Tuition fee
Operational Guidelines
2019/20
Contents

1. Your tuition fees and how to pay them ..............................................................................................................4
   How do we calculate your fees? ..........................................................................................................................4
   Tuition fees deposits ........................................................................................................................................4
      Overseas students – confirmation of acceptance for studies (CAS) deposits .................................................4
   Postgraduate taught (PGT) deposits ..................................................................................................................4
   Refund scheme for deposits ..............................................................................................................................5
   Early payment discount .......................................................................................................................................5
   Students who have funding from Student Finance England, Wales, NI or Scotland ............................................5
   College scholarships and bursaries ......................................................................................................................5
   Alumni discount ................................................................................................................................................5
   Staff Study Discount ........................................................................................................................................5
   What happens if I don’t pay my tuition fees? ......................................................................................................5
      Responsibility for payment ...............................................................................................................................6
      Non-payment of tuition fees ............................................................................................................................6
      Late payment charges ......................................................................................................................................6
   Tuition fee increases for continuing students (“transitional fees”) ....................................................................6

2. Tuition fees for repeating and re-sitting modules .................................................................................................7
   Repeat fees ..........................................................................................................................................................7
   Repeating and resitting modules .........................................................................................................................7
   Re-sit fees ........................................................................................................................................................7
   Rounding up of fees for billing ............................................................................................................................7

3. Postgraduate research students and Guest Researchers ......................................................................................7
   Early submission of thesis ..................................................................................................................................7
   Resubmission fees ..............................................................................................................................................8
   Bench fees ........................................................................................................................................................8
   Extension fees ....................................................................................................................................................8
   Guest Researchers .............................................................................................................................................8

4. Study Abroad and Year in Industry students ........................................................................................................8
   Incoming students ................................................................................................................................................8
      Erasmus students ..............................................................................................................................................8
      International Exchange students .....................................................................................................................8
      Study Abroad students ..................................................................................................................................8
   Outgoing students - year spent on a student exchange, in industry or volunteering ............................................9
   Additional year out – new for 2019 ......................................................................................................................9
   Postgraduate taught students ............................................................................................................................9
5. Tuition fees for students studying via Continuing Professional Development (CPD) mode ............................................. 10

6. Audit and extracurricular modules .................................................................................................................................................. 10

7. Fee liabilities – withdrawals and interruptions .......................................................................................................................... 10
   Withdrawals .................................................................................................................................................................................. 10
   Interruptions ................................................................................................................................................................................. 11
   Withdrawal after interruption ....................................................................................................................................................... 11
   Refunds (if there is a balance) .................................................................................................................................................... 11

8. Transfer-in students ................................................................................................................................................................... 11

9. Appealing your tuition fee liability ............................................................................................................................................ 11
   Tuition fee appeal policy ............................................................................................................................................................. 12
   When can you appeal? ................................................................................................................................................................. 12
   When can't you appeal? .............................................................................................................................................................. 12
   How to appeal? ............................................................................................................................................................................ 12
   When will I hear? .......................................................................................................................................................................... 12
This document contains guidance on the tuition fees you will be charged and how they are calculated while studying at Royal Holloway, University of London. It should be read alongside your offer letter which contains links to the Admissions Policy and the Student Fee Regulations. This document will be reviewed regularly and updated as necessary.

1. Your tuition fees and how to pay them

How do we calculate your fees?

Your tuition fees are calculated each year and are based on:

- Fee status – your fee status varies depending on whether you're a UK or EU resident (HEU), or applying from outside the European Union (Overseas or OS). Our Admissions team will make a decision on your fee status based on the information you give in your application. They may ask you to complete a fee status questionnaire to confirm this. If you think you've been placed on the incorrect fee status, contact study@royalholloway.ac.uk where Admissions will request more information to reassess you.

- Mode of attendance – this is whether you are studying full-time or part-time. If you are studying part-time, your fees are 50% of the full-time applicable fee for each study year. If you are studying via CPD mode, please see 5: Tuition fees for students studying via Continuing Professional Development (CPD) mode.

- Programme fee Band – your tuition fees will change depending on the cost of your programme. If you change your programme during the year, you will be charged at the new rate for the whole year.

