

# Fee Status Assessment Policy for Applicants and Enrolled Students (Student Admissions)

<b>Policy Category:</b>	Academic
<b>Subject:</b>	Applicant fee status assessment including pre and post enrolment fee status contestation.
<b>Approving Authority:</b>	College Council
<b>Responsible Officer:</b>	Vice-Principal (Education) and the Executive Director, Students & Education
<b>Delegated Authority:</b>	<b>King's Admissions Office</b>
<b>Related Procedures</b>	
<b>Related College Policies:</b>	<a href="#">Applicant Misconduct Statement</a> , <a href="#">Applicant Complaints Policy</a> , <a href="#">Student Non-Academic Misconduct Policy</a>
<b>Effective Date:</b>	September 2024
<b>Supersedes:</b>	September 2022
<b>Next review:</b>	July 2027

## PURPOSE & SCOPE

King's College London recognises that an accurate assessment of the fee an applicant would be expected to pay upon admittance is an essential part of the student's contract with the university. This policy outlines how the university assesses an applicant's fee status, which determines the fee to be paid for the duration of the programme of study. It also covers the specific circumstances and criteria that pre and post-enrolled students can use to contest their fee status. This policy applies to all applicants and enrolled students at the university, at all levels of study.

This policy is updated in light of changes to [the UK Council for International Student Affairs \(UKCISA\) guidelines](#) that have occurred since the UK's departure from the European Union. These guidelines are informed by the UK Government's immigration laws.

## DEFINITIONS

**"Home" and "Overseas" fee status** – the fee that an applicant will pay for their programme is determined by their status of either "Home" or "Overseas". In England there are fee regulations which outline who is eligible for a Home fee status as defined by the UK Government. These regulations are amended regularly. Details of the various categories of criteria for eligibility may be found on the [UK Council for International Student Affairs \(UKCISA\)](#) webpages. Those applicants whose circumstances do not meet the Home fee categories will pay Overseas fees.

**[UK Council for International Student Affairs \(UKCISA\)](#)** – organisation that supports international students and the institutions who work closely with them. UKCISA provides advice, guidance and information regarding fee regulation and immigration as set by the UK Government. Staff and applicants must utilise UKCISA's guidelines and refer to its set of [definitions](#) when considering fee status.

**[Indefinite Leave to Remain/Enter](#)** - Indefinite Leave to Remain is an immigration status which allows a person to settle in the UK. It gives the right to live, work and study in the UK for an indefinite period. It can be used to apply for British citizenship.

**[Refugee Status](#)** – if, following an application for asylum to remain in the UK, the individual meets the definition in the [UN Refugee Convention 1951](#), the government will recognise that person as a refugee and issue them with refugee status documentation. Usually, refugees in the UK are given five years' leave to remain as a refugee.

**[Humanitarian Protection](#)** – Humanitarian Protection provides international protection where it is needed, to individuals who do not qualify for protection under the Refugee Convention. It covers situations where someone may be at risk of serious harm if they return to their country of origin but they are not recognised as refugees because the risk is not of persecution for a reason covered by the Refugee Convention.

## **POLICY**

### **1. Introduction**

- 1.1 This policy outlines how the university assesses an applicant's fee status. The determined fee status sets the fee that an applicant is due to pay on the commencement of and for the duration of their programme. The policy also provides information on how applicants can contest their fee status assessment pre and post-enrolment.

### **2. Responsibilities**

#### **Applicants and Enrolled Students**

- 2.1 Applicants are required to provide accurate information pertinent to their fee status in their application to the university. This will include, but is not limited to, information such as their residency and nationality.
- 2.2 Applicants and enrolled students are expected to respond to requests for further information regarding their fee status to deadlines specified. Failure to do so may cause a delay in the assessment of their fee status or lead to an inaccurate assessment. For enrolled students requesting a fee status review, this may also mean this request is revoked.
- 2.3 To allow for effective communication with the university, applicants and enrolled students are expected to monitor their King's Apply account and email inbox regularly.
- 2.4 Applicants and students are expected to behave respectfully in the admissions process. Information about the expected standards and the consequences of not meeting these can be found in the [Applicant Misconduct Statement](#) and [Student Non-Academic Misconduct Policy](#).

