



FEES POLICY

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References & Legislation:			



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1.0 Purpose

The purpose of this document is to provide transparency for University of Wollongong in Dubai (UOWD) students in the application and administration of fees and charges, including fees transfer and refunds.

2.0 Scope

This policy applies to all students enrolled at the UOWD in an Undergraduate, Postgraduate, or Doctoral program, including newly commencing and re-enrolling students. Refer to LSC Fees Structure policy (PP-FIN-DB-4.6) for LSC fees.

3.0 Program Fees

- Program/Tuition fees are set annually and are subject to annual review.
- No tuition refunds or part refunds will be made other than those listed under section 11.0.
- The tuition fee schedule and student charges schedule is available at **My UOWD**.
- Other fees and charges may apply.

3.1 Fees are to be paid in full before the start of the session, according to the number of subjects taken. Tuition fees are charged according to their credit point weighting and the session in which the student is enrolled. The amount of fees to be paid depends on the fee payment plan selected by the student.

3.2 Changes to tuition fees will occur through

- a. Deferments of enrolment
- b. Transferring to another program:
 - where a student has not been continuously enrolled (in Autumn and Spring semesters) at the UOWD, or
 - if the student has taken a leave of absence without prior approval (via the submission of a Leave of Absence application form).

3.3 Exclusions

Textbooks, photocopying and personal stationery items are not included in the course fees.

3.4 Failing a subject

If a student repeats a subject after failing it or enrolls in another subject in lieu of the failed subject, the subject fee will again be payable.

3.5 Challenge Tests

Challenge Tests in selected General Education subjects will be offered to eligible undergraduate students. Prior to attending the Challenge test, students must pay the test fees and the fee is non-refundable.

Undergraduate students who successfully complete one or more Challenge tests are entitled to a full refund or transfer. Students must apply for a fee refund as outlined in the Fees Procedure (PP-FIN-DB-4.5.1).

3.6 Leave of Absence

3.6.1 Undergraduate, Postgraduate and Doctoral Program Students

- Students who take an approved leave of absence for a period not exceeding three consecutive Semesters will remain on the same fee structure as in the session prior to the leave of absence.

- Students who take more than one session's break without prior approval will be subject to any increase in the fee structure. (Please note that as summer session is optional, it is not counted as a session break)

3.7 Graduate Foundation Program

Post Graduate students who are enrolling in the Graduate Foundation Course (GFC) should pay their GFC tuition fees before the commencement of the course and the fee is non-refundable.

4.0 Method of Payment

Fees can be paid in cash, or by credit card, cheque, bank draft, direct bank transfer or cash payment through UAE Exchange centres. Details of payment methods are outlined in the Fees Procedure (PP-FIN- DB-4.5.1).

5.0 Fee Payment Plans

Four fee payment plans are available to students:

- Traditional Payment Plan
- Progress Payment Plan
- Executive Payment plan
- Guardian Payment Plan

6.0 Insufficient Funds

If a cheque is returned for whatever reason or a credit / debit card has insufficient funds to cover tuition payment, additional charges and fines will be applied as per the Fees Procedure (PP- FIN-DB-4.5.1)

7.0 Late Payment of Fees

It is the responsibility of the student to ensure that all fees are paid on time. Students must plan their finances well in advance so that they have sufficient funds to pay their fees before the relevant deadlines. The fact that students and/or their sponsors may be out of the country in the week before the session starts is not an acceptable reason for late payment of fees. Late payment fees are charged at AED 50 per subject, per week. Students will have to pay this penalty retrospectively from week one of the session.

