



Tuition Fee Governance Policy

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Summary

What is this document about?

This policy document sets out the fundamental fee charging principles of Cranfield University. It explains ways in which students can pay their fees, how they can dispute tuition fee charges and how tuition fees are recalculated following changes in students' circumstances.

The policy does not cover other fees such as accommodation fees, for which arrears are dealt with under legislation.

The document indicates the consequences of non-payment of tuition fees and the appeals process that can be followed.

This Tuition Fee Policy operates alongside several other, related University policies summarised at the end of this document. These policies work together to provide a

framework for the setting, payment, collection and reconciliation of tuition fees. These policies are updated regularly and apply to each new registration period.

Nothing in this policy affects the students' statutory rights.

Who is this policy for?

This policy is applicable for all students of Cranfield University (new entry and continuing) studying a credit bearing qualification, or pre-sessional course who pay tuition fees.

It does not cover those following an apprenticeship route.

This policy also covers:

- students (new entry and continuing) who are studying for a Cranfield University credit bearing qualification at a collaborative partner institution, who pay tuition fees;
- students undertaking Cranfield University credit bearing short courses;
- all applicants who are hoping to study a credit-bearing course at Cranfield University, but have not yet completed the University enrolment process, online registration and official identification; and
- students studying Cranfield credit-bearing online courses.

The definition of a credit bearing short course is a discrete taught course carrying 55 or fewer academic credits at level 4 to level 7 of the QAA Framework for Higher Education Qualifications (FHEQ) and which does not lead to a formal academic distinction of the University. Students studying some non-credit bearing short courses can apply within the first week to become an associate student (for credit) when this policy becomes applicable. A higher fee may be payable.

Policy

Principles

1. Tuition Fee Principles

- 1.1. Cranfield University charges fees for its programmes of study. The tuition fee charged for a course of study relates to all fees for registration, tuition, examination, and graduation in addition to other fees for their course of study such as bench fees, Additional Fee Element and Direct Operational Costs.
- 1.2. Full-time course tuition fees are charged at a set annual rate and are not calculated in respect of the number of credits being studied.
- 1.3. Students' fee statuses are defined by their domicile status e.g. Home (UK), Channel Islands, Isle of Man, and Overseas (other non-UK countries).
- 1.4. Students from the Republic of Ireland are currently eligible for Home fee status in line with the reciprocal agreement between the UK and Irish governments for Higher Education provision.

- 1.5. Students studying courses that last more than 12 months normally cannot study credit values for less than the standard study intensity of the course unless they are repeating units or enter the course with recognised prior learning. Students may get prior learning credited if they return to complete a course that they started with Cranfield University or to upgrade for example from a PgCert to a PgDip.
- 1.6. The tuition fee for a full-time course of study lasting for between 12 and 14 months is payable in advance on registration. For part-time courses and/or those extending beyond 14 months, tuition fees can be paid in full up front, in advance, or in equal annual instalments ahead of the start of each study year.
- 1.7. Students who complete their course before the initial end date will be invoiced the outstanding fee balance and must pay in full prior to graduation.
- 1.8. Students must pay according to the fee terms and conditions in force at their initial enrolment on the course which is stated in their offer letter. This commitment will hold good for the normal course length plus two years. There is no fee increase over and above what is stated in their offer letter for continuing students.
- 1.9. The tuition fee is not held at the value quoted in the original offer letter when deferring to the next academic year. Applicants choosing to defer receive a new offer letter with the new course fee. Applicants who have been requested by Cranfield University to defer may be offered a bursary to cover the difference in fees.
- 1.10. Students retain ultimate liability for the payment of their fees unless they have an offer letter from Cranfield University that offers a tuition fee bursary. Students are liable for the payment of any fees over and above the tuition fee bursary offered.
- 1.11. If a student's direct sponsor does not pay the tuition fee, the student is liable for the unpaid fees. The student will be subject to sanctions for non-payment of fees if no payment is forthcoming. See section 8 – Consequences of non-payment.
- 1.12. There is a limited, defined debt chasing process for Year 1 students who are placed on Temporary Registration during that period. Tuition fee debts may be passed to a debt collection agency upon termination of registration.
- 1.13. The University reserves the right to terminate registration of any students (new entrants and continuing students) who fail to pay their tuition fees including other fees for their course of study such as bench fees, Additional Fee Element and Direct Operational Costs.
- 1.14. The University reserves the right to prevent students from participating in graduation ceremonies or receiving their award documents if tuition fee related debt has not been paid at least three weeks before the planned graduation ceremony. Students who miss the cut-off date for payment may graduate at a subsequent ceremony if tuition fee related debt has been cleared.

