

# TUITION FEES PAYMENT & REFUND

CODE: P053

Section: Finance  
Policy Owner: BOG  
Procedure Owner: Finance Department

## **POLICY**

This policy sets out the procedure for payment of tuition fees payable to the Institute of Tourism Studies by students or their sponsor for the provision of tuition services and refunds.

The policy is effective from date of issue, and unless otherwise stated, it applies to all Institute of Tourism Studies students.

The Institute reserves the right to amend this policy from time to time according to prevailing circumstances and changes in legislation and regulations.

## **PROCEDURE**

### **1. Scope purpose**

1.1 The purpose of this procedure is to provide guidance on tuition fees payment and refunds are to be made by the Institute of Tourism Studies and how they will be calculated. These include tuition fees paid students or their sponsor.

1.2 This procedure is effective from date of issue, or as otherwise stated, and applies to all Institute of Tourism Studies' students or their sponsor.

### **2. Definitions**

2.1 Act - is the Institute of Tourism Act 2016.

2.2 Application Fees - A fee payable upon application for admission to a programme of study.

2.3 Award - An award means a masters degree, a postgraduate diploma, a postgraduate certificate, a bachelor degree, an undergraduate diploma, an undergraduate higher diploma or an undergraduate certificate.

2.4 Commencement dates - A programme of study commence on the official commencement date of the programme as announced by the Registrar's office.

2.5 Commencement student - a student who has enrolled at the Institute of Tourism Studies for the first time, or is commencing a different programme from the one enrolled to it in the previous year.

2.6 Continuing student - a student who is continuing his/her enrolment in the same programme from a previous year.

2.7 Home Students – EU and EEA nationals.

2.8 International Students – Non-EU and Non-EEA nationals.

2.9 Letter of Acceptance – An official letter issued by the Registrar of the Institute of Tourism Studies whereby the applicant is informed that he/she has been accepted to follow the programme he/she applied for.

2.10 Payment Due Date – The date by which fees must be paid.

2.11 Programme of Studies – A programme leading to an award that may be offered by the Institute of Tourism Studies either on full-time or part-time basis.

2.12 Semester – Each academic year may consist of two or three semesters. Semester dates may vary slightly from one academic year to another and are indicated in the academic calendar.

2.13 Short courses – Short Courses are free-standing individual study-units or combinations thereof that may or may not become linked to, or form an integral part of a formal Institute award.

2.14 Student Debtor – A student who has not paid in full any amounts due by the payment due date and who has an outstanding liability with the Institute of Tourism Studies.

2.15 Tuition fees – programme related fees charged to students attending fee paying programmes at the Institute of Tourism Studies.

### **3. Application Fee**

3.1 International Students are charged an application processing fee to apply for admission to a programme of studies.

3.2 Details of application fees for International students are available online from the Institute of Tourism Studies' website at <https://its.edu.mt/courses-admission/how-to-apply/tariff-and-fees.html>

3.3 The application fee is non-refundable and may not be transferred to another term.

3.4 Application fees may be reviewed from time to time.

#### **4. Tuition Fees – Programmes Offered Solely by the Institute of Tourism Studies**

4.1 Tuition fees are charged on an academic year basis. Details of programmes and related tuition fees are available online from the Institute of Tourism Studies' website at <http://its.edu.mt/how-to-apply/tariff-and-fees.html>

4.2 Students are required to pay the fees prescribed for the year in which they are studying by the payment due date. The payment due dates for these students shall be as stated on the invoice document. Payment due dates are normally set at the first day of the academic year.

4.3 Home students commencing a fee-paying programme and whose tuition fees are quoted on a per semester basis may opt to pay their fees by semester. The payment due dates for these students shall be as stated on the invoice document. Payment due dates are set on the first day of each semester.

#### **5. Tuition Fees – Short Courses**

5.1 Fees for short courses are established on a by course basis.

5.2 The payment due date shall be as stated on the invoice document. Payment due dates are set at the commencement date of the course.

