



**DÚN LAOGHAIRE COLLEGE OF FURTHER EDUCATION
Colaiste Breisoideachais Dún Laoghaire**



**FEE PAYMENT AND REFUND POLICY
B1.4**

**POLICIES AND PROCEDURES
2012 – 2013**

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(1) Introduction

This document outlines DCFE's approach to the collection of course fees. It clearly sets out the ways in which fees are collected and the responsibilities of the learners within the process.

1.1: Policy

DCFE is committed to implementing a fair, equitable and transparent system for the collection and refund of course fees.

1.2: Purpose

The purpose of this policy is to outline to potential applicants, learners and staff in an unambiguous and clear way the procedures that DCFE adopts in relation to the collection and refund of course fees.

1.3: Scope

This policy applies to all applicants who apply for a full-time course at DCFE.

(2) Fees

There are no tuition fees payable to the College by EU nationals. However, learners are liable for Student Services and Examination Fees and also a PLC Government Levy of €200. This is a Government Levy imposed on all PLC courses in the 2010 Budget.

Non-EU Nationals who do not meet the exemption requirements are liable for a full tuition fee of €3,653 as per instruction of the Department of Education and Skills. All other fees including the non-refundable deposit and Student Services Fee are also payable. A Non-EU national is not liable for the PLC Government Levy. (Refer to the Admissions Policy and Procedures at www.dlcfe.ie for additional information on Non-EU Nationals). DCFE is not responsible for changes in the above fee as this is set by the Department of Education and Skills.

A typical course fee is broken down as follows

Non refundable deposit	€40	Payable on application
PLC Government Levy	€200	Payable on registration
Student Services Fee	€250	Payable on registration
FETAC Examination Fee	€50	Payable on registration
Training Fees	€90	Payable on registration

Student Services Fee: Some courses charge additional fees where the cost of the materials used for that course is relatively high.

Examination fee FETAC: Some courses may have additional examination fees if they are accredited by bodies other than FETAC (eg FAI, Edexcel).

Training Fees: Training fees are payable on certain courses, such as manual handling, first aid, or FAS Safe Pass. Refer to each course page for details.

Fees Schedule: A full schedule of course fees for 2012/2013 is available at www.dlcfe.ie.

(3) Applicant's Responsibility

It is the applicant's responsibility to

- 3.1: Ensure that they read and understand this fee payment and refund policy and procedures document.
- 3.2: Pay all fees due within the specified timeframe.
- 3.3: Ensure that they keep all receipts and documentation as evidence in case of any dispute.
- 3.4: Engage with DCFE when they are experiencing difficulties in relation to paying fees.

(4) Payment

- 4.1: The **total fee** for a course must be paid before the applicant is fully enrolled on a course.
- 4.2: DCFE reserves the right not to sign attendance forms (BTEA, social welfare, third party or student card request forms) until all fees are paid.
- 4.3: DCFE does **not accept cash**. The following payment options are available cheque, bank draft, postal order and debit/credit card.
- 4.4: Applicants are encouraged to **pay online** at www.dlcfе.ie.

(5) Payment by Third Party (FAS, Social Welfare)

- 5.1: In this case the third party organisation must pay for the applicant **before** he/she can be registered on the course.
- 5.2: If an invoice is required, the third party organisation is requested to contact the college to arrange for an invoice. It can take up to 10 days to produce this invoice.

(6) Fee Exemptions

- 6.1: The **FETAC Exam Fee** and the **PLC Government Levy** may be exempted when relevant documentation is presented at registration.
- 6.2: The following other exemptions apply

	Medical Card	Grant	BTEA	VTOS	Non Eu
Non refundable Deposit				Exempt	
Student Services Fee				Exempt	
PLC Government Fee	Exempt	Exempt	Exempt	Exempt	Exempt
FETAC FEE	Exempt			Exempt	

(7) Refunds

- 7.1: If a learner wishes to apply for a refund, a **Fee Refund Request Form** must be completed and returned to DCFE with copies of the relevant documents attached.
- 7.2: Refund requests will take two weeks to process.
- 7.3: Online payments made by credit/debit card will be refunded to credit/debit card used to pay the original fee.
- 7.4: Requests for a refund of fees will be considered on an individual basis.

(8) Examples of Refunds

- 8.1: The **FETAC fee** is refundable if an applicant has a **current full medical card**. This must be submitted on or before 31st January, prior to FETAC registration.
- 8.2: The PLC Government Levy is refundable to any of the following categories of applicant, provided the evidence is received prior to 30th September.
- Those who are full medical card holders in their own right.
 - Those who are eligible under the Student Grant Scheme.
 - Those in receipt of the Back to Education Allowance (BTEA) or Vocational Training Opportunities Scheme (VTOS) allowance.
- 8.3: If an applicant leaves a course prior to 30th September they can request a refund by completing the fee refund form which is available at www.dlcf.ie.
- 8.4: If an applicant leaves a course after 30th September they are not entitled to any refund of the PLC Government Levy.
- 8.5: If an applicant applies for and subsequently receives a VTOS place they can claim a refund of fees by completing the fee refund form which is available at www.dlcf.ie.

(9) Claiming a Refund

- 9.1: The onus is on the applicant to produce evidence that he/she is entitled to a refund.
- 9.2: The following evidence is required when claiming a refund.

Fee	Evidence Required	Final Date for Refund
Student Services Fee	Copy of Receipt	1 st November
PLC Government Levy	Copy of Full Medical Card Copy of Letter of Grant Approval Evidence of BTEA allowance	30 th September
FETAC Exam Fee	Copy of Full Medical Card	31 st January

9.3: The **Fee Refund Request Form** must be completed, signed and supported by relevant documentation and returned to DCFE by the due date.

9.4: The following sliding scale will be applied to requests for refunds to an applicant who leaves a course.

Students Services Fee:

- | | |
|---|-----------------------------|
| • Within two weeks of course commencement | 90% of Student Services Fee |
| • Within four weeks of course commencement | 80% of Student Services Fee |
| • Within seven weeks of course commencement | 70% of Student Services Fee |
| • 1st November | 0% refund |

Examination/Training Fee(s):

- All examination/training fees will be refunded provided that they have not been paid on behalf of the applicant to the relevant examining body.