Deposits

2. Applicant Stage – Paying Deposits

- 2.1. Deposits are intended as non-refundable guarantees of a student's intention to take up the offer of a place at the University.
- 2.2. All self-funded applicants, UK or Home including those with SLC (Student Loan Company) funding will be required to pay a deposit. The pre-sessional English language course does not attract an additional deposit. The deposit amount and the date to pay it by will be communicated clearly at the point of offer, in the offer letter.
- 2.3. The deposit paid will be deducted from the tuition fee amount charged.
- 2.4. Applicants who can provide satisfactory evidence of sponsorship will be exempt from paying the deposit. However, if the student sponsorship is for less than 50% of the tuition fee, a deposit will still be required.
- 2.5. International students who require a CAS (Confirmation of Acceptance for Studies) are required to pay the deposit, or provide evidence of financial sponsorship, before a CAS is issued.
- 2.6. Should the applicant wish to defer to a later start date, the University will hold the full deposit paid for up to 12 months so long as their proposed course remains the same, or in exceptional circumstances the Director of Theme and Financial Controller may approve transfer of the deposit to another course if their proposed course has been discontinued by the university.
- 2.7. If a postgraduate taught student wishes to defer for a second time and/or change to a different course, they will need to re-apply and will have to pay the deposit again.
- 2.8. The University can also exclude a student from their studies for non-attendance or failure to complete registration. If the student fails to register, the University will keep the deposit; if they register and attend any part of the course in the first term, the University will charge the student one third of the tuition fees, refunding two thirds of the fee.

3. Applicant Stage – Deposit Refunds (Tuition fees)

- 3.1. Deposits for tuition fees paid on application are non-refundable except in exceptional circumstances which must be approved by the Financial Controller.
- 3.2. If a student pays the deposit and then changes their mind, they have a statutory right to receive a refund of the deposit if the withdrawal is made within 14 calendar days of payment.
- 3.3. When there is a change of circumstance a refund may be made after the 14 calendar days, at the University's discretion. Circumstances where we will refund

the deposit are detailed in the 'Guidance on refunding tuition fee deposits' document (<https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding>; Deposits tab).

- 3.4. Where a refund is requested by the prospective student, the University may request suitable evidence of the circumstances, and any efforts made to avoid the need for a refund as a precondition to making any refund payment.
- 3.5. Where granted, refunds are issued strictly to the original payer and using the original payment method.
- 3.6. An amount is retained for administration charges on any tuition fee deposit refunded. The amount chargeable is published on our Internet (<https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding>) in the guidance document on refunding tuition fee deposits. This charge is not made if the 14-calendar day statutory period applies.
- 3.7. Students applying to attend a credit bearing short course do not pay a deposit.

4. Reasons for Non-Refunds of Deposits

- 4.1. Exceptional circumstances which are unlikely to justify a refund are included in the guidance document on refunding tuition fees (<https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#deposits>)
- 4.2. If the University is informed of, or suspects fraudulent payment activity, it will take appropriate action in accordance with the Counter Fraud Policy (<https://www.cranfield.ac.uk/governance-and-policies/policies-and-regulations>) and the Anti-Money Laundering policy (<https://www.cranfield.ac.uk/governance-and-policies/policies-and-regulations>; People tab). Guidance on international fraud awareness can be found on our Payment website (<https://www.cranfield.ac.uk/about/make-a-payment>).
- 4.3. In circumstances of payment fraud, be it wittingly, or unwittingly, the University reserves the right to reject an application, withdraw a Confirmation of Acceptance for Studies (CAS) or de-register a student from the course without further recourse. In such cases, the University will comply with the prevailing statutory legislations applicable.

Tuition Fees

5. Tuition Fees

- 5.1. The University sets fee rates each year. These are published as part of our fee matrix on the internet (<https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#tuition-fees>) together with a timeline for payment.
- 5.2. The fees students are expected to pay each year are stated in their offer letter.

