

## Consumer information

<b>Academic programmes</b>	For more information regarding the programmes available at the University of Roehampton, please visit our Courses pages <a href="https://www.roehampton.ac.uk/courses/">https://www.roehampton.ac.uk/courses/</a>
<b>Accrediting agencies and governmental bodies</b>	Approved Higher Education Institutions (HEIs) are either 'Recognised' or 'Listed'. 'Recognised' Higher Education Institution (HEIs) have the authority to award degrees. The University of Roehampton is a 'Recognised' institution and verification of this can be found here. <a href="https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies">https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies</a>
<b>Attendance monitoring and missing students</b>	Regular attendance monitoring is a University requirement. You can read more about your responsibilities at <a href="https://www.roehampton.ac.uk/globalassets/documents/corporate-information/policies/student-contract-2020-21.pdf">https://www.roehampton.ac.uk/globalassets/documents/corporate-information/policies/student-contract-2020-21.pdf</a>  Universities are required by the Home Office to identify when students it is sponsoring under Tier 4 have stopped studying. Therefore, we are required to monitor attendance and engagement of students on a Tier 4 visa. Where a student does not attend or engage in their course, they are at risk of being withdrawn by the University and reported to the Home Office. You can find out more about our Tier 4 Sponsor responsibilities here: <a href="https://www.roehampton.ac.uk/international/visas-and-immigration/tier-4-student-responsibilities-while-in-the-uk/">https://www.roehampton.ac.uk/international/visas-and-immigration/tier-4-student-responsibilities-while-in-the-uk/</a>
<b>Careers and employability</b>	At Roehampton we will make sure, from your first year with us, that you will be given the opportunity to build important career skills and gain work experience, to help you in whatever career you go on to after graduation. <a href="https://www.roehampton.ac.uk/careers/">https://www.roehampton.ac.uk/careers/</a>
<b>Cost of attendance</b>	Click the link to read our Cost of Attendance Information and 2020/21 Cost of Attendance example. <a href="https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/">https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/</a> <a href="#">Add tables to web page and Cost of Attendance pages</a>
<b>Data protection</b>	The University of Roehampton processes a range of information about staff, students and other individuals for a variety of purposes

<p><b>policy</b></p>	<p>that underpin its operations. In doing so, the University is committed to upholding and protecting the rights of data subjects and complying with all relevant data protection legislation.</p> <p><a href="https://www.roehampton.ac.uk/corporate-information/information-compliance/data-protection/">https://www.roehampton.ac.uk/corporate-information/information-compliance/data-protection/</a></p>
<p><b>Eligible programmes</b></p>	<p>Undergraduate programmes can be found here:  <a href="https://www.roehampton.ac.uk/undergraduate-courses/">https://www.roehampton.ac.uk/undergraduate-courses/</a></p> <p>Postgraduate programmes can be found here:  <a href="https://www.roehampton.ac.uk/postgraduate-courses/">https://www.roehampton.ac.uk/postgraduate-courses/</a></p> <p>To be eligible for US Direct Loans, students must be studying a degree granting programme at least half time (i.e. undertaking at least the equivalent of 50% of a full time programme). Certificate and Diploma course are not eligible for Title IV financial aid. Students must be physically in attendance.</p> <p>Students undertaking a course via Distance Learning (or via any method involving telecommunications rather than physical attendance) are not eligible for Federal Student Aid.</p> <p>Please note that our Nursing courses and Undergraduate Business Courses with optional Business work placements are not eligible courses for Title IV financial aid.</p> <p>A number of courses shown in the University's Prospectus and under the course pages of our website are not available to International students on Tier 4 Student Visas.</p> <p>For a complete listing of our undergraduate and postgraduate programmes available to students on Tier 4 Student Visas, please visit the International section of our webpages or contact us for further information.</p> <p>In addition, the following programmes are also considered ineligible:</p> <ul style="list-style-type: none"> <li>• Undergraduate Programmes at Level 4 &amp; 5</li> <li>• Foundation Programmes</li> <li>• PGCE</li> <li>• Postgraduate Programmes at Level 7</li> <li>• Certification of Professional Practice, Learning and development</li> <li>• 'Top Up' Programmes</li> <li>• Programmes delivered at less than 50% of a full time programme</li> <li>• Programmes delivered through distance learning</li> <li>• Programmes with portions delivered by a partner institution that is not Title IV eligible</li> </ul>