#### **The University**

- 2.5 The university utilises [UK Council for International Student Affairs \(UKCISA\)](#) guidelines to assess the fee status of an application. This assessment is made by the King's Admissions Office (KAO) and applies to all levels of study at the university. The university endeavours to respond within the timescales that are outlined.

### **3. Fee Status Assessment**

- 3.1 The information provided in an application to study at the university will be used to assess an individual's fee status. This includes, but is not limited to, an applicant's residency and nationality. Applicants should ensure that this information is accurate and truthful at the time of application.
- 3.2 Applicant information is mapped by KAO against guidelines and categories outlined by the [UK Council for International Student Affairs \(UKCISA\)](#) to determine the fee

status that the applicant will pay for the duration of their programme of study, either Home or Overseas fees.

- 3.3 Should the university require more information from the applicant to make a final decision regarding the fee status, a fee status questionnaire will be sent to the applicant via King's Apply for completion and return, with evidence. A deadline will be specified for the submission of this information and failure to meet this will result in a delay in the assessment of the application and/or potentially an inaccurate fee status assessment.
- 3.4 The final fee status assessment made by the university will be included in the applicant's offer letter which is published on King's Apply. This will confirm the fee that will be expected to be paid for the duration of study. By accepting an offer, as a Firm or Insurance offer, the applicant is accepting the fee status assessment made by the university.

#### **4. Contesting Fee Status Assessment, Pre-Enrolment**

- 4.1 Before accepting an offer to study at the university, and before enrolment, if an applicant wishes to contest their fee status assessment, they can submit a complaint to the KAO via King's Apply to request that this is reviewed.
- 4.2 The applicant has one opportunity to contest their determined fee status in an application cycle, unless there is compelling evidence that circumstances have changed on multiple occasions during this period which would warrant multiple reviews. With limited opportunities to challenge a fee status decision post-enrolment, applicants are encouraged to contact the university prior to enrolment if they believe there is an error in their fee status assessment.
- 4.3 The KAO may ask the applicant to complete a questionnaire and provide further evidence to gain a detailed understanding of their circumstances via King's Apply. Applicants are expected to adhere to specified deadlines to ensure a timely review and accurate review can take place. Failure to meet deadlines may result in the request for a fee status review being revoked.
- 4.4 Once all information has been gathered from the applicant for an investigation to take place, the KAO has 10 working days to provide a response. The outcome of this investigation will result in either:
  - a. the fee status being updated, and a new offer letter being issued; or
  - b. the initial assessment standing with a written explanation as to why it cannot be changed.
- 4.5 This decision will be final. Should the applicant feel there has been a procedural error in handling the complaint or they have substantive new evidence that has not been previously considered, they may consider a Stage Two complaint under the [Applicant Complaints Policy](#).

## **5. Contesting Fee Status Assessment for Students, Post-Enrolment**

5.1 The university recognises that after enrolment, a student's circumstances may change and as a result they may wish to contest their determined fee status. There are three identified timeframes under which enrolled students can request a review of their fee status:

- a. between 1<sup>st</sup> September and 31<sup>st</sup> October of the first or only academic year of the programme;
- b. after 31<sup>st</sup> October of the first academic year of the programme;
- c. between 1<sup>st</sup> September and 31<sup>st</sup> October of the second or subsequent academic year.

For students whose academic year starts in a month other than September, the timeframe to submit is within 8 weeks of their start date.

5.2 For all timeframes outlined in 5.1, students must:

- a. have reviewed the eligibility criteria for Home fees for higher education in England provided by UKCISA, and;
- b. meet the eligibility criteria for Home fees through at least one of the UKCISA categories, and;
- c. for 5.1.a and 5.1.b., have commenced or be due to commence a programme of study in the current academic year, or;
- d. for 5.1.c, have commenced or be due to commence a year of study in the current academic year.

5.3 There are limited circumstances by which a student can become eligible for Home fees after a programme has started. Provided all the applicable criteria in 5.2 are met, students wishing to contest their fee status post-enrolment can do so on either of the following grounds:

- a. if their immigration status has changed since the point of enrolment or;
- b. if they or a relevant family member has been granted refugee status or humanitarian protection. Please note, being granted refugee status or humanitarian protection after the start of the course will only result in a change in fee status for the upcoming academic year if all other category criteria have been met.

5.4 For those students wishing to contest their fee status decision prior to 31<sup>st</sup> October of the first academic year of the programme (5.1.a) they may also contest their fee status on following grounds:

- a. if there is evidence of a procedural error that was made during the original fee status assessment.

