



PROCEDURES FOR THE COLLECTION OF STUDENT FEES

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Glossary

Service Withdrawal	Process of withdrawing services to students (IT Services including moodle, library access) who have outstanding fees after specified collection date.
Fees and Charges	Any amounts owing to the Institute by a student, which include but are not limited to tuition fees for full and part-time courses at all levels, student contributions, facilities fee, exam payments, repeat fees, library fines etc.
Registered	Student is registered on modules and has paid fees.
Temporary Registered	Student is registered on modules but has not paid fees in full.

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Section 1 Introduction

This document sets out the guideline procedures of Dundalk Institute of Technology for the collection of student fees. This is a procedure document. The purpose of this document is to provide guidelines and procedures in relation to the collection of student fees. The scope of this document extends to all fees and charges due to the Institute by students to include tuition fees for full and part-time courses at all levels, student contributions, facilities fee, exam payments, repeat fees, library fines, disciplinary fines etc.

It is imperative that the Institute collects all fees owing, and will endeavour to do so in the most efficient manner. However, at the same time the Institute is aware of the financial strain that is placed on students particularly in difficult economic conditions and therefore will ensure that all processes and procedures are, in so far as possible, sympathetic and understanding of the student's personal circumstances.

1.1 Overview of Sections

Before proceeding through the detail of the document a summary of the sections is provided in the below table in order to provide an overview.

Section	Title
1	Introduction
2	Policy
3	Fee Setting – Authority
4	Registration
5	Collection of Fees
6	Consequences of Late Collection/Non Collection of Fees
7	Deemed Withdrawal
8	Refunds
9	Determination of Special Cases
Appendices	
Appendix I	Fee/Charge Setting and Collection Date
Appendix II	Schedule of Miscellaneous Fees/Charges
Appendix III	Institute Refunds
Appendix IV	Fee Collection Committee

Section 2 Policy

Policy

The Institute will endeavour to collect all student fees in line with procedures. Facilitating all students in the payments process is central to the success of the collection of fees.

A student with outstanding fees and charges will not be permitted to register in a subsequent year, semester or teaching period as appropriate until such time as the outstanding fees are paid in full. Students with fees owing to the Institute will not be able to access their results on-line, will not be issued with academic transcripts or any other official credentials and will not be permitted to progress to the next stage of their programme or to graduate.

The above policy is implemented through a process of “service withdrawal”, reference section 7 for further details.

Liability

In all cases the Institute considers the student to be solely responsible for any financial liability to the Institute.

Students who have a recognised sponsor will be liable for any unpaid tuition fee costs if the sponsor defaults on payment in any given semester.

Section 3 Fee Setting Authority

3.1 Legislation – Authority to Charge Fees

Regional Technical Colleges Act 1992 - Section 17

“The college may charge fees or admission charges and such other charges of such amounts as may from time to time be determined by its governing body subject to such conditions as may be specified by the Minister from time to time for courses, lectures, examinations, exhibitions and other events held at or by the college and for other activities including research, consultancy and development work undertaken by the college.”

3.2 Setting of Fees

The Government, through the Department of Education and Skills and the Higher Education Authority (HEA) determine the:

- “student contribution” fee,
- fees for levels 6-8 undergraduate programmes, and
- apprentice programme fees

Apart from the above, the Governing Body has prime responsibility for the setting and approval of all other academic related fees and charges. The Governing Body where appropriate, may delegate to the Executive Management Team authority to approve or vary academic fees within agreed parameters.

There are a number of academic related fees and charges applicable to students at the Institute, these are set out in Appendix II along with those who have the delegated authority to set and approve the fees.

3.3 Review of Fees

Fees are reviewed and approved annually.

3.3.1 Correction of Fees

The Institute reserves the right to correct the fee charged to a student in the event that an incorrect fee is notified as a result of error, incorrect information being obtained at enrolment/registration or a change in student circumstances which affect the fee due.

3.3.2 Permanent Programme Transfers

Fee paying students undertaking a permanent course transfer will be fee assessed at the commencing rate of the new course relevant to the year the student transfers.

