



# PROCEDURES FOR THE COLLECTION OF STUDENT FEES

<b>Date approved:</b>	03/05/2022	<b>Date revised policy will take effect:</b>	01/09/2022	<b>Date of Next Review:</b>	20/06/2025
<b>Approving Authority:</b>	Governing Body				
<b>Responsibility:</b>	VP for Academic Affairs and Registrar, AASAM, Admissions Officer				
<b>Consultation undertaken:</b>	Fees Assessment Committee				
<b>Audience:</b>	Public – accessible to anyone				
<b>Category:</b>	Admissions, Fees and Grants and Registration				

## Version Control and Change History

Version Control	Date Effective	Approved By	Amendment(s)
1	20/05/2013	Governing Body 20/05/2013	
2	01/08/2016	Governing Body 25/07/2016	<p>Section 1 – inclusion of ‘Facilities Fee’ in Fees and Charges</p> <p>Section 2 and 7 – Deemed withdrawal replaced with Service Withdrawal</p> <p>5.2.1 Facility to pay by instalments offered to EU students only</p> <p>5.3 Inclusion of instalment deadlines</p> <p>Appendix I – removed, now included in Admissions Policy approved by GB</p> <p>Appendix II – removal of late payment fines, replaced by Service Withdrawal</p>
3	01/09/2022		<p>Introduction – inclusion of apprenticeships</p> <p>3.3.3 New international applicants seeking deferral must have paid tuition fees in full</p> <p>5.2.1 remove EU and replace with all students. For Services withdrawn replace ‘will’ with ‘may’</p> <p>5.3 Include deadlines for part-time instalment payments</p> <p>5.3.1 International students – continuing students can pay the first instalment of fees at registration.</p> <p>Change Government-funded students to Sponsored international students</p> <p>5.3.2 Amend to include invoicing for employers or sponsors</p> <p>8.5 Include Uncertified programmes – include advice to formally withdraw</p> <p>Fee Collection Procedures – to include non EU students – Registration status of SW to be replaced by TR, Accounts receivable holds to be placed on student accounts in May</p> <p>Section 6 and 7.2 – remove reinstatement fee</p> <p>Section 9 Fee waiver category included</p> <p>Appendix I and II– remove reference to reinstatement of service and associated fee</p> <p>Appendix II – refer students to webpage</p>

## 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.

## Table of Contents

<b>Glossary .....</b>	<b>2</b>
<b>Section 1 Introduction .....</b>	<b>4</b>
11 Overview of Sections .....	4
<b>Section 2 Policy .....</b>	<b>4</b>
Liability .....	4
<b>Section 3 Fee Setting Authority .....</b>	<b>5</b>
3.1 Legislation – Authority to Charge Fees .....	5
3.2 Setting of Fees .....	5
3.3 Review of Fees .....	5
3.3.1 Correction of Fees .....	5
3.3.2 Permanent Programme Transfers .....	5
3.3.3 Deferment .....	5
<b>Section 4 Registration .....</b>	<b>6</b>
<b>4.1 Registration Process – High Level Overview .....</b>	<b>6</b>
<b>4.2 Authority and Responsibility of Student Registration Statuses .....</b>	<b>6</b>
<b>Section 5 Collection of Fees .....</b>	<b>6</b>
<b>5.1 General/Registrar’s Office .....</b>	<b>6</b>
<b>5.2 Method of Receiving Payment for Fees Owning .....</b>	<b>7</b>
5.2.1 Receiving Payment by Instalment – General Scheme .....	7
5.2.2 Payment by Instalment for Specific Programmes or Student Cohorts .....	7
<b>5.3 Fee Collection Deadlines .....</b>	<b>7</b>
5.3.1 International Students .....	7
5.3.2 Part-Time Students .....	7
5.3.3 Government Payment “Undergraduate Free Fees” Scheme and other Government Schemes .....	7
5.3.4 Student Grant Schemes .....	7
<b>Section 6 Consequences of Late Collection/Non Collection of Fees .....</b>	<b>9</b>
<b>Section 7 Service Withdrawal .....</b>	<b>9</b>
7.1 Authority for Service Withdrawal .....	9
<b>Section 8 Refunds .....</b>	<b>10</b>
8.1 Full Time Undergraduate & Taught Postgraduate Programmes – Grant/Scholarship Holders .....	10
8.2 Full Time Undergraduate & Taught Postgraduate Programmes – Fee Excess .....	10
8.3 Full Time Undergraduate & Taught Postgraduate Programmes and Apprentices – Withdrawal .....	10
8.3.1 Full Time Undergraduate & Taught Postgraduate Programmes – prior to 31st October .....	10
8.3.2 Full Time Undergraduate & Postgraduate Programmes – From 1st November to 31st January 10	
8.4 International Students .....	10

8.5 Short/Part-Time Programmes .....	10
8.6 Programme Not Being Delivered .....	10
8.7 Complaints and Appeals .....	10
<b>Section 9 Determination of Special Cases .....</b>	<b>11</b>
9.1 General Interpretation .....	11
9.2 Specific Delegation .....	11
<b>Appendices</b>	
Appendix I – Schedule of Miscellaneous Fees/Charges .....	13
Appendix II – Institute Refunds.....	14
Appendix III – Fee Collection Committee .....	14

## Section 1 Introduction

The purpose of this document is to provide guidelines and procedures in relation to the collection of student fees at Dundalk Institute of Technology. The scope of this document extends to all fees and charges due to the Institute by students to include tuition fees for full-time, part-time and apprenticeship programmes 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	Service Withdrawal
8	Refunds
9	Determination of Special Cases
<b>Appendices</b>	
Appendix I	Schedule of Miscellaneous Fees/Charges
Appendix II	Institute Refunds
Appendix III	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 I.

