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## Fees and Refund Policy

### 1. Policy Overview

The College is committed to providing transparent and up-to-date information to all students regarding study costs for the UniHaven College Level 5 Specific Purpose Certificate in International Foundation Studies programme (“the programme”), costs associated with life as a student in Ireland, and when and how refunds will be considered and granted.

### 2. Policy Statement

This policy is in line with the core guidelines of QQI<sup>1</sup> by setting out the fees which apply to all students and the methods the College uses to collect these payments, as well as the issuing of refunds. The tuition fees are based on fair benchmarked rates and reflect the costs associated with the provision of a high-quality programme. Students will be aware of tuition fees, tuition-related fees and additional costs which may be relevant for their course of study at the College before they enrol in line with QQI requirements<sup>2</sup> as follows

- Providers shall provide information on compulsory fees for the full duration of the programme from registration and admission to graduation or exit from the programme. Where fees may change, this shall be clear to applicants in the information provided.
- Providers shall provide information on the collection or payment of fees (including sanctions for late payment and debt collection for sums of money owed).
- Providers shall establish a fees structure that supports the mission of the organisation and reflects the costs associated with quality provision.
- Providers shall ensure that there are no additional fees or unexpected charges that international learners have not been made aware of.

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<sup>1</sup> Statutory Quality Assurance Guidelines developed by QQI for use by all Providers (2016)

<sup>2</sup> Code of Practice for Provision of Programmes of Education and Training to International Learners (2015), section 3.3



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- Providers shall issue a receipt to international learners upon receipt of payment of fees which will include a breakdown of fees paid.
  - Providers shall establish and publish a policy on full and partial refunds. This policy shall outline the conditions under which a refund will be granted (e.g., a refused visa application in the case of a non-EEA learner).
  - Providers shall provide information on any financial supports or resources that exist within the organisation, or nationally, for international learners.

### 3. Roles and Responsibilities

This policy applies to all applicants and registered students at the College. The Chief Executive Officer ([brian@unihaven.ie](mailto:brian@unihaven.ie)) is responsible for the implementation of this policy. The Academic Director is responsible for ensuring that policies are developed and maintained, that they remain fit for purpose, that they remain in compliance with QQI guidelines, that they are updated as per agreed schedules, and that they are being implemented as intended. In the latter context, the Academic Director will inspect a sample of policies each year to check for the correct implementation and bring the findings to AC as part of the annual QA/QQI review and reporting process.

### 4. Policy

#### **Fees**

Any offer of a place is made on the understanding that the student has informed the College that they/their parents/their guardians have sufficient funds to pay for their tuition fees and all associated study fees in full and have the financial means to support themselves for the entire duration of their programme. Where relevant and agreed, fees on students' behalf will be collected from their sponsors (i.e., Government, corporate etc.) but only when such agreements have been confirmed in writing. All fees outlined are associated with the programme and services only. They do not include the fees for the HEI partner programme that a student intends to progress to.



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Mandatory student fees include (some may be banded together when promoting the programme)

- Tuition fees.
- Registration fees.
- Examination fees.
- Fees for programme books, online resources, online study platforms and so on.
- Administration fees relevant to college procedures such as admission appeals, assessment reviews/rechecks, rebooking fees etc.
- Progression Fees.
- Learner protection fees.
- Medical insurance fees.

Optional additional fees include fees for support services to include:

- Airport transfers.
- Accommodation arrangements.
- Guardian nominee services.

Should there be any change in fees from those stated, students will be informed in advance as a matter of urgency.

### Tuition Fees

The tuition fees are the core fee payable by the student for the academic programme, teaching and use of College facilities. Proof of the payment of fees must be made to facilitate visa applications. This applies to all nationalities who need a study visa. If by way of exception only, a payment plan is offered to an applicant, a non-refundable deposit of €6,000 will be a minimum initial fee payment. For visa purposes, a deposit of €6,000 must be paid as the minimum payment.



### Registration Fees

A registration fee applies to all students registering on the programme to cover the administration costs of enrolling and registering students both with the College and with QQI.

### Examination Fees

Examination fees are charged to students to cover the administration cost of running exams, external examiner fees and use of facilities. Repeat examination fees of €50 will be applicable, where relevant.

### Programme Materials

The fee for course materials includes books, library facility access, and learning materials/resources that students will use for classwork, homework and assignments. Fees charged also cover IT resources that are needed to support student learning such as Office 365, online learning platforms and so on.

