



Student Fee Payment Policy

1. Context

The 'Student Fee Payment Policy' (revised) has been updated to ensure the management of fee and accommodation debt and credit balances complies with legislation specifically Consumer Rights Act 2022 (CRA 2022).

The policy is in line with college calendar regulations and relevant sections of TCD website have been updated in line with 'Student Fee Payment Policy' (revised 2024)

2. Purpose

The purpose of 'Student Fee Payment Policy' (revised) is to outline how Trinity collect monies owed in respect of fee and accommodation debt from students and sponsors. It also outlines the college policy for dealing with any credit balances that remain unallocated on a student's account 12 months following the end of the Statutory Term in the last academic year in which the student was enrolled.

3. Benefits

The 'Student Fee Payment Policy' (revised 2024) retains existing procedures and guidelines in respect of fee and accommodation debt with temporary addition of a 3rd instalment option (28th February) for payment of fee debt. The revised policy provides clarity for dealing with unallocated credits on student's accounts (by category).

4. Scope

'Student Fee Payment Policy' (revised 2024) includes all fee and accommodation debt per SITs (Student Information system) on students accounts from date of enrolment with the college. Students are unable to graduate, register or receive exams results if there is an outstanding debt >€100 on their SITs ledger.

Before each Graduation ceremony, the Graduation team in Academic Registry also validate with the relevant departments whether there are any student fees or fines owing to the Library, Nursery and Junior Dean by the student.

5. Principles

The Trinity policy is to take firm, fair and timely steps to recover all monies it is owed by students.

- Students are responsible for making arrangements to ensure that their tuition and accommodation fees and other payments (library, nursery, junior dean fines etc.) are paid whether through sponsorship or paying themselves.
- It is the student's responsibility to inform the University of any sponsorship or fee award (including if they are supported by SUSI, HEA Free Fees Program, a specific Loan Program etc.).



- If a sponsor fails to pay, liability for the unpaid debt will be transferred to the student in all cases. In the event of a sponsor defaulting on any payment, it is the student's responsibility to arrange an alternative source of funding or to pay the balance by the due date.
- Trinity College Dublin is required to preapprove a sponsor prior to any student being funded by that sponsor.
- Any monetary awards or prizes (except hardship funds) a student receives, should only be paid through the student account in SITS and these may be withheld and/or offset against any payment outstanding with the University.
- Payments received are automatically allocated against the oldest balance on the account unless a request is received from the student to off-set against a different outstanding balance amount. The University reserves the right to implement the policy as stated.
- All payment terms are subject to annual revision and Trinity reserves the right to amend or update these terms. Any changes to the payment terms will be published on the Student Finance website and the student portal.
- Any student returning to their next year of study must clear all balances for the previous year of study before they can register.
- If any balance greater than €100 remains unpaid at the time of graduation, the student will not be conferred, and no parchment will be issued until the payment has been made in full.
- Students returning to Trinity after a period must have paid all outstanding balances before they can register.
- Students experiencing difficulties in paying any balance should seek help at the earliest opportunity from either their tutor (UG) or the Postgraduate Advisory Service (PG).

6. Definitions

PG – Postgraduate

UG – Undergraduate

SITs – Student Information System (records all student information including application, admission, fee and accommodation transactions and payments, exams, results & graduation)

AR – Academic Registry

FSD – Financial Services Division

7. Policy

Review, Monitoring and Collection of Outstanding Payments

Student Finance review and report student and sponsor debt monthly.

An example of the final instalment debt reminders and late payment charges are set out in the table below:



Sample Student Debt Reminder / Late Payment Charges Process			
Action		Sent:	Format:
1	Student informed of balance due and final due date (28 th February).	Mid-February	Email and alert to my.tcd.ie student portal.
2	Students informed that debt is overdue (28 th February) and that if it is not paid by (31 st March) a late payment charge is to be applied to the account.	Mid-March	Email and alert to my.tcd.ie student portal.
3	Students informed of a late payment charge (€212) has been applied to account and reminded to pay as soon as possible.	Mid-April	Email and alert to my.tcd.ie student portal.
4	During the student's studies, all balances due are managed by Trinity's Student Finance team. Trinity College Dublin reserves the right to move the debt to an external collection agency.		
5	In the event of non-payment Trinity College Dublin reserves the right to initiate legal proceedings against a student.		