	<ul style="list-style-type: none"> <li>• Programmes delivered in the United States</li> </ul> <p>Please see <a href="https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/">https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/</a></p>
<b>Equality and diversity.</b>	<p>The University of Roehampton is shaped by its people who come from a diverse range of backgrounds. The University is committed to upholding equality legislation in the best way practical and has policies and procedures to ensure the University abides by legislation.</p> <p><a href="https://www.roehampton.ac.uk/corporate-information/equality-and-diversity/">https://www.roehampton.ac.uk/corporate-information/equality-and-diversity/</a></p>
<b>Health and safety</b>	<p>You can find useful information on how to stay safe and well during your time and stay at university here:-</p> <p><a href="https://www.roehampton.ac.uk/new-students/health-and-safety/">https://www.roehampton.ac.uk/new-students/health-and-safety/</a></p>
<b>Misrepresentation</b>	<p>This is defined as a false, incorrect, misleading statement made directly or indirectly to a student, any member of the public, an accrediting agency, a state agency, or the Department.</p> <p>Misrepresentation includes any statement that omits information in such a way as to make the statement false, erroneous, or misleading. A statement may still be misleading, even if it is true on its face.</p> <ul style="list-style-type: none"> <li>▪ Nature of educational program - This definition applies to statements made by an eligible institution, the school's representatives, or any ineligible institution, organization, or person with whom the eligible institution has an agreement to provide educational programs or those that provide marketing, advertising, recruiting or admission service. Misrepresentation includes the dissemination of a student endorsement or testimonial that a student gives either under duress or because the school required the student to make such an endorsement or testimonial to participate in a program.</li> <li>▪ Nature of Financial charges – Misrepresentation concerning the nature of an eligible institution's financial charges includes but is not limited to false, erroneous or misleading statements concerning—offers of scholarships to pay all or part of a course charge; whether a particular charge is the customary charge of the course; cost of program and institutional refund policy if the student does not complete the program;</li> <li>▪ Employability of graduates - A school, one of its</li> </ul>

	<p>representatives, or a related party engages in substantial misrepresentation when it does so about the nature of its education program, its financial charges, or the employability of its graduates; availability or nature of any financial assistance offered to students; and the student’s right to reject any particular type of financial aid or other assistance.</p> <p>Misrepresentation as defined by US Department of Education in collaboration with IEC.</p>
<p><b>National Student Loan Data System (NSLDS)</b></p>	<p>The University of Roehampton is required, under US Federal Law, to confirm your attendance online through the National Student Loan Data System (NSLDS). We are required to submit attendance confirmation reports every 60 days.</p>
<p><b>Private loans</b></p>	<p>Eligible students are encouraged to apply for Federal Loans in the first instance. The University is eligible to accept students with alternative private loans through Sallie Mae.</p> <p>You can get further information here.</p> <p><a href="https://myglobaled.com/student-loans/">https://myglobaled.com/student-loans/</a></p> <p><a href="https://www.salliemae.com/student-loans/smart-option-student-loan/terms/loan-app-solicitation/">https://www.salliemae.com/student-loans/smart-option-student-loan/terms/loan-app-solicitation/</a></p> <p>Each lenders loan programmes have different requirements. Be sure to check with your lender regarding the loan programme that best suits your needs.</p> <p>Some US lenders offer private loans to residents of specific states. Please check that this also applies to Foreign Schools.</p>
<p><b>Refund policy</b></p>	<p>The Refund Policy is overseen by the University’s Senate Committee and all refunds are at the discretion of the University.</p> <p>Prior to consideration for any refund or waiver, all necessary withdrawal or interruption of studies procedures must have been completed by the student and the student recorded as withdrawn in the Student Record System. To claim a refund, requests must be submitted in writing to the Finance Department along with any necessary supporting documentation. Any refunds due will be made by the same method as the original payment, with the exception of cheque payments, which will be refunded by Bank Transfer.</p> <p>Where a student has other outstanding debts to the University, any</p>

