



Sligo College
of Further Education

FEE PAYMENT & REFUND POLICY

POLICIES AND PROCEDURES 2017 – 2018

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Introduction

This document outlines SligoCFE'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 to the process.

Policy

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

Purpose

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

Scope

This policy applies to all applicants who apply for full-time courses at SligoCFE.

Fees

There are no tuition fees payable to the College by EU nationals. However, learners are liable for student services, examination fees and a PLC Government Levy of €200. This is a government Levy imposed on all PLC courses in the 2010 Budget.

A typical course fee is broken down as follows (explanation of fees below)

| | | |
|----------------------|------|-------------------------|
| PLC Government Levy | €200 | Payable on registration |
| Student Services Fee | €250 | Payable on registration |
| Examination Fee QQI | €50 | Payable on registration |

Student Services Fee: The Student Services Fee supplements funding provided by the Department of Education and Skills. Items such as photocopying, telephone, travel expenses, web texting and postal expenses on behalf of the learner are included along with specialist course equipment.

PLC Government Levy: All learners must pay the PLC Government Levy unless they are exempt.

Examination fee: Fees charged by the examining body to validate the learner award.
(for example: QQI / FETAC / City & Guilds or other examining bodies)

Fees Schedule: A full schedule of course fees for 2017/2018 is available at www.sligocfe.ie

Applicants Responsibility

It is the applicant's responsibility to;
Ensure that they read and understand this fee refund policy and procedures document.

Pay all fees due within the specified timeframe.

Ensure that they keep all receipts and documentation as evidence in the case of a dispute.

Engage with SligoCFE when they are experiencing difficulties in relation to paying fees.

Payment

The **total fee** for a course must be paid before the applicant is fully enrolled on a course.

SligoCFE reserves the right not to sign attendance forms (BTEA, social welfare, third party or student card request forms) until all fees are paid.

SligoCFE does **not accept cash**. The following payment options are available, cheque, bank draft, postal order or debit/credit card.

Applicants are encouraged to **pay online** at www.sligocfe.ie

Payment by Third Parties (E.G. FÁS, Social Welfare)

In this case the third party organisation must pay for the applicant **before** he/she can be registered on the course.

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.

Fee Exemptions

The **QQI Exam Fee** and the **PLC Government Levy** may be exempted when relevant documentation is presented at registration.

The following other exemptions apply:

| | Medical Card | Grant | BTEA | VTOS | Non EU |
|----------------------|--------------|--------|--------|--------|--------|
| Student Services Fee | - | - | - | - | - |
| PLC Government Fee | Exempt | Exempt | Exempt | Exempt | Exempt |
| QQI Exam Fee | Exempt | | | Exempt | |

International Applicants

The College welcomes applications from qualified international applicants. International (non-EU) students must comply with Irish immigration requirements and must present an Immigration Certificate of Registration / *GNIB* Card in order to register.

As the College is not listed on the Internationalisation Register, applications can only be considered from applicants who are holders of a Stamp 4. *(Please note the only exceptions to this are those students covered by DES Circular 0048/2015).*

For further details, please contact the College office.

Refunds

If a learner wishes to apply for a refund, they must do so via email to sligocfe@msletb.ie.

A €50 administration fee applies to all refunds. (The college may seek supporting documentation where appropriate).

Refund requests will take two weeks to process.

Online payments made by credit/debit card will be refunded to credit/debit card used to pay the original fee.

Each request for refund will be treated on an individual basis.

Example of Refunds

The PLC Government Levy is refundable to any of the following categories of applicant, provided the evidence is received prior to the 30th September.

- Full medical card holders in their own right.
- Those who are eligible under the Students Grant Scheme.
- Those in receipt of the Back to Education Allowance (BTEA) or Vocational Training Opportunities Scheme (VTOS) allowance.

If an applicant leaves a course after 30th September, they are not entitled to any refund of the PLC Government Levy.

If an applicant leaves a course prior to 30th September, they can request a refund by email to sligocfe@msletb.ie.

Claiming a Refund

The onus is on the applicant to produce evidence that he/she is entitled to a refund.

The following evidence is required when claiming a refund.

| Fee | Evidence Required | Final Date for Refund |
|----------------------------------------|---------------------------------------------------------------------------------------------|---------------------------------|
| Student Services Fee & Examination Fee | Copy of Receipt | 13 th October 2017 |
| PLC Government Levy | Copy of Full Medical Card Copy of Letter of Grant Approval Evidence of BTEA allowance | 30 th September 2017 |