5.5 Requests for a review of the student's fee status will not normally be considered under any other circumstances and only if there are exceptional circumstances surrounding the contestation.

- 5.6 Students who meet the above criteria, must submit a fully completed Fee Status Review Form (FSRF), which can be found on the university's website under "Fee Status Reassessment for Enrolled Students" either here for [undergraduate students](#), or here for [postgraduate students](#). Forms must be submitted along with any supporting evidence directly to the KAO via [feestatusreview@kcl.ac.uk](mailto:feestatusreview@kcl.ac.uk) to initiate a request to have their fee status reconsidered. Enrolled students have one opportunity to request a review and therefore it is essential that all supporting evidence is submitted alongside any request made.
- 5.7 KAO will review the submission within 10 working days. If further information is required to complete the review, this will be communicated to the student via email. The student will be required to provide further evidence within specified deadlines. Once all information required to complete the assessment has been received and criteria met as outlined above, the KAO endeavours to respond within a further 20 working days with the outcome of the assessment.
- 5.8 Failure to respond to requests for further information in the timeframes provided, may result in the request to reconsider the fee status decision being revoked and/or the assessment will be concluded based on the information available. Any cases closed due to insufficient evidence or information will remain at the existing fee rate.
- 5.9 Those that do not meet the criteria in 5.1, 5.2, 5.3 and 5.4, will not have their request reviewed and it will be revoked.
- 5.10 Fee status reviews can only be submitted for current or upcoming academic years. It is not possible to conduct retrospective reviews for previous academic years. Reviews submitted after 31st October of the first academic year will only be considered for the upcoming academic year onwards.
- 5.11 Interruption of studies in order to meet certain residency criteria for Home fees will not result in a change in fee status. Students will be considered as a continuing student in these circumstances and the fee status will remain as assessed when they originally started their course.
- 5.12 For students entering their second or subsequent years of study, requests to review a fee status decision that are made outside of the timeframe 1<sup>st</sup> September – 31<sup>st</sup> October, will not be considered.

### **Outcomes**

- 5.13 Once the KAO has reviewed the fee status the outcome there are two possible outcomes:
- a. request to review fee status and evidence is not compelling and the fee status decision should not be changed; or
  - b. request and evidence demonstrates that a fee status should be updated to Home fees.

- 5.14 If the student's fee status is to be updated to Home fees, the KAO will inform any relevant departments at the university of the change in fee status and any adjustments that are required to the fee payable. The student will also be notified of the outcome of the review via email from the KAO.
- 5.15 In circumstances where a decision will not be changed, the KAO will email the student directly and provide a written explanation as to why the fee status decision cannot be changed.
- 5.16 If the student feels that there has been a procedural error during the fee status review process or they have substantive and compelling new evidence which has come to light after the receipt of the outcome of their fee status review, they are able to submit a Stage Two Fee Status Review complaint on this basis.
- 5.17 To submit a Stage Two Fee Status Review complaint, students are required to complete a [Fee Status Review Stage Two Complaint form](#) and email this to [feestatusreview@kcl.ac.uk](mailto:feestatusreview@kcl.ac.uk). Forms must be completed and submitted within 10 working days of the outcome of the initial fee status review. Once received the KAO has 30 working days to respond to the student with a final outcome.
- 5.18 If the student feels that there has been a poor level of service provided during the review of their fee status, they may submit a complaint on this basis under Stage Two of the [Complaints Policy](#) for students.
- 5.19 The final decision of the university following a Stage Two Fee Status Review Complaint is final. A student may ask the [Office of the Independent Adjudicator](#) to consider any unresolved complaint against the College.

## **6 Policy Implementation and Review**

- 6.1 Unless there is a change to the legal or political landscape or internal monitoring suggests an urgent review of this policy is required, the policy will be reviewed every three years by the KAO.

## **7 Reporting**

- 7.1 Admissions Managers within the KAO will have oversight of the requests and outcomes for fee status decisions and reviews. Fee status decisions, the volume of requests for reviews and outcomes will be monitored and will inform the needs for staff training and the development of resources to support accurate decision making.
- 7.2 Information submitted by applicants regarding their fee status is stored by the KAO in accordance with the Privacy Notice and [retention schedules](#).