

• What do I do if I'm unhappy with my course and feel I may need to withdraw?

- Speak to your tutor or programme leader.
- Contact the Support and Advisory Service and speak to a student liaison officer.
- Fill in a withdrawal form and get it signed by an academic.

Please note that the date you withdraw from your course or intercalate will be taken into account when we calculate the level of tuition and accommodation fees you will need to pay.

For more detailed information contact Student Records and Fees, visit our website or read a copy of the Fees Information for Higher Education Courses leaflet.

• Other useful contacts

Enrolment

T: 01332 591063

E: enrolhelp@derby.ac.uk

W: www.derby.ac.uk/enrolment

International Office

T: 01332 591130

E: international@derby.ac.uk

W: www.derby.ac.uk/international

Research office

T: 01332 591060

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Finance Department: Guide for payments and queries

• Where is the Finance Office?

We are located in South Tower.

As you enter through the main University entrance, turn right and follow the corridor. Take the lift or stairs to the 5th floor, turn right and follow the corridor to the Finance reception.

• What are the opening times?

The Finance Office is open from 8.45am–5.00pm Monday–Thursday and 8.45am–4.30pm on Friday.

We are open throughout the year, excluding weekends and bank holidays.

• What are our contact details?

Our phone numbers are 01332 591022, 01332 591023 or 01332 591977 or salesledger@derby.ac.uk

• How can I pay my fees?

- **Debit/credit card** – by phoning one of our phone numbers or paying a cashier directly
- **Cheque** – payable to University of Derby and sent to University of Derby, Income Section, PO Box 88, Derby, DE22 1XB
- **Cash** – directly to a cashier
- **UDo** – log on at <https://udo.derby.ac.uk>, and go to My Details and Finance
- **Standing order** – this needs to be set up directly with the Finance Department at the start of the year to enable your bank to send us regular payments.

• What are the payment dates?

• Full time home and EU undergraduate students

September enrolment – 60% by 30 November 2010 and balance by 31 January 2011.

January enrolment – 60% by 31 March 2011 and balance by 31 May 2011.

• Home and EU postgraduate taught, professional, part time and other courses

September enrolment – 25% of fees plus all registration fees at enrolment, 25% by 30 November 2010, 25% by 31 January 2011 and 25% by 31 March 2011.

January enrolment – 25% of fees plus all registration fees at enrolment, 25% by 31 March 2011, 25% by 31 May 2011 and 25% by 31 July 2011

• International students

September enrolment - 50% in advance of enrolment, 25% by 30th November 2010 and 25% by 31st January 2011

January enrolment - 50% in advance of enrolment, 25% by 31st March 2011 and 25% by 31st May 2011.

• What do I do if I believe I have been charged incorrectly?

• **Tuition** – phone Student Records and Fees on 01332 591129, email studentrecordsandfees@derby.ac.uk or visit Customer Information Services (B Block, ground floor).

• **Rent** – phone the halls of residences team on 01332 594181 or 594180, or email accommodation@derby.ac.uk.

Alternatively speak to your halls manager or go into the Accommodation Office at Nunnery Court.

• What loans or financial support are available?

• **Student loan (for tuition fees)** – this loan does not have to be repaid until you have graduated or left the University.

• **Maintenance Grant (for tuition fees)** – this is non repayable and you can apply through your Student Finance England or this website: www.direct.gov.uk/studentfinance.

• **Student loan (for maintenance)** – the majority of this loan is not means tested – this is determined by Student Finance England.

• **EU students** – you can apply for a tuition fee loan but not a living cost loan. Contact the Department For Education and Skills on 0845 6020583 or go to their website: www.direct.gov.uk/studentfinance.

• **Allied health and medicine students** – contact the NHS Grants Unit on 01253 655655.

• **Bursaries** – we operate a range of non repayable maintenance bursaries for full time home and EU undergraduate students, who are studying for an honours degree. Phone 01332 591584 or email bursaryalf@derby.ac.uk to find out more.

• **Access to Learning Fund** – you can apply to this fund if you have used other sources of support but are still experiencing financial hardship. It's usually non repayable. Contact the Support and Advisory Service on 01332 591311, email sas@derby.ac.uk or visit Customer Information Services and ask for Specialist Support, to find out more.

• What do I do if I can't afford to pay the fees?

- Have you applied for all the loans, bursaries and funds you are eligible for?
- Don't ignore the situation – contact the Finance Department to let them know the situation and to discuss your options.
- Contact Specialist Support in the Support and Advisory Service if you feel you need to discuss extenuating circumstances or difficulties.

• What happens if I don't contact the Finance Department or make a payment?

The University reserves the right to take action to recover debts. This includes:

- withdrawal of IT/Learning Centre facilities
- suspension from your course
- refusal to allow re-enrolment
- withholding your award
- legal action.

If we refer the debt to solicitors and take legal action, we will add interest and all the solicitor's costs to your debt.

• How do I change the modules on my profile?

- Module change form – available from Customer Information Services. This will need to be signed by the programme leader.