

Student Financial Responsibilities

This document has been produced to help you anticipate the cost of achieving a university degree. All students are charged tuition fees (inclusive of VAT) which may be paid by a sponsor, or by personal contribution.

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Finance Information

The following section of this guide will explain, in detail, your financial responsibilities while you are studying at Heriot-Watt University. The main thing to remember is that you are responsible for ensuring that tuition fees are paid in full within Heriot-Watt University's terms and conditions. This applies equally if your fees are being paid by a sponsor or if you are self-financing.

Further information of Tuition Fees can be found [here](#).

Further information of Scholarships can be found [here](#).

Please note that all fees are subject to revision. We must emphasize that there are serious consequences for non-payment of fees, including penalty charges, the withdrawal of facilities and withdrawal as a Heriot-Watt University student.

Student Fees and Charges

Tuition Fees

Tuition fees cover the provision of tuition which students receive and the cost of university facilities, including the libraries and computing facilities, which are available for use when studying. Fees will not cover, for example, the cost of reference books, notebooks and other stationery needed for study, or any University goods or services used which is not a necessary part of the programme. Such additional costs will vary across programmes.

In accordance with the University's Ordinances and Regulations, all fees and charges due, unless otherwise stated, are payable by students to the University in advance of enrolment as a student at the University. Details of tuition fees and other charges are issued to students either at the start of the Academic Year, or as appropriate during the year, and are due for payment as follows:

Tuition fees (New Students) – a non-refundable advance payment, equivalent to 10% of the tuition fee is due when a student accepts the offer of a place on the programme. The balance will be due according to the student's payment plan or can be paid in full (see payment options below).

Tuition fees (Continuing Students) – students will receive their payment plan at the start of the academic year and can either pay in full or as per the dates in their payment plan (see payment options below).

Security Deposit

There is a refundable security deposit (AED 1,000) charged to cover damage/breakage/loss in connection with academic or non-academic materials/consumables or any other charges. The University in its discretion will apply the deposit against any outstanding debt or any fine that the University has imposed, which are unpaid.

Refund of Security Deposit: All security refund requests shall be processed only after completion of the programme of study, subject to clearance from all departments. All deposit refunds shall be processed through bank transfer only. Please note that for bank transfer requests, bank charges will apply, and which will be borne by the applicant/student.

Other Fees and Charges

Other fees and charges include all other charges applied by the University, such as disciplinary fines, payment for late payment and replacement documentation (e.g. Student Identity Cards). There may also be Academic School charges, such as bench fees, field trips, breakages, or deposits. Please note that this list is not exhaustive.

For student [visa fees](#) (if required), these must be paid at least 30 days prior to the commencement of the programme (or ASAP). Regrettably, these charges are non-refundable.

Payment Options

The following options are open to you with regards to payment of fees/charges:

- Credit Card (in person at the Finance Counter- [Dubai Student Service Centre](#))
- Bank transfer (students must pay all bank charges incurred)
- Online payment Links – [Click Here](#)
- Recurring Card Payment (RCP)

Bank Transfer

To ensure that your bank transfer payment is reflected quickly in your student account you will be asked to:

- a. include your Heriot-Watt ID number as the reference number in the bank transfer request
- b. forward the SWIFT payment confirmation number that you receive from your bank to the following email address: finance-services-dubai@hw.ac.uk.

The bank transfer can be made either in AED or USD. The Heriot Watt bank details are as follows:

Our Account Name: HERIOT WATT UNIVERSITY

a. Paying in AED:

Bank: Barclays Bank
Account number: 000002313617
IBAN number: AE260190000000002313617
Swift code: BARCAEAD

b. Paying in USD:

Bank: Barclays Bank
Account number: 000002313618
IBAN number: AE960190000000002313618
Swift code: BARCAEAD

[Advance Payment of Fees \(New Students\)](#)

Following the acceptance of your offer at the University, you will receive an email from the University with a payment link for you to pay either the 10% initial non-refundable payment or the full 100% of your fees. A payment plan will also be included for those that opt to pay the balance of their tuition fees by payments.