3.3.3 Deferment

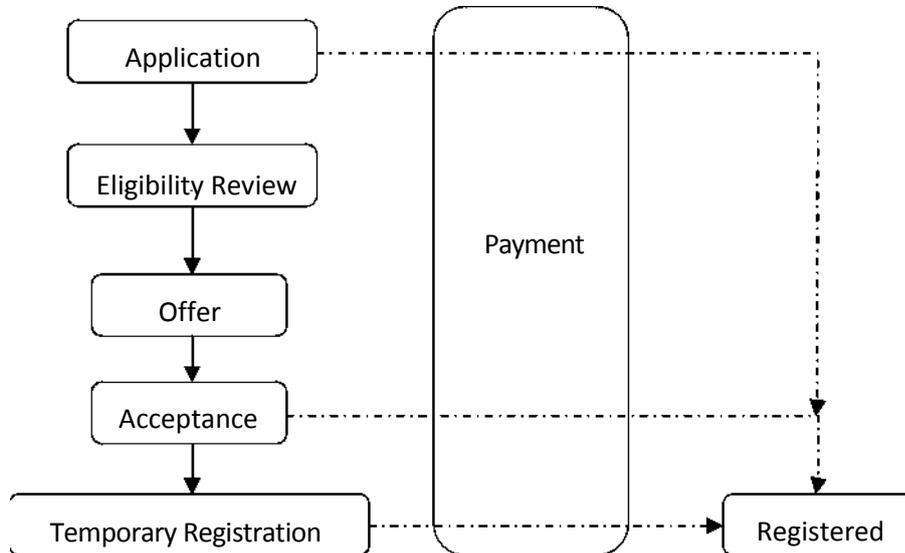
The Institute Programme Deferral Procedures can be found at the following link:

<http://www.dkit.ie/fees>

Section 4 Registration

While this document is not a registration policy or registration procedure document, student registration status and the collection of fees are intrinsically linked. It is therefore important to have a high level overview of the registration process.

4.1 Registration Process – High Level Overview



4.2 Authority and Responsibility of Student Registration Statuses

Authority and responsibility for student registration statuses reside within the office of the Registrar.

(Due to the link between registration status and fees, information on student registration statuses is available to Finance and other Institute personnel as required).

Section 5 Collection of Fees

5.1 General/Registrar's Office

The Registrar's Office is ultimately responsible for ensuring that student fees are collected. The process for collection of student fees is facilitated by the following offices:

- Fees
- International
- Library
- Lifelong Learning
- Examinations
- Admissions
- Academic Departments

By engaging in the registration process the student understands that they become liable for fees and charges incurred by them.

The student's classification for fee purposes must be determined upon registration.

Non receipt of payment request/ invoice is not a valid reason for failure to make payment by specified Institute deadlines.

The student understands that non-payment of fees will necessitate withdrawal of services, in line with the service withdrawal process, and that they will be liable to pay any outstanding debt.

5.2 Method of Receiving Payment for Fees Owning

The Institute can receive payment:

- Online
- Laser/Credit Card
- Giro
- Bank Transfer
- Cash (LLC accepts cash)

In general cash payments are not accepted.

5.2.1 Receiving Payment by Instalment – General Scheme

The facility to pay by instalment (excluding facilities fee, examination fees and fines) is available to all EU students as a general scheme in two instalments.

Where a student opts to pay by instalment and if they miss their instalment payment date services will be withdrawn until payment is received.

5.2.2 Payment by Instalment for Specific Programmes or Student Cohorts

The Institute may also offer a facility to pay in instalments outside this general scheme where financial hardship may be demonstrated or for specific programmes or student cohorts. Determination of eligibility of students for payment by instalment resides with the Fee Collection Committee (Ref: Section 9) for full-time students and the Lifelong Learning Manager for part-time students in consultation with other Institute personnel as appropriate.

Where a student has been deemed eligible to pay by instalment and if they miss their instalment payment date, services will be withdrawn.

5.3 Fee Collection Deadlines

All student fees are required to be collected by a specified due date. Full payment or Instalment 1 is due at time of registration. Instalment 2 is due by 31 January.