8.0 Penalties for Non-Payment

- 8.1 Students will have their enrolment cancelled if they fail to make the required tuition fee payment by the due date specified each semester. Cancellation of enrolment removes all access rights to any enrolled and/or active course. When fee arrangements are not finalised in full by the scheduled date cancellation penalties shall be, but are not limited to:
- i. Withdrawing permission to register for a further session, and/or
 - ii. Withdrawing access to University services and facilities.
- 8.2 In addition to cancelling enrolment, a student who has an overdue debt to the University of Wollongong in Dubai and does not make full payment shall cease to be entitled to any privileges of the University and the University may, at its discretion, apply a range of penalties, including:
- a. Inability to access or receive official credentials or documentation;
 - b. Accessing or requesting access to examination results; and/or
 - c. Attending graduation and receiving degree documentation.
- 8.3 When fees are not paid in full by the due date, late payment fees may apply as per section 7.0 of this policy.
- 8.4 A student whose enrolment has been cancelled will be reinstated if, outstanding fees along with penalty charges are paid within 20 working days (Autumn/Spring) and 10 working days (Summer) To be reinstated, cancelled students shall pay

- i. All outstanding amounts; and
- ii. Reinstatement charge and late payment fee as outlined in the student charges schedule.

8.5 Students will not be allowed to enrol in the subject(s) again that semester or any subsequent semester until all outstanding fees (including any relevant penalty charges) are paid in full.

9.0 Forfeiting

9.1 Students shall have their unused credit held in their account for two semesters from the session for which they initially paid tuition fees or from when they were last enrolled. The University of Wollongong in Dubai will hold credit amounts in the student account under the following circumstances:

- a. students deferring their offer; and/or
- b. students who withdraw from subject(s) as per section 11.7 of this policy.

9.2 Funds in credit are allocated to future fees and charges unless a request for a refund is approved.

9.3 Any unused credit held in the student account after two semesters from the session for which they initially paid tuition fees will be forfeited.

10.0 Visa Sponsorship

10.1 Students who wish to be on UOWD Visa Sponsorship should pay their tuition fees for the first semester as per the Traditional Payment Plan (refer the Fees Procedure - PP-FIN-DB-4.5.1).

10.2 After the initial enrolment, sponsored students can make use of the various payment plans.

10.3 Full details on UOWD on Visa sponsorship is contained in the Student Visa Sponsorship Policy (PP-REG-DB-1.1) available on the UOWD intranet.

11.0 Summary of Refunds and Transfers

11.1 Fee Refunds

If students believe that they are eligible for a full or partial refund of fees, then the student must apply as per the Fees Procedure (PP-FIN-DB-4.5.1).

Refunds may be paid to the student according to the following schedule.

REFUND SCHEDULE (SEMESTER DURATION LESS THAN 10 WEEKS)	
Before the start of a session	Full refund for any reason
First week of the session	25% less tuition fees per subject
2 nd Week of the session	50% less tuition fees per subject
After week 2 of the session	No refund

REFUND SCHEDULE (SEMESTER DURATION 10 WEEKS OR MORE)	
Before the start of a session	Full refund for any reason
First 2 weeks of the session	25% less tuition fees per subject
3 rd week of the session	50% less tuition fees per subject
After week 3 of the session	No refund

11.2 Special Circumstances

If a student feels that there are genuine reasons to request a refund after the normal deadline, they may submit a written request directly to the Cashier's Office, outlining in full the reasons for the request. The Director, Finance & Corporate Services will review each request on a case-by-case basis. The student will be informed about the outcome within 14 days of receiving the request.

Special circumstances may be granted to the student if and only if, the University is satisfied that the circumstances:

- a. are beyond the student's control and the situation is unusual, uncommon or abnormal, and
- b. prevent the student from completing the requirements for their unit of study, which may include medical grounds, compassionate grounds, extenuating circumstances or course related circumstances.

11.3 Supporting Documentation

- a. Students applying for a refund under the guidelines of 11.2 must submit supporting documentation which verifies their circumstances. Documentation must be submitted in English, or be a certified and signed translation.
- b. Applications submitted without appropriate documentation will not be approved.

