

## **Regulations related to fees for international students outside the EEA and Switzerland**

*Specified by the Education Committee (utdanningsutvalget) at University of Stavanger on 15. February 2023 pursuant to the Act of April 1, 2005 No. 15 relating to universities and university colleges (the Universities Act) sections 7-1. The regulations enter into force on 1 May 2023. Amended on 15 November 2023.*

The purpose of this policy is to outline international students' entitlement to a refund of fees and relevant processes.

### **1. Fee Schedules and Fee Inclusions**

- 1.1. The annual tuition fee covers the standard academic year which normally comprises two standard semesters. The fee which a student is charged is calculated on the basis of the number of credit points the student is enrolled in for the relevant teaching period, normally 30 credit points per semester / 60 credit points per year.
- 1.2. The tuition fee for students who commenced their program prior to 2024 remains fixed for the duration of a student's program. However, should a student with a cancelled enrolment be readmitted to the University, the student may be liable for the fee that applies at the time of re-enrolment.
- 1.3. The tuition fee for students who commence their program from 1. August 2024 is charged per credit point according to the student's enrolment in the teaching period at the census date. The student is charged the tuition fee applicable to the year in which they are studying.
- 1.4. If a student is approved to transfer to another program, the student will be liable for the tuition fee applying to that program for students admitted in that year.
- 1.5. If a student is approved to undertake a course on a miscellaneous basis, the student is charged the tuition fee applicable to the academic program that the course belongs to, for the year in which the student is studying. If the course taken as miscellaneous study belongs to multiple programs the lowest fee category will apply.
- 1.6. All students, except from exchange students partner universities, are required to pay the semester fee within the census date. The semester fee include membership to the student welfare organisation,
- 1.7. If a student is going on an exchange or study abroad as part of his/her study program at UiS, the student will not be exempted from tuition fees at UiS during his/her stay abroad.
- 1.8. If a student needs to take resit examinations that take place the following semester, the student will not have to pay for an additional semester.
- 1.9 If a student wishes to improve his/her grade in a subject, or to take on additional courses, tuition fee for the specific courses will apply.
- 1.10 If a student takes single courses as a course student, tuition fee for the specific courses will apply.
- 1.11. If a student has been granted a leave of absence prior to the census date, the student will be exempted from paying tuition fee at UiS in the period of the absence. However, the student needs to pay tuition fee during the leave of absence if he/she wishes to maintain his/her rights related to the admission at UiS (to study, sit exams or use university facilities).
- 1.12 The census date is 1. September in Autumn semester and 1. February in Spring semester.

### **2. Deposit Fee**

- 2.1. Students who receive an offer of admission are required to pay a deposit, normally one semester's fee in advance, and prior to commencement of studies, in order to secure their place. The amount of the deposit required is stated in the University's offer letter.

- 2.2. Throughout their enrolment, students are required to pay the fees for the relevant teaching period by the due date as prescribed by the University. A student who fails to pay the fee in full by the due date may have their enrolment cancelled.

### 3. Refund of Fees

#### 3.1. Refund of Tuition Fees – Commencing Student

For the purpose of this section of the refund policy, a commencing student is an international student commencing with University of Stavanger (including students who have accepted a packaged offer) or an international student enrolled in their first period of study at University of Stavanger.

Reason for refund	Refund payable	Time to pay refund
<b>Provider Default</b>		
University of Stavanger is unable to provide the program or program does not start on the agreed start date for which an offer has been made.	University of Stavanger will Endeavour to offer an alternative program or location or the student can choose to receive a full refund of pre-paid	14 days from the date the program ceases to be provided.
Reason for refund	Refund payable	Time to pay refund
<b>Student Default</b>		
The student provides documentary evidence that their application for a visa has been refused.	Full refund of any pre-paid tuition fees, excluding bank and card charges, will be reimbursed.	28 days after receiving a complete refund application from the student.
The student is unable to satisfy prescribed conditions stipulated in the University's letter of offer and the University determines the student made a genuine attempt to meet the conditions.	Full refund of any pre-paid tuition fees, excluding bank and card charges, will be reimbursed.	28 days after receiving a complete refund application from the student.
The student withdraws their Acceptance(s) of Offer or cancels their enrolment in writing at any time prior to the first day of teaching and up until 1. September.	Full refund of any pre-paid tuition fees, excluding bank and card charges, will be reimbursed.	28 days after receiving a complete refund application from the student.
The student is granted Norwegian permanent residency and subsequently withdraws their Acceptance(s) of Offer or cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date and does not apply for a transfer to a state funded student place.	Refund of any pre-paid tuition fees less a NOK 5.000 penalty. Refer to <a href="#">section 3.8</a> .	28 days after receiving a complete refund application from the student.

