

Student Fees Policy

Policy Category		Corporate	
Document Owner		Vice President, Student Administration	
Responsible Officer		Head, Student Financial Services	
Version	Endorsed by	Approved	Effective Date
2.0	Academic Policy and Appeals Committee	August 15 th 2018	August 30 th 2018

1. Introduction

This document describes how Eton University administers student fees, charges and refunds, including the collection of student fees and the refund of student fees.

2. Definitions

Tuition fees: Tuition fees owed to Eton University by fee paying students

Exceptional circumstances: circumstances that are beyond an international student's control; not a result of a student's action or inaction; and are unusual, uncommon or abnormal.

Leave of absence (study postponement): an approved period of time during which a current student is not enrolled in any subject.

Late payment fee: an amount charged for late payment of fees

Withdrawal: a formal procedure where a student decides to discontinue a course without the intention of returning or discontinues a subject with the intention of enrolling in it at a later date.

3. Scope

This policy applies to all Eton University applicants and currently enrolled students.

Note: *the version of this policy in place at the time of a student's letter of offer and associated terms and conditions will apply for the duration of their course, unless the student is otherwise notified of a change in the policy by email.*

4. Determining student fees

The Eton University Board is responsible for setting tuition fees for all University students.

All proposed increases are submitted for approval of the President. It is expected that all course fees at Eton University may be subject to annual increases.



5. Eton University's responsibilities

Eton University is responsible for:

- providing accurate and accessible information to applicants and students about all student fees, including tuition and non-tuition fees, and invoice due dates
- providing accessible payment methods
- ensuring there are fair and equitable processes for the issuing of tuition fee refunds to students in accordance with relevant legislation and policy

6. Student Responsibilities

Eton University students are responsible for:

- ensuring all information provided for the purpose of enrolment and fee collection is accurate, including subject enrolment records and personal information
- reading and acting on information about fees (including invoices and fee notices) in a timely manner
- paying all fees and charges by the specified due date

All student fees are required to be paid by a specified due date. Failure to pay outstanding fees may result in the late payment charges and/or cancellation of a student's enrolment.

7. Invoices

The Finance department team is responsible for the administration of student fees and charges.

Eton University will issue students their invoices based on their enrolment and liability status as recorded in the student records management system and published tuition fees on the University's website. Invoices will be sent to the student's registered email address.

8. Late payment fee

Students are required to pay fees by the due date as per the invoice provided.

Students who do not pay fees within 7 days of the due date will be having \$70 late fee charge added to their next installment.

9. Non-payment of fees

Payment of tuition and non-tuition fees by the due date is a condition of enrolment.

Failure to pay by all fees owing by the deadline may result in the student being prevented from:



- accessing subject results
- accessing online resources
- enrolling in further subjects
- accessing a Transcript of Results or Academic Transcript
- graduating from Eton University

Eton University will notify a student who fails to pay their fees by the required deadline of the intention to cancel their enrolment, and list any other penalties that apply as per the list above.

10. Payment Postponements

Students are expected to adhere to the Payment plan and settle their fees on time throughout their course of study. However, unexpected financial difficulties may arise, which can prevent students to continue making payments according to their Payment plan.

In extreme circumstances a student may be granted Special Consideration for overdue fees. In this case a Special Consideration Payment Plan will be devised.

If a student experiences such difficulties, he/she needs to contact their Student advisor immediately in order to discuss the option of postponing their payments for up to two months and/or re-scheduling the installment plan. Students will be advised to take under consideration how rescheduling the Payment plan could also affect their Study plan.

Students who decide to apply for payment postponement, need to do so prior to installment due date. Following the consultation with their Student Advisor, students will receive a Payment Postponement request form, which needs to be filled out and submitted to Finance Department for approval, via education@eton-university.us

Students may be required to provide evidence to support a special consideration claim.

If approval is granted, the University will provide the student with a written agreement outlining the terms and conditions of the Plan. This agreement will be signed by both parties prior to implementation.

Important notice:

Payment postponement request for the installment due cannot be made on or after the due date of the payment. For the current payment due, there is an extension provided up to maximum 7 days. Any payment that is past 7 days due, is subject to Late Payment fee in the amount of \$70.



Students who do not find Payment Postponement options helpful considering their circumstances, may have to opt for Study Postponement option, where they can pause their study (and payments) for up to 6 months (for more details, see Study Postponement Policy).

11. Scholarships

Full or partial tuition fee scholarships may apply if students are successful following an open application process against published criteria.

