

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

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*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 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 programme 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 programme from 1. August 2024 and onward is charged per credit point based on the census date of the student's enrolment in the program. 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 programme for students admitted in that year.
- 1.5. All students, except from exchange students from partner universities, are required to pay the semester fee within the census date. The semester fee include membership to the student welfare organisation.
- 1.6. If a student is going on an exchange or study abroad as part of his/her study programme at UiS, the student will not be exempted from tuition fees at UiS during his/her stay abroad.
- 1.7. If a student needs to re-sit examinations that take place the following semester, the student will not have to pay for an additional semester.
- 1.8. If a student wishes to improve his/her grade in a course, or take additional courses, tuition fee for the specific courses will apply.
- 1.9. If a student takes single courses as a course student, tuition fee for the specific courses will apply. If the course belongs to multiple programs the lowest fee category will apply.
- 1.10. 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).

1.11 The census date for the academic year is 1. September. For study programs that start in the spring semester, or for single course students starting in the second semester of the academic year, the census date for the Spring semester is 1. February.

## 2 Refund 2.1 Refund of Tuition Fees – Commencing Student

Reason for refund	Refund payable	Time to pay refund	Required document
<b>Provider default</b>			
University of Stavanger ceases to provide the programme 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 programme or location, or the student can choose to receive a full refund.	14 days from the date the programme ceases to be provided	N/A
Reason for refund	Refund payable	Time to pay refund	Required document
<b>Student default</b>			
If for some reason the application for a student residence permit to Norway gets rejected by the Norwegian Directorate of Immigration (UDI)	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 decision from the Norwegian Directorate of Immigration (UDI)
The student is unable to satisfy conditions stipulated in the University's letter of offer and the University determines that the student made a genuine attempt to meet the prescribed 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	
If the student withdraws their acceptance(s) offer or cancels their admission prior to August 1st	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	Written statement by the student
If the student withdraws their acceptance(s) offer or cancels their admission after August 1 <sup>st</sup> , but before the census date (September 1st)	Refund of pre-paid tuition fees, excluding bank and card charges. In addition, there will be an administration fee of 5000 NOK taken from the tuition deposit	28 days after receiving a complete refund application from the student	Written statement by the student
The student cancels their enrolment in a programme or takes leave of absence from a programme or withdraws after the census date	No refund for the current semester. Refund of any pre-paid tuition fee for the following semesters, excluding bank and card charges.	28 days after receiving a complete refund application from the student	Written statement by the student

The student withdraws due to financial reasons after the census date	No refund		
The student has previous credentials/courses recognized as part of the study program, provided the application is received before the census date	Refund of pre-paid tuition fees for the course, excluding bank and card charges.	28 days after receiving a complete refund application from the student	Sufficient documentation from the relevant institution
The student has previous credentials/courses recognized as part of the study program, provided the application is sent after the census date	No refund		
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 programme due to non-enrolment after the census date	No refund		

## 2.2 Refund of Tuition Fees - Continuing Student

Reason for refund	Refund payable	Time to pay refund	Required document
<b>Provider default</b>			
University of Stavanger ceases to provide the programme 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 programme or location, or the student can choose to receive a full refund	14 days from the date the programme ceases to be provided	
<b>Student default</b>			
The student provides documentary evidence that their subsequent application for a visa has been denied	Pre-paid tuition fees, excluding bank and card charges, will be reimbursed. However, there will be an administration fee of 5000 NOK taken from the tuition deposit	28 days after receiving a complete refund application from the student	The decision from the Norwegian Directorate of Immigration (UDI)
The student cancels their enrolment after August 1 <sup>st</sup> or January 1 <sup>st</sup> but before the census date (September 1 <sup>st</sup> /February 1 <sup>st</sup> ) for the next semester.	Pre-paid tuition fees, excluding bank and card charges, will be reimbursed. However, there will be an administration fee of 5000 NOK taken from the tuition deposit	28 days after receiving a complete refund application from the student	Written statement by the student

The student's status changes according to terms in Regulations on education support §7 prior to the census date, resulting in the student qualifying for exemption from tuition fees	Refund of pre-paid tuition fees, excluding bank and card charges, will be reimbursed. In addition, there will be an administration fee of 5000 NOK taken from the tuition deposit	28 days after receiving a complete refund application from the student	The decision from the Norwegian Directorate of Immigration (UDI)
Personal medical reasons prevent the student from being able to participate in the study program	Refund of pre-paid tuition fees, excluding bank and card charges, will be reimbursed. In addition, there will be an administration fee of 5000 NOK taken from the tuition deposit	28 days after receiving a complete refund application from the student	Medical certificate which clearly explains that the medical/personal condition prevents the student from participating in the studies.
The student is excluded from the University for failing to satisfy academic progress requirements	No refund		
The student withdraws from the study program, course or takes leave of absence for any reasons after the census date	No refund		
The student withdraws due to financial reasons	No refund		
The University cancels a student in a programme due to non-enrolment after the census date	No refund		
The student breaches the 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 with their application for admission.	No refund		

### **2.3 Programme Transfer**

If the student transfers from one programme 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 programme has a higher tuition fee, the student must pay the additional tuition fee. Where the new programme has a lower tuition fee, any tuition fees in credit will be credited towards the remaining tuition fees.

### **2.4 Withdrawal from Course**

If the student withdraws from a course but does not withdraw from the program, there will be no refund.

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

If a student is granted recognition of previous education for a course in the programme which they are enrolled, there will be no refund.

### **2.6 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. It's important to note that the university doesn't refund fees for financial reasons or when the semester has concluded. Compassionate circumstances can be granted where there are compelling reasons that prevent a student from being able to study, that could not have been foreseen at the time of application. This may include, but is not limited to serious illness, disability or natural disasters.

These reasons may be accepted as grounds for a full or partial refund of fees, 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 detailed in section 2.7.

### **2.7 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 [post@uis.no](mailto:post@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.

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.

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

**2.8.1** If a student obtains permanent resident status in Norway or fulfil the terms in Regulations on education support §7 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.

**2.8.2** If a student obtains permanent residency in Norway or fulfil the terms in Regulations on education support §7 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.

## **2.9 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 a 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.

## **2.10 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 [post@uis.no](mailto:post@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