11.4 All refund payments will be made by cheque or bank transfer in favour of the student. In case of bank transfer, applicable transfer charges will be deducted from the refund amount. Fee refunds via bank transfers for payments received outside of the UAE will be made only in favour of the original remitter of the payment through Electronic Fund Transfer. Refund cheques can be collected from the Cashier's office 21 days from the day of approval of fee refund request. Any outstanding fees and charges shall be deducted from the fee refund.

11.5 Students who have been excluded from UOWD for not maintaining the standards of acceptable academic progress are eligible for a refund. However, students will be required to pay the tuition fees as set for the semester in which they return.

11.6 Refund requests received from students who have been suspended or excluded for other disciplinary reasons will be assessed on case-by-case basis.

11.7 Fee Transfers

If a student wishes to transfer fees paid for one or more subjects to a later session, then they must apply as per the Fees Procedure (PP-FIN-DB-4.5.1).

Fees may be transferred (held in credit) for the student according to the following schedule.



TRANSFER OF FEES SCHEDULE (SEMESTER DURATION LESS THAN 10 WEEKS)	
Before the start of a session and during the first 2 weeks of the session	100% transfer of fees paid
After first 2 weeks of the session, until the last date to withdraw without academic penalty in that session (without FAIL)	No transfer of fees paid (100% financial penalty)
After last date to withdraw without academic approval (without FAIL) in that session	No transfer of fees paid (100% financial penalty)

TRANSFER OF FEES SCHEDULE (SEMESTER DURATION TEN WEEKS OR MORE)	
Before the start of a session and during the first 3 weeks of the session	100% transfer of fees paid
After first 3 weeks of the session, until the last date to withdraw without academic penalty in that session (without FAIL)	No transfer of fees paid (100% financial penalty)
After last date to withdraw without academic approval in that session (without FAIL)	No transfer of fees paid (100% financial penalty)

There is no refund on transferred fees. Transferred fees must be used within the following two semesters from the date of withdrawal excluding Summer. In case of fee increases in subsequent semesters, students will be required to pay the applicable fees. Transferred fees must be used by the same student and cannot be transferred to UOW Australia or any other student's account in any circumstances.

12.0 Appeals

- 12.1 Students may appeal the decision of the Director, Finance & Corporate Services with regards to refund or transfer requests if due process, as outlined in this policy, was not followed.
- 12.2 An appeal must be made in writing to the President within 10 working days of the decision and the President's office will communicate the decision to the student within 10 working days after receiving an appeal.

13.0 Records

- 13.1 Financial records will be maintained by the Finance Department.
- 13.2 The student records relating to Leave of Absence will be maintained by the Registrar's Department and copy of the same will be kept by the Finance Department.

14.0 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
11	08 May 07	Executive Committee	Updated fee details in section 3.2
12	18 Oct 07	Executive Committee	Updated section 3.2 to include fee details of M Sc. Logistics
13	24 July 08	Executive Committee	Updated Section 3 of the policy to include information on fee review
14	30 Mar 09	Executive Committee	Policy renamed to reflect the change in scope. Policy created by merging the Postgraduate Fees and Refund Policy and Undergraduate Fees and Refund Policy. Updated sections 2 through 8.
15	14 Apr 2010	President	Separated out the procedural elements from the policy. Revised section 3.8 on HECS-HELP. Revised Fee Refunds (Section 9.1) and Fee Transfer (Section 9.7) schedule tables.
16	26 Apr 2012	President	Added new sections on forfeiting and penalties for non-payment of fees. Added a new clause (11.4) on refund payment.
17	1 Sept 2014	President	Revised payment plan discounts to 10% and title of contact.
18	22 November 2015	President	Revised Fee Refunds (Section 11.1) and Fee Transfer (Section 11.7) schedule tables
19	26 June 2017	President	Change document to new UOWD Official document template. Changed document custodian from Director of Corporate Services to Manager Finance
20	08 Feb 2018	UOWE Policy Officer	Administrative update – new document number issued
21	10 Oct 2019	Policy officer	Administrative update – date of next review extended , new document number assigned