For those that prefer not to use the online payment link, please refer above for the alternative payment options available.

[Payment Plan for Local Students \(not requiring a university sponsored visa\)](#)

If you have not paid your fees in full and you would like to utilize your payment plan, your fees will need to be covered by the **Recurring card payment (Mandatory)** and the values and timing of these will be shown in the payment plan and the RCP link. If you are a new student and have paid the 10% non-refundable advance payment of fees, the RCP will be for your balance installments.

- For undergraduate students: 7 equal RCP installments (5th of every month from September to March within the academic year)
- For full time postgraduate students this will be 9 equal RCP installments (5th of every month from September to May within academic year)
- For part time postgraduate students this will be 19 equal RCP installments (5th of every month from September to May and September to June within each respective academic year).
- Subscription to **Recurring Card Payment** option as per the payment plan is mandatory before enrollment. This is applicable for both continuing and new students. Failure to do so can lead to IT access Block to the Student Account irrespective of student paying monthly.

[Payment Plan for International Students \(requiring a university sponsored visa\)](#)

If you have not paid your fees in full and you would like to opt for the payment plan, your fees will need to be paid via bank transfer or online payment according to the values and timing shown in your payment plan. If you are a new student and have paid the 10% non-refundable advance payment fees, the bank transfers or online payments will be for your balance.

New Students – September Intake from outside the UAE can avail an international payment plan for their annual tuition fees, allowing them to pay as follows:

- 10% will be due with acceptance of the offer for new students (this is a non-refundable advance payment)
- 15% will be due when you apply for your student visa or no later than 1st September.
- 25% will be due on 1st October.
- 25% will be due on 1st December.
- 25% will be due on 1st February.

Please note that 25% of the tuition fees become non-refundable once the visa process has commenced.

New Students – January Intake from outside the UAE can avail an international payment plan for their annual tuition fees, allowing them to pay as follows:

- 10% will be due with acceptance of the offer for new students (this is a non-refundable advance payment)
- 15% will be due when you apply for your student visa or no later than 1st January.
- 25% will be due on 1st February.
- 25% will be due on 1st April.
- 25% will be due on 1st June.

Please note that 25% of the tuition fees become non-refundable once the visa process has commenced.

Continuing Students – September Intake from outside the UAE can avail an international payment plan for their annual tuition fees, allowing them to pay as follows:

- 25% will be due when you apply for your student visa or no later than 1st September.
- 25% will be due on 1st October.
- 25% will be due on 1st December.
- 25% will be due on 1st February.

Please note that 25% of the tuition fees become non-refundable once the visa process has commenced.

Continuing Students – January Intake from outside the UAE can avail an international payment plan for their annual tuition fees, allowing them to pay as follows:

- 25% will be due when you apply for your student visa or no later than 1st January.
- 25% will be due on 1st February.
- 25% will be due on 1st April.
- 25% will be due on 1st June.

Please note that 25% of the tuition fees become non-refundable once the visa process has commenced.

Late Payments

The following will apply if a cheque is dishonored, returned unpaid or a payment is missed:

- a) You are liable to pay a fine of AED 500.00 to cover the administration costs for every dishonored cheque / declined and cancellation RCP subscription.
- b) You are liable to pay any penalty charges your bank may levy.
- c) The balance of any amounts due becomes immediately payable in full.
- d) Cheques can be kept on hold for 15 days twice a year on payment of cheque holding charges AED 105 (VAT Inclusive) per cheque. The request should be sent to the finance team at least 7 days prior to the cheque due date.

Help and Support - Hardship

If you are experiencing financial difficulties in paying fees, you must seek help at the earliest opportunity. It is important to keep the University informed of developments and in the first instance the University recommends that any student facing financial difficulty contacts the Dubai Student Service Centre to start discussing options. For further details on hardship Scholarship kindly review the FAQs in your ASKHWU portal.