The student cancels their enrolment in a program or takes leave of absence from a program or withdraws from a course for any reason after the census date.	No refund Unless the provisions of <a href="#">section 3.7</a> apply	
The student is found to have provided fraudulent documents or incorrect or misleading information with their application for admission.	No refund	
The University cancels a student in a program due to non-enrolment after the census date.	No refund Unless the provisions of section 3.7 apply	

### 3.2 Refund of Tuition Fees - Continuing Student

For the purpose of this section of the refund policy, a continuing student is an international student enrolled in their subsequent period of study at the University of Stavanger.

Reason for refund	Refund payable	Time to pay refund
<b>Provider Default</b>		
University of Stavanger ceases to provide the program for which an offer has been made after it has started, but before it is completed by the student.	University of Stavanger will endeavour to offer an alternative program or location or the student can choose to receive a full refund.	14 days from the date the program ceases to be provided.
Reason for refund	Refund payable	Time to pay refund
<b>Student Default</b>		
The student provides documentary evidence that their subsequent application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of NOK 2000 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in the program or requests leave of absence from the program, and written notification is received from the student prior to the commencement of semester.	Full refund of any pre-paid tuition fees.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in the program or requests leave of absence from the program, and written notification is received on or after the first day of teaching and prior to the census date.	Refund of any pre-paid tuition fees less a NOK 5.000 penalty.  Unless the provisions of <a href="#">section 3.6</a> apply	28 days after receiving a complete refund application from the student.

The student is granted Norwegian permanent residency and subsequently cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date and does not apply for a for a transfer to a state funded student place.	Refund of any pre-paid tuition fees less a NOK 5000 penalty. Refer to <a href="#">section 3.8</a>	28 days after receiving a complete refund application from the student.
The student is excluded from the University for failing to satisfy academic progress requirements.	All fees paid in respect of the teaching period from which the exclusion takes effect are refundable.	28 days after receiving a complete refund application from the student.
The student's enrolment is cancelled for non-payment or partial payment of fees by the due date and payment is subsequently received, but it is so late in the teaching period that reinstatement of enrolment is denied on academic grounds.	Full refund of any pre-paid tuition fees or the payment applied against the fees for the next teaching period.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a program or takes leave of absence from a program or withdraws from a course for any reason after the census date.	No refund  Unless the provisions of section 3.6 apply	
The University cancels a student in a program due to non-enrolment after the census date.	No refund  Unless the provisions of section 3.6 apply	
The student breaches their student visa conditions and their student visa is subsequently cancelled by the Norwegian authority.	No refund	
The student is found to have provided fraudulent documents or incorrect or misleading information and the student is subsequently cancelled for student misconduct.	No refund	

### 3.3 Program Transfer

If the student transfers from one program to another, the student is liable for the tuition fee related to the new program. Where the student has already paid the tuition fee for the first program, and the new program has a higher tuition fee, the student must pay the additional tuition fee. Where the new program has a lower tuition fee, any tuition fees in credit will be credited towards the remaining tuition fees.

### 3.4 Withdrawal from Course

If the student withdraws from a course but does not withdraw from the program, and the withdrawal is affected prior to the census date (refer to section 1.8), the tuition fee for that course will normally be credited towards the remaining or future tuition fees.

Alternatively, on application from the student, approval may be given for the tuition fee to be refunded as provided in section 3.

### **3.5 Withdrawal from course after recognition of previous education**

If a student is granted recognition of previous education for a course in which they are enrolled, the full tuition fee paid by the student for that course will be treated according to section 3.1 - 3.2 even if notification of credit approval is received after the census date.