### Progression Fees

Progression fees include the fees incurred from submitting applications and related information to partner universities on behalf of students.

### Learner Protection Fee

Protection of Enrolled Learner (PEL) fees are a compulsory requirement for providers of programmes of 3 months duration or longer and where the student has paid the programme fees<sup>3</sup>. It demands that providers put in place arrangements to ensure that if a programme of

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<sup>3</sup> Protection of Enrolled Learners (PEL): Protocols for the Implementation of Part 6 of the 2012 Act, Guidelines for Providers



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education and training ceases prematurely, students will be able to complete a similar programme with another provider, or have their monies refunded. The College will arrange individual learner protection insurance policies on behalf of all students. UPOL002 UniHaven Learner Protection Policy Rev 1 provides more detail about what fees will be refunded and how refunds will be processed.

### Medical Insurance

Students requiring a visa to study in Ireland must have medical insurance arranged for the entire duration of their programme as per visa requirements. Private medical insurance should provide cover for accident and/or disease and should cover the student for any period of hospitalisation. The College will arrange such insurances on behalf of students unless the student can show evidence of having such equivalent policy themselves and it is in English. See the Department of Justice website for more details: [Private Medical Insurance - Immigration Service Delivery \(irishimmigration.ie\)](#).

### Appeals and Reviews/Rechecks

A fee of €50 will apply to students appealing an admissions decision, an assessment decision, or a grading decision. However, this will be refunded if the appeal is successful. See UPRO015 UniHaven Assessment Policy Rev 1 for more detail about these processes.

### Optional Airport Transfer

Airport collections can be arranged by the College for students to help them get to their accommodation and the College on their first visit and to help them to acclimatise generally without feeling lost in a new country. Only reputable airport transfer companies will be used and only for students aged 18 or older, i.e. not minors.



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### Optional Accommodation and Arrangement Fee

Host family accommodation is arranged in four-week blocks on behalf of students with the homestay accommodation fee including meals and utilities. All accommodation bookings are subject to a non-refundable arrangement fee that the College charges on behalf of our homestay partners. Other than booking deposits, all homestay fees are paid directly to the provider. If homestay is cancelled two weeks or more in advance of the commencement of accommodation, the standard homestay Fee will be refunded. If the homestay is cancelled less than two weeks in advance of the commencement of accommodation, no refund will be made.

The College will also make available corporate student accommodation, but students will pay for such accommodation directly to the providers concerned. Should a student require hotel or hostel accommodation during their studies, the Student Support Officer will be happy to suggest some locations informing them, however, that temporary accommodation can be expensive for long periods. Should a student not wish to avail of homestay during their time at the College, rental is also an option. Prices for this can vary greatly depending on location and utilities may not be included. Again, we will advise the student as best as we can as is relevant to their needs and circumstances.

### Optional Re-Booking Fee

Each time a student requests a change of type of accommodation or transport after initial booking, the College may charge a non-refundable re-booking fee of €50, which is payable immediately.

### Optional Guardian Nomineeship Services

Guardian nominee of minor students will be facilitated by an approved Guardian Nominee company. Students apply directly to this provider. The College will only provide an introduction and some information about the service to students.



## Irish Visa Office Fee and Finance Information

### Visa Processing Fee – Payable to Immigration Authorities

Visa application fees are generally payable while applying for an Irish study visa of 90 days or more in duration. See the Department of Justice website information on fees here:

[Preclearance and entry visas fees - Immigration Service Delivery \(irishimmigration.ie\)](https://www.irishimmigration.ie/preclearance-and-entry-visas-fees).

### Financial Requirements While Studying in Ireland

Students must show they have sufficient funds to support their stay in Ireland without recourse to public funds, or the reliance on casual employment. They must show evidence that they have immediate access to at least €7,000. This is the estimated cost of living in Ireland for a student for one academic year. Students must also demonstrate that you and/or their sponsor(s) have ready access to at least €7,000 for each subsequent year of their studies in addition to course fees for each of those years. Please note:

***\*All visa-required students who intend commencing their studies in Ireland after 01 July 2023, will be required to show evidence that they have access to at least €10,000 per year of their studies. If the duration of the course is less than 6 months, they must have access to €700 per month of their stay or €4,200, whichever is the lesser.***

## Collection of College Fees

To ensure accessibility and security for all, payment of fees can be done from the student's home country by Convera/Western Union or by direct bank transfer on request. No cash payments are acceptable. Students are responsible for any bank charges incurred when paying for their programme. All students will be issued a receipt of payment once it has been received.