	<p>refund amount due may be offset to clear the outstanding balance. No refunds will be given if withdrawing from or interrupting studies on non-degree courses. In the event of a student failing to complete a programme of study, other than in the withdrawal situations described above, all outstanding fees owed to the University must be paid and no refunds will be due.</p> <p>If a student who receives Federal Financial Aid withdraws, interrupts for more than 180 days or drops below half time attendance from their course, the University will recalculate the tuition fee liability and a return to Title IV (R2T4) calculation will be carried out as determined by the US Department of Education guidelines. The amount the University and the student need to return is calculated using the US Department of Education Return to Title IV worksheets (R2T4). Any unearned funds received by the University will be returned direct to the lender and the student notified. If any loan funds are to be returned by the student, the student will be notified by the University and they should repay these funds immediately in accordance with the terms of the promissory note.</p> <p>Loans are returned in the following order:</p> <ol style="list-style-type: none"> <li>1. Unsubsidised Stafford</li> <li>2. Subsidised Stafford</li> <li>3. PLUS (Graduate or Parent)</li> </ol> <p>Please Note: <u>The return of Title IV calculations are regulated by the US Department of Education and cannot be altered by the University.</u></p> <p>The University of Roehampton’s Fees Policy contains information regarding refunding of tuition fees.</p> <p><a href="https://www.roehampton.ac.uk/globalassets/documents/finance/student-fee-payment-and-enrolment-regulations-202021.pdf">https://www.roehampton.ac.uk/globalassets/documents/finance/student-fee-payment-and-enrolment-regulations-202021.pdf</a></p> <p>When determining the return of Title IV funds the US Department Guidelines are followed.</p> <p><a href="https://www.roehampton.ac.uk/globalassets/documents/international/finance/us-loans-return-of-funds.pdf">https://www.roehampton.ac.uk/globalassets/documents/international/finance/us-loans-return-of-funds.pdf</a></p>
<p><b>Return of title IV funds policy</b></p>	<p>Click the link to read about the Return of Title IV Funds.</p> <p><a href="https://www.roehampton.ac.uk/globalassets/documents/international/finance/us-loans-return-of-funds.pdf">https://www.roehampton.ac.uk/globalassets/documents/international/finance/us-loans-return-of-funds.pdf</a></p>
<p><b>Retention</b></p>	<p>Please reference the Higher Education Statistics Agency (HESA) for</p>

<b>rates</b>	<p>further information</p> <p><a href="https://www.hesa.ac.uk/data-and-analysis/performance-indicators/non-continuation-1819">https://www.hesa.ac.uk/data-and-analysis/performance-indicators/non-continuation-1819</a></p>
<b>Satisfactory academic progress (SAP) policy</b>	<p>The University's Taught Degree Regulations sets out the standards for students at the University of Roehampton.</p> <p><a href="https://www.roehampton.ac.uk/globalassets/documents/quality-and-standards/april-2020/taught-degree-regulations-2019-20.pdf">https://www.roehampton.ac.uk/globalassets/documents/quality-and-standards/april-2020/taught-degree-regulations-2019-20.pdf</a></p> <p>Information relating to the academic progress of US Loans Students and further details on how Satisfactory Academic Progress applies to US Loan students can be found here.</p> <p><a href="https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/">https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/</a></p> <p><a href="#">Link to Policy</a></p>
<b>Student financial aid Information</b>	<p>Click the link to read our Student Financial Aid Information.</p> <p><a href="https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/">https://www.roehampton.ac.uk/international/fees-and-support/us-student-loans/</a></p>
<b>Student support services.</b>	<p>Going to university provides you with the some of the most rewarding experiences you will have. But we know there may be times that you may need support, whether it is to talk through personal matters, manage a disability or health issue or seek external advice The University of Roehampton offers support services for those students with disabilities, learning and wellbeing needs.</p> <ul style="list-style-type: none"> <li>• Services and facilities for students with disabilities The University of Roehampton welcomes students with disabilities and offers flexible support services tailored to your needs. Our Disability and Dyslexia Services are on the main campus along with our Access Centre: Access@SW15. <a href="https://www.roehampton.ac.uk/disability-services/">https://www.roehampton.ac.uk/disability-services/</a></li> <li>• Services and facilities for students who experience wellbeing issues. The university provides support, whether it is to talk through personal matters, manage a health issue or seek external advice. <a href="https://www.roehampton.ac.uk/student-support/wellbeing-support/">https://www.roehampton.ac.uk/student-support/wellbeing-support/</a></li> </ul>

