

LSDM Fee Regulations (V2_Approved 07/06/2021)

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1. Executive Summary

The London School of Design and Marketing (LSDM) has produced this fee policy, following the findings and outcomes from the Competition & Markets Authority, and which was published in the "UK higher education providers – advice on consumer protection law" from 2015, available on the CMA's webpage at www.gov.uk/cma, under the terms of the Open Government Licence.

LSDM has created this document to help current students to understand the LSDM's fee regulations in the enrolment and registration of students onto its higher education courses, to inform the awarding university (UCA - University for the Creative Arts), other stakeholders, and prospective students.

This document is particularly important as LSDM funding comes directly from student fees and the decision to study at LSDM should be supported by clear information, particularly when it comes to information about fee levels, payment methods and cancellation rights. Deciding to study at LSDM, involves the investment of a significant amount of time and money and we want to ensure that the prospective student's decision is properly informed and based upon accurate and clear information.

2. Purpose and Scope

Who is this document for?

The document is intended for:

- (a) Prospective and current Students.
- (b) University for the Creative Arts [UCA] – LSDM awarding University.
- (c) LSDM partners, such as: recruitment partners, international representatives and communication agencies.

What does this document cover?

The focus of this document is to provide a clear explanation of the fees charged throughout the student lifecycle and during the attendance of an HE course at LSDM.

3. Student relationship with LSDM

Student research phase:

When the prospective student considers the options of what to study and where, and searches for information about LSDM courses. No fees are applied at this stage.

- (a) LSDM must provide prospective students with relevant and clear information – including course information, academic structures, and fees before a student makes an informed decision about which course to apply to. Information must be provided in a number of formats: written, visual and verbal. LSDM must not omit important information that could affect the prospective students' decision-making process.
- (b) LSDM must guarantee that the information available in different formats is accurate, clear, unambiguous and timely, and provided in advance.
- (c) LSDM must ensure that information is easily accessible – via our website, course brochures, social network announcements and videos, emails or phone calls with an admissions specialist.
- (d) LSDM must draw prospective students' attention to important and relevant rules and regulations and make them accessible. Details about total course costs must be provided, including enrolment and tuition fees and the respective due dates for payment. LSDM must clearly indicate the criteria for any future changes in fees and how these will be calculated, so prospective students may have a clear idea of the total investment they may need to make during the course of study.

Student Application phase:

When a prospective student decides to fill in an enrolment form. An enrolment fee is applied for processing the application. Students will then be given five days to pay the enrolment fee after submitting the form.

- (a) In the enrolment stage students are provided with the Terms and Conditions which defines the rights and obligations of both LSDM and students within the provision of the course. If any change is necessary that may affect relevant information, LSDM must ensure that it is communicated with the prospective student at the earliest opportunity.
- (b) Prospective students must submit an enrolment form through the LSDM website to apply for a place on a course. The submission of this form requires the acceptance of the LSDM Terms and Conditions, assuring that the prospective student understands the terms in which the service will be provided.
- (c) Prospective students must have the opportunity to review the Terms and Conditions before they accept an offer.

- (d) Terms and Conditions must be available in the language of study intended (English, Spanish and Portuguese), written in plain and intelligible language, so that students understand how they affect their rights and obligations and how the terms could impact them.

Student registration phase:

When the prospective student accepts LSDM's offer, its Terms & Conditions, and fills in a registration form on the chosen course, tuition fees are applied at this stage. After accepting an offer of a place on the course students will be given 10 days to pay the tuition fee.

- (a) After submitting an enrolment form, LSDM must formally communicate the acceptance or refusal of the student's enrolment. To complete their application, students must submit a registration form, confirming their willingness to undertake the course, under the Terms and Conditions previously accepted. The submission of the registration form establishes a contract between LSDM and the student, and for the period of the course's duration.

4. Fees and Payments

Fee arrangements

Students are responsible for paying all fees and charges associated with their course of study. If a new student is sponsored by an individual or other sponsor body, evidence must be presented at the enrolment stage. Otherwise, students are considered as 'self-funded' for the purposes of the fee regulations.

You have ultimate responsibility for paying your fees and charges. This applies if your sponsor fails to pay your fees.

LSDM charges fees for all courses of study. These fees are reviewed annually, and they may increase in line with inflation during the student registration process. If we adjust our fees in line with inflation, this adjustment will usually be at or below the RPI-X forecast rate as advised by the Office for Students (OfS).

Information about tuition fees is available at the LSDM website (www.lsdmlondon.com). Our published fees apply only to the stated academic year and may increase in future academic years for new registrations. Students should not use fees published for the current academic year as a guide to fee levels in future years.

The tuition fee includes:

- tuition fees for the course of study.
- assessments.
- assessment that must be completed in the "Resit" period.

The tuition fee does not include:

- fees for any "Retake" of a curricular unit.
- costs of computer equipment and Internet access.

- costs for other materials or equipment necessary for the course or field of study.

Diverse student situations

Cancellation Rights

When a student enrolls on a course, they have the right to a 14-day 'right to cancel' period from the acceptance of an offer. If the student wants to use the right to cancel, an email must be sent to *student.office@lsdmlondon.com* with a clear statement, providing name, address, the details of the course proposed and a confirmation that the student wishes to terminate the contract with LSDM and does not wish to continue with the Course of Study.