- 5.3. The tuition fee for a credit-bearing short course is reviewed and updated as part of the annual course approval process and published on our internet pages when the course is advertised.
- 5.4. The tuition fee for a short course will not be amended for any reduction in credit volume through recognition of prior learning; this includes repeat fees.

Additional fees

- 5.5. Full-time postgraduate taught courses may charge additional costs for items such as field trips and associated materials, sometimes referred to as bench fees. Applicants and students will find this information on the course web page should such a charge apply.
- 5.6. Postgraduate research students may be required to pay additional fees for specialist equipment etc. (referred to as Additional Fee Element or Direct Operational Cost). Details can be found on our website (<https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#tuition-fees>).
- 5.7. As each research project is different, the additional fees are calculated on a student-by-student basis. Applicants will be able to discuss any additional costs with their proposed supervisor before signing up to the course.
- 5.8. The level of additional fee will be included in the offer letter for the course even if it is not being charged directly to the student, i.e. it is recoverable through a bursary from the university, or a charge made directly to the sponsor.
- 5.9. Additional fees are not eligible for discounts and are normally non-refundable unless exceptional circumstances are approved by the Financial Controller. Further details can be found on the Tuition fees for research courses webpage (<https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#tuition-fees>)

Extensions

- 5.10. Where the period of registration of a postgraduate taught student is extended beyond that normally required for the course of study, an extension fee for the period concerned will be payable. This is detailed on the fee matrix (See Tuition Fees - <https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#tuition-fees>).
- 5.11. The extension fee for a PG Taught student may not be waived but the Faculty may provide a bursary to cover or partially cover the cost if approved by the Deputy-Vice-Chancellor (DVC) of the relevant Faculty.
- 5.12. Postgraduate research students may extend their registration for any length of time in months up to a maximum length of registration of eight years although it is expected that full time research students should complete within 3-4 years. In exceptional circumstances the PVC-Research and Innovation can extend further, beyond eight years, on behalf of Senate.

- 5.13. The extension fee for a PG Research student will be made up of a monthly extension fee plus the additional fees on a pro rata basis. Fees payable are put in an email communication to the student when the extension is approved. Full or partial bursaries to cover extensions may be offered in exceptional circumstances, approved by the DVC – Faculty.
- 5.14. If a postgraduate research student submits their thesis early, within a standard registration period no reduction in the tuition fee will be made if they have started a new academic year.

Bursaries and Scholarships

- 5.15. Some students may be eligible for a Cranfield university bursary or scholarship which may be calculated as a fee reduction. Further details can be found on our Fees and Sources of Funding <https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#payment> web page.
- 5.16. The level of Cranfield bursaries and scholarships should be considered annually as part of the overall fee-setting process and consist of a framework that includes, for example, allowable merit and regional-based scholarships.
- 5.17. Bursaries and scholarships are only able to be authorised within the bounds of the frameworks agreed at fee setting or in other exceptional circumstances (e.g. paragraphs 5.11 and 5.13). Approvals for higher levels will be in line with the Financial Manual, for example a letter from a sponsor or a letter from student loans.

Repeat Study and Trailing Modules

- 5.18. All students requiring a period of repeat study do so via an extension to their period of registration and are liable to pay a fee for this.
- 5.19. Students repeating studies or trailing modules will be charged for sitting examinations off campus. The amount payable by each student, taking account of their exact circumstances is confirmed by Student Finance and communicated to the student via Registry.
- 5.20. Students who are repeating without attendance will be charged a nil fee. This is only applicable to students who would normally be studying on campus and not for those on a distance learning course. It also does not apply to students who are just submitting their dissertation.
- 5.21. Students who are repeating or submitting an assessment and in attendance on campus will be charged an extension fee.
- 5.22. If a student is repeating or trailing modules from the previous academic year (trailing modules refer to a situation where students progress to the next stage of their course without having completed the previous stage), there will be no tuition fee charge for those modules. The standard tuition fee will apply for the year of study the student is registered onto.

- 5.23. A student on a credit-bearing short course may have a second attempt sitting their assessment (resit); no repeat fee will be charged for this resit. However, if they fail this resit, they will fail the course.

Fee Appeals

6. Fee Appeals

- 6.1. If a student believes that they have been charged fees incorrectly, they should follow the relevant Appeals Process as set out in the Student Complaints Handbook (Handbooks tab: <https://www.cranfield.ac.uk/governance-and-policies/quality-assurance>).