- Joint programme – The fee charged depends on the programme title.
  - Joint programmes with an ‘and’ or ‘&’ in the title are charged the higher cost of the two programmes.

  Example: BA Music & English will be charged a Band B fee as English programmes are in Band A but Music programmes attract a Band B fee.

  - Major/Minor programmes with ‘with’ in the title are charged according to the fee band of the main programme listed first in the title.

  BSc Economics with Music will be charged a Band A fee as the main programme is Economics which is in Band A.

Tuition fees deposits

Overseas students – confirmation of acceptance for studies (CAS) deposits

Overseas students are required to pay a £3,000 deposit by a specified deadline before a CAS letter can be issued. This applies to you if:

- You require a Tier 4 visa to study in the UK
- You are not sponsored by a recognised organisation or not visiting via an established institutional partnership

Postgraduate taught (PGT) deposits

- HEU applicants: £100 deposit to be paid as soon as possible to secure your place.
- Overseas applicants: £3,000 deposit to be paid as soon as possible to secure your place. If you need a CAS, you must pay this at least three months before the start of your programme so that the CAS can be issued in time.
- Further information can be found on our International student fees webpage.
Refund scheme for deposits
Click here for more information on the refund policy.

Early payment discount
- The early payment discount of 2% applies for the following:
  - If your fee is £500 or more.
  - If you make the payment in full at least 21 days before the start of your programme.
- The discount applies to full year full-time and part-time programmes starting on the first day of the academic year (excluding the Pre-Sessional English Language Programmes).
- The early payment discount also applies to postgraduate research students starting in January and April, paying their annual fees in full within the applicable timescales (usually 21 days prior to the ‘recognised’ programme start date - defined as the first day of the relevant term).
- Visit our website for more details.

Students who have funding from Student Finance England, Wales, NI or Scotland
Undergraduate and postgraduate research students who qualify for funding from Student Finance England, Wales, NI or Scotland need to apply every year for funding – we advise applying approximately six months before your programme starts to make sure you receive your maintenance and tuition fee loan in time for the start of your programme. If you apply late for funding, you will be liable for your tuition fees until we receive confirmation of your funding being approved.

College scholarships and bursaries
If you are awarded a scholarship for your tuition fees, this will be applied and depending on the amount of the award, the remaining balance will then be shown on your Campus Connect account once you have fully enrolled.

If you qualify for a bursary, you will receive an email where you can choose to have the full cash amount or allocate it to your tuition fees or accommodation.

For undergraduate students funded by the Student Loans Company (SLC), Royal Holloway will update your record with the SLC to reflect the actual balance owed. You should not update the amount of tuition fee loan you wish to take directly with the SLC as Royal Holloway will make the relevant changes to your liability with the SLC.

Any changes to your account / SLC will be updated and communicated to you within five working days.

The links below provide further information about the scholarships and bursaries currently available:

Undergraduate scholarships and bursaries
Postgraduate Taught scholarships and bursaries
Postgraduate Research scholarships and bursaries

Alumni discount
Royal Holloway graduates who apply for a postgraduate programme will automatically get a discount on tuition fees – please visit our website for details.

Staff Study Discount
A complete or partial tuition fee discount is available for permanent staff of Royal Holloway depending on the programme of study taken.

Further information on the level of discount and the policy is available on our website.

What happens if I don't pay my tuition fees?
Remember: you have ultimate responsibility for the payment of your tuition fees.

Responsibility for payment
You remain responsible for the tuition fees even where sponsorship agreements have been approved. The College will seek to recover tuition fees directly from you in cases where payment from other approved sources is not forthcoming. This means that you are liable to pay your tuition fees if we don’t receive payment from your sponsor or third party by the due date.

Non-payment of tuition fees
If, for any reason, you are unable to pay your tuition fees by the date they are due, you should contact Student Fees (student-fees@royalholloway.ac.uk). In cases of genuine difficulty, the College will take reasonable steps to support you, which may include agreement to payment by instalments or another payment plan arrangement.

The College reserves the right to take action against students who fail to pay their tuition fees or make satisfactory arrangements to pay. Unless alternative arrangements have been agreed, Student Fees may withdraw your College IT access or disable your student ID card preventing your access to certain services on campus, for example, the library.