Failure by a student to pay outstanding fees will result in services being withdrawn. Students with fees owing to the Institute will not be permitted to register until such time as the outstanding fees are paid in full. Final year students will not be recorded as a graduate and no complete results or complete academic record will be issued, unless full payment of all outstanding fees is made.

5.3.1 International Students

Commencing self-funding International students are required to pay full tuition fees for the first year of study in advance of travelling from their domicile abroad. Government funded students will be invoiced after arrival at DkIT.

Continuing students are required to pay full fees at registration.

5.3.2 Part-Time Students

All fees must be paid by applicants prior to the start of a part-time programme. The Lifelong Learning Centre are happy to accept tuition fee payments in weekly, twice a month or monthly instalments as long as the fee is paid in full prior to the commencement of the programme. An exception to this is where employers issue written confirmation that they are to be billed for their student's fees. Invoices are then issued to the employer by the LLLC 1-4 weeks after the programme commences.

5.3.3 Government Payment “Undergraduate Free Fees” Scheme and other Government Schemes

The Government, through the Higher Education Authority determine the payment arrangements available through the “undergraduate free fees” scheme and other Government schemes, such as the “Labour Market Activation” fund and the Springboard initiative.

5.3.4 Student Grant Schemes

Student Universal Support Ireland (SUSI), established under the Student Support Act 2011, is Ireland's single national awarding authority for all Higher Education and Further Education grants since 2012.

Fee Collection Procedures (excludes Non-EU students)

Action	Timeline	Student Registration Status	Method of Communication
Student notified of fees and charges owing and payment due date –Student Contribution and Tuition Fee may be paid in two instalments (50% before registration, 50% by January 31), Facilities Fee in full must be paid prior to registration.	August/ September	EL	Registration Letter
Payment not received from student by 31 st October Services withdrawn Schools notified of withdrawal of service	October/ November	SW	Letter, Email and Text msg. to students. Memo and/or email to Depts.
Registration deadline and payment due date: <ul style="list-style-type: none"> • Payment received from student <ul style="list-style-type: none"> Full Payment Part Payment Awaiting Grant 		RG TR TR	
Student notified of fees and charges owing and payment due date	December	TR	Email and Text message
Payment received from student by 1 st January		RG	
Undergraduate Fees claimed under “Free Fees Scheme”	January		
Payment not received from student by 31 January Services withdrawn Schools notified of withdrawal of service	February	SW	Email and text message
Payment received from student upon receipt of reminder and within final payment date		RG	
Reinstatement Fee will be added to account of students who have a SW status at end of academic year and who are returning in a subsequent year	March	SW with financial hold	Letter, Email and Text msg. to students. Memo and/or email to Depts.
Undergraduate Fees claimed under “Free Fees Scheme”	March		SRS return to HEA
Student numbers verified <ul style="list-style-type: none"> • Student numbers file prepared for: <ul style="list-style-type: none"> • Recoupment of fees under relevant government schemes • Statistical return prepared which will determine percentage of recurrent grant received by Institute • Student numbers per Banner reconciled to returns prior to submission. 	March/April		
Accounts prepared Fees per Banner reconciled to Agresso	End of Academic Year		

Section 6 Consequences of Late Collection/Non Collection of Fees

All student fees and charges are required to be collected by the specified due date.

Where a student continues to have outstanding fees and charges (i.e. student contribution, tuition fees, Student facilities fee, fines, etc.) after the Institute specified collection date, they are “deemed withdrawn”.

The deemed withdrawal will cause the following restrictions to apply;

- Loss of access to library borrowing and other library services
- Loss of access to the Institute’s computer systems, including, but not limited to Moodle, internet and email
- Loss of access to enrolment records, examination results and academic transcripts -The inability to graduate until outstanding fees are paid
- Reinstatement fee of €50 if student is SW at the end of the academic year and wishes to register in a subsequent year

Students who’s service have been withdrawn due to non-payment of fees will be informed of their status and that if they make no further payment or do not contact the Institute concerning their outstanding fees and charges, a fees hold will be placed on their student record.

