

**Newcastle University Postgraduate Applicant Deposit Refund Policy 2024/25**

1. **Deposit refunds**

Applicants are informed that it is a non-refundable deposit which will be deducted from their tuition fees at registration. A refund will only be authorised in the following circumstances:

**a. Within the 14 day cooling-off period**

If a refund is requested within 14 days of the payment being received by the University.

# b. The applicant does not meet the conditions of their offer

If the applicant does not meet the academic conditions of their offer and receives a reject decision from the University. The applicant must provide a transcript of English language certificate demonstrating that they have made a genuine attempt to meet the conditions of their offer after the conditional offer was made.

# c. The applicant’s visa is refused

Where the visa application has been refused or rejected by UKVI, you will be required to send a copy of the complete visa refusal documentation you have received from UKVI. Please note we will not refund a deposit paid in the case of visa refusals which were made on the basis of fraudulent documents or misleading information.

# d. The applicant’s ATAS clearance is refused

Where an applicant’s ATAS clearance was refused or rejected. A copy of the ATAS refusal notice must be provided.

# e. The University cancels the programme

If the University informs the applicant that the Postgraduate programme is not running that academic year.

# f. Deferred Entry

Where an applicant defers their offer after they have paid their deposit, the University will hold their deposit for the next year of entry. If the applicant wishes to defer for a further year, the deposit is forfeited.

# g. Exceptional circumstances

Where exceptional circumstances, beyond the applicant’s control, prevent the applicant from commencing their studies e.g. serious illness, the University may exercise discretion to authorise a refund. Documentary evidence must be provided.

Where a refund is authorised the applicants offer and any CAS issued will be withdrawn and the UKVI notified accordingly.

1. **Fraudulent applications**

We reserve the right not to refund the deposit where we decide to withdraw an applicant’s offer due to evidence of fraudulent activity, plagiarism or omission in the application process or visa application process.

1. **Applying for a refund**

All refund requests must be submitted to pgadmissions@ncl.ac.uk **by 31 October** of the year of entry providing documentary evidence where required. Refund requests received after this date may be considered at the University’s discretion.

The University will begin issuing refunds from mid to late January. Refunds will be returned via the same method and to the same person or third party as the original payment transaction.

1. **Queries about this Policy**

Any queries about the policy and procedures set out in this document should be directed to the Postgraduate Admissions Team: [pg-admissions@newcastle.ac.uk](mailto:pg-admissions@newcastle.ac.uk)

**Document Control:**

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| Related Procedure and Guidance: | Criminal Convictions Policy and Procedure  Under 18s Policy and Procedure  Admissions Appeals and Complaints Procedure  Good Practice Applicant Feedback Procedure  Admissions Fraud Procedure: detection, reporting and response |
| Lead contact: | Annie Shuker, Deputy Director Recruitment and Admissions |