Should you continue to fail to pay your tuition fees or if you do not meet any agreed payment terms the College may, at its discretion (and where applicable following the appropriate process):

- Not permit you to re-register and/or withdraw you from the programme of study;
- Not issue you with a final award certificate;
- Not permit you to attend the graduation ceremony; and/or
- Not be issued with any academic reference.

In addition, we may take legal action to recover unpaid tuition fees. This will involve the University referring you to legal debt recovery and/or external agencies to pursue payment. The University will also seek recovery of the costs associated with the legal process.

If you are in the UK under a Tier 4 visa, suspension of or withdrawal from your programme of study will result in Royal Holloway notifying UK Visa and Immigration (UKVI) and you will need to leave the UK. Your ability to apply for a new UK visa may be affected.

Late payment charges
A late payment charge of £50 will be applied to all invoices overdue 14 days following the due date.

Tuition fee increases for continuing students ("transitional fees")
As a continuing student, your new year’s tuition fee will never be more than 5% more of what you paid for the previous year. We’ll charge you what the new incoming students’ fee is for that year, and if that fee is over 5% of what you paid last year, we’ll cap the increase in cost at 5%.

Example: an Overseas student started BSc in Management with Human Resources in 2017/18 and was charged £15,600. For new Overseas 2018/19 students, the fee is £17,500 – as the fee increase from 2017/18 is more than 5%, the student will be charged the 2017/18 fee plus a 5% increase (£16,380) for their second year in 2018/19.

Repeating students (see below for definition) will also have the costs of re-attending modules capped as per the above.
2. Tuition fees for repeating and re-sitting modules

Repeat fees
A repeating student is someone who has not been permitted to progress and is re-attending previously taken modules. If you are in this situation, you will be charged on a pro-rata basis according to the number of credits in the modules you are taking which is worked out as: (number of credits taken / full credit load) x applicable full-time fee.

Example: a HEU student is repeating three modules of BSc Economics in Year 3. Each of the modules is 30 credits so the student is taking 90 credits. The fee owed is:

\[
g_0 \text{ (repeating credits)} / \text{120 (full credit load)} \times \text{£9,250 (full-time fee)} = \text{£6,937.50}
\]

Repeating and resitting modules
If you are a repeating student who is in attendance for any modules, on a full-time or part-time basis, you are not charged an examination fee for any other modules you intend to re-sit.

Example: an Overseas student is repeating four modules of BSc Psychology in Year 2 and resitting two modules. Each of the modules is 15 credits so the student is repeating 60 credits and re-sitting 30 credits. As students are not charged for re-sits if they are repeating modules, the fee owed is:

\[
60 \text{ (repeating credits)} / 120 \text{ (full credit load)} \times \text{£16,380 (full-time fee)} = \text{£8,190}
\]

Re-sit fees
Re-sit fees are payable by students not in full-time attendance who have to re-sit the assessment of one or more elements of a module (examination paper, report, oral, practical, essay, dissertation, project, or other form of coursework). If you are in this situation, you will continue to have access to University facilities and will be charged based on the number of credits of the modules you are re-sitting. If you are granted first sits or uncapped re-sits as a result of extenuating circumstances, you will not normally be charged a fee.

Please note that re-sit fees are due to be paid at enrolment (not at the time of the exam) – undergraduates should pay at enrolment in September and postgraduates should pay by January before taking their exams.

Rounding up of fees for billing
- Where students are billed repeat fees, these will be rounded up to the nearest £5.
- Where students are billed re-sit fees for assessments, examinations (re-sits) or other processes other than module fees, these will be rounded up to the nearest £1.

3. Postgraduate research students and Guest Researchers

Early submission of thesis
Research Students submitting during their third year of full-time study are liable for the tuition fee for the entire year. No pro-rata refund is available. Part-time students submitting during their fifth or sixth year of part-time study are liable for the tuition fee for the entire year and no pro-rata refund is available.

If you are a research student submitting your thesis before your submission deadline during your designated writing-up year, you are entitled to a pro-rata refund, which is calculated according to the date of submission in relation to your submission deadline. The pro-rata refund does not apply to students who submit before their writing-up period starts.

