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Student’s Fees Protocol

1. Introduction
The University sets out in this policy the regulations in relation to the charging and payment of Student Fees to ensure that Protocols are applied in a consistent and correct manner. The student Fees Protocol will be made available to perspective and existing students to ensure that they are aware of their obligations and commitments.

2. Scope
This protocol sets out the student’s fee liability, payment schedules and sanctions for late payment or non-payment of student fees and if the student subsequently withdraws from the Course.

Students will be advised of their fee liability during the online registration process. It is advisable that the student familiarize themselves personally with their fee liability prior to registration.

The Student Fees booklet is available on line at: https://www.dcu.ie/fees/fees-booklet_2016-17.shtml

3. Liability
The student’s fee liability is as follows;
- All students are fully liable for payment of their own student fee once registered.
- The Student Levy is payable in full by all students at registration and may be paid online.
- Students who apply for a SUSI grant/Employer funding and are later refused are held fully liable for their relevant fee.

4. Payment Schedule
Payment terms are set out as follows and all student fees must be paid by the defined and published dates which are set out below;

<table>
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<tr>
<th>1st Instalment date:</th>
<th>Prior to/on Registration whichever applicable</th>
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<tbody>
<tr>
<td>2nd Instalment date:</td>
<td>On or before the last Friday in January of the current academic year</td>
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Note:
- (Non EU Fees must be paid in full prior to Registration)
- (EU Fee Status Students must pay 60% of their relevant fee prior to registration)
- (Open Education Student Fees – 100% of their fee due at registration)

1. All EU Fee Status students who do not qualify for a SUSI/local authority grant or the Government’s free tuition fee scheme must pay 60% of their total fee prior to registration. This also applies to students who attended previous Universities.
2. Non-EU students are required to pay their fees in full prior to registration.
3. Open Education Students are required to pay in full at registration for all modules undertaken.
4. Where a student is experiencing financial difficulty/hardship they may apply to the Student Hardship Fund for review www.dcu.ie/students/finance/index.shtml. Alternative payment arrangements may be agreed in advance with the Student Fees Office where appropriate.
5 Payment Method

(a) Online Payments
For E-payments please use this link (please note you will need your username and password)
http://www.dcu.ie/iss/studentapps.shtml
All credit cards/debit cards, except American Express, are acceptable please note however (a daily limit of €1,500 applies to all DEBIT CARDS) only

(b) Third Party Payments
An automated telephone payment system is now available 24 x 7 on the following number 01-253-0219. This number is for student fee payments only, the amount due would have been generated on your account during the registration process. This option can be used by any individual wishing to make a fee payment on your behalf. They are required to have your student ID#, the student’s date of birth and a card on which the payment is to be made.

(c) Bank Payment/EFT Transfer
Please transfer to the following bank account quoting student ID number;
Allied Irish Bank Plc, Swords Road, Santry, Dublin 9
BIC: AIBKIE2D
IBAN: IE12 AIBK 9322 2143 170288

(d) Drafts
Drafts should be made payable to Dublin City University (DCU) and should be drawn on an Irish Bank to ensure that additional charges are not incurred.

(e) Cheques
From 19th September 2014, all Government Departments, Local Authorities and State Agencies will no longer accept/distribute cheques.

(f) International Student Payments
For International Student Payments, please use this link to Pay to Study
https://dcu.studentfees.ie/

(g) Receipts
Receipts are issued to all students by email when payment is made electronically.
Please ensure that you hold onto your receipt if required for tax purposes.
Receipts must be reprinted via the student apps page under the Student Fees Menu Option.

6 Follow up Protocol

The Fees office will actively pursue overdue payments during the academic year and communicate through emails to the students DCU email address only. Follow up letters and texts will be sent if appropriate.

Students who do not engage with the Fees Office in relation to overdue fees will have all their online access suspended and late fine of €170 applied to their account.

The University reserves the right to have a third party conduct the collection of fees using any contact details furnished by the student.
7 Sanctions
Sanctions will be applied to all students whose fees remain unpaid after the dates outlined on the fees website without the formal agreement of the Universities Fees Office. Where a student continues to have an outstanding debt their registration record will have a financial block placed on it. The following restrictions will apply:

• Late payment penalty of €170 will be imposed,
• A block will be placed on all accounts with outstanding fees,
• Access to Moodle, Email and Library facilities will be blocked,
• Examination results will be withheld,
• Access to transcripts, statements of result etc. will be withheld,
• Continuing students will not be permitted to register for subsequent academic years,
• Students will not be permitted to graduate until outstanding fees have been paid in full,
• Accounts that have not been paid by the end of the academic session will be referred to a third party independent collection agency,

This protocol is included in the University Terms and Conditions which are brought to the notice of all our students before they register online and are binding once registration is confirmed.

The student fees office communicate with students through the student email system and all initial notifications/reminders will be sent in this manner.

8 Withdrawals
The University accepts no obligation to refund any fee, or part thereof once a student registers on a course.

PAC Deposits on all Postgraduate Courses are non-refundable under any circumstances.

Students remain liable for fees for the period of registration up to the date they officially withdraw. To officially withdraw, a student must return their student ID card and formally withdraw via their student apps page.

