

## **FEE APPEAL GUIDELINES**

### DEFINITIONS:

Definitions used in these guidelines are defined by the glossary to the calendar.

### PROCEDURES:

The Fee Appeal Guidelines guide staff in the consideration and processing of Fee Appeals.

The following principles will apply:

1. Applications must be consistent with the timeframes outlined in the Enrolment and Fee Appeal Regulations;
2. Applications will be considered on the merits of, the context of, and the evidence for, each situation;
3. Where appropriate a Credit of Fees is the preferred option for redress.





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considered; an award of WD may be

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possible when work commitments  
are likely to ease.



	breakdown affected the student's ability to study and if possible a date that the student may resume study.	Confirm that previous fee appeals have not been made on this ground.
Sensitive Issue – Student's family members included (sexual abuse etc)	Request evidence from a Dr, GP, Medical Professional, Councillor or ACC on official letterhead including dates that the student's ability was affected. Stress to student that information will remain confidential. If the student requests the documentation back do not keep a copy and send all evidence back. Record on student notes on the Fee Appeal Restricted area that the evidence has been cited.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.

Bereavement

Death of Student

Request the Death Notice of the student from the University Library.  
If there is no 4f1 0is no 4f (If there )4v





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Appendix 2 Previous Policy, Procedures and Guidelines