#### **6. Modular Credit-based Programmes**

6.1 For programmes of study on a modular credit basis, the full fee will be charged for each course module started by the student.

#### **7. Repeat Year Students**

7.1 Students repeating a full year of study will be charged the applicable full-time or part-time fee.

#### **8. Other Charges**

8.1 The Institute of Tourism Studies may also charge additional expenses such as late application fees and interest on late payments.

#### **9. Payment of Fees**

9.1 Payment of Fees may be affected as follows:

9.1.1 By cheque made payable to the 'Institute of Tourism Studies'

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- 9.1.2 Bank draft payable to the 'Institute of Tourism Studies'
- 9.1.3 By bank transfer through internet banking
- 9.1.4 By Credit card at the Finance office
- 9.1.5 Online through the website using the Payment Portal

9.2 All payments must be accompanied with a remittance advice when this is available. If the remittance advice is not available, every payment must be accompanied with the following details:

- 9.2.1 Name and Surname of student
- 9.2.2 Student Code or ID Card Number or Passport number
- 9.2.3 Title of programme paid for; and
- 9.2.4 Address to which receipt will be sent.

9.3 An official receipt will be issued by the Finance Office for all payments received. In the event that no mailing address has been provided, the receipt will be sent to the Registrar's office.

9.4 It is the student's responsibility to keep and produce evidence, when required, of all payments made since the commencement of the programme.

9.5 An exemption from payment of tuition fees may be requested from the Ministry of Education through an "Application for the Exemption from the Payment of Institute of Tourism fees".

9.6 Until the request for exemption is approved by the Ministry of Education the student shall retain full responsibility of any outstanding fees.

9.7 Should the Minister of Education refuse a request for exemption from payment of tuition fees, the student will become personally liable for the payment of any outstanding amount in accordance with Section 4 of this policy.

### **10. Transfer, Suspension and Extensions of Programmes**

10.1 Students who wish to transfer from one programme of studies to another should send a written letter or an email to the Registrar's Office by the third week from the start of their programme of studies.

In a situation where the new programme of studies is less expensive than the programme originally enrolled to, no refund will be issued for the difference in tuition fees. Instead, the difference between the paid tuition fees and the tuition fees for the new programme will be carried forward to next semester.

10.2 A student may wish to suspend his/her studies. In such instance, the student is to send a written letter or an email to the Registrar's Office.

10.2.1 Approval by the Board of Governance is required for a suspension of studies. The effective date will be that approved by the board.

10.2.2 A student who re-joins a programme following suspension, will be subject to the fees that were applicable in the year of commencement of the programme.

### **11. Cancellation, withdrawal**

11.1 The Institute of Tourism Studies reserves the right to cancel any programme. Students will be notified via an official e-mail by the Registrar's office. A course will only be cancelled if such notification is made by an official e-mail.

11.2 A full refund of the fee will be affected in the event that the Institute of Tourism Studies is unable to provide the course.

### **12. Refund of tuition fees**

12.1 A student can resign from a course at any time. If the cancellation is made within the 14 days' cancellation period and the cancellation period does not fall within 2 weeks of the start of the programme, a full refund will be paid. However, an administrative charge of €100 will be charged. In the case of short courses where the Course fee is less than €100, the full amount will be charged as an administration charge. This applies to Home and International students where an application fee was not charged.

12.2 In the case of International Students where an application fee has been paid; application fees are non-refundable for students who choose to withdraw their application. It may be transferred to another course of the applicant's preference. This must be done prior to the closing date of the application period. This applies to all courses offered by the Institute of Tourism Studies to International Students.

12.3 A full refund of fees will be paid when the Institute of Tourism Studies is unable to provide the programme in which the student is enrolled, and no administration fee is charged.

12.4 When a student withdraws from a programme by not later than the end of the first semester and has paid his/her annual tuition fees in full, at the commencement of the academic year, half the annual programme tuition fee, (i.e. fee for the second and/or third semester) less an administrative charge of Euro 50.00 will be refunded.

