



Fee Errors Policy

Introduction

Programmes within LJMU have a tuition fee attributed, dependant on year of study and type of student i.e. home, international, and island. Students are provided with this fee information from institutional sources including fact files, offer letters, CAS's. Tuition fees quoted to a potential student (or students) are binding on the university if the student can provide evidence of the fee quoted, and enrolls on the same programme within the related academic year. The quoted fee must stand regardless of the correct fee for the programme. This is consistent with Office for Students and Competition and Markets Authority Guidance requirements.

Policy

1. A student must alert the university, Academic Registry (studentfinance@ljmu.ac.uk) as soon as the discrepancy becomes apparent. This is normally after the student receives an invoice for the payment of fees.
2. The student must provide any evidence to support their claim of a fee discrepancy.
3. Academic Registry will investigate the claim with the relevant department and check the source of the fee misinformation to ensure correction.
4. **The Professional Service or Faculty from which the incorrect fee quotation originated should be charged the difference between the correct fee and the (mis)quoted fee for the duration of the student's enrolment on the related programme.**
5. The relevant cost centre is attributed with the difference and the student is issued with an appropriate credit.