Debt Management Procedure

The following procedures apply to outstanding fees and charges due to the University. In all instances of non-payment, early communication with the Finance Office is encouraged.

Initial Finance Requirement at Enrolment Not Met

Students must complete one of the following at the time of enrolment:

1. Pay tuition fees in full.
2. Payment plan for international students – pay for the first instalment in full.
3. Payment plan for local students – pay the first instalment in full and subscribe to RCP (Mandatory) for the remaining instalments.

The following steps will be taken for students that enroll without meeting one of the above criteria:

Step 1: Once the fees is due, the Finance Office will send a reminder letter to the student HWU and personal (if available) email account drawing attention to the outstanding requirement and setting out the implications of non-payment, e.g., IT Services Hold and Compulsory Withdrawal.

Step 2: After first reminder, if the installment/ RCP not Subscribed, the Finance Office will send another reminder letter to your HWU and personal (if available) email account drawing attention to the outstanding requirement and informing that the IT Services Hold will now be applied, and the next step will be Compulsory Withdrawal if the fees remain unpaid.

Step 3: After second reminder, if the instalment /RCP still not Subscribed, the Finance Office will send another letter to your HWU and personal (if available) email account informing that the student will be Compulsory Withdrawn because of not meeting the Finance requirements for enrolment.

Failure to Pay Tuition Fees

The following steps will be taken for students that meet the initial Finance requirements to enroll but fail to pay their tuition fees in accordance with their payment plan:

Step 1: Once the fees are due, the Finance Office will send a reminder letter to your HWU and personal (if available) email account drawing attention to the outstanding payment.

Step 2: After first reminder, If the fees remain unpaid, a second letter will be sent to your HWU and personal (if available) email account, setting out the implications of non-payment and stressing the importance of informing the University, as a matter of urgency, of the reason(s) as to why payment has not been forthcoming.

Step 3: After a second reminder, If the fees remain unpaid, a third letter will be sent to your HWU and personal (if available) email account, setting out the implications of non-payment, e.g. IT Services Hold, access card, and the potential denial of entry into exams at the end of the semester / year. The letter will also stress the importance of informing the University, as a matter of urgency, of the reason(s) as to why payment has not been forthcoming. Your Head of School/Institute will also be notified of the situation.

Step 4: After Third Reminder, If the fees remain unpaid, the University will withdraw any award of scholarship or other financial assistance offered to you. You will be informed via a fourth letter which will be sent to your HWU and personal (if available) email account.

Step 5: Final Reminder - If the fees remain unpaid, Finance will write to you to inform you that holds, e.g. IT Services Hold, Graduation/Award Hold and Finance Hold, have been placed on your student record.

You will not be able to take your exams, view your results, graduate (if applicable), order transcripts nor enroll in the next academic year until the debt is paid.

End of Semester I: If a student account having a significant debt at the end of Semester I, they will be de-registered from their Semester II courses (if applicable) and will be unable to register for Semester II and will be marked as compulsory withdrawn from the university.

Students that are unable to enroll in the current academic year because of outstanding debt from the previous academic year will be Compulsory Withdrawn from the University.

Applicable Holds and Other Penalties

- Finance Hold: You will not be permitted to enroll nor register for courses.
- IT Services Hold: You will not be able to access IT systems, e.g. myHWU portal, HW email, Canvas
- Graduation/Award Hold: You will not be able to view your results, graduate nor receive an award.
- Access card for the building may be disabled.
- Academic references, transcripts, letters, certificates, etc. may be withheld.
- Potential denial of entry into exams at the end of the semester / year
- The University reserves it's right to compulsory withdraw any student who has failed to pay their fees after serving all the reminders and who has made no attempt to contact the University to discuss the issues and agree a revised payment plan.
- Students with resit examinations in the August exam diet can exceptionally request reinstatement for their resit exam(s) by contacting student-services-dubai@hw.ac.uk. The student will be compulsory withdrawn immediately after their resit exam(s).
- The University reserves the right to amend this policy from time to time considering prevailing circumstances.