Payment collection – Financial Penalties

The student payment collection penalties, approved by Trinity Finance Committee are in the above table - points 3-5.

Payment collection – Non-Financial Penalties

1. Exam Results

Exam results are withheld when a student has failed to clear their financial account. This penalty is applied to all students with a debt greater than €100.

2. Registration For Following Academic Year

A student who fails to clear their financial account by the end of an academic year cannot register for the following academic year until they have paid their outstanding balance (together with the required payment amount for the following academic year's fees). This penalty is applied to all students with a debt greater than €100.



3. Graduation withheld.

A student who fails to clear their financial account within a specified timeframe before graduation will not be scheduled for conferral. This penalty is applied to all students with a debt greater than €100.

Disputes

Disputes or appeals relating to the following fees, should be escalated as follows:

- Tuition related fees to Head of Student Finance
- Accommodation fees to Head of Accommodation
- Library fees to Higher Library Assistant Executive
- Nursery fees to Day Nursery Manager
- Junior Dean fines to Junior Dean

Accommodation balances shown on Student accounts on SITS

- The Accommodation Office is responsible for issuing the initial invoice/email to notify students of the amount.
- due. This balance will be interfaced to the student account in SIT's.
- The Accommodation Office will contact students directly as debt becomes overdue during the academic year.
- The Student Finance team (AR) is responsible for issuing reminder letters annually to students in relation to accommodation debt.
- All queries in relation to the balance are to the Accommodation Office.
- Special payment schedules may be agreed by the Accommodation Office where residents are having difficulties meeting College payment dates.
- Any deposits taken from students will be allocated against accommodation fees only and cannot be used against any other balance unless all accommodation balances have been cleared in full.
- All queries in relation to the balance are to be handled by the Accommodation Office.
- Full details on the current accommodation terms and conditions are available from the Accommodation Office or from the Conditions of Occupancy which form part of a student's License to Reside which can be found at the following link www.tcd.ie/accommodation/faq/.
- Normal terms of trade are contained in the Conditions of Occupancy sections 5, 7 and 8.
- Accommodation License fees and utilities may be paid in two instalments at the beginning of each semester or monthly in advance.
- In the event of late payment, the financial and non-financial penalties will be applied and the student may not apply for, nor occupy, college accommodation.
- The Junior Dean or the Warden of Trinity Hall in extreme circumstances can instigate eviction proceedings in line with RTB regulations. The issue of such proceedings will be the full responsibility of the Accommodation Office and only with the consent of the Junior Dean or the Warden of Trinity Hall.



Bad Debt Write offs.

If a bad debt write off is required, it must be recommended by the Head of Student Finance or Head of Accommodation and approved by the Director of Academic Registry and the Deputy CFO, Financial Services Division.

- It is important to note that in the event of a bad debt write-off for accounting purposes, the debt liability remains with the student/sponsor. Should the student return to study, they will be prevented from re-registering for future studies, graduating, obtaining exam results until the debt is paid in full.

Unclaimed refunds/ prizes/ awards/ any other credit on account

- All pending refunds/prizes/any other credit will remain on the student's account for the duration of their studies.
- It is the student's responsibility to update their bank account details on their Trinity student portal.
- Student Finance will make several attempts to contact students either via my.tcd.ie portal and / or email requesting updated bank details.
- If a credit arises on a student's account for any other reason, it is the responsibility of the student to contact Academic Registry to request a refund.



