

## DAU 8-5 Fees collection and refund Policy

Policy Code	Policy Name		
DAU 8-5	Fees collection and refund Policy		
Responsible Executive	Current Revision Date	Next Revision Date	
Finance Department	10/ 2023	10/2027	

### 1. Purpose of Policy

This Policy establishes a clear and transparent framework for the collection and refund of fees at DAU. It aims to ensure fair and consistent practices in collecting fees from students, handling refunds, and resolving disputes related to fees and it provides guidance to DAU employees and students on the procedures and requirements for fees collection and refunds. It covers the entire process of fees collection, including payment methods, deadlines, refunds, and dispute resolution related to fees.

### 2. Policy Scope

This policy applies to all departments, colleges, employees, and students of DAU, and to all services offered by the university that require payment of fees.

### 3. Policy Statement

DAU is committed to transparent and fair practices in collecting fees from students and handling refunds in accordance with applicable laws, regulations, and best practices. DAU recognizes the importance of clear and consistent policies and procedures for fees collection and refunds to ensure students' understanding of their financial responsibilities and to maintain their trust in the university. DAU strives to provide accurate and up-to-date information regarding fees, payment methods, deadlines, and refund processes to all stakeholders involved.

### 4. Policy Procedures

#### Fees Collection

- DAU shall provide clear and transparent information to students regarding the fees of their programs, courses, and services, including tuition fees, registration fees, examination fees, and other applicable fees.
- The university shall establish and communicate deadlines for fees payment, including due dates, late payment fees, and consequences of non-payment.
- DAU shall provide multiple payment methods, such as online payment, bank transfer, and in-person payment options, to facilitate convenient and secure fees collection.
- DAU shall maintain accurate records of fees collected and shall provide students with receipts or confirmation of payment for their records.

#### Refund

- The university shall have a clearly defined refund process that outlines the circumstances under which students may be eligible for refunds, such as withdrawal from a program, course cancellation, or other valid reasons.
- The refund process shall specify the timeline and process for requesting a refund, including the required documentation, deadlines, and contact information for submitting refund requests.
- The university shall process refund requests in a timely manner and shall communicate the outcome of the refund request to the student in writing.
- The university may deduct applicable administrative fees or non-refundable charges as per the refund policy and applicable laws and regulations.

### Refund of tuition fees

- In the case of withdrawal before the end of the first week, 25% will be deducted from the tuition fees paid.
- Before the end of the second week, 50% will be deducted from the tuition fees paid.
- No refund of the tuition fees paid after the end of the second week.

### Dispute Resolution

- The university shall establish a process for resolving disputes related to fees, including disputes regarding fees collection, refunds, or other fee-related matters.
- The dispute resolution process shall be fair, transparent, and accessible to all students, and shall be communicated to students through official university channels.
- The university shall designate a responsible department or individual to handle fee-related disputes and provide timely and appropriate responses to students' concerns.
- If a dispute cannot be resolved through the internal dispute resolution process, students may be directed to relevant external agencies or authorities for further resolution.

### Compliance

- All university employees involved in fees collection, refund processing, and dispute resolution shall adhere to this policy and follow the established procedures and timelines.
- The university shall comply with all applicable laws, regulations, and guidelines related to fees collection and refunds, including local, state, and federal laws.
- The university shall regularly review and update its fees collection and refund policy to ensure compliance with changing laws and regulations, and to improve its practices based on feedback and best practices.

### Communication and Publishing

- The university shall communicate this policy and its procedures to all students through official university channels, such as the website, student portal, and student handbook.

### 5. Related Policies/ Documents/ Forms

DAU 5-5 Finance and Discounts Policy  
DAU 8-2 Financial Policy

### 6. Document History

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
1	10/2023	1 <sup>st</sup> issue of the policy