

Student Refund Policy

1. Purpose of the Policy

This Student Refund Policy sets out the University's procedures for considering applications for tuition fee refunds from students who choose to withdraw from their programme of study.

2. Scope and Audience

This policy is intended for:

- Students who are requesting a withdrawal from their programme.

A refund refers solely to the reimbursement of tuition fees when a student voluntarily withdraws from their programme and not when a student is deregistered by the University.

Students considering withdrawal are strongly encouraged to speak with their Student Success Advisor before finalising their decision. This discussion ensures the student fully understands all available options and the academic and financial implications of withdrawing, including how it may affect tuition fees and progression.

3. Refund Eligibility – Prior to Course Commencement

Students who submit a formal withdrawal request 8 days or more before the course start date, as stated in their Offer Letter, are eligible for a refund of tuition fees paid.

- An administrative charge of €250 will be deducted from the refunded amount.

4. Refund Eligibility – Within 7 Days of Course Start Date

Withdrawal requests submitted 7 days or fewer before the course start date are not eligible for a refund.

5. Refund Method

- For tuition fees paid directly by the student, any eligible refund will be issued only to the originating bank account from which the payment was made to the University.
- Refunds for payments made in a foreign currency must be processed using the exact exchange rate applied at the time of the original transaction. The refunded amount must correspond precisely to the foreign currency originally paid. Any gains or losses resulting from exchange rate fluctuations after the initial transaction will be borne by the student. Under no circumstances should a current or estimated exchange rate be used. Where the original exchange rate cannot be retrieved, the Finance Team must apply the most accurate rate available from system records and retain appropriate supporting documentation.

- Where tuition fees have been paid by a sponsoring organisation, any associated refund must be issued directly to the sponsor and must not exceed the amount originally paid by them. Refunds must not be made to the student in respect of any funds provided by a third-party sponsor under any circumstances.

The Finance Team is responsible for ensuring that all sponsorship-related refunds are processed in accordance with the sponsor's contractual obligations, as well as applicable audit and regulatory requirements, organisational financial policies, and the University's standard refund policy.