Section 7 Service Withdrawal

7.1 Authority for Service Withdrawal

Any student who is liable to pay but does not pay a fee by the due date has by force of these regulations their services withdrawn, unless the service withdrawn status is affected solely because of an Institute error. Reference Academic Council Motion: (AC:DOC:133 :08:01).

Students with service withdrawn do not have access to their full academic history. While a fee remains unpaid the student liable to pay the fee may not obtain a transcript of or other document relating to their academic record or have a degree conferred upon them or receive an award.

A fee which is unpaid after the due date is a debt due and owing to the Institute by the student who is liable to pay the fee, and the Institute may initiate recovery action if the fee is unpaid, except where the debt is owing to an Institute error.

7.2 Reinstatement

Where a student with service withdrawn due to unpaid fees seeks reinstatement to continue their study, graduate from the Institute or obtain academic transcripts, they must pay:

- i. All outstanding debt
- ii. A reinstatement fee in line with Section 6

Section 8 Refunds

The following categories of students may be entitled to a refund of fees:

8.1 Full Time Undergraduate & Taught Postgraduate Programmes – Grant/Scholarship Holders

Students who paid Student Contribution and/or Tuition Fees and are subsequently awarded a grant/scholarship.

8.2 Full Time Undergraduate & Taught Postgraduate Programmes – Fee Excess

Students who may have paid fees in excess of the amount due as determined during fee assignment.

8.3 Full Time Undergraduate & Taught Postgraduate Programmes and Apprentices – Withdrawal

If a student officially withdraws from a programme and/or a unit before certain dates a refund of some fees may be possible.

8.3.1 Full Time Undergraduate & Taught Postgraduate Programmes – prior to 31st October

Where students formally withdraw (Withdrawal Form must be completed and submitted) from a programme prior to 31st October, the student fees already paid to the Institute are refunded in full.

8.3.2 Full Time Undergraduate & Postgraduate Programmes – From 1st November to 31st January

Where students withdraw (Withdrawal Form must be completed and submitted) from a programme between 1st November and 31st January, 50% of fees can be refunded if full payment of the fees has been made.

Students are strongly advised to consult with their Head of School, Head of Department, Careers Officer, or Admissions Officer before deciding to withdraw from a programme. Withdrawal from a programme may have fee consequences if returning or taking up another third level place in a subsequent year.

8.4 International Students

DkIT's policy on refund of International Student Fees can be found on the following link:

<https://www.dkit.ie/international/refunds>.

8.5 Short/Part-Time Programmes

An 80% refund will be given where a student attends for only the first week of a 5week course.

An 80% refund will be given where a student attends for only the first two weeks of a 6 to 12 week course.

An 80% refund will be given where a student attends for only the first 4 weeks of a course lasting more than 12 weeks.

8.6 Programme Not Being Delivered

In the event that the Institute is unable to deliver a programme, students are offered a refund of all money paid to date for that programme. Alternatively, students may be offered enrolment in another programme. Students must choose whether to obtain a full refund or accept a place on another programme.

8.7 Complaints and Appeals

In the event a student wishes to contest the Institutes rejection of their request for a refund, they will have access to the Student Complaints Procedure. <http://www.dkit.ie/complaints> . This document does not remove the right of the student to take further action under Ireland's consumer protection laws.

Section 9 Determination of Special Cases

Cases where the Guideline Student Fee Collection Procedures do not clearly deal with an issue may be dealt with as follows:

9.1 General Interpretation

The Institute's Fee Collection Committee (Appendix V) will rule on any cases where the Guideline Student Fee Collection Procedures does not clearly deal with an issue

9.2 Specific Delegation

The Institute's Fee Collection Committee may decide the following in liaison with other relevant Institute personnel:

- a. Dispensation of charges/penalty fees (viz. Late, Reinstatement)
- b. Special payment option