12.5 Refund of tuition fees following withdrawal from a programme, will only be considered if the Institute of Tourism Studies receives written notification of withdrawal from the student. In such cases, students are to send a written letter or

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an e-mail, to the Registrar's Office. The date of the receipt of the letter/email will be deemed the effective date of withdrawal for the purposes of calculating fee liability and eligibility for a refund as per clause 11.3 of this policy.

12.6 If a student is granted a suspension of studies, any fees paid for the suspension period will not be refunded but will be carried forward for when the student resumes his studies.

12.7 Refunds will be issued to the person and/or organisation from whom the Institute of Tourism Studies received the payment of fees.

12.8 Where a payment of tuition fees was split between more than one payee, any refund due will be made in the proportion to the original split.

12.9 Refunds approved in accordance with this procedure will be paid within 30 days of receiving a written claim from the student.

12.10 Cash refunds are not made.

12.11 The Institute of Tourism Studies is not liable for any bank charges involved in the refund payment process. Bank charges will be paid by the party receiving the refund.

12.12 All refunds will be calculated in Euros. The Institute will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges involved.

12.13 No Refunds will be made where:

12.13.1 the student has paid the fee due upon acceptance (where applicable) except in the event of visa refusal.

12.13.2 the student is paying his/her fees on a semester basis as per clause 5.3 of this policy; or

12.13.3 The student withdraws from the programme in the last semester of that academic year; and/or

12.13.4 Admission to a programme was made based on incorrect information and/or fraudulent documents.

### **13. Student Debtors**

13.1 Any student with an outstanding liability will be considered a Student Debtor until all outstanding balances are paid in full. A person continues to be a student debtor even if that person has ceased to be a student of the Institute of Tourism Studies.

13.2 The Institute of Tourism Studies undertakes to adopt the necessary operating procedures to ensure the collection of any fees due. If however, the fees remain unpaid, the Institute of Tourism Studies reserves the right to take the following measures:

13.2.1 Restrict students from sitting for assessments;

13.2.2 Withhold publication of result/s; academic records and confirmation letters as well as withhold library services;

13.2.3 Prohibit progression to subsequent academic year;

13.2.4 Withhold visa renewal letters in the case of overseas students;

13.2.5 Prohibit graduation and attendance at award ceremonies;

13.2.6 Withdraw students from the Institute of Tourism Studies;

13.2.7 Initiate legal proceedings.

13.3 Following payment of the outstanding balance, any measures taken in respect of clause 12.2 of this policy will be withdrawn.

### **14. Late Payment Administration Fee**

14.1 Students who fail to settle an outstanding fees within 60 days from date of invoice will be charged interest on their outstanding payment.

### **15. Sponsored Students**

15.1 In certain instances, students may be sponsored by organisations and have their fees paid by these entities.

15.2 Sponsored students are required to provide written evidence of their sponsorship before or at the time of application. Failure to provide this information will result in the student becoming personally liable to pay any fees due.

15.3 If the sponsor fails to pay some or all the fees on behalf of a student, the student will become personally liable for the payment of any outstanding amount. Under these circumstances the student will become a Student Debtor and clauses 13.1 to 13.3 of this policy shall apply.



**16. Special Circumstances**

16.1 Variations to the tuition fee conditions outlined above will only be granted in extraordinary circumstances.

16.2 Where current Institute of Tourism Studies policy does not adequately encompass a particular circumstance, the Institute of Tourism Studies may consider an individual's request on a case-by-case basis. All applications must be in writing and addressed to the Registrar's Office with whom the final decision rests.

16.3 Tuition fees may be reviewed from time to time.

16.4 The Institute of Tourism Studies reserves the right to amend the Tuition Fees Procedure from time to time.

This document does not cover the following:

- Internship fees
- Library fees
- Student locker fees
- Further Information

If you are requesting a refund or further information regarding the status of a refund please email the Finance Team at [accounts@its.edu.mt](mailto:accounts@its.edu.mt)