



PAYMENT POLICY

Mattersey Hall College is committed to providing its students with high quality learning opportunities that conform to national standards. As part of the mutual commitment of students, we expect due payment to be received by stated deadlines.

The policy for the submission of (cleared) payments for programmes of study at Mattersey Hall, is set out below. We appreciate that the large majority of our students make payments in a timely way, and we are grateful to you for that. In order for Mattersey Hall to continue to fulfil its mission, and in the interests of those who are up to date with fees, it is also necessary to set out sanctions for non-payment. These, too, are set out below.

Points 1 – 5 relate to ALL students. These are followed by more specific information relating to particular programmes.

1. Under normal circumstances, 50% of the fee for the coming academic year is payable in advance, and all of the fees for one year must be cleared before the start of the next year.

Please note that 'fees' here refers to all money owed to the college in relation to pursuing a course of study – including, but not limited to, tuition, board and lodging and facilities fees, and library fines.

2. Accepting a place at Mattersey Hall entails a commitment to meet all stated deadlines for payments; please note that failure to meet stated deadlines is a disciplinary offence and may result in suspension, and in extreme cases studies may be discontinued.

Where a student is suspended for non-payment of fees, assignments may still be submitted in accordance with assessment deadlines. However, they will not be marked until fees are up to date. When this work is subsequently marked it will be subject to the usual penalties for lateness in accordance with the actual submission date, rather than the date it was released for marking.

- a. In accordance with University of Chester regulations, in order for assignments to be marked, and the results submitted to the next Module Assessment Board, all outstanding fees must be cleared **no later than three weeks before that Assessment Board**. If fees have not been cleared by then, results will not be put forward.

- b. The consequences of not having marks submitted to an Assessment Board may have very serious implications for progression and/or graduation:
 - i. Even when payment is subsequently received, marks cannot be submitted until the next assessment Board – which may be up to 10 months later! Since no progression can take place until marks have been approved by an Assessment Board, the result might be that a student misses a whole academic year.
 - ii. If marks are submitted to a later Assessment Board, there may be no opportunity for reassessment (in the case of failed modules) before the start of the next academic year. Progression cannot take place until after the next available Assessment Board, and, again, that may mean missing a whole academic year.
 - iii. Please note that missing an academic year can have further implications for student finance, which, when available, is normally limited to four years.
 - iv. Final year students whose marks do not go forward to the appropriate Assessment Boards will not be able to graduate with their cohort.
 - c. For details of appeals procedures in the cases of disciplinary offences, see the ‘Student Complaints and Appeals Policy. Students also have the right to appeal to the University of Chester, though the elements within this payment policy have been agreed by the University, which will only rule on whether Mattersey Hall has followed properly laid down procedures.
3. All extraordinary circumstances for a student must be presented in writing, in the first instance to the Vice Principal. The College’s senior leadership will consider the circumstances and a decision will be given in writing, normally within two weeks. In the absence of such explicit, written authorisation the normal policy applies. All such requests are decided on a case-by-case basis, and one particular outcome may not be regarded as setting a precedent for other cases.

4. **Withdrawals and Interruptions**

- a. Although payments may be made in instalments, fees are charged on an annual basis. This means that if a student withdraws from a programme of study part way through the academic year (even if that is near its start), he or she will be liable for fees for the whole year. This means that, in such cases, 1) there can be no refund of monies paid in advance; and 2) the student will be billed for all fees that remain outstanding.

Please note that where a student is in receipt of student funding, we can only confirm attendance, and so release the payment of fees, when the student is on the programme. Following withdrawal, student funding will end, but the liability for payment will remain. Note, too, that student

funding is weighted. We receive two payments of 25% and a final payment of 50%. As a result, even when a student leaves towards the end of the year, there may be 50% of the fees still to pay.

