



**Higher Education Services
Fees and Fee Payment Policy
(Effective for the 2025/26 academic year)**

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Contents

1.0 Purpose	4
2.0 Scope	4
3.0 Tuition Fees Structure	4
4.0 Payment Methods	6
5.0 Payment Options and Deadlines	6
6.0 Funding and Financial Support	7
7.0 Refunds and Withdrawals	7
8.0 Consequences of Non-Payment	8
9.0 Contact Information	8
10.0 Complaints	8
11.0 Review And Amendments	9

Higher Education Services Fees and Fee Payment Policy

1.0 Purpose

1.1 This policy outlines the tuition fees structure, payment methods, deadlines, and related procedures for students enrolled in online Master's degree programmes at Futurelearn. It ensures transparency, fairness, and compliance with financial regulations while supporting students in managing their financial obligations

1.2 Programme fees are charged for the educational services and technological facilities provided in the delivery of a programme of study, subject to the Terms and Conditions relevant to the year of entry. The fee is an annual, consolidated, charge for the provision of tuition, registration, learning resources, infrastructure, assessment, and graduation.

2.0 Scope

2.1 This policy applies to all students enrolled in online Masters degree programmes at FutureLearn, including full-time and part-time students, whether self-funded or sponsored. It covers tuition fees, payment methods, instalment plans, funding and financial support, refunds, and consequences of non-payment.

2.2 The policy does not apply to students on OPM sub contractual arrangements, short courses, expert tracks or micro credentials.

3.0 Tuition Fees Structure

3.1 Principles

- **All Students:** Tuition fees for online Masters degrees at FutureLearn for the 2025/26 academic year are standardised for all students, regardless of residency (Home, EU, or International).
- **Total Programme Fee:** The total tuition fee for a 180-credit online Masters degree varies between £8,000 - £10,000, depending on the programme of study and awarding body.

Full-Time (FT) Students:

- Full-time programmes are delivered over one year (180 credits).
- Students pay the full programme fee in Year 1.
- Payment is spread over six months, resulting in six equal monthly instalments (with any rounding discrepancy being added to the initial instalment). The first instalment will be due on or before the intake start date.

Worked example: a student starting a Masters in Public Health in September 2025, with a total fee of £10,000, will pay an initial instalment of £1,670 in Month 1 – due on or before the September 2025 start date - followed by £1,666 per month for the following five months (total £10,000).

Part-Time (PT) Students:

- Part-time programmes are completed over two years (90 credits per year).
- The total programme fees are split equally across each year, resulting in an annual fee of 50% of the total fee.
- Each year's fee is spread over six months, resulting in six equal monthly instalments (with any rounding discrepancy being added to the initial instalment). The first instalment will be due on or before the intake start date.

Worked example: a student starting a Masters in Public Health in September 2025, with a total fee of £10,000, will pay half of their fees in Year 1 (£5,000) and half in Year 2 (£5,000). In Year 1, they will pay an initial instalment of £835 in Month 1 (Year 1) – due on or before the September start date - followed by £833 per month for the following five months (total £5,000). In Year 2 they will pay £835 in Month 1 (Year 2) – due on or before the September start date - followed by £833 per month for the following five months (total £5,000). Total fees payable = £10,000.

- **Fee Confirmation:** Exact fees for each Masters programme are published on the FutureLearn course pages. Students will receive specific fees and the fee schedule in their offer letter. This fee is a commitment that will not change once the offer has been accepted by the student.
- **Fee Adjustments:** Fees are reviewed annually and may increase for new students only. Fees are confirmed for the duration of the programme of study.

3.2 Additional Costs

- Online Masters programmes will not generally incur any additional expenses, such as for access to specific software or textbooks for the core components of their programme of study. Students will be notified of any specific expected additional costs in their offer letter.
- Optional costs may be incurred through additional opportunities granted to students, such as access to additional professional certifications, virtual internships, memberships etc.
- No additional laboratory or equipment fees apply, as all programmes are delivered online.

4.0 Payment Methods

4.1 Accepted Payment Methods

- Payments must be made via FutureLearn's approved online payment portal.
- Payments should only be made from the student's own account, or that of a trusted close relative/friend, to avoid fraud. Students must not share personal details with third parties offering to pay fees on their behalf.

4.2 Prohibited Methods

- Cash payments and direct bank transfers to FutureLearn's bank account will not be accepted. Any such payments will be rejected, potentially delaying registration for students.

