

## Refund Policy

In Line with the *‘Provision of Education to International Students: Code of Practice and Guidelines for Irish Higher education Institutions’* DkIT adheres to the following payment and refund policy

### 1) Payment

International students should be informed in advance of arrival that in accordance with visa requirements they:

- May be required to pay 100% of their annual course fee before departure from their country of origin when commencing their first programme in the HEI.
- May be required to pay tuition fees annually in advance of continuing their study in a programme. Payment due dates will be clearly identified on the student invoice.
- may not be able to enroll again, review results, graduate or renew their student visa in the event that payment has not been made in full by the due date specified.
- May be required to apply in writing to the HEI when seeking an extension to pay tuition fees beyond the due date.
- will only be granted extensions of time to pay tuition fees in exceptional circumstances when one or more of the following conditions apply
  - evidence of a medical illness preventing fee payment during the specified period,
  - evidence of unforeseen circumstances preventing fee payment during the specified period.

### 2) Refund of course fees:

*(Refund should be reimbursed in Euro or in the same currency as the fees were originally demanded. Payment should be made to a designated bank account in the student's home country, except in exceptional circumstances.)*

### Full Fee Refunds

- Where the applicant has been refused a student visa to study in Ireland and where an appeal against the decision, if made, has failed, a full refund of tuition fees should be given on submission of all original documents and evidence of the refusal to the HEI.
- In the event that an offer of a place is withdrawn or the HEI is unable to provide the programme, all tuition fees paid should be fully refunded.

- Where an offer was made on the basis of incorrect or incomplete information being supplied by the applicant or student the HEI may reserve the right to retain up to 50% per cent of the tuition fee as well as any cost incurred in recruiting the student.
- A student, who fails to meet course entry / progression rules and accordingly, is not permitted to enroll, should be eligible for a refund of fees if paid in advance of notification of exclusion.
- A notice of withdrawal due to exceptional circumstances may be accepted as grounds for either a full or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Exceptional circumstances may include:
  - i) inability of an applicant to obtain a student visa
  - ii) recent illness or disability
  - iii) failure to meet English language requirements for admission having supplied documentary evidence that their language proficiency met or surpassed the criterion set for their chosen course, and subsequently having failed a HEI test
  - iv) death of the student or a close family member (parent, sibling, spouse or child; this would not normally include a grandparent)
  - v) collapse of promised financial support or sponsorship of the student.

### Partial Fee Refunds

Note: The guidelines for partial refunds apply equally to new and continuing students, and are based predominantly on standard academic year programmes.

- Where a student, having accepted an offer of a course place, gives a **minimum of four weeks** written notice of an inability to undertake the course, all tuition fees paid are refundable less an administrative fee of up to 50 per cent of the tuition fee, provided that the student presents his or her passport to the nearest Irish embassy or consulate for the purpose of the cancellation of his or her study visa to Ireland and provides evidence of such cancellation. The notice period is measured as four weeks before the notified commencement date of the course.
- Where a student gives **less than four weeks** written notice before the commencement date of the course of an inability to undertake the course, all tuition fees paid are refundable less 50 per cent, provided that the student presents his or her passport to the nearest Irish embassy or consulate for the purpose of the cancellation of his or her study visa to Ireland and provides evidence of such cancellation.
- Where a student withdraws from a programme and has returned to his or her home country within **the first four teaching weeks** of a standard academic year, a student is entitled to up to a 50 percent refund of their fees, provided that the student returns to his/her home country and presents his or her passport to the nearest Irish embassy

or consulate for the purpose of the cancellation of his/her study visa and provides evidence of such cancellation.

- Refunds will only be paid when evidence is provided by the student that he/she has returned to his/her home country

### **Conditions Determining Zero Refunds**

- A student, who withdraws from a course for whatever reason after six teaching weeks, will not be eligible for a refund.
- A student whose visa is cancelled will not be eligible for a refund unless there are extenuating circumstances.
- Where an offer of a course place was made on the basis of documents which subsequently proved to be fraudulent or misleading the HEI may reserve the right to retain the full fee.
- A student whose entitlement to attend a programme is terminated due to academic misconduct or antisocial behaviour within the HEI, will not be eligible for a refund.
- A student in breach of, government regulations governing his/her student status in Ireland will not be eligible for a refund.
- A student, who is convicted of a criminal offence in the jurisdiction of the Republic of Ireland, will not be eligible for a refund.