<p><b>Study abroad information –</b></p>	<p>If you are considering studying abroad on a programme at Roehampton you must contact the Student Finance Office at <a href="mailto:studentfinance@roehampton.ac.uk">studentfinance@roehampton.ac.uk</a> to confirm that the exchange programme and the host institution are eligible for Title IV funding.</p> <p>A student's enrolment in a program of study abroad approved for credit by the home institution may be considered enrolment at the home institution for the purpose of applying for assistance under the Title IV, HEA program.</p> <p>As a US student you will be unable to apply to a US institution as many of our US partner universities do not accept US applicants and more information can be found via this link:</p> <p><a href="https://studyabroad.roehampton.ac.uk//index.cfm?FuseAction=Programs.ListAll&amp;type=1&amp;Group_ID=0">https://studyabroad.roehampton.ac.uk//index.cfm?FuseAction=Programs.ListAll&amp;type=1&amp;Group_ID=0</a></p>
<p><b>Text book information and Library information.</b></p>	<p>Your School/Department will provide information regarding required and/or recommended text books. Online reading lists are available for all students. You can view the services our library offer at <a href="https://library.roehampton.ac.uk/home">https://library.roehampton.ac.uk/home</a></p>
<p><b>Withdrawal and suspension policy</b></p>	<p>Click the link to read our Withdrawal and Suspension Policy in Section 9 of our Student Fee Payment and Enrolment Regulations.</p> <p><a href="https://www.roehampton.ac.uk/globalassets/documents/finance/student-fee-payment-and-enrolment-regulations-202021.pdf">https://www.roehampton.ac.uk/globalassets/documents/finance/student-fee-payment-and-enrolment-regulations-202021.pdf</a></p> <p>When determining the return of Title IV funds the US Department Guidelines are followed.</p> <p><a href="https://www.roehampton.ac.uk/globalassets/documents/international/finance/us-loans-return-of-funds.pdf">https://www.roehampton.ac.uk/globalassets/documents/international/finance/us-loans-return-of-funds.pdf</a></p>
<p><b>Additional Information.</b></p>	<p>Addition information can be found at the links listed below.</p> <p>University of Roehampton Corporate Information and Policies. <a href="https://www.roehampton.ac.uk/corporate-information/policies/">https://www.roehampton.ac.uk/corporate-information/policies/</a></p> <p>University of Roehampton Student Contract: <a href="https://www.roehampton.ac.uk/globalassets/documents/corporate-">https://www.roehampton.ac.uk/globalassets/documents/corporate-</a></p>

	<p><a href="https://www.roehampton.ac.uk/globalassets/documents/corporate-information/policies/student-contract-2020-21.pdf">information/policies/student-contract-2020-21.pdf</a></p> <p>University of Roehampton Academic Regulations: <a href="https://www.roehampton.ac.uk/corporate-information/quality-and-standards/academic-regulations/">https://www.roehampton.ac.uk/corporate-information/quality-and-standards/academic-regulations/</a></p> <p>University of Roehampton Student Code of Conduct: <a href="https://www.roehampton.ac.uk/globalassets/documents/corporate-information/policies/student-code-of-conduct---april-2019.pdf">https://www.roehampton.ac.uk/globalassets/documents/corporate-information/policies/student-code-of-conduct---april-2019.pdf</a></p>
--	---

## Contact Details

For further information, advice or support, please call the Student Finance Office on +44 208 392 3090 during our office hours of 9.30am to 4.30pm, Monday to Friday, via email at [Studentfinance@roehampton.ac.uk](mailto:Studentfinance@roehampton.ac.uk) or if you are on campus, you can see us in the Richardson Building, Digby Stuart College.