Appendix I – Fee/Charge Setting and Collection Date

Fees & Charges	Fee/Charge Set By:	Collection Date
Student Contribution	Department of Education & Skills (DES)	On Registration
Tuition <ul style="list-style-type: none"> • “Undergraduate free fees” scheme • Tuition Fee • “Labour Market Activation” Fund • Non EU • Apprentice • Post Graduate • Repeat and Attend 	DES DES HEA DkIT – International Office DkIT – Academic Administration DkIT – Admissions Office HEA Institute Institute	DES set date On registration HEA set date <ol style="list-style-type: none"> 1. New – non-resident Non EU with application 2. Continuing non-resident Non EU on registration. 3. Resident non EU- assessment of residency status On registration Prior to registration Prior to registration
Facilities Fee	Institute	On registration
Miscellaneous Fees/Charges	DkIT	
Examinations	Examinations	On Application
Additional module(s)	Academic Administration	On application
Transcripts	School Offices	On request for transcript
Late Registration	Academic Administration	On registration
Re- Instatement of Services	Academic Administration	Prior to proceeding to next academic year/graduation
Library fines	Library	Prior to proceeding to next academic year/graduation
Disciplinary fines	Institute	As detailed in penalty
Recognition of Prior Learning	Academic Administration	

Appendix II - Schedule of Miscellaneous Fees/Charges

Function	Description	DkIT Fee/Charge
Academic Record (Transcript)	One copy of academic record (also known as a transcript) is provided free at Graduation. Additional formal records are available on request upon payment of a fee	€50 pre Banner transcript €20/post Banner transcript €10/module descriptor
Examinations – Repeat	Applicable when a student has to sit a repeat exam	€50 by specified date €100 after specified date
Examinations – Appeals	Applicable when a student appeals an exam	€20/module for Recheck €65/module for Appeal
Examinations – Exam Only	Applicable when a student only wishes to sit an exam (i.e. not attend throughout the year/semester)	€50 by specified date €100 after specified date
Graduation – Parchment Replacement	Initial parchment is free. Fee is applicable for a replacement parchment.	Initial parchment free up to 6 weeks after graduation then €50 retrieval fee Replacement Parchment (Duplicate) €100
Recognition of Prior Learning (RPL) – Assessment	Applicable when a prospective student seeks credit for modules previously completed either through prior learning or prior experiential learning.	N/A
Registration – Late Registration Fine	Applicable when a student has not registered by the specified due date	€100
Registration – Late/Change of Elective Fine	Applicable when a student has not registered for an elective by the specified due date or seeks to change electives.	N/A
Re-Instatement	New – Fee that would be applicable where a student has service withdrawn at the end of an academic year and subsequently seeks to be re-instated	€50
Repeat Attend	Students who are required to repeat modules will be charged the full cost to re-register in that module based on the fees at the time it is repeated	Pro rata full rate
Replacement – Identity Card	All students receive a free identity card. A fee is applicable for replacing a lost card	€10

Appendix III – Institute Refunds

DkIT		Student Contribution ²
		Fees (refers to Tuition and Student Contribution)
Withdrawn Students	Prior to 31 October	100%
	1 November – 31 January	50%
	After 31 January	No Refund

² Student Contribution / Student Registration / Capitation / Student Service Charge. EU Students only.

*Appendix IV – Fee Collection Committee***Background**

The Institute may offer a facility to pay in instalments outside the general scheme where financial hardship may be demonstrated to the Fee Collection Committee.

Membership

The committee will be representative of the Registrars and Finance functions within the Institute and will be constituted by at least two of the following or his/her representatives:

- Fergal Smyth, Admissions Officer (Convenor)
- Linda Murphy, Academic Administration & Student Affairs Manager (secretariat)
- Marie Madigan, Finance Manager

Terms of Reference

The committee is required to determine eligibility of students for payment by instalments outside of the general scheme. The student must demonstrate financial hardship by completing a personal written statement with supporting documentation and this will be assessed by the committee on a case by case basis.

Specific Delegation

The committee may decide the following in liaison with other relevant Institute personnel:

- a) Dispensation of charges/penalty fees (viz. Late, Reinstatement)
- b) Special Payment Options

Cases where students do not adhere to the decision of the committee will be subject to the standard penalties in this document.

Meetings

Committee to meet at least once per academic term.

The committee may need to meet regularly during peak registration times (August, September and October)

Admissions Officer to convene meetings.