### **3.6 Withdrawal in Compassionate Circumstances - Grounds for Refund**

Withdrawal in compassionate circumstances may be accepted as grounds for a full or partial refund of tuition fees. Compassionate circumstances may include but are not limited to:

- a) serious illness or disability which prevents the student from being able to study; or
- b) death of a close family member (parent, grandparent, sibling, spouse or child); or
- c) political or civil event or natural disaster which prevents payment of fees.

These reasons may be accepted as grounds for a full or partial refund of fees for any of the reasons prescribed in section 3, provided that adequate documentary evidence is provided to support the application for a refund.

The student may also be eligible for withdrawal without academic penalty.

The process for applying for a refund and withdrawal without academic penalty in compassionate circumstances, including the time period within which an application must be lodged, is set out in section 3.7.

### **3.7 Process for withdrawal due to Compassionate circumstances**

The request for withdrawal from a course due to special circumstances must be accompanied by appropriate supporting documentation and must be sent to [admissions@uis.no](mailto:admissions@uis.no).

To be considered for a refund of tuition fees the application must be submitted within one year of the date the course was dropped or if the course was not dropped then within one year of the last day of teaching for the course. Requests for a refund of tuition fees lodged outside of these timeframes will only be considered where the student presents a reasonable case as to why the request was not lodged within the prescribed timeframe. Students who do not present a reasonable case why the request was not lodged within the prescribed timeframe will only be considered for a withdrawal without failure.

Lack of awareness of the provisions of this policy does not constitute a reasonable case.

Students will be notified of the outcome of their request for withdrawal due to special circumstances from a course within four weeks of lodging the request, provided appropriate supporting documentation accompanies the request. Where the request is denied, the student will be given the reason.

### **3.8 Permanent residency or fulfil the terms in the Regulations on education support §7**

- 3.8.1 If a student provides evidence of becoming a permanent resident of Norway prior to their commencement of study in the program and they subsequently apply for a place as an Norwegian resident student through the normal processes the offer of an international student place will be withdrawn and all tuition fees will be refunded.
- 3.8.2 If, after commencing study in the program, a student obtains permanent resident status in Norway and provides evidence of permanent resident status prior to the census date, the student will be provided with a state funded place through the normal admission processes. The student will be eligible for a refund for the period of study

in which the residency status changed.

- 3.8.3 If a student obtains permanent residency after the census date, the student will not be eligible for a full or partial refund of tuition fees paid for the period of study in which the residency status changed. On continuing their enrolment in the next period of study, the student as a Norwegian resident student and will be provided with state supported place through the normal transfer processes.
- 3.8.4 The above processes also apply to an international student who fulfil any of the terms in the *Regulations on education support §7; Loans and grants to foreign nationals studying in Norway* during the course of their study.

### **3.9 Remittance of Refund**

Students must use the University's online or hard copy refund application form and attach any required supporting documents.

In the event that the information provided in the refund application is not complete and further information is required, the processing timeline will not commence until the requested information has been submitted.

All refunds for which students are eligible, with the exception of refunds arising from withdrawal from a course (refer to sections 3.3, 3.4 and 3.5, will be

- a) Refunded to the student via the original payment method to the student's home country, less any costs associated with the refund process; or
- b) Upon application by the student, remitted to another Norwegian education institution to which the student is approved to transfer, subject to the receipt of documentary evidence from the education institution regarding the student's transfer.

An application by a student for a refund to be paid to them at an Norwegian address will only be considered in exceptional circumstances.

Student refunds are normally paid to the person or organisation which originally paid the fees unless documentary evidence is available to justify payment to a third party.

Refunds cannot be paid until the University of Stavanger is in receipt of the monies into its account as cleared funds.

Any debts to the University of Stavanger must be paid in full or the outstanding amounts will be deducted from the refund which is due.

### **3.10 Complaints of the Refund Assessment Decision**

Pursuant to sections 28 and 29 of the Public Administration Act, this decision may be appealed. The complaint deadline is 3 weeks after you became aware of the decision. Any complaint may be submitted to [admissions@uis.no](mailto:admissions@uis.no). We request that you state your complaint, cf. the Public Administration Act § 32. If the university does not comply with your complaint, it will be forwarded for new treatment in The Appeals Board at UiS. We will also inform you about your right to have access to all documents relating to your case, cf. section 18 and 19 of the Public Administration Act.