When you have submitted your thesis for examination, you are required to complete Online Sign-up for the relevant session as you are being assessed and awarded under the University’s current regulations. If you submit within one month of starting your writing up year (or by 31 October if you have a standard September start of writing-up year date), you are not required to pay any writing-up fees for the upcoming academic year. No further fee will be
charged unless you are required to resubmit your thesis in which case you are expected to pay a flat fee which covers your access to supervision and library facilities during the resubmission period.

### Resubmission fees

<table>
<thead>
<tr>
<th>2019/20 fees</th>
<th>Masters by Research</th>
<th>MPhil</th>
<th>PhD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resubmission period</td>
<td>Six months</td>
<td>12 months</td>
<td>18 months</td>
</tr>
<tr>
<td>Resubmission without second viva</td>
<td>£125</td>
<td>£250</td>
<td>£310</td>
</tr>
<tr>
<td>Resubmission with second viva</td>
<td>£235</td>
<td>£470</td>
<td>£555</td>
</tr>
</tbody>
</table>

### Bench fees

Departments can exceptionally charge ‘additional research costs’ to research students where the proposed research entails the use of expensive equipment or materials or involves extensive travel or fieldwork costs. Departments must have the approval of the Deputy Principal for the proposed fee and must inform Student Administration of the approved fee. We must inform you in writing of your fee liability and payment terms prior to admittance to the University. Additional costs / ‘bench fees’ may, on occasion, be applicable to postgraduate taught students. In which case, the same approval process shall be followed as for research students.

### Extension fees

If you have been granted an extension to your submission deadline through a suspension of regulations, you are liable for an extension fee. This extension fee may be waived at the discretion of the Dean of the Doctoral School:

- For extensions of up to one month: no fee
- For extensions of more than one month and up to six months: the fee for 2019/20 is £405
- For extensions over six months: the fee for 2018/19 is £395 for the first six months plus a pro-rata charge for each additional month.
- In the event of submission before the extension deadline you will not receive a pro-rata refund.

### Guest Researchers

For information on fees and the process to become a Guest Researcher, please visit our [website](#).

### 4. Study Abroad and Year in Industry students

#### Incoming students

**Erasmus students**

Fees are charged on Campus Connect to the student, but are covered under the Erasmus scheme – the student is not liable for any fees.

**International Exchange students**

Fees are charged on Campus Connect to the student, but there is often a partnership agreement with the home institution, so you may not be charged directly. If you are liable for any fees, this will be shown on your offer letter.

**Study Abroad students**

Students who come to study at Royal Holloway outside of either the Erasmus or International Exchange agreements are classed as Study Abroad students. Fees will be charged as below (2019/20 academic year):
## Operational Guidelines for Fees 2019/20

### Full Year

<table>
<thead>
<tr>
<th>Length of Study</th>
<th>Study Abroad / International Exchange Students UG</th>
<th>Study Abroad / International Exchange Students PGT</th>
<th>Study Abroad / International Exchange Students PGR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full year</td>
<td>£16,900</td>
<td>£16,400</td>
<td>£13,500</td>
</tr>
<tr>
<td>Autumn term</td>
<td>£7,605</td>
<td>£7,380</td>
<td>£6,075</td>
</tr>
<tr>
<td>Spring and summer terms</td>
<td>£9,295</td>
<td>£9,020</td>
<td>£7,425</td>
</tr>
</tbody>
</table>

### Outgoing Students - Year spent on a student exchange, in industry or volunteering

Undergraduate fees for a student studying for a year abroad or for a year in industry are set as a percentage of the full-time fees applicable in that year as follows:

<table>
<thead>
<tr>
<th>Fee status</th>
<th>Year out</th>
<th>Type</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>HEU</td>
<td>Erasmus exchange</td>
<td>Study</td>
<td>15%*</td>
</tr>
<tr>
<td></td>
<td>Erasmus exchange</td>
<td>Work</td>
<td>15%*</td>
</tr>
<tr>
<td></td>
<td>non Erasmus exchange</td>
<td>Study</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>non Erasmus exchange</td>
<td>Work</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Year in Industry / Volunteering</td>
<td></td>
<td>20%</td>
</tr>
<tr>
<td>Overseas</td>
<td>Compulsory exchange</td>
<td>Study</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Compulsory exchange</td>
<td>Work</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>non-compulsory exchange</td>
<td>Study</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>non-compulsory exchange</td>
<td>Work</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>Year in Industry / Volunteering</td>
<td></td>
<td>20%</td>
</tr>
</tbody>
</table>

HEU students whose year abroad consists of two elements that are charged at different rates (e.g. Erasmus study plus non Erasmus work) are charged the lower of the two rates.