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## **Fee Non-Payments**

Non-payment of fees may result in students being expelled from the programme. Enrolled students who have not paid their fees within one calendar month of the date by which they should have paid will be dealt with under UPRO010 UniHaven Student Complaints and Disciplinary Procedure Rev 1. The exception to this is where sponsors have paid on students' behalf. The CEO will deal with corporate or government sponsors but if fees become non-payments, students may be expelled consequently. Such decisions will be made by the Executive Management Team.

## **Late Payments**

Late payment of fees will be dealt with by the CEO who will follow up with the student/parent/guardian/sponsor as relevant. If the fees are not paid on time, then they will be classified as non-payments and will be dealt with as above.

## **Financial Supports**

The College will be working with Manati Student Funding (<http://www.manati.co.za/>) to make financial supports available to South African students to help them to pay for our fees. Students will voluntarily enter agreements to repay any student loans with Manati Student Funding, not with the College.

## **Cost of Living in Ireland**

A good guide to the costs associated with travelling to, living in and studying in Ireland are outlined in Education in Ireland's website: <https://www.educationinireland.com/en/Living-in-Ireland/Before-Arrival/Living-Costs/>. This website also provides excellent information on accommodation, transport etc. Full cost of living fees is made available on the College website [www.unihaven.ie](http://www.unihaven.ie) and in the Student Handbook.





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## Refunds

UniHaven will refund students under certain conditions less a non-refundable administration charge of €300.

- Should a programme not go ahead as planned, an applicant will be offered a full refund with no administration charge.
- Should a student have received an entry visa refusal, a full fee refund will be given less an administration charge of €300 when documentary evidence of visa refusal has been provided – see section 5.
- Should a student decide more than four weeks in advance that they do not wish to take their place on their course, a fee refund will be given less an administration charge of €300.
- Should a student decide less than four weeks in advance that they do not wish to take their place on their course, no refund will be given unless the student can provide evidence of extenuating circumstances e.g., a medical certificate.
- Where a student decides to withdraw from the programme for any reason once the programme has commenced, no refund will be paid unless the student can provide evidence of extenuating circumstances e.g., a medical certificate.
- If the College is unable to complete the programme, refunds will be dealt with as per UPOL002 UniHaven Learner Protection Policy Rev 1.



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Refunds will not be provided in the following circumstances:

- Where an offer was made based on incorrect or incomplete information being supplied by a student, having registered at UniHaven.
- Where a student whose entitlement to attend the programme is terminated due to academic or other forms (e.g., gross) of misconduct.
  - Students found to have been guilty of academic misconduct will be subject to serious penalties up to and including withdrawal from the programme...see UPRO008 Academic Misconduct Procedure Rev 1. In such cases, that withstand an appeal, there will be no entitlement to a refund or readmission.
  - Where a student who, after an investigation, has been expelled for disciplinary reasons. UPRO010 UniHaven Student Complaints and Disciplinary Procedure Rev 1 describes how such incidents will be dealt with. Students must pay the full cost of any damage they cause to property, whether at the college, their accommodation or elsewhere should they be found guilty of causing such damage. In such cases that withstand an appeal, there will be no entitlement to a refund or readmission.
  - Where a student is expelled as a result of unacceptable attendance as described in UPRO011 UniHaven Attendance Monitoring Procedure Rev 1. In such cases that withstand an appeal, there will be no entitlement to a refund or readmission.
- Where a student is in breach of government regulation or rules governing his/her student or study status in Ireland.
- Where a student is convicted of a criminal offence in the jurisdiction of the Republic of Ireland.

### Withdrawals

Programme withdrawals and whether refunds apply are dealt with as per UPOL007 Student Recruitment and Admissions Policy Rev 2.



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## 5. Procedures and Forms

### **Payments and Refund Procedure**

The procedure applies to all applicants and registered students at the College. Responsibility for executing this procedure belongs to the Recruitment and Admissions Officer.

#### Payment Collection

Payments for the College programme and associated fees are to be made through Convera, a secure GDPR compliant third-party provider of payment services. See full details on the College website. Payments can also be accommodated by direct bank transfer. Should students wish to do so, they should email [studywithus@unihaven.ie](mailto:studywithus@unihaven.ie) and our staff will help to make the direct transfer payment.