Treatment of Credit Balances

			Treatment
Non-Refundable Credits college-charges.pdf (tcd.ie)	1.	Application Fees	Move credit to college income.
	2.	Deposits	Move credit to college income.
Refundable Credits	3.	Government Payments unclaimed by student	<ul style="list-style-type: none"> i. Refund to student or off-set credit against Student Contribution Fee balance due in year approved ii. Retain on student's a/c for duration of studies iii. <u>12 months after student has left college, transfer to 'ringfenced' account.</u> iv. <u>Request permission from HEA / state agency to return funds.</u>
	4.	Overpayments received from sponsors, other government agencies, other 3rd parties	<ul style="list-style-type: none"> i. Payments received from approved sponsors or government agencies will be refunded to sponsor. ii. Payments received from 3rd parties paid on behalf of students will be refunded to students unless 3rd Party has advised otherwise.
	5.	Other Credits on student account if student where status is D (deferred), OBN/OBA (off-books), or PCD (proceed)	Remain on student account until student returns or is formally withdrawn.
	6.	Other Credits on student account (except for students who are D (deferred), OBN/OBA (off-books), or PCD (proceed))	<u>12 months after student has left college, transfer to 'Unclaimed Refunds' account.</u>
Unclaimed Refunds	7.	<u>Existing credits i.e. held prior to Academic Year 2024/25</u>	<ul style="list-style-type: none"> i. <u>Available for refund, in perpetuity.</u> ii. <u>Ringfence 30% to cover potential refunds.</u> iii. <u>Deploy remainder for wider student benefit.</u>
	8.	<u>Future credits i.e. from start of Academic Year 2024/25</u> <u>(Clause X added to Student Contract)</u>	<ul style="list-style-type: none"> i. <u>Available for refund, up to 3 years after student graduates.</u> ii. <u>Ringfence 30% of the credit up to 3 year amount to cover potential refunds.</u> iii. <u>Deploy remainder for wider student benefit.</u>

*12 months from the end of the Statutory Term in the last academic year in which the student was enrolled



Support to Students

Students experiencing difficulties in paying any balance should seek help at the earliest opportunity from either their tutor (UG) or the Postgraduate Advisory Service (PG).

Undergraduate students, your class tutor is your initial point of contact to discuss financial issues relating to fees and student's living expenses.

Undergraduate student might seek financial assistance regarding student's living expenses and the Students Levies and Charges fee (SLC) from either the Senior Tutor's office (STO) by contacting undergrad.support@tcd.ie or from Trinity Access Program (TAP) by contacting TAPADMIN@tcd.ie. It should be noted that both the Senior Tutor's office and TAP cannot pay fees.

Postgraduate students are supported by the Postgraduate Advisory Service (PAS). Postgraduate research students contact PHD.Support@tcd.ie, whereas post graduate taught students contact Postgrad.Support@tcd.ie. It should be noted that neither the Senior Tutor's office nor PAS can pay fees.

Accommodation - Students in College rooms who are finding it difficult to pay their rent should contact the Student Accommodation residences@tcd.ie.

Payment by Instalment of Tuition and Accommodation Fees

Tuition Fees: Students have the option to pay their tuition fees over three instalments in an academic year. University regulations do not permit the payment of tuition fees over more than three instalments and requests to do so will not be granted.

Accommodation Fees: In line with the regulations of the Residential Tenancies Board (RTB) students may opt to pay their License fee and Utilities for Accommodation (not tuition fees) monthly in advance.



8. Responsibility and Implementation

It is the responsibility of Student Finance (AR) to implement 'Student Fee Payment Policy (revised 2024)' in so far as it relates to fee income debt. It is the responsibility of Accommodations office to implement policy in respect of accommodation debt. This policy forms part of the overall policies in relation to the financial governance of the college under the control of the Office of the Chief Financial Officer – FSD.

9. Related Documents

College Regulations	www.tcd.ie/calendar/
Residential Tenancies Board (RTB) Regulations	www.rtb.ie
Senior Tutor office	www.tcd.ie/seniortutor/
Accommodation office	www.tcd.ie/accommodation/
Conditions of Occupancy	www.tcd.ie/accommodation/fag/
How to become a TCD Approved Sponsor	www.tcd.ie/academicregistry/fees-and-payments/
How to update your Bank account	
How to request a refund	

Document Control for Revised Policies

- 10.1 Date of initial approval:
- 10.2 Date revised policy approved: 4 December 2024 (by Board)
- 10.3 Date policy effective from: 4 December 2024
- 10.4 Date of next review: Academic Year 2029/30