Paying Fees

7. Paying Tuition Fees – Applicants and Continuing Students

- 7.1. The fee for the first year of a full time course of study (or up to 14 months) will be payable in advance on registration, and, if the course extends beyond 14 months, further fees will be payable annually in advance thereafter as detailed in our fee matrix (see Tuition Fees: <https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding#tuition-fees>).
- 7.2. For part-time courses, tuition fees can be paid in full up front, or in equal annual instalments. Students who complete their course before the initial end date will be invoiced the outstanding fee balance and must pay in full prior to graduation.
- 7.3. For credit-bearing short courses, the advertised tuition fee is payable in full by the student at the time of booking the course, unless stated otherwise on their course webpage.
- 7.4. Fees for full-time courses cannot normally be paid in instalments of less than 12 months except for students who are funded through Student Loan Company (SLC), some international government sources and to address exceptional circumstances agreed on a case-by-case basis. In these cases, students are expected to set up a payment schedule.
- 7.5. Some additional charges may be issued on a separate invoice to tuition fees. All fee payments are due in accordance with the terms specified on the invoice.
- 7.6. The University reserves the right to refuse or reject any financial transaction where the payment origin cannot be identified or confirmed.

Consequences of Non-payment

8. Non-payment of Tuition Fees

- 8.1. Students who do not pay, default or miss agreed payments on a payment plan will face termination of their registration and/or referral to the debt collectors unless a satisfactory arrangement can be made with the Student Finance Team.

Applicants

- 8.2. Payment of the full fee or the first annual instalment is required before registration unless a payment plan of instalments has been agreed (e.g. because the student is paid for by a government loan).
- 8.3. All students who have not paid by registration, or who have not provided the documents necessary to evidence funds as requested by Student Finance, will be placed on Temporary Registration in Agresso and SITS which means they do not have access to the EVE student system and thus key documents including assessment results and confirmation of student status letters required for banks, council tax exemption etc. will not be available.
- 8.4. Students have 10 working days from being placed on Temporary Registration to pay or provide evidence that they have the funds to pay.
- 8.5. Registry and Student Finance work with the student to secure a method of payment, which may, in exceptional circumstances, involve agreeing a payment plan of instalments.
- 8.6. Students who have not been able to pay their tuition fees are also referred to the Student Wellbeing and Disability Support team
<https://www.cranfield.ac.uk/study/life-on-campus/wellbeing-and-support/student-wellbeing-and-disability-support> for wellbeing support.
- 8.7. Self-funding students who cannot pay, including those who have used funds provided by their sponsor for other purposes, under exceptional circumstances may be able to agree a payment plan with a Recurring Payment set up.
- 8.8. If the student's sponsor has not paid, Student Finance will enter discussions with the student to agree a payment plan with the option to suspend the student pending termination if agreement cannot be reached. Suspended international students must return home. If the sponsor subsequently pays, the student is refunded any payments made on the agreed payment plan.
- 8.9. If students have not paid or agreed a payment plan within 10 days, further sanctions may be imposed including the option to suspend the student. Suspended international students must return to their home country. After a further two weeks they are passed to Registry to begin the process of termination.

Continuing students

- 8.10. Students who fail to pay agreed instalments (either on their agreed payment plan or their second annual instalment) will be warned that they will be referred to Student Finance and Registry and will be placed on suspension pending termination unless they pay the due instalment in full or agree a revised payment plan within 10 days of being notified.

- 8.11. Research students will be reminded at their 9-12 month review and at subsequent annual reviews that failure to pay their tuition fees by the anniversary of their registration date will result in them being sanctioned. They will have opportunity to discuss a payment plan with Student Finance if they are having financial difficulties and to discuss this with Student Wellbeing and Disability Support.

Termination

- 8.12. Final approval to terminate a student's registration will be made by the Senior Assistant Registrar, following consultation with the Financial Controller, on behalf of the Academic Registrar in accordance with Regulation 46.1 (d).
[<https://www.cranfield.ac.uk/governance-and-policies> - Senate Regulations]
- 8.13. Where payment of tuition fees and other charges is not made when due, the University may charge interest on any outstanding sum at the National Westminster Bank base rate plus 4%.
- 8.14. The University will pursue appropriate legal action to recover the debt if required. From 01 August 2025 onwards, direct costs associated with this action (e.g. legal fees and debt chasing costs) will be passed on to the student.

