees has been received by the University that is in excess of the final university fee liability, the balance may be refunded on request.
- 15.6. Please read [Important refund information](#) section.

16. FEES WHEN RETURNING TO STUDY

- 16.1. When you are ready to return to study following a period of abeyance, suspension, exclusion or following de-registration, your university fees will be charged as follows:

Undergraduate Or Postgraduate Taught Students returning to study from 2026/7

Students returning to their studies following a period of abeyance		
Cohort start date	Fee amount – home fee status and online learners	Fee amount – Overseas fee status
May starters	<ul style="list-style-type: none"> 100% fee liability if resuming studies from 01 June 2027 to 22 August 2027 75% fee liability if resuming from 23 August 2027 to 19 September 2027 50% fee liability if resuming from 20 September 2027 to the start of the 03 January 2028. 	<ul style="list-style-type: none"> 50% fee liability if resuming studies from 01 June 2027 to 22 August 2027

	<ul style="list-style-type: none"> 25% fee liability if resuming studies from 04 January 2028 to 31 May 2028 	<ul style="list-style-type: none"> 25% fee liability if resuming studies from 04 January 2028 to 31 May 2028
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Postgraduate Researchers

Return month	Fee amount
October	12 months tuition fees due
November	11 months tuition fees due
December	10 months tuition fees due
January	9 months tuition fees due
February	8 months tuition fees due
March	7 months tuition fees due
April	6 months tuition fees due
May	5 months tuition fees due
June	4 months tuition fees due
July	3 months tuition fees due
August	2 months tuition fees due
September	1 month tuition fees due

17. STUDENT SUPPORT AND HARDSHIP

17.1. Information on budgeting support and hardship.

Hardship and fee remission

17.2. The University provides support for students in hardship. Further information can be found on the [hardship pages](#). Any hardship fund allocation cannot be used to pay university fees.

17.3. The University has provision for a fee remission as outlined in the [Council Ordinances](#).

Financial support and budgeting advice

- 17.4. The Student Support and Welfare Team are able to provide budgetary advice and support to students. You can contact this team via [Brunel Help](#) or through the [Student Centre](#).
- 17.5. The University provides access for all students to [Blackbullion](#), an online platform which provides online money advice and guidance.