12. Refund of student fees: distance learning course cancellations and withdrawals

Students who wish to cancel their course or withdraw from the program need to request a Cancellation/Withdrawal form. Cancellation shall occur when the Cancellation/Withdrawal form is sent to Eton University via email education@eton-university.us with a subject line "Office of the Registrar-Cancellation/Withdrawal request". Refunds are processed within 45 (forty-five) days.

12.1 Newly Admitted students

Eton University provides distance-learning programs where the instruction is not offered in real time. An applicant who provides a written notice of cancellation prior to the scheduled program start date and before the study materials are received is entitled to a refund of all monies paid, excluding the \$100 non-refundable registration fee.

12.2. Current students

12.2.1. If a student is paying the course fees in installments and have started the program and submitted the learner agreement, he/she is not entitled to a refund, as per the legislation on digital content.

12.2.2. If a student has paid the course fees in full, and the study materials have been released quarterly, the refund will be calculated based on the number of remaining modules that have not yet been released.

12.2.3. If a student has paid the course fees in full and has access to all the modules, he/she are not entitled to a refund, as per the legislation on digital content.



13. Refund of student fees: classroom learning course cancellations and withdrawals

13.1. Cancellations

If a student fails to officially cancel the attendance, they will be charged all program fees. There are no refunds for non-attendance.

The price of the blended programs and full academic year programs depends on the package agreed on between a student and the University. The package can include the tuition fee alone, or the tuition fee with housing, transportation, sightseeing or other activities.

Students whose package includes extracurricular activities but who, for any reason, choose not to participate in a program activity, either mandatory or non-mandatory (e.g., field trip, excursion, cultural event) will not be refunded any portion of the program cost.

All cancellations are subject to the **Cancellation Policy** below:

- The \$100 application fee is not refundable under any circumstances.
- For students who require a UK visa, the \$275 administrative fee for visa assistance and Acceptance letter is not refundable under any circumstances.
- Canceling the attendance within 45 days (or more) of the official start date:
Refund: 90% of the total package price.
- Canceling the course 15-29 days of the official start date:
Refund: 80% of the total package price.
- Canceling the course 14-7 days prior to the official course start date:
Refund: 70% of the total package price.
- Canceling the course 7 days or less prior to the official course start date:
Refund: 50% of the total package price.
- If a student obtained a UK visa through Eton University assistance and Acceptance letter, and then decided not to attend the course, there will be no refunds provided.

13.1.1. Cancellations due to Visa refusal:

If a student is required to cancel their course due to their visa being refused, they must contact Eton University by emailing education@eton-university.us explaining that the visa application has been refused. If a visa is refused after providing all the correct information, the student must forward a copy of the visa refusal document and a completed



Cancellation/Withdrawal form. All monies will be refunded (minus \$275 administration fee for visa assistance and Acceptance letter) regardless of when the cancellation has occurred.

Eton University will not refund any course fees in situations where there are less than 14 days prior to course start date and the visa application has been refused due to an error or missed information on the application. It is the responsibility of each student to ensure that all information is correct when a visa is applied for. The Home Office's decision is final, and Eton University will use all information provided in the refusal letter.

13.2. Withdrawals

If a student decides to withdraw from the course during the ongoing training, they must notify Eton University immediately.

A refunded withdrawal is only applicable to the course fees and may only be granted for exceptional circumstances such as documented medical or hardship situations, provided that the time of the enrollment period has not exceeded 25% of the full course duration. An administrative fee of \$100 and 75% of the full tuition fee will be charged for all withdrawals processed. No refunds can be provided for expenses such as the accommodation, and other travel related costs.

If a student obtained a UK visa through Eton University assistance and Acceptance letter, and then withdrew from the course, there will be no refunds provided under any circumstances.

14. Refund of student fees: Course cancellation by Eton University

Eton University is committed to ensuring minimal disadvantage to students which may result from the cancellation of a course or any of its components (e.g. location, study mode).

In the event of the course being cancelled, The University will use all reasonable efforts to ensure that students impacted by the cancellation of a course or its components are not genuinely disadvantaged.

In the event that Eton University cancels a student's enrolment due to a course being cancelled, students will be notified in writing and will be given the option to:

- transfer their enrolment to another course within the University or to another study period; or
- be offered a place in a similar course of study leading to a comparable award, or
- request a refund or balance of prepaid tuition fees for those subject(s) not yet completed and/or commenced.



Requests for refunds of tuition fees will be processed within 45 working days of receiving the request unless a request to transfer enrolment to another course or study period is received from the student in writing during this period.

Note: The provisions related to the course cancellation are outlined in detail in Course Cancellation by Eton University Policy. Please refer to the policy to view a procedure implemented in the event of a course cancellation and a comprehensive list of alternative options that will be available to a student.