



Tuition Fee and Refund Policy

Version 8.2

Approved by the Board of Governors

Last Amendment: January 2026

The following details the School's policy regarding the payment of tuition fees, as well as the process for the approval and payment of refunds and compensation.

This Policy has been drafted with due regard for the following legislation:

- i. *Consumer Rights Act (2015)*
- ii. *The Higher Education and Research Act (2017)*
- iii. *Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations (2017)*

This policy should be read in conjunction with the School's enrolment terms and conditions.



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*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current regulatory requirements.

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1. INTRODUCTION

- 1.1. This policy is intended clarify a student's contractual obligations regarding the payment of tuition fees to the London School of Science and Technology (LSST) following enrolment onto a course; it also sets out how the School considers and approves requests for refunds.
- 1.2. LSST is a privately founded Higher Education provider and does not receive any financial support from local authorities or government agencies, except where specifically designated for student loans funding for qualifying courses. This policy will apply equally to students in receipt of tuition fee loans assistance as it does to students who pay their tuition fees from their own personal funds ('self-funded students') or whose fees are paid by a private sponsor, such as an employer or benefactor.
- 1.3. Enrolled students are ultimately liable for the payment of their tuition fees to LSST, regardless of how their tuition fees are paid; LSST's course advisors will ensure that prospective students are fully aware of this liability before any application to study is made.
- 1.4. LSST delivers higher education courses under its own degree-awarding powers, as well as courses offered under a franchise agreement with a lead provider or University. procedures for making payments and requesting refunds may vary between courses under different validation agreements. LSST will ensure that prospective students are provided with accurate and reliable information about the collection of tuition fees, and the procedures and any restrictions that apply to requesting refunds and compensation, as part of the pre-application process.
- 1.5. LSST will ensure that its procedures for collecting tuition fees, agreeing payment plans, as well as considering refunds requests are applied fairly and consistently.

2. TUITION FEES POLICY

- 2.1. For each academic year, LSST will publish and charge tuition fees for all its courses. All information and prices provided on the LSST website, on enrolment forms and through other promotional channels are correct at the time of printing. Students will be verbally notified of fee levels by course advisors prior to enrolment.
- 2.2. Students whose tuition fees are paid in full by the Student Loans Company (SLC) must provide the tuition fee entitlement letters from Student Loans Company to the Finance Department before the start of their course. Students who do not provide the tuition fee entitlement letters or not eligible for the tuition fee from Student Loans Company will be required to pay their tuition fees directly to LSST before the start of the course.
- 2.3. For students enrolled on courses delivered under LSST's own degree-awarding powers (DAP), LSST will claim tuition fees directly from the Student Loans Company (SLC). For students enrolled on franchised courses, the lead university will claim tuition fees from the SLC and subsequently transfer the fees to LSST.



- 2.4. Students who are funded by the Student Loans Company but whose tuition fee loan does not cover the full cost of tuition must provide the tuition fee entitlement letters from the Student Loans Company to the Finance Department before the start of their course and pay the remainder of the tuition fees either in full before the start of their course or via an Instalment Plan agreed with the Finance Office.
- 2.5. If a Where LSST has agreed to accept payment from a sponsor or the Student Loans Company, the student will not be treated as in default until LSST has taken reasonable steps to obtain payment from that third party.
- 2.6. The student will become personally liable only where:
- The student is no longer eligible for the funding, or
 - The failure to pay arises from information or action attributable to the student.
- 2.7. All other students, either not eligible or not choosing to take out the loan through SLC (i.e., students who are self-funded), should refer to Section 7; Payments.

3. DISCOUNTS

- 3.1. Discretionary discounts may be offered to self-funded students who pay their year's fees in advance of the academic year start date. Information about discretionary discounts will be given upon enquiry.

4. DEPOSITS AND RESERVATION FEES

- 4.1. Tuition Fees for each registration period (usually an academic year) are payable prior to the start of that registration period unless an Instalment Plan has been previously arranged. Where an Instalment Plan is agreed, supplementary charges may be applied.
- 4.2. Payments can only be made via flywire. Please use the following link to make the payment to LSST: <https://payment.flywire.com/pay/payment>.

5. ADDITIONAL FEES

- 5.1. Any changes to additional charges will be clearly communicated to students in advance. At present:
- Urgent letters will incur a charge of £20.00 per letter.



- Duplicate letters will incur a charge of £5.00 per letter.
- 5.2. Students applying for Health and Social Care or other courses requiring an Enhanced DBS Check must sign a separate DBS Checking Agreement and pay the cost of the check as set out in that agreement (currently £50). Students enrolled on courses of more than one year's duration will also be required to subscribe to the DBS Updating Service at £13 per year, payable directly to the government. More information is available at <https://www.gov.uk/dbs-update-service>.

6. REPEAT STUDY

- 6.1. All students registering for a period of repeat study are liable to pay a tuition fee based on the number of modules being repeated, subject to approval by the Assessment Board.