Key Policy Actions for Debt Management

The University is keen to maximise its cash collection and in the first instance the debt recovery policy will be followed. Where the fees remain outstanding and if proposed plan not agreed with the finance department regarding the clearing outstanding, the following procedure will be followed:

Debts greater AED 5000 will be referred to our debt collection Agency after serving respective reminders, as stated in Debt Management Procedure.

The University reserves the right to amend this policy from time to time considering prevailing circumstances.

Appeal Process

If you are not content with a decision concerning payment of fees, please contact finance-services-dubai@hw.ac.uk, or you can log your enquiry in your ASKHW portal.

Cheque Return

The following procedure details the process undertaken if, for any reason, a cheque is returned from the Bank unpaid:

Step 1: the Finance Office will send an email to the student's HWU and personal (if available) email account drawing their attention to the dishonored cheque. A penalty charge of 500 AED will be levied to cover administrative costs.

Step 2: If the fees remain unpaid, a letter will be sent to the student's HWU and personal (if available) email, setting out the implications of non-payment and stressing the importance of informing the University, at the earliest opportunity, of the reason(s) as to why payment has not been forthcoming.

Step 3: After the second reminder if the fees remain unpaid a third letter will be sent to the student's HWU and personal (if available) email, setting out the implications of non-payment and stressing the importance of informing the University, at the earliest opportunity, of the reason(s) as to why payment has not been forthcoming.

Step 4: Final reminder – if the fees remain unpaid finance will write to you to inform that holds example – IT services hold, graduation/award hold and finance hold have been placed on your student account.

The University reserves the right to amend this policy from time to time considering prevailing circumstances.

Refund Policy (Tuition Fees Only)

Below is the withdrawal policy mentioned based on the criteria. Students who wish to withdraw from the programme of study before completion should apply for withdrawal through the student services department.

- The initial 10% tuition fee deposit is non-refundable and will only be refunded in the event where the applicant fails to meet the entry requirement conditions and receives an official rejection letter. (excluding application fee, if applicable)
- For students who require a UAE study permit, if the visa application is unsuccessful, the 10% initial tuition fee deposit is eligible for a refund. Visa fee is non-refundable in any case.
- Pre-enrolment withdrawal: Any amount (in addition to 10% tuition fee deposit) paid by the applicant towards the tuition fee is fully refundable, however the 10% tuition fee deposit will remain non-refundable.
- Post-enrolment, the university's **refund policy** will apply for any refund.
- Payments taken in error by the University will be refunded fully.

Withdrawal After Enrolment

September Intake-Withdrawal Policy

For New students- If any student wants to withdraw from the University after enrolment, then following fees will be chargeable:

Date of Form Submitted to DSSC	Amount
Before September month	10% of the Gross Tuition fee and applicable taxes.
In September Month	20% of the Gross Tuition fee and applicable taxes.
In October Month	30% of the Gross Tuition fee and applicable taxes.
In November Month	40% of the Gross Tuition fee and applicable taxes.
In December Month	50% of the Gross Tuition fee and applicable taxes.
In January Month	60% of the Gross Tuition fee and applicable taxes.
In February Month	70% of the Gross Tuition fee and applicable taxes.
In March Month	85% of the Gross Tuition fee and applicable taxes.
In April Month	100% of the Gross Tuition fee and applicable taxes.