Results and Graduation

- 8.15. Where details of interim results are sought by a person in debt in relation to tuition fees and charges relating to a specific course, any information supplied will not take the form of an official transcript or an official reference, and it will clearly state that the student is a debtor to the University.
- 8.16. Where a person is in debt to the University at the end of their period of study and that debt involves non-payment of tuition fees and charges relating to a specific course of study, no formal notification will be issued as to the results of any examinations or other assessments undertaken by that person relating to the award or non-award of a degree or other academic distinction of the University.
- 8.17. Debtors will not be entitled to graduate, nor to receive any Degree certificate, until all tuition fee debts relating to the course are discharged except in exceptional circumstances approved by the Director of Finance.

Refunds

9. Leaving the University and Refunds

- 9.1. The term 'refund' relates to the repayment of sums paid by a student to the university or an appropriate reduction in the amount of sums owed in future by the student to the University.
- 9.2. Cranfield University is committed to ensuring that all students receive the education they are entitled to, and that the University has provided the educational output and service it has agreed to do. There may be, however, occasions where a student does not feel satisfied with the service the University has provided, and the University has in place complaints and appeals procedures which students are

able to access in such instances. Where any complaint or appeal is received, and subsequently upheld, a variety of measures may be put into place, including financial redress as detailed below.

- 9.3. Cranfield's refund policy is set out in the Student Protection Plan (Student Protection Plan tab: <https://www.cranfield.ac.uk/research/research-degrees/applying-for-a-research-degree>).
- 9.4. Should the University be unable to provide an acceptable arrangement to enable a student to continue their study because of any of the risks identified in the Student Protection Plan, students will be offered either:
- A lower exit award (if applicable) with a partial refund of the tuition fees for the higher award;
 - A pro-rata refund for fees paid for credits which have not been attempted, with the credits gained transferable to another institution; or
 - Exceptionally, and at the University's discretion, a refund of the full tuition fee.
- 9.5. Where a student is dissatisfied with the outcome of any mitigation proposed, they may make a formal complaint to the University through the Student Complaints procedure, which is detailed in the Student Complaints Senate Handbook (<https://www.cranfield.ac.uk/governance-and-policies/quality-assurance>).
- 9.6. Students have the right to leave their course and therefore the University. If a postgraduate taught or research student decides to leave within the first term of the official start date of their course, they will be refunded two thirds of the fee. Thereafter they are subject to paying the full fee except in exceptional circumstances with approval by the DVC Faculty (or their nominee).
- 9.7. It is a student's right to cancel attendance on a credit-bearing short course. If a student starts a credit-bearing short course and wishes to leave it, the student must notify the Faculty of their withdrawal. However, refunds of tuition fees will only be made if a student cancels the course at least 10 working days prior to it starting.
- 9.8. If the credit-bearing short course is cancelled by the University a refund will be made to the student. Part refunds will not normally be made.
- 9.9. Students who cancel their place on their Pre-Sessional English (PSE) course before they start the programme will be able to request a refund of any tuition fee paid.
- 9.10. Students who have started their PSE programme and wish to leave will not normally be considered for a refund. Students who have been requested to leave the PSE programme may be considered to receive a refund (calculated pro-rata on the number of weeks studied) with approval from the Financial Controller.
- 9.11. Cranfield University does not refund tuition fees paid by students under the following circumstances:

- Where they have chosen to cease their studies of their own accord after four weeks from registration, unless exceptional circumstances exist, which must be submitted with the Notification of Student Withdrawal paperwork before the termination of that student's registration;
- Solely on the basis that they have failed to achieve their intended award. Students who transfer to a lower award without studying towards the higher award may, with approval of the Financial Controller and Senior Assistant Registrar, receive a refund of a proportion of the paid fees; or
- Simply on the basis that changes have been made to the modules on a course of study.

9.12. Where refunds are agreed, the University will normally provide payment of such refund within 28 days from the date of the agreement.

9.13. Where the registration of a student is suspended, no fee will be payable for the period of suspension. The pro-rata element of any fee already paid relating to the period of suspension will be credited against any further payments due.

9.14. Tuition fees will not be reduced to students who start their courses late.

9.15. Should students undertake additional credits, the additional credit fees will be charged at a different time to the standard course fee. Any refund would only be on the standard course fee excluding the additional credits taken.