7. PAYMENTS

- 7.1. LSST collects tuition fees in accordance with its annual fee schedule. Tuition fees are due at the start of each registration period.
- 7.2. LSST only accepts the payment of tuition fees via Flywire. Please use the following link to make the payment to LSST: <https://payment.flywire.com/pay/payment>.
- 7.3. LSST operates in compliance with all applicable UK anti-money laundering legislation. Flywire applies appropriate verification and scrutiny procedures to all incoming payments to support this compliance.
- 7.4. No payment should be made to LSST by any other method.
- 7.5. LSST also allows students to pay their fee liability in instalments. Payment Schedules or Instalment Plans are issued at the time of start of the course, or may at LSST's sole discretion be offered on default of payment by a third-party sponsor or the SLC. Please contact the Finance Officer for instalment arrangements and details of instalment dates.
- 7.6. Dishonoured cheques or drafts will result in a charge of £30.00 to cover administration costs and bank charges.

8. SANCTIONS FOR NON-PAYMENT OF FEES

- 8.1. In cases of hardship, the student should discuss their situation with the Student Support Officer who may be able to arrange flexible payment options, such as an instalment plan.



- 8.2. If a student is experiencing difficulty in paying their tuition fees, LSST may offer access to hardship or emergency funding, subject to eligibility criteria. Further details are available in the LSST Hardship and Emergency Funding Policy.
- 8.3. Where a student fails to pay tuition fees or instalments when due, LSST may take proportionate and reasonable steps to recover the outstanding amount, which may include:
- Cancelling any existing instalment plan and requesting payment of the outstanding balance.
 - Temporarily restricting access to optional facilities (such as library borrowing privileges), where appropriate.
 - Suspending re-enrolment for future registration periods until payment is made.
 - Do not accept future assessment or mark the examination scripts.
 - Withhold the final award certificate and transcript.
- 8.4. LSST reserves the right to refer students' unpaid accounts to external agencies to pursue payment and the School may additionally seek recovery through the courts; in this instance procedural costs arising from the above will be borne by the debtor.
- 8.5. If a sponsor or third party, including the SLC fails to pay some or all of the tuition fee on behalf of a student, the student will become personally liable for payment of the outstanding amount on the date which it was due from their sponsor or the third party.

9. REFUNDS

- 9.1. When enrolling on a LSST course, a student enters into a contract. LSST's contractual obligation is to deliver the higher education course as closely as reasonably possible to that described in its promotional information and pre-contract information. In circumstances where LSST cannot meet the terms of the contract (other than for reasons outside of its control, or as specified in its Enrolment Terms and Conditions) it will refund the fee paid. In certain circumstances (such as a significant change or campus location, or closure of the provider) LSST's continuity plan provides for compensation over and above a refund (e.g., travel expenses).
- 9.2. LSST does not exclude liability for losses that are a foreseeable result of its failure to provide the course as agreed, where such losses arise directly from that failure.
- 9.3. Where LSST cancels a course which is a mandatory component of a Group Award and no alternative is provided by LSST thereby preventing the student from achieving the Group Award, LSST will refund the fees for that element of the Group Award where the student has already booked and paid the fee.



- 9.4. Where a student has requested that services be provided before the standard start date and subsequently submits a cancellation request, LSST may deduct from any refund the reasonable cost of the services already provided up to the date of cancellation..
- 9.5. LSST's admissions process is subject to the *Consumer Contracts (Information, Cancellation and Additional Charges) Regulations (2013)*, and the *Consumer Rights Act (2015)*. Where a prospective student has applied through our online enrolment form or has accepted the offer by post or email subsequent to contacting our admissions staff by telephone or email only, acceptance of these terms will be treated as a 'distance contract'. In such cases, after accepting an offer to study from the School, students have a right to cancel their acceptance of the offer at any time up to 14 days after confirmation of acceptance. If a student cancels within this period they will be entitled to a refund of any deposit/tuition fees paid and will not be bound by the School's Enrolment Terms & Conditions.
- 9.6. Refunds requested where the contract is a 'distance contract' will be paid within 14 days of receipt of the cancellation request. LSST prefers these requests be made on the cancellation form by email or delivery in person to the School's Registry.
- 9.7. All refunds made after the 14-day cancellation period will be in accordance with Section 10 below, and will be made less with any deferral/transfer fees and expenses reasonably incurred on the student's behalf by LSST.
- 9.8. In circumstances where a refund of course fees is to be made, LSST will, unless otherwise authorised, normally pay the refund directly to the organisation or individual who made the payment.
- 9.9. If a student wishes to authorise someone else to collect the refund on their behalf, LSST will require a signed authorisation letter from the student and valid identification from the authorised person. (This applies only to students enrolled on courses offered under LSST's own degree-awarding powers (DAP).
- 9.10. Refunds will normally be made to the original payment method used by the applicant.
- 9.11. Where a student's fees are paid by the Student Loans Company ("SLC"), as part of a tuition fee loan or grant, any refund will be made to the SLC.
- 9.12. Where a student is withdrawn due to disciplinary proceedings, poor attendance, or insufficient academic performance, LSST will assess the point of withdrawal and determine the tuition fee liability up to that point.
- 9.13. Any refund due will be calculated in accordance with the SLC termly payment schedule. If a student is withdrawn after the commencement of a term, they will remain liable for the tuition fees for that term and for any previous terms they have studied. The same liability rules will apply to self-paying students as well as students funded by a sponsor.