*HEU students who pay £9,250 tuition fees and have an Erasmus year/Study Abroad sandwich year will have their fee capped at £1,385 (slightly less than 15%). For years in industry the capped fee for this group will be up to £1,850 (20%).

### Additional year out – new for 2019

From 2019 entry, all undergraduate students will have the opportunity to apply to take an additional year out, spent studying abroad or in industry – or a combination. You take the year out after your second year (or third year if you are on an MSci or MEng programme).

You will pay 20% of your usual fee for the year you are away from Royal Holloway.

### Postgraduate taught students

Eligible postgraduate taught students who go on a year in industry pay tuition fees at a rate of 20% of the relevant programme fee applicable in the year the industrial placement takes place.

**Example:** a HEU student is on an MSc Data Science & Analytics with a Year in Industry programme and is taking their year in industry in 2019/20. The fee will be 20% of the full programme fee, which is calculated as:

\[ £11,300 \text{ (full programme fee in 2019/20) x 20%} = £2,260 \]
Postgraduate research students
Eligible postgraduate research students who go on Erasmus and International Exchanges pay full tuition fees to Royal Holloway for the time spent abroad. Visit the website for more information on International Exchanges.

5. Tuition fees for students studying via Continuing Professional Development (CPD) mode
If you are studying on a postgraduate taught programme on a part-time basis over three to five years, you are considered to be a CPD student. CPD students are charged for the credits they are taking in an academic year. The cost of the credits will be pro-rated according to the full-time fee applicable for that programme in that academic year and rounded up to the nearest £5.

Example: a HEU student taking MSc Information Security is taking three modules. Each module is 20 credits so the fee is worked out as:

60 / 180 (full credit load) x £11,300 (full-time fee) = £3,766.67 rounded up to £3,770

This means that the overall cost of studying the programme via CPD mode is slightly higher than studying it full-time in one year.

Example: a student taking MSc Information Security full-time in 2017-18 would be charged £10,050. If the same student takes three years to study the programme, doing 60 credits every year, the cost would be as follows:

2017/18 cost: 60 / 180 x £10,050 = £3,350 (rounded up)
2018/19 cost: 60 / 180 x £10,400 = £3,470 (rounded up)
2019/20 cost 60 / 180 x £11,300 = £3,770 (rounded up)
Total cost over 3 years = £10,590

6. Audit and extracurricular modules
- Students taking a module on an audit basis are not charged a fee in addition to their main programme fee.
- Full-time students taking up to 30 credits worth of modules (or part-time students taking up to 15 credits worth of modules) over an academic year on an extracurricular or option basis are not charged an additional fee above their main programme fee.
- However, repeating students who take additional new units on an extracurricular or option basis are charged on a pro-rata credit basis for such units:

Example: a HEU student is repeating two modules of BSc Physics in Year 3 and wants to attend two extracurricular modules. The repeat modules are 15 credits and the extra-curricular modules are 30 credits so the student is repeating 30 credits and attending 60 extra-curricular credits. The fee owed is:

30 (repeating credits) + 60 (extra-curricular credits) / 120 (full credit load) x £9,250 (full-time fee) = £6,937.50

7. Fee liabilities – withdrawals and interruptions
Please click here for forms and guidance on changing your study details.

Withdrawals
If you withdraw from your studies you are liable to pay fees for the period that you have been registered prior to the withdrawal.

Please click on the link above to download the relevant forms – the forms will show what your tuition fee liability will be, depending on your withdrawal date. Please note that there are different forms depending on your level of study and whether or not you are funded by the SLC.
Interruptions
If you interrupt your studies you are liable to pay fees for the period that you have been registered for prior to the interruption.