4.3 Payment Security and Fraud Prevention

- FutureLearn has a zero-tolerance policy for fraud. Payments from sanctioned countries or individuals will require additional verification to comply with UK, EU, and US financial regulations. Students will be asked to complete a questionnaire regarding the source of funds.
- Students should note that only FutureLearn's specified payment methods may be used, and should avoid scams suggesting alternative methods. These will not have been approved by FutureLearn.

5.0 Payment Options and Deadlines

5.1 Full Payment

Students can pay for their fees in full at the time of enrolment and may receive a discount. This can be discussed with the Education Advisor during the enrolment process.

5.2 Instalment Plans

- Self-Funding Students may opt for the standard six-month instalment plan during online registration, as outlined in Section 3.1.

Worked example: A full-time student pays an initial instalment of £1,670 in Month 1 followed by £1,666 per month for the following 5 months (total £10,000). A part-time student pays an initial instalment of £835 in Month 1 followed by £833 per month for the following five months, per year (total £5,000 per year).

- Requests for additional instalments beyond the standard plan are not typically permitted. However, students facing financial difficulties should contact the Student Support Team for advice.

5.3 Sponsored Students

- Students funded by an external organisation (e.g., employer, embassy, or government) must provide an official sponsorship letter at the start of each academic year. The letter should confirm the sponsor's commitment to cover all or part of the tuition fees.
- Sponsored students are responsible for the balance of any unpaid fees if the sponsor fails to pay an instalment, or is only partially funding the fees.
- The sponsoring organisation must pay the annual fees within 30 days of the date of invoicing, or the student may face a hold on their access to studies.

6.0 Funding and Financial Support

6.1 Student Loans

- UK and eligible EU students may apply for a Postgraduate Masters Loan of up to £12,858 for courses starting in 2025/26, paid in instalments, to cover tuition fees and living costs.
- Applications are made through Student Finance England (www.gov.uk/student-finance). Students should apply by the deadline (typically nine months after the academic year starts, e.g., May 2026 for 2025/26) to ensure timely funding.

6.2 Scholarships

- FutureLearn offers a range of scholarships. Details are available on the FutureLearn scholarships page and may be subject to change.

7.0 Refunds and Withdrawals

7.1 Cooling-Off Period

- Students may withdraw from their programme within the first fourteen (14) days of the date of registration ("Cooling-Off Period"), with no financial obligation.
- For withdrawals during this period, any tuition fees paid will be fully refunded.
- Students must notify the Student Support Team, studentservices@futurelearn.com in writing to exercise this right.

7.2 Withdrawals

- Students who withdraw after the Cooling-Off Period will be liable for a portion of the tuition fees on a sliding scale as follows:
 - 25% of the annual fee if withdrawing in Term 1 (but after the Cooling-Off Period).
 - 50% of the annual fee if withdrawing in Term 2.

- 100% of the annual fee if withdrawing in Term 3.

7.3 The effective date of withdrawal will be the date on which the student has notified the Student Support Team.

- Refunds are processed for overpayments or withdrawals during the Cooling-Off Period. Refunds are credited to the original payer, using the same payment method.
- Students must notify the Student Support Team, studentservices@futurelearn.com in writing to initiate a withdrawal or refund request. Refunds are subject to approval and may take up to 30 days to process.

7.4 In addition, where FutureLearn cannot preserve continuity of study or makes substantial changes to a programme, please see full details of FutureLearn's [Refund and Compensation Policy](#).

8.0 Consequences of Non-Payment

8.1 Failure to pay tuition fees, or to adhere to an agreed instalment plan, may result in:

- Suspension of student status, preventing access to online learning platforms, for example to coursework content, exams, assessments and grades.
- Inability to register for the next academic year or to graduate.
- Referral of unpaid debts to an external collection agency, potentially leading to legal action resulting in a County Court Judgement (CCJ).

8.2 Students experiencing payment difficulties should contact the Student Support Team.

9.0 Contact Information

9.1 Student Support Team: studentservices@futurelearn.com

9.2 Website: Visit the programme page for information about fees.

10.0 Complaints

10.1 If you are dissatisfied with the application of this Policy, you may make a complaint and the complaint will be dealt with under FutureLearn's [Student Complaints Policy](#) which sets out the stages to follow to resolve concerns as promptly, fairly, and amicably as possible.

10.2 If a student remains dissatisfied with the outcome of the complaint having exhausted FutureLearn's Student Complaints Policy, they may be able to apply for a review of the claim by the Office of the Independent Adjudicator. This is an independent review scheme external to and independent of FutureLearn's Student Complaints Policy.

11.0 Review And Amendments

11.1 This policy is reviewed annually to ensure compliance with UK government regulations and institutional priorities. Amendments will be communicated to students at least three months before the start of the academic year.