For Continuing students- If any student wants to withdraw from the University after enrolment, then following fees will be chargeable:

Date of Form Submitted to DSSC	Amount
Before September month	10% of the Gross Tuition fee and applicable taxes.
In September Month	20% of the Gross Tuition fee and applicable taxes.
In October Month	30% of the Gross Tuition fee and applicable taxes.
In November Month	40% of the Gross Tuition fee and applicable taxes.
In December Month	50% of the Gross Tuition fee and applicable taxes.
In January Month	60% of the Gross Tuition fee and applicable taxes.
In February Month	70% of the Gross Tuition fee and applicable taxes.
In March Month	85% of the Gross Tuition fee and applicable taxes.
In April Month	100% of the Gross Tuition fee and applicable taxes.

January Intake-Normal Student i.e. (Not Fast Track)

For New students- If any student wants to withdraw from the University after enrolment, then following fees will be chargeable:

Date of Form Submitted to DSSC	Amount
Before January month	10% of the Gross Tuition fee and applicable taxes.
In January Month	20% of the Gross Tuition fee and applicable taxes.
In February Month	30% of the Gross Tuition fee and applicable taxes.
In March Month	40% of the Gross Tuition fee and applicable taxes.
In April Month	50% of the Gross Tuition fee and applicable taxes.
In May Month	50% of the Gross Tuition fee and applicable taxes.
In June Month	50% of the Gross Tuition fee and applicable taxes.
In July Month	50% of the Gross Tuition fee and applicable taxes.
In August Month	60% of the Gross Tuition fee and applicable taxes.
In September Month	70% of the Gross Tuition fee and applicable taxes.
In October Month	80% of the Gross Tuition fee and applicable taxes.
In November Month	90% of the Gross Tuition fee and applicable taxes.
In December Month	100% of the Gross Tuition fee and applicable taxes.

For Continuing students- If any student wants to withdraw from the University after enrolment, then following fees will be chargeable:

Date of Form Submitted to DSSC	Amount
Before January month	10% of the Gross Tuition fee and applicable taxes.
In January Month	20% of the Gross Tuition fee and applicable taxes.
In February Month	30% of the Gross Tuition fee and applicable taxes.
In March Month	40% of the Gross Tuition fee and applicable taxes.
In April Month	50% of the Gross Tuition fee and applicable taxes.
In May Month	50% of the Gross Tuition fee and applicable taxes.
In June Month	50% of the Gross Tuition fee and applicable taxes.
In July Month	50% of the Gross Tuition fee and applicable taxes.
In August Month	60% of the Gross Tuition fee and applicable taxes.
In September Month	70% of the Gross Tuition fee and applicable taxes.

In October Month	80% of the Gross Tuition fee and applicable taxes.
In November Month	90% of the Gross Tuition fee and applicable taxes.
In December Month	100% of the Gross Tuition fee and applicable taxes.

January Intake-Fast Track

For New students- If any student wants to withdraw from the University after enrolment, then following fees will be chargeable:

Date of Form Submitted to DSSC	Amount
Before January month	10% of the Gross Tuition fee and applicable taxes.
In January Month	20% of the Gross Tuition fee and applicable taxes.
In February Month	30% of the Gross Tuition fee and applicable taxes.
In March Month	40% of the Gross Tuition fee and applicable taxes.
In April Month	50% of the Gross Tuition fee and applicable taxes.
In May Month	60% of the Gross Tuition fee and applicable taxes.
In June Month	70% of the Gross Tuition fee and applicable taxes.
In July Month	85% of the Gross Tuition fee and applicable taxes.
In August Month	100% of the Gross Tuition fee and applicable taxes.

For Continuing Student students- If any student wants to withdraw from the University after enrolment, then following fees will be chargeable:

Date of Form Submitted to DSSC	Amount
Before January month	10% of the Gross Tuition fee and applicable taxes.
In January Month	20% of the Gross Tuition fee and applicable taxes.
In February Month	30% of the Gross Tuition fee and applicable taxes.
In March Month	40% of the Gross Tuition fee and applicable taxes.
In April Month	50% of the Gross Tuition fee and applicable taxes.
In May Month	60% of the Gross Tuition fee and applicable taxes.
In June Month	70% of the Gross Tuition fee and applicable taxes.
In July Month	85% of the Gross Tuition fee and applicable taxes.
In August Month	100% of the Gross Tuition fee and applicable taxes.