#### Non-Payments

Non-payment of fees may result in students being expelled from the programme. Students who have not paid their fees within one calendar month of the date by which they should have paid, which will have been communicated in advance, will be emailed by the College to request immediate payment. The exception to this is where sponsors have paid on students' behalf in which case they will be emailed instead.

If fee requests are ignored and become non-payments, students may be expelled as a result. Such decisions will be made by the College's Executive Management Team (EMT) and are final.

#### Late Payments

The relevant student/parent/guardian/sponsor will be emailed to request immediate payment. If the fees are not paid on time, then they will be classified as non-payments and dealt with as above.



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## Refunds

Refunds will only be issued in certain circumstances as described in this policy document. Refunds are processed by the College within 20 working days from receipt of a complete refund request. Ensure that visa refusal and supporting documentation evidence are included. Refunds will only be paid to the originating bank that was used for the initial payments. To apply for a refund, a Refund Request Form will need to be submitted to [studywithus@unihaven.ie](mailto:studywithus@unihaven.ie) together with supporting documentation as listed below. A copy of this form is in the Appendix.

### Visa refusal

- Visa refusal letter from the Irish authorities.
- Payment confirmation receipt(s) from the originating bank account (sometimes called \*Swift Receipt or \*MT103).
- College payment receipt(s).

### Fail to meet English language/academic requirements

- English language certificate or academic documents.
- Payment confirmation receipt(s) from the originating bank account (sometimes called \*Swift Receipt or \*MT103).
- College payment receipt(s).

### All other reasons

- Payment confirmation receipt(s) from the originating bank account (sometimes called \*Swift Receipt or \*MT103).
- College payment receipt(s).

\* Payment confirmation receipt(s) must show the originating bank details. If not, we will require a copy of the bank statement for the account showing the payment to UniHaven.

Refunds will be reimbursed in Euro or the same currency as the fees were originally demanded and via the same payment method as the original payment was made. In the case of bank



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transfer, refunds must be issued to a bank account in the country of origin of the original payment(s). Where the applicant is requesting a refund based on a visa refusal or failure to meet entry requirements, a refund will only be processed once all supporting evidence has been provided to the College.



## Appendix

### UFORM023 Refund Request Form Rev 1

Please return the fully completed form by email to [studywithus@unihaven.ie](mailto:studywithus@unihaven.ie).

Refunds will only be processed where the student has attached the College fees receipt and MT103 or swift copy plus other supporting documentation as relevant.

#### Student details

<b>First Name</b>	
<b>Surname</b>	
<b>Phone Number</b>	
<b>Email</b>	
<b>Address</b>	
<b>Programme</b>	
<b>Method of Payment</b>	Bank Transfer <input type="checkbox"/> Convera <input type="checkbox"/>



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**Please give details regarding the reason for the refund request**

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**Refund details (only to be completed where the payment was made by Bank Transfer)**

<b>Bank details</b>	
<b>Account holder name</b>	
<b>Bank</b>	
<b>Bank Address</b>	
<b>Branch Code</b>	
<b>Account Number</b>	
<b>Swift Code</b>	

### **Quality Assurance Manual (QAM) Chapter 4**

<b>Document Name</b>	<b>Fees and Refund Policy</b>
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<b>Roles with Aligned Responsibility</b>	<b>Chief Revenue Officer, Recruitment and Admissions Officer</b>
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<b>Date Policy Becomes Active</b>	<b>1.4.2023</b>
<b>Revision Cycle</b>	<b>Annually</b>
<b>Revision History/Amalgamation History</b>	<b>Revised to reflect UniHaven’s course offerings being limited to the Irish foundation programme only and switching from Transfermate to Convera/Western Union for payments</b>
<b>Additional Information</b>	<b>N/A</b>
<b>References/ Supporting Documentation</b>	<b>UDOC000 UniHaven Quality Assurance Manual Rev 2 Qualifications and Quality Assurance (Education and Training) Act 2012 Statutory Quality Assurance Guidelines developed by QQI for use by all Providers (2016) Statutory Quality Assurance Guidelines developed by QQI for Independent/Private Providers coming to QQI on a Voluntary Basis (2016) Protection of Enrolled Learners (PEL): Protocols for the Implementation of Part 6 of the 2012 Act, Guidelines for Providers</b>