Tuition Fee and Refund Policy (Franchise Provision)

Version 9.0

Approved by the Board of Governors

Last Amendment: October 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.

DOCUMENT INFORMATION

Document owner(s)*: Head of Registry

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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 explains the procedures and principles governing the administration of tuition fee collection, payment arrangements, and the consideration and processing of refunds and fee adjustments for programmes delivered by London School of Science and Technology ("LSST"), under franchise arrangements with LSST's partner universities.

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. For programmes delivered under franchise arrangements, students are enrolled and registered in accordance with the requirements of the relevant partner university, and the provision of higher education is delivered under the academic authority and oversight of that university. The financial arrangements and processes described in this policy operate in accordance with the applicable collaborative academic agreement and the relevant university's rules and requirements.

1.4. Procedures for making payments and requesting refunds may vary between programmes depending on the relevant university partner and the applicable funding rules (including SLC rules). LSST will ensure prospective and enrolled students have access to accurate and reliable information about tuition fee collection processes and any procedures and restrictions applicable to refunds, deferrals, withdrawals, interruptions of study, and fee adjustments.

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, tuition fee levels applicable to programmes delivered by LSST under franchise arrangements shall be set and approved in accordance with the requirements of the relevant partner university and any applicable regulatory or funding conditions. LSST will publish accurate and transparent information regarding tuition fee levels and related financial matters in accordance with the relevant university partner's approved fee schedule.

2.2. Tuition fee liability arises pursuant to the student's contractual agreement with the relevant partner university. Students in receipt of tuition fee support from the Student Loans Company ("SLC") must provide confirmation of their tuition fee entitlement to LSST's Finance Department prior to the commencement of their programme. Tuition fees

supported through the SLC are payable in accordance with SLC regulations and the relevant university partner's funding arrangements.

2.3. 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. Where the tuition fee loan provided by the SLC does not cover the full tuition fee applicable to the programme, any remaining balance payable by the student shall be settled in accordance with the financial arrangements governing the programme and the applicable university partner requirements, either prior to commencement or under an agreed instalment plan administered by LSST on behalf of the relevant university partner.

2.5. Where tuition fees are to be paid by a sponsor or other third party, and that sponsor or third party fails to pay some or all of the amount due, the student remains responsible for ensuring that the tuition fee liability arising under their enrolment with the relevant university partner is satisfied in accordance with the applicable university regulations and funding requirements.

2.6. For programmes delivered under franchise or validation agreements, tuition fees form part of the single exempt supply of higher education made by the relevant partner university to its enrolled and registered students. The relevant university partner retains ultimate academic authority, regulatory responsibility, and degree-awarding powers.

2.7. Where tuition fees are collected by LSST, such collection is undertaken strictly as an administrative function under delegated authority and in accordance with the collaborative academic agreement. Any subsequent transfer of funds between the University partner and LSST represents an agreed academic delivery cost contribution or revenue-sharing arrangement and does not constitute a separate or independent supply of education by LSST.

2.8. 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.

2.9. 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. Where permitted under the applicable collaborative academic agreement and the relevant partner university's approved fee structure, discretionary discounts may be applied to the tuition fee payable in respect of programmes delivered by LSST.

3.2. Where LSST administers the application of a discount, it does so on behalf of the relevant university partner and in accordance with the financial arrangements governing the programme.

4. DEPOSITS AND RESERVATION FEES

4.1. Tuition fees applicable to each registration period (usually an academic year) are payable in accordance with the student's contractual agreement with the relevant partner university and the applicable funding rules.

4.2. Where LSST administers the collection of tuition fees on behalf of the relevant university partner, payment is normally required prior to the commencement of the relevant registration period unless an instalment arrangement has been agreed in accordance with the applicable collaborative agreement and funding conditions

4.3. 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. In certain circumstances, administrative charges may apply in connection with services incidental to a student's enrolment and participation in a programme delivered under a validation or franchise agreement with a partner university.

5.2. Such charges may include, for example:

- Urgent administrative letters (£15 per letter).
- Duplicate documentation (£5 per letter).

5.3. These charges represent administrative cost recovery in connection with the student's enrolment under the relevant university programme and do not constitute a separate supply of education.

5.4. 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.

5.5. DBS charges represent third-party compliance costs and are not tuition fees.

6. REPEAT STUDY

6.1. Students approved for a period of repeat study, in accordance with the relevant university partner's academic regulations and the decision of the Assessment Board, will be required to pay the applicable tuition fee determined in accordance with the university partner's approved fee structure for repeat modules or periods of study.

6.2. Any such tuition fee forms part of the overall higher education provision delivered under the authority of the relevant university partner and is administered by LSST in accordance with the collaborative academic agreement.

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. Any instalment schedule or payment plan will be administered by LSST on behalf of the relevant university partner and in accordance with the applicable funding rules and programme requirements.

7.6. 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.

7.7. 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. In cases of financial hardship, students are encouraged to discuss their circumstances with the Student Support Officer. Where permitted under the relevant university partner's

financial regulations and funding rules, an approved instalment arrangement or alternative payment schedule may be agreed and administered by LSST on behalf of the relevant university partner.

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 may administer recovery processes on behalf of the relevant university partner, including referral to external agencies or legal proceedings where appropriate. Reasonable procedural costs arising from such action may be recoverable in accordance with applicable regulations and law.