(a) Undergraduate students entitled to Free Fees
Students who withdraw before/up to 31st October are liable to pay 50% Student Contribution and No Tuition fees will be claimed from the HEA for that student by the University in the Current Academic Year.

Students who withdraw before 31st January are liable to pay 50% Student Contribution Fee and 50% Tuition Fee will be claimed from the HEA for that student by the University in the current academic year. The student will be liable to pay 50% tuition fee and 100% contribution fee should they return to third level education.

Students who withdraw after 31st January are liable to pay 100% student contribution fee and 100% tuition fee will be claimed from the HEA. Students will be liable to pay 100% tuition fee and 100% student contribution fee should they return to third level education.

(b) Undergraduate students not entitled to Free Fees
Students who withdraw before 31st January are liable to pay 60% of the fee due in the current academic year.

Students who withdraw after 31st January are liable to pay 100% of the fee due in the current academic year.

(c) Postgraduate Students:
Students who withdraw before 31st January are liable to pay 60% of the fee due in the current academic year.

Students who withdraw after 31st January are liable to pay 100% of the fee due in the current academic year.
9  Refunds

Refunds to grant holders or sponsored students, who have paid fees and/or a deposit pending approval of a grant, are issued only when the University has received the fee payment from the grant authority or sponsor.

Payments made by credit/debit card are rebated directly to the cardholder’s account. Refunds made 160 days or more after payment must be issued by EFT.

Students awaiting a refund must enter their bank details online via their student apps.

10  Medical Grounds

The following fees apply to students who are deferring/repeating on medical grounds and returning to the same Course of Study the following year.

1. Students who defer prior to registration on medical grounds will be required to pay the full Student Contribution or 100% of fees upon returning to the University.
2. Students who register and defer 1st semester on medical grounds will be required to pay half of the Student Contribution Fee for that academic year or 60% of the 1st instalment of fees.
3. Students who register and defer during 2nd semester on medical grounds will be required to pay the Full Student Contribution Fee or 100% of fees.

Students repeating a semester on medical grounds will be asked to pay €55 per credit plus the relevant Student Levy.

11  Repeat/Deferred Students

Students wishing to repeat an entire year of study, or attend selected subjects or modules that they have previously deferred or failed should only pay the following amounts:

**Repeat and attend Module:**

- €55.00 per ECTS credit plus €170 LEVY CHARGE (all Part time programmes)
- €55.00 per ECTS credit plus €277 LEVY CHARGE (all Full time programmes)

**Module Fee**

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<th>Credit</th>
<th>Fee</th>
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<tr>
<td>5.0</td>
<td>275</td>
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<tr>
<td>7.5</td>
<td>413</td>
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<td>10</td>
<td>550</td>
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<td>15</td>
<td>825</td>
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<td>1100</td>
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**Re-submission of taught master’s dissertation €475 plus student levy**

In order to avail of the special dissertation fee of €475 plus levy students must only have minor changes to make to their dissertation this must be confirmed by the student’s Supervisor by email.

They must be ready to submit by 1st December as registration is only for 3 months and not a full academic year. This rate applies to taught masters only.

Students may appeal the above repeat fees on medical grounds by returning the relevant medical fee waiver form directly to the Director of Student Support and Development. Upon returning to the University, students will be asked to provide a letter from their consultant stating that they are fit to return to study. No other form of documentation will be accepted for an application for a waiver on medical grounds. Each case will be examined on an individual basis by the Director of Student Support & Development together with the Student Fees Manager.
12 Remission of Fees

In cases of hardship on the part of students liable for fees, the University will consider remitting or waiving course fees. Students should fill out the relevant application form and submit all documentation by September 30th for remission in the academic year. Late applications cannot be considered.

The Application form for the Remission of Fees can be downloaded from:
http://www4.dcu.ie/students/finance/remission.shtml

Please note that remission of fees is not normally granted to students in their First Year of study or to postgraduate students. All application forms must be returned directly to the Director of Student Support and Development.

13 Financial Assistance Service

Full details of the Student Assistance Fund (funded via the National Development Plan and the European Social Fund) are now available at:
http://www.dcu.ie/students/finance/index.shtml

Please note that the (new) deadlines for the receipt of applications are:
November 1st (for assistance in Semester 1) and March 1st (for assistance in Semester 2)

In certain circumstances Fee waivers may be granted, students must submit a Remission of Fees Form to the Director of Student Support and Development for assessment.

The Student Advice Centre offer advice on financial matters such as fees, grants, financial supports available, budgeting and managing your money to both part-time and full-time students at DCU. You’ll find a range of resources, links and information on our site and in the Student Advice Centre.

For further information please contact the Student Advice Centre at 7007165 or mail student.support@dcu.ie

14 Graduate Studies Registration

Grace Period

New Students who commence their research from 2nd March onwards each year register as normal but because they are registering during DCU’s registration grace period, this means that they will not be liable for any research fees until the start of the next academic year. Students who are paying their own fees will however be liable to a non-refundable deposit of €500, which will then be deducted from their fees when they re-register in September in the following academic year.

15 Relevant Fees Forms

The forms below can be printed via the following link:
- Application for Remission of Fees
- Previous College Declaration form
- Medical Remission forms

http://www.dcu.ie/fees/fees_forms.shtml