
DÚN LAOGHAIRE FURTHER EDUCATION INSTITUTE
Institiuid Breisoideachais Dhún Laoghaire

PROGRAMME FEE PAYMENT AND REFUND POLICY



QAI AWARD

B1.4

POLICIES AND PROCEDURES
2023 –2024



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1. INTRODUCTION

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

1.1: Policy

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

1.2: Purpose

The purpose of this policy is to outline to potential applicants, students and staff in a clear way the procedures that DFEi adopts in relation to the collection and refunding of course fees.

1.3: Scope

This policy applies to all applicants who apply for full-time courses at DFEi. Non-payment of PLC fees will result in your place being lost.

2. FEES

There are no tuition fees payable to DFEi by EU nationals. However, students are liable for student services fees and QQI examination fees.

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 (DES). All other fees including the non-refundable deposit, student services fees and examination fees are also payable. (Refer to the Admissions Policy and Procedures at www.dfei.ie for additional information on Non-EU Nationals). DFEi is not responsible for changes in the above fee as this is set by the DES.

Examples of typical course fees are as follows *(explanation of fees below)*

Non-Refundable Acceptance Fee	€40	Payable on acceptance
Student Services Fee	€200	Payable on registration
Examination Fee QQI (Level 5)	€50	Payable on registration
Examination Fee QQI (Level 6)	€80	Payable on registration
Training Fees	€90	Payable on registration

Non Refundable Acceptance Fee: Non-Refundable Administration fee for each application.

Student Services Fee: The Student Services Fee (typically €200) supplements funding provided by the DES/SOLAS. Items such as photocopying, ID card, equipment, software licenses etc., library facilities, telephone, web texting and postal expenses

on behalf of the student. On some courses the Student Service Fee is higher to include specialist equipment.

Examination fee: Fees are charged by the examining body to validate the student award.

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

Additional Fees: Students should budget for extra costs for example textbooks, registration with professional bodies, media consumables and field trips etc, which may be incurred.

3. APPLICANTS RESPONSIBILITY

It is the applicant's responsibility to

- 3.1: Ensure that they read and understand this Programme 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 the case of a dispute.
- 3.4: Engage with DFEi if they are experiencing difficulties in relation to paying fees. The college is prepared to work with applicants to find a solution if paying fees is difficult. This process is private and confidential between the applicant and the college administration.
- 3.5: Note non-payment of fees by the due date will result in the loss of the applicant's place.

4. PAYMENT

- 4.1: The **total course fees** must be paid before the applicant is fully enrolled on a course.
- 4.2: DFEi 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: DFEi does **not accept cash**. The following payment options are available, cheque, bank draft, postal order or debit/credit card. **(postal orders, bank draft and cheques must be made payable to DDLETB).**
- 4.4: Applicants are encouraged to **pay online** at www.dfei.ie.

5. PAYMENT BY THIRD PARTY (E.G. SOLAS, DSP)

- 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 DFEi to arrange for an invoice. It can take up to 10 days to produce this invoice.

6. FEE EXEMPTIONS

- 6.1: The **QQI Exam Fee** may be exempted when relevant documentation is presented at registration (full in date medical card, proof of VTOS).
- 6.2: The following other exemptions apply:

	Medical Card	VTOS
Non-Refundable Acceptance Fee		Exempt
Student Services Fee		Exempt
QQI Fee	Exempt	Exempt

7. REFUNDS

- 7.1: If a student wishes to apply for a refund, a **Fee Refund Request Form** must be completed with copies of relevant documents (see 9 below) attached and returned to DFEi.
- 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: Each request for refund will be treated on an individual basis.

8. EXAMPLES OF REFUNDS

- 8.1: The **QQI Fee** is refundable if an applicant has a **current full medical card**. This must be submitted on or before the 31st January prior to QQI registration.
- 8.2: If an applicant leaves a course prior to 30th September they can request a refund by completing the fee refund form which is available as a separate document under the Admissions Section on www.dfei.ie.
- 8.3: If an applicant applies for and subsequently receives a VTOS place then they can claim a refund of fees by completing the fee refund form which is available as a separate document under the Admission Section on www.dfei.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 Fee Refund Request Form must be completed, signed and supported by relevant documentation and returned to DFEi by the due date.
- 9.3: 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
QQI Exam Fee	Copy of Full Medical Card	31 st January

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

Students Services Fee:

- Within 2 weeks of course commencement 90% of Student Services Fee
- Within 4 weeks of course commencement 80% of Students Services Fee
- Within 7 weeks of course commencement 70% of Students Services Fee (up to 1st November)
- From 1st November of each academic year 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.

10. DEPARTMENT OF SOCIAL PROTECTION FRAUD CONTROLS

- 10.1: Applicants are reminded that Institutes of Education are required to provide details of enrolments to the Department of Employment Affairs and Social Protection (DEASP).
- 10.2: Applicants should note that they are not entitled to receive a Social Welfare payment while attending a full-time course of study unless they have received prior approval from the DSP under the terms of the scheme.
- 10.3: It is the DEASP's policy to consider for prosecution **ALL** cases of fraud and abuse of the Social Welfare system.
- 10.4: All information is treated as confidential and is subject to the provisions of Data Protection and the Freedom of Information Act's.