### 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:

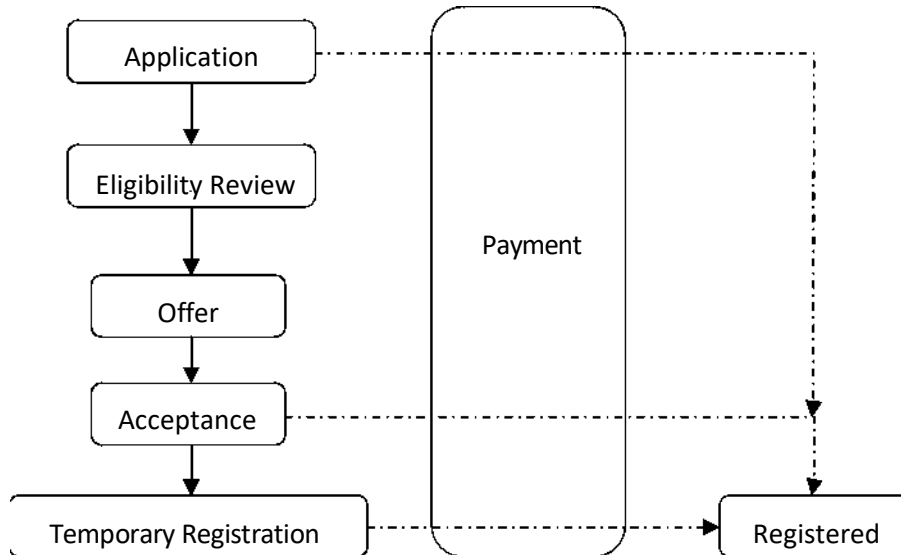
<http://www.dkit.ie/fees>

New international applicants seeking deferral must have paid tuition fees in full.

## 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
- 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 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 may 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 until payment is received.

## 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 and instalment 2 is due by 31 January for full-time students. Full payment or Instalment 1 is payable by 31<sup>st</sup> October and instalment 2 by 28<sup>th</sup> February for part-time students.

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. **Sponsored international** students will be invoiced after arrival at DkIT.

Continuing students are required to pay the first instalment of fees at registration.

### 5.3.2 Invoicing Part-Time Students

Where employers or other sponsors are paying a student's fees, the Lifelong Learning Centre can issue an invoice if required. Employers must issue written confirmation (containing the line manager/HR/Finance contact details plus Purchase Order number if appropriate) to the LLC noting that they are to be billed for the (named) student's fees. Invoices are then issued by the LLC to the employer approximately 4 weeks after the programme commences. In all cases students who have a recognised sponsor will be liable for any unpaid tuition costs if the sponsor defaults on payment in any given semester/year.

### 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

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 <sup>st</sup> October Services withdrawn Heads of Schools notified of withdrawal of service date	October/ November	TR	Email to students.
Registration deadline and payment due date: <ul style="list-style-type: none"> <li>Payment received from student <ul style="list-style-type: none"> <li>Full Payment</li> <li>Part Payment</li> <li>Awaiting Grant</li> </ul> </li> </ul>		RG TR TR	
Student notified of fees and charges owing and payment due date	December/January	TR	Email and letter
Payment received from student by 31 <sup>st</sup> January		RG	
Payment not received from student by 31 January Services withdrawn Head of Schools notified of withdrawal of service date	February	SW	
Payment received from student upon receipt of reminder and within final payment date		RG	
<b>Undergraduate Fees claimed under “Free Fees Scheme”</b>	<b>March</b>		<b>SRS return to HEA</b>
Student numbers verified <ul style="list-style-type: none"> <li>Student numbers file prepared for: <ul style="list-style-type: none"> <li>Recoupment of fees under relevant government schemes</li> <li>Statistical return prepared which will determine percentage of recurrent grant received by Institute</li> </ul> </li> <li>Student numbers per Banner reconciled to returns prior to submission.</li> </ul>	March/April		
Payments not received (Accounts receivable hold)	May	SW	
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 will have services withdrawn.

Students whose 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 until fees are paid in full.

Withdrawal of service 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

## 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.

## 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 31<sup>st</sup> October, the student fees already paid to the Institute are refunded in full.

#### 8.3.2 Full Time Undergraduate & Postgraduate Programmes – From 1<sup>st</sup> November to 31st January

Where students withdraw (Withdrawal Form must be completed and submitted) from a programme between 1<sup>st</sup> November and 31<sup>st</sup> 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 and Uncertified 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.

In all cases a student must formally withdraw to the LLC within the timelines indicated above.

### 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
- c. Fee Waiver

*Appendix I - 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 – Appeals	Applicable when a student appeals an exam	€20/module for Recheck €65/module for Appeal
Examinations – Repeat	Applicable when a student only wishes to repeat an assessment (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
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 II – Institute Refunds*

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

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

Conditions for refund of International Student Fees can be found at:

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

*Appendix III – 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:

- Admissions Officer (Convenor)
- Academic Administration & Student Affairs Manager (secretariat)
- 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.