If a student cancels the contract with LSDM during the Cancellation Period we will reimburse all the payments received, save for the enrolment fee, which will not be refundable as it is a charge for processing of the application. If you do not tell us you want to cancel within the cancellation period, we will charge the fees set out in the tuition fee schedule.

Students postponing their starting studies to a new intake period

If a student asks to delay starting their studies until the following academic year, we will not refund the tuition fees. We will use these to reserve your place for two subsequent intakes, or the next academic year. You can only delay starting your studies for up to one year.

Students withdrawing from the course/studies being terminated

If a student withdraws from a Course at any time after the expiry of the Cancellation Period, then the student will **not** have the right to receive a refund of any fees or registration fee paid.

Students interrupting their studies

According to the London School of Design and Marketing's Academic Framework the maximum period of enrolment for a course, including any periods of interruption are 3 years for MA's and 6 years for BA's. An interruption is an extended period of authorized absence from your course and the terms are defined in section 3.6. of the Academic Framework. An interruption will initially be approved for a period of no longer than one year. If you ask to interrupt your studies you must be aware that we will not refund your tuition fees and any future payments will remain as they were set out by you and LSDM. If you are returning from an authorized period of interruption please check that you have paid all the relevant fees according to your payment plan.

Students retaking with attendance

If the Board of Examiners agrees you must retake part of your course with attendance (when the relevant unit is next offered), you must pay the tuition fees for retaking the units with attendance at classes or with access to facilities. We will calculate your tuition fee on a unit basis as published in the Tuition Fee Schedule (Annex 1). You must pay the fees for retaking with attendance when you enrol, and the fee will be charged at the fee rate that is appropriate to the academic year in which you retake the unit (or

units).

Paying Fees

Enrolment and registration in the online course must be paid before the start of the course, in the case of a Master of Arts and, in the case of a Bachelor of Arts there will be 3 payments of £2.850, one before the start of the course and subsequent payments within the first 27 months after the beginning of the programme.

In exceptional circumstances students may be able to request paying their fees in two equal instalments. You will have to fill out a form and provide evidence of financial hardship. Once the dates of the future payments have been agreed by LSDM, we will request debit or credit card details so that those payments can be collected automatically on the agreed dates. Card details are held securely. You will be sent a notification by email of the dates of the future payments. If you are not able to pay the instalment on the agreed due date, you must contact LSDM before the due date to discuss an alternative payment plan. Failure to do this will result in a penalty fine being placed on your outstanding fees.

Overdue payments

We will charge a late payment administration charge for any payments that do not reach us by the required due date. We will remind students of overdue payments by email to their email address.

Charges

We will charge a late payment fee of £50 for each instalment that does not reach us by the due date. Payments received from you will, in the first instance, be used to pay any outstanding late payment fees before being applied to your outstanding tuition fees.

If a student fails to make a payment within 30 days of the agreed due date, we will take appropriate action, which may include suspending him/her from the course. If this happens, the student will not have access to teaching, final assessment or other benefits until the debt is cleared. Following the 30 day suspension period, the student will then be given a further 30 days to finalise the outstanding arrears. If payment has not been met by this period this will result in the student being permanently withdrawn from their course.

Students should pay their fees using online payment facilities.

Enrolment and tuition fees must be paid in pounds sterling. Please be warned that:

- (i) If the funds received by our bank are not in pounds sterling, the student will be responsible for any charges arising from converting the funds received into pounds sterling.
- (ii) If the sum paid into our account is less than the sum payable by the student for the enrolment and tuition fees, whether because of deductions made by the student's bank or otherwise, the student shall be liable to pay the outstanding balance to LSDM.

It is always possible that despite our best efforts, the course fees may be incorrectly priced. In the unlikely event this occurs, and the student has been overcharged we will make every effort to notify the student of the correct amount as soon as is reasonably practicable and refund any amount for which the student has been overcharged.

Charges for issuing replacement documents

We charge a fee for issuing (Table 2 – Other Costs):

- a replacement award certificate; or
- a replacement official transcript.

5. Annex 1

The tuition fees charged by LSDM for the 2020/21 academic year are shown on the LSDM website, and according to the table below.

Table 1 – Enrolment and Tuition Fees

| Course | Unit Cost (GBP) | Quantity | Total Cost (GBP) |
|---------------------|------------------------|-----------------|-------------------------|
| Enrolment | 150 £ | 1 | 150 £ |
| BA Marketing | 2.850 £ | 3 | 8.550 £ |
| BA Design | 2.850 £ | 3 | 8.550 £ |
| MA Marketing | 4.750 £ | 1 | 4.750 £ |
| MA Design | 4.750 £ | 1 | 4.750 £ |

Table 2 – Other Costs

| Type | Cost (GBP) |
|--------------------------------------|--|
| Replacement Certificate | 40 £ |
| Additional Transcripts (each) | 20 £ for the first, 5 £ for further copies |
| Retake per unit | 250 £ |
| Late payment charge | 50 £ |