10. DEFERRALS, WITHDRAWALS, AND INTERMISSIONS OF STUDY

10.1. Deferrals

10.1.1. Deferrals may be authorised for students who submit a written request to LSST within 4 weeks of the commencement of the course and will only be granted to the students who, through no fault of their own and due to circumstances beyond their control, are unable to follow the course. LSST may specify that satisfactory evidence be provided of these circumstances and may specify what evidence is required or acceptable.

10.1.2. Where a deferment or interruption is approved, LSST will normally apply a credit to the student's account for future study.

10.1.3. Where a student is unable to return to study within a reasonable period, LSST will consider a refund of fees paid for services not yet provided, subject to reasonable administrative costs.

10.2. Withdrawals

10.2.1. No application for a refund of fees will be considered unless a withdrawal/intermission form has been completed in full and submitted to the Registry. The date of the withdrawal is considered to be the date that the request Withdraw/Intermit form is submitted to the Registry; withdrawals cannot be backdated. Forms are available from the LSST Connect Portal or from Registry.

10.2.2. LSST will refund the fee in full to students who submit a written request to LSST up to 1 calendar month before the commencement of the course.

10.2.3. Where a student withdraws after the start of the course, LSST may retain a proportion of the tuition fee to reflect:

- Teaching and assessment already delivered.
- Academic and administrative costs reasonably incurred.

10.2.4. The liability will be calculated in accordance with the SLC payment schedule: 25% for Term 1, 25% for Term 2, and 50% for Term 3. These proportions will apply to all students, including self-paying and sponsored students.

10.2.5. Discretionary refunds for students who submit a written request to LSST less than 30 days before the commencement of the course may be granted to the students who, through no fault of their own and due to circumstances beyond their control, are unable to attend the course. LSST may specify that satisfactory evidence be provided of these circumstances and may specify what evidence is required or acceptable.



10.2.6. LSST will take into account any tuition fee support that students receive from the Student Loans Company (SLC).

10.2.7. Students who are in receipt of tuition fee support from the SLC and withdraw their studies prior to the tuition fee being made by SLC will become personally liable for payment of any tuition fees outstanding.

10.2.8. Any refund due will be calculated pro rata based on the registration period.

10.3. Temporary Suspension/Interruption of Studies

10.3.1. Students who temporarily withdraw from LSST are, by definition, expected to return. The date of intermission is the date the request to suspend/interrupt form was submitted to the Administration Office. Intermissions cannot be backdated. The forms are available from the Student Resources Portal or Administration Office.

10.3.2. Refunds will not be issued for interruption of studies and any resulting credit will remain on account and be carried forward to the following year to count towards further fees charged.

10.3.3. Students who are in receipt of tuition fee support from the SLC and interrupt their studies prior to the tuition fee being made by SLC will become personally liable for payment of any tuition fee due.

10.3.4. On resumption of study, where the student is liable for the fee the student will be invoiced the full tuition fee for the academic session plus any repeat fee, with a discount applied equal to the tuition fee charged for the period of study prior to the intermission. If the student returns for the full academic year, then they will be charged in full at the new rate.

10.3.5. Students who temporarily suspend/interrupt their studies remain liable to pay any outstanding fees due to LSST and re-enrolment will not be permitted until outstanding fees have been paid.

11. CHANGES TO FEE AMOUNTS

11.1. Tuition fees on all courses will be reviewed annually and may be increased in accordance with inflation and any external caps applied as a condition of its funding designation or its validation agreements with partner awarding bodies.

11.2. In the event that LSST is permitted by its regulators to raise its fee cap, changes in fee levels will only be applied from the start of the next academic year. Changes in fee levels are not fixed for the entire duration of a course, and will not be applied at any point 'in-year'.



- 11.3. Where the student's initial contract with LSST is terminated for any reason (e.g., owing to suspension or withdrawal following failure to fulfil assessment criteria), the new fee amount will apply to any new contract.
- 11.4. If a rise in tuition fees become necessary, students will be informed of this and the reasons why by the School as soon as possible.

12. FEE APPEALS

- 12.1. Individual staff members of LSST are not permitted to vary or waive fees. When extenuating circumstances warrant an investigation into the amount of fee charged according to the current fee policy, a student should submit an appeal in writing to studentfinance@lsst.ac, which will be dealt with in accordance with the Student Complaints Procedure.

13. REVIEW AND UPDATE

- 13.1. This Tuition Fee and Refund Policy forms part of the contractual terms agreed between LSST and the student at the point of acceptance of an offer.
- 13.2. LSST may make reasonable changes to this Policy only where required by law, regulation, or external awarding body requirements, or where such changes do not materially disadvantage students.
- 13.3. Any changes that materially affect tuition fees, refunds, or payment obligations will not apply to students who have already accepted an offer, unless the student expressly agrees to the change.
- 13.4. This policy will be reviewed periodically or as required by the School's Head of Registry and Quality Unit; changes to it will be reviewed by the Executive Committee. All changes to this policy will be ratified by the Board of Governors



VERSION HISTORY

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