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. Upon enrolment on a programme delivered under a validation or franchise agreement, the student enters into a contractual arrangement governed by the applicable partner university's academic regulations and enrolment terms.

9.2. The contractual obligation to provide higher education rests with the relevant university partner. LSST delivers academic provision under delegated academic authority in accordance with the collaborative academic agreement.

9.3. Where the contractual terms governing the programme are not fulfilled, any refund or compensation shall constitute an adjustment to the tuition fee relating to the University's supply of higher education.

9.4. 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.

9.5. Where a programme is cancelled and no suitable alternative is provided in accordance with the relevant university partner's regulations, any tuition fee refund due shall be processed in accordance with the University's contractual and regulatory obligations.

9.6. LSST may administer such refund on behalf of the relevant university partner under delegated authority.

9.7. Where a mandatory component of a programme leading to a Group Award is cancelled and no alternative is provided in accordance with the relevant university partner's regulations, any applicable tuition fee adjustment will be calculated in accordance with the university partner's approved fee structure and administered by LSST on its behalf.

9.8. Where a student requests early performance of services under distance contract regulations, any deduction permitted by law shall be calculated in accordance with the applicable consumer legislation and the relevant university partner's contractual framework.

9.9. 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.

9.10. Refunds requested where the contract is a 'distance contract' will 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.

9.11. 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.

9.12. 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.

9.13. Refunds will normally be made to the original payment method used by the applicant.

9.14. 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.

9.15. 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.

9.16. 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 inform the partner university and apply a credit to the student's account for future study for that year.

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. This also reflect the university partner's approved fee structure and funding rules.

10.2.5. These proportions will apply to all students, including self-paying and sponsored students.

10.2.6. 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.

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

10.2.8. 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.

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

10.2.10. Any refund represents an adjustment to the university partner's supply of higher education and will be administered by LSST under delegated authority.

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. Tuition fees applicable to programmes delivered under franchise arrangements are determined in accordance with the relevant university partner's approved fee structure and regulatory requirements.

11.3. Tuition fees levels are normally reviewed annually, where fee levels are reviewed or adjusted, changes will only apply from the start of a subsequent academic year and will be implemented in accordance with the relevant university partner's regulations and any applicable funding caps.

11.4. Where the student's initial contract 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.

11.5. If a rise in tuition fees become necessary, students will be informed of this and the reasons why by the LSST and University partner 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 policy sets out administrative procedures for tuition fee collection and refund processing in respect of programmes delivered under collaborative academic agreements.

13.2. Nothing in this policy alters the contractual relationship between the student and the relevant university partner in respect of the supply of higher education.

13.3. 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.

13.4. 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.

13.5. 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

Version	**1.0 – 4.0**	
Original author(s):	CEO	
Reviewed by:	Executive Committee	September 2018
Version	**5.0 – 5.1**	
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Revision summary:	*Sections 11, 12 and 13 updated; additional provisions for prevention of money laundering added. Document formatting and version control applied. Reviewed by Publications Committee and Executive Committee.*	
Approved by:	Board of Governors	September 2019
Version	**5.2**	
Revised by:	Head of Registry Quality Manager	
Revision summary:	*Annual Review and update; Minor grammatical errors.*	
Approved by:	Board of Governors	November 2022
Version	**6**	
Revised by:	Head of Registry Quality Manager	
Revision summary:	*Annual Review and update; version control applied.*	
Approved by:	Board of Governors	October 2023
Version	**7**	
Revised by:	Quality Unit	
Revision summary:	*Annual review and update, minor grammatical corrections, document format applied, version control applied.*	
Approved by:	Board of Governors	October 2024
Version	**7.1**	
Revised by:	Quality Unit	
Revision summary:	*Section 11 on Changes to Fee Amounts amended to reflect tuition fee annual reviews and potential increase from academic year 2025 – 2026 onwards.*	
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Version	**8.0**	
Original author(s): Revised by:	CEO Quality Unit	
Revision summary:	*Policy updated throughout for future LSST awards. Minor grammatical corrections, document format applied, version control applied.*	
Reviewed by: Approved by:	Publications Committee Board of Governors	November 2025 December 2025
Version	**8.1**	

Original author(s):	CEO	
Revised by:	Quality Unit	
Revision summary:	*Clarified policy as contractual and limited LSST's right to vary terms. Replaced punitive non-payment sanctions with proportionate recovery measures. Rebalanced sponsor/SLC payment risk so students are not automatically liable. Removed blanket no-refund rules; introduced pro-rata, case-by-case refunds. Replaced fixed withdrawal penalties with cost-based, pro-rata charges. Added fair refund safeguards for deferrals and interruptions. Narrowed exclusion of liability to allow foreseeable losses. Made instalment and ancillary charges transparent and cost-based. Removed duplicate and unclear refund clauses to improve clarity. Version control applied.*	
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Version	**8.2**	
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Revised by:	Quality Unit	
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Version	**8.3**	
Original author(s):	CEO	
Revised by:	Quality Unit	
Revision summary:	*Policy split to reflect separate current franchise provision and future LSST awards. VAT requirements confirmed. Minor grammatical corrections, document format applied, version control applied.*	
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Version	**9.0**	
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Revised by:	Quality Unit	
Revision summary:	*Annual review and update –* *Urgent Administrative Letters fee changed to £15. Version control applied.*	
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Approved by:	Board of Governors	October 2026