

# Al-Maktoum College

## Tuition Fee Policy 2023-24

The purpose of this document is to provide information and guidance on the responsibilities that students have, to pay any fees and charges due to Al-Maktoum College, the procedures that will be followed should payment not be received, and the consequences of non-payment.

### Scope

This document applies to all students including full-time, part-time, distance learning, and short courses.

### Setting and Publishing Tuition Fees

The College reviews its fees and its fees policy annually.

The College reserves the right to amend and alter its fees following appropriate internal scrutiny and consultation. Changes will only be made as allowed by the terms of this policy.

Tuition fees for the first year of study will be stated in the applicant's offer letter.

Fees are likely to increase between academic years.

The College will not raise the fee for modules or a programme of study during the course of an academic year.

All fees published by the College are in GBP £ sterling unless stated otherwise.

### Payment of Fees

All payments made to and from the College in respect of student fees, fines and other charges must be made in £ sterling.

Any currency conversion costs or other charges incurred in making a payment or in processing a refund shall be borne by the student or the third party making or receiving the payment and shall not be deductible from the amounts due to the College.

The College does not accept cash for payment of tuition fees. All payments must be made electronically via Flywire or credit/debit card.

### International Students

International and EU non settled/pre settled status students are required to pay their tuition fees in one of two ways:

1. 100% prior to CAS
2. 50% deposit prior to CAS and then 50% prior to matriculation

### Home Students

Full time, UK students, are required to pay their fees in one of the following ways:

1. In full prior to matriculation
2. Apply for a Tuition Fee - Instalment Agreement. If approved, you can pay:
  - a. In six equal instalments. The first payment must be made prior to matriculation and the remaining five payments will be taken by Direct Debit on the 1<sup>st</sup> of each month following matriculation.

- b. In two equal instalments. 50% prior to matriculation and then 50% prior to the second semester. The payment will be taken by Direct Debit on the first day of semester two.

Self-funding students may opt to pay their tuition fees by instalments providing an approved Tuition Fee - Instalment Agreement is completed and submitted to the Finance Office prior to matriculation.

Students cannot be fully enrolled without an acceptable payment method being agreed. All students will be given information regarding acceptable payment methods and instalment options as part of their admissions and enrolment instructions.

The option to pay by instalment is not available to:

- students who require a Visa/CAS
- students who have not paid 50% deposit
- students who have repeatedly defaulted on instalments in the past
- students admitted for one semester only
- students undertaking short courses
- sponsors

No arrangement fee or interest is charged for paying by instalments, however we reserve the right to request full payment if you fail to meet a payment instalment when due.

### **Sponsored Students**

Where a student has confirmed that they will be funded by a sponsor then the College will request payment of fees directly from the sponsor. It is the student's responsibility to inform the Student Administration Office of any changes to their funding/sponsor which may impact payment of their fees.

Students must provide full contact details for their sponsor during Matriculation.

The College reserves the right to decline a sponsorship arrangement with a third-party funding body. In such instances the student will be deemed to be personally responsible for the debt.

Where a sponsor fails to make a payment by the deadline date or fails to agree revised payment arrangements with the College the student will become responsible for their own fee payment. Any fees which were due to be paid by a sponsor will be transferred to the student's account and the College's debt recovery procedure will be followed.

Students will be copied into all correspondence between sponsors and the Student Administration Office via their College email account.

### **Payment difficulties**

Any student having any difficulties making payments should contact the Finance Office as early as they can. This will allow the College to work on finding an acceptable solution which may involve setting up a payment plan agreeable to both parties.

Failure to honour an agreed payment plan will result in the debt becoming due immediately and in full, with debt recovery procedures initiated.

### **Debt Recovery Procedures**

A failure to make any payment by the due date will result in the debt recovery process set out in this section being initiated.

#### *First Reminder*

An initial reminder email will be sent to the student's College email account and any preferred email address held on the system if a debt remains unpaid beyond the due date.

#### *Second Reminder*

After 7 days, if the fees still remain unpaid, a second email will be sent to the student's College email account and any preferred email address held on the system, setting out the timetable of actions that will be taken if the fees are not paid. Students will be invited to contact the Finance Officer to discuss how the debt can be paid.

#### *Third reminder*

Failure to respond to the second reminder within 7 days will result in a third and final email being sent to the student's email accounts advising that if, after 7 days from the date the email is sent, the overdue debt is still outstanding and no contact has been received by the Finance Officer, a late payment fee of 3.5% of the total invoice value will be added to the outstanding balance up to a maximum fee of £400. The student will again be invited to make an appointment with College's Finance Office to discuss the outstanding debt.

#### *Final reminder (letter to home address)*

Failure to respond to the third reminder within 7 days will result in the debt being escalated to the Academic Registrar, a letter being emailed and sent to the student's home address outlining the intention to suspend studies. Failure to respond to the final reminder may include:

1. suspension of studies,
2. access to IT and Library facilities,
3. and/or permission to sit exams rescinded.

#### *Legal Action on outstanding debt*

If the fees remain unpaid, the Head of College will notify the student in writing of the College's decision to take legal action to recover outstanding debt, including costs incurred e.g. commission and charges.

#### *Withholding of Award and re-enrolment*

The College's sanction of withholding the conferment of awards and re-enrolment will be applied.

### **Withdrawal of studies**

Students who wish to withdraw from their course of study may do so, however there are strict time limits and fees may still be payable for all or part of the academic year. Before withdrawing students are encouraged to discuss matters in detail with the Student Admissions Office.

Fee liability following early withdrawal is as follows:

<b>Home Students</b>	
<b>Date of absence/withdrawal</b>	<b>Fee Liability</b>
On or before the last day of teaching week 4 in Semester 1	No liability
From the start of the 5th Teaching week in Semester 1 up to last day of week 6 in Semester 1	25% of annual fee
From the start of the 7th Teaching week in Semester 1 up to last day of Semester 1	50% of the annual fee

Home Students	
Date of absence/withdrawal	Fee Liability
On or after the start of Semester 2	100% of annual fee

International Students	
Date of absence/withdrawal	Fee Liability
Prior to CAS application	No liability
After CAS application	£400 administration charge
From the start of the Semester 1 up to last day of Semester 1	50% of the annual fee
From the last day of Semester 1 up to last day of Semester 2	100% of the annual fee

Please see the College **Tuition Fee Refund Policy** for further information.