9.16. All refunds will be processed using the original method of payment, in accordance with the University's Anti Money Laundering policy.

9.17. Accreditation of Prior Learning (APL) fees are non-refundable.

Suspending Registration or Changing Courses

10. Suspending Registration or Changing Courses

Suspending Registration

- 10.1. Students can suspend their registration with the agreement of their Course Director or Supervisor. The Director or Research or Director of Education for the relevant course and area of university must approve the return to study plan.
- 10.2. Tuition fees are not recalculated when students suspend their registration. Tuition fees are not refundable for any months that the student is not studying, and we will continue to chase for payment if fees are due and remain unpaid.
- 10.3. It is not permissible for a student on a credit-bearing short course to take a study break from the course or from modules on that course.

Changing Course

- 10.4. Where a student transfers from one course to another, the tuition fee payable will be an amalgam of the fees for each course calculated on a pro-rata basis.

- 10.5. Postgraduate taught students who mode-switch from a full-time course to a part-time course, will have their tuition fees adjusted either once their registration period is extended, or in line with changes in the Student Finance England/Wales ("SFE") payment schedule if the student is paying in instalments with an SFE loan.
- 10.6. Applicants for a credit-bearing short course may transfer to a future course delivery date at no tuition fee penalty providing the original start date has not passed.

Suspension

- 10.7. Where the registration of a student is suspended, no fee will be payable for the period of suspension. The next payment will be due on the recalculated renewal date depending on the length of suspension.
- 10.8. Where a student defers an individual module, but remains registered on the course, they will still be charged the full fee for that year, but when they return in the next academic year they will not be charged again unless they have extended their registration to do the module.
- 10.9. In circumstances when postgraduate taught students resume their studies to write up their dissertation only and are no longer registered they will not be charged for the writing up period.
- 10.10. Where a student obtains their own sponsor it will be up to the student to discuss their funding arrangements and suspension. Cranfield University will need to advise the sponsor if a student suspends and Cranfield University will need to discuss with any industrial sponsors of studentships that it has obtained how a period of suspension will affect the deliverables, end dates etc.

How does the University check the policy is followed?

The Executive Lead who has responsibility for student recruitment is responsible for this policy.

Finance PSU implements the policy. The policy is monitored by the Student Finance Team, who ensure that the policy is adhered to, is transparent and consistently applied. Disputes will follow the Student Complaints procedure (https://www.cranfield.ac.uk/-/media/files/corporate_documents/student-complaints.ashx).

Who can you contact if you have any queries about this document?

Anyone who has a query about the Tuition Fee Policy can contact Student Finance at studentfinance@cranfield.ac.uk.

How to make a payment. Information can be found on the internet [<https://www.cranfield.ac.uk/about/make-a-payment>] or contact - studentfinance@cranfield.ac.uk.

Further information

This policy, other related University policies and guidance documents mentioned below can be found on the Policies and Governance web page <https://www.cranfield.ac.uk/governance-and-policies> or at the links below:

- **Accompanying Information and Conditions of Offer -** <https://www.cranfield.ac.uk/study/application-guide/your-offer>
- **How to pay your deposit and fees -** <https://www.cranfield.ac.uk/study/taught-degrees/fees-and-funding>
- **Student Protection Plan:** https://www.cranfield.ac.uk/-/media/files/corporate_documents/student-protection-plan.ashx
- **Cranfield University terms and conditions for student online payment -** <https://www.cranfield.ac.uk/about/governance-and-policies/policies-and-regulations/cranfield-university-terms-and-conditions-for-student-online-payment>
- **Guidance on refunding tuition fee deposits -** <https://www.cranfield.ac.uk/study/application-guide/your-offer>
- **Senate Handbooks -** <https://www.cranfield.ac.uk/about/governance-and-policies/quality-assurance>:
 - Academic misconduct
 - Academic appeals
 - Changes to registration
 - Student complaints
 - Student disciplinary procedures
 - Student welfare
 - Undergraduate Students Handbook
 - Postgraduate Students' Handbook
 - Research Students' Handbook
- **Health and Safety Handbooks for Cranfield and Shrivenham -** <https://www.cranfield.ac.uk/study/taught-degrees/arrivals-and-registration/important-documents-for-new-students>
- **Student Charter** <https://www.cranfield.ac.uk/study/student-charter>

Approved:




Rebecca Churchill
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Date:

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Document control

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