For students who are not funded by the SLC, when you interrupt your studies, an appropriate credit will be applied to your account in the years that you interrupt and return if required:

Example: an Overseas student on BA English interrupts their studies on 14 December 2018 for one year. From the interruption form, the liability will be three months. To calculate the liability:

\[
\frac{\text{£16,500 (full fee)}}{\text{nine (months in academic year)}} \times \text{three (months of liability)} = \text{£5,499.99}
\]

Interruption credits of £11,000.01 are added to the account (£16,500 – 5,499.99) for 2018/19 year.

When the student returns on 14 January 2019, £5,633.33 worth of credits (three months) will be applied and the balance of the full fee (£16,900) will be due = £11,266.67.

Please click on the link above to download the relevant forms – the forms will show what your tuition fee liability will be depending on your interruption date. Please note that there are different forms depending on your level of study and whether or not you are funded by the SLC.

Please note that when you interrupt, any monies paid will be held on the account until you return or withdraw from your studies.

Withdrawal after interruption
If you do not return from the period of interruption and subsequently withdraw, the date of withdrawal is recorded as the start date of your interruption and the fee liability is calculated according to the relevant fee liability on the withdrawal form – please note that this may mean that your liability may change.

Refunds (if there is a balance)
If you are self-funded, you will need to contact Student Fees to request a refund if there is a remaining balance.

For students who are funded by the SLC, we will contact them and update your record with them to reflect the actual balance owed.

8. Transfer-in students
Where Home/EU students transfer directly to Royal Holloway (e.g. Year 1 in 2018/19 at a different institution and Year 2 in 2019/20 at Royal Holloway), students will be charged fees at the same level as the rest of their cohort. This must be a transfer to the same or similar programme in order to remain on the same level. If a student withdraws from study and starts again in year 1 they will be charged at the same level as new students.

Example: a HEU UG student with an original start date of 2015/16 (where students were charged £9,000), who transferred into the second year at Royal Holloway in 2016/17, would be charged £9,000 in their second and third year, not £9,250.

For SLC-funded students who transfer-in partway through the year, please note that your previous institution may claim part of your Tuition Fees for the year and you may have to pay the difference. Our Student Fees team will explain your liability when you enrol.

9. Appealing your tuition fee liability
All students are liable to pay their tuition fees. If there is an issue with the payment plan agreed, please contact Student Fees (student-fees@royalholloway.ac.uk). If you have a query in relation to your tuition fee liability, please contact Student Administration (student-administration@royalholloway.ac.uk).

Operational Guidelines for Fees 2019/20 Version 1, May 2019
Academic Services
11
If Student Fees or Student Administration are unable to resolve your query and it is deemed you have a valid reason to appeal your tuition fee liability, you will be issued a tuition fee appeal form. Please see below for the policy.

**Tuition fee appeal policy**
- Issues with fee statuses are dealt with by Admissions directly study@royalholloway.ac.uk
- This process cannot be used for issues relating to academic provision / strike action
- You must have a valid reason (please see below) to appeal your tuition fee liability

**When can you appeal?**
The below is not an exhaustive list but appeals will only be considered where it is deemed that students have a valid reason.
- Where students have experienced compelling personal circumstances and have been adversely affected, leaving them unable to meet their tuition fee liability
- The University has provided the student or a third party with incorrect or misleading tuition fee information
- A material change in the programme has occurred leading you to incur a higher than advertised tuition fee liability (excluding additional programme costs such as field trips)

**When can’t you appeal?**
- If you are unhappy with how your fee status has been assessed. These queries are dealt with by Admissions who can be contacted at study@royalholloway.ac.uk.
- If you are unhappy with the quality of academic teaching / provision or any issue relating to strike action.
- Any issues not relating to your tuition fee liability including additional programme costs such as field trips.

**How to appeal?**
- Please contact Student Administration (student-administration@royalholloway.ac.uk) or Student Fees (student-fees@royalholloway.ac.uk) with your query. If they aren’t able to resolve your query, they will refer you to the tuition fee appeal process.
- Please fill out all sections of the form and then return the form to your department or to Student Administration / Student Fees as advised.

**When I will I hear?**
- Your form will be processed and you will receive a response within 15 working days.

Please note that the decision of the tuition fee appeal panel is final.