- b. Where a student interrupts his or her study, it is assumed that it is with the intention of resuming studies in the fairly near future. As a result we, allow the temporary suspension of payments during the period of interruption, under the following conditions:
 - i. The student must be up to date with any payments due prior to the period of interruption; and payments must resume after the period of interruption in accordance with the criteria set out in this policy.
 - ii. The student makes it clear that it is his or her intention to return to the programme following the interruption.
 - iii. If it becomes clear that the student is unlikely to return to his or her studies, following the interruption, the interruption is treated as a withdrawal from the point at which the interruption began, and the student is liable for all outstanding fees for that academic year (in accordance with 4.a, above).
 - iv. Where a student interrupts his or her study part way through an academic year, and the period of interruption includes missing College activities that have been included in fixed charges (such as Missions Trips), there are no refunds (see 8. b. below). Where the student wants to take part in the same activity after the interruption, an additional payment will be required, covering any non-recoverable costs incurred by the College on the student's behalf in connection with the activity that was missed because of the interruption.
 - c. Please note, too, that a record of non-payment of fees will be placed on the student's record.
 - d. Note, too, that a student may not resume studies with Mattersey Hall until any previous outstanding fees have been paid. And Mattersey Hall will not provide a reference for students who still owe fees.
5. Under normal circumstances, a student will not be considered for admission to a new programme of study with Mattersey Hall until all fees owed by that student to the College for any other programmes have been cleared.

6. Undergraduate Students

- a. For students not in receipt of Student Finance, 50% of the annual fee (made up of tuition fees, residential charges and facilities fee, where applicable) is due before the start of Semester One, with a further 25% due before the start of Semester Two. The final payment of 25% is due, usually, around the beginning of May. For further details, see the Fees Information sheets for the current year.
- b. Where students are in receipt of Student Finance, and can provide evidence that tuition fees will be paid by the SLC, we relax the rule of 50% payment in advance.
 - i. In such cases we require three payments, each of one-third of the fees due; that is: one-third of the total tuition fee, less payments expected from the SLC, plus one third of the residential fee or facilities fee (as applicable). These will usually be due early in Semester One, early in Semester Two and in early May. For details, see the Fees Information sheets for the current year.
 - ii. It is expected that fees for Semester One will be cleared before the start of Semester Two, and at the very latest, before marks for Semester One should be submitted to the University. Where fees are still outstanding at that point, the student will be suspended, and will not receive tuition or have assignments marked.
 - iii. Where a student is not allowed to continue, he or she remains, nevertheless, liable for fees for the whole year (see 4. above).
- c. Further information regarding the payment of fees may be communicated separately. If there is any doubt about payments, please contact the finance office.

7. Postgraduate Students

- a. For all postgraduate students (Level 7 and above), an acceptance fee is payable once acceptance on the programme has been confirmed. For details, see the Fees Information sheets for the current year. This will be deducted from the first payment.
- b. For students on the MA in Practical Theology and the MA in Biblical Studies programmes, the first payment (50% of annual fees) is due on or before the start of the September Intensive programme; the second payment (25%) is due on or before the start of the January Intensive programme; and the final payment (25%) is due, usually, in early May. For details, see the Fees Information sheets for the current year

Please note that those who arrive for intensive programmes and whose fees are not up to date will be given opportunity to make a payment. However, if fees remain outstanding, students will not be allowed to attend lectures, and will not be issued with a room key.

- c. For students on the MA in Missional Leadership programme, the first payment (50%) is due on or before the start of the first MAML weekend (usually in October); the second payment (25%) is due on or before the start of the January MAML weekend; and the final payment (25%) is due, usually, in early May. For details, see the Fees Information sheets for the current year.
- d. For students on the Doctor of Ministry programme:
 - i. Those studying at Level 7 (years 1 and 2 of the programme) will be taught alongside students on one of the MA programmes, and the payment schedule will be the same (see 7.b., 7.c. above)
 - ii. For those studying at Level 8 (years 3–6 of the programme), the first payment (50%) is due on or before the start of the first DMin seminar of the academic year (usually October); the second payment (25%) is due around mid-January, with the third due, usually, in early May. For details, see the Fees Information sheets for the current year.
- e. A payment plan may be available, allowing most of the cost to be spread over the duration of the programme. In such a case, payments will be calculated to ensure that the above deadlines are, broadly, met. Further details are available on request.
- f. For further information about fees and payments due, please contact the finance office.

8. Refunds

- a. As noted above (4. a), when a student withdraws from a programme of study, fees for the whole year remain payable. In such circumstances no refund of money already paid for that year is refundable.
- b. Because fees are inclusive of all related elements, fees for the whole year are also payable even where students are unable to participate fully in, or to take full advantage of all of the activities of the College, including attending lectures, tutorials, Missions Trips, etc. In such circumstances, too, no monies can normally be refunded, or offset against other outstanding fees. (Though see 4. b. iv., above).