Note: Gross tuition fee is the chargeable fee mentioned in the offer letter/websites before adjusting any discounts/Scholarships/waivers.

Qualifying Criteria for a refund of Tuition Fee - 2+2 Programme

- Student unable to progress - No refund.
- Deferred transfer to Edinburgh - No refund.
- Students changed their mind - Additional fees paid will be applied to Year 4 fee.
- Return to Dubai after Year 3 - Year 2 additional fees credited to Year 4
- Students are unable to transfer due to visa restriction - full refund of additional fees.

Advanced DEP / Condensed DEP

If a student is unable to progress from DEP to UG in the same academic year, the tuition fee will be charged for normal DEP fee and if any excess payment, the amount would be carry forwarded to Undergraduate account.

If any student withdraws from condensed DEP program, then the normal September Intake- Withdrawal Policy will be applied.

If any Condensed DEP Student completes the DEP portion but opts to withdraw before enrolling in year 1, then the regular DEP fees along with the 10% of the Year 1 fee will be applied.

Withdrawal Policy for TSS Students

Scenario 1 - If the application date for TSS is on or after the the start of TSS, the application date itself will be considered as the withdrawal date.

Scenario 2 - If the application date for TSS falls before the start of TSS, the start date of the TSS will be considered as the withdrawal date.

Other Key Matter –Deposit Refund and Deferral Policy

Security deposit

Effective 1st May 2023, all security deposit refunds must be claimed within 6 months after graduating or leaving the University. If the refund is not claimed within the given timelines, the deposit will be forfeited.

Visa deposit

Effective 1st May 2023, all visa deposit refunds must be claimed within 6 months after visa cancellation date. If the refund is not claimed within the given timelines, the deposit will be forfeited.

Parking deposit

Effective 1st May 2023, all parking deposit refunds must be claimed within 6 months after graduating or leaving the University. If the refund is not claimed within the given timelines, the deposit will be forfeited.

Excess Payment/Credit balances in the student account

Effective 1st May 2023, any students having excess balances laying in the student account must be claimed within 6 months after graduating or leaving the University. If the refund is not claimed within the given timelines, the balances will be forfeited.

Note: University does not have any financial records prior to AY2016-17, unfortunately, we are

unable to process any refund requests for graduates from cohorts prior to 2016.

DEFERRAL POLICY

- The student can request to defer entry to the next intake/entry point by writing to the appropriate admissions team. If your request is approved, only one deferral and within 12 months, after that you will be required to submit a new application. Although the admission team reserves the right to accept/ cancel the deferral request considering factors like seat availability/ Programme availability, etc.
- It is the responsibility of the student to be aware of any changes to deadlines such as 10% deposit payment should you submit a request to defer.
- Deferring your offer is likely to result in tuition fee increases. Tuition fees are subject to annual review and tend to increase each year. If you apply for a place for deferred entry from the outset, tuition fees for next year might not be available and your offer will quote with the change fee.
- If the student has already paid a 10% deposit, the deposit will normally be held by the University against your deferred offer and not refunded.

Other General Matter

Students who have applied for a refund, while processing the refund, if there is any outstanding laying in the account, the outstanding will be first adjusted with the refund amount and any balance remaining after that will be refunded back to the students.

To apply for graduation, students must fulfil their fee payment obligation to the university by making an actual payment rather than committing to payments, prior to submitting the graduation application.

Programme Amendments and Financial Obligations

- It is the primary responsibility of all students, both new and continuing, to promptly inform the finance department of any amendments to their programme of study.
- Changes/Amendments in programme details may result in adjustments in tuition fees and discounts, and it is essential for students to pay off any financial differences that may arise. In case they don't contact finance office, the finance office may charge them appropriate fees as per the changes and update accordingly.