



VICTORIA
UNIVERSITY
Kampala - Uganda

TUITION AND FEES COLLECTION POLICY

January 2018

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TUITION AND FEES COLLECTION POLICY

Introduction

The payment of your student academic fees forms part of the contractual relationship you have with the University. Student fees are paid for programmes (consolidated tuition, registration, examination and graduation fees), research support (bench fees) and Internship supervision and support. It is our expectation that you will have organised your funding for fees and living costs before arriving at the University. The tuition and fees are due by the specified due date on any statement or electronic statement sent to the student. It is the responsibility of the student to adhere to this due date. Please review the policies to withdraw from the university or a class. There are specific refund policies for doing so. If the policy is not followed the student is still responsible for the charges assessed to their account.

All programmes of study which lead to a University award incur a fee. Programme fees are raised for all academic years of study, including academic years repeated with or without attendance, with partial supervision, and with or without accepted mitigating circumstances. The Schedule of Fees 2016/17 can be found at www.vu.ac.ug and also attached.

The University Council through a resolution shall provide the Vice Chancellor powers to issue regulations concerning the time and method of payment of tuition.

Under the authority granted in this resolution, and in other resolutions and policy memoranda, the following policies governing payment of tuition, fees, rentals, billing, refunds, collection, and write-offs for tuition, fees, and other charges (hereinafter called charges) are hereby established. Student academic fees includes (but not limited to) tuition fees, retake fees, additional programme costs, internship fees, matriculation fees, exam fees, cost of materials and library fines.

Aims of the Tuition fee payment policy

The aims of this policy are:

- (i) To guide students, sponsors and stakeholders on a convenient fee payment plan.
- (ii) To ensure prompt and effective fee collection for quality service delivery
- (iii) To facilitate effective planning and utilization of University resources

Policy Statement

This policy recognizes that fees payment to the University by students and stakeholders is critical to effective and efficient service delivery. A convenient fee payment plan facilitates prompt fee collection, which in turn ensures effective planning and development of the University. The fee payment policy ensures value for money and quality service delivery to customers and the community at large. The policy strives to accommodate diverse needs of the students and the aspirations of the University and the stakeholders. It gives clear guidelines to students, sponsors

and stakeholders on a convenient fee payment mode ensuring equity and equality in provision and access of University education. This policy is a product of a participatory process, and is cognizant of the various University performance management processes, including the service charter, strategic plan and objectives.

Principles

Victoria University is committed to a fair and transparent policy in respect of charges made to students. This policy is revised annually and students will be asked to agree to the terms of this policy as part of the enrolment process at the start of each year of study. Details of changes will be made available via the University website and/or by direct communication to students/applicants via their University portal.

The University charges fees for its programmes of study on an annual basis.

Basic Standards and Controls

In general, charges shall be due and payable by the first day of the semester, which date may vary to the university calendar. Charges that are incurred after the first day of the semester shall be due when the charge is placed on the student's account. In any event, Victoria University shall establish timely registration and billing processes consistent with this policy. This policy shall contain basic standards and controls to ensure maximum and timely collection of university revenues, as noted below.

- a) For billing purposes, "**pre-registration**" is defined as those registration periods which occur at least 30 days prior to the first day of the semester. Students who pre-register shall be issued an initial invoice in time to make or return payment by the invoice due date, which must be no later than the first day of the semester.
- b) For billing purposes, "**general registration**" is defined as those other structured registration periods which occur after pre-registration ends, and which may continue through the first day of the semester and end with the last day of the add/drop period.
- c) A **deferral of payment** is defined as a temporary postponement of all or part of a student's payment beyond the date when full payment would otherwise be required. Campus procedures shall ensure the timely receipt of payments of charges on which deferrals are based. For students who have deferred outstanding charges, the repayment period should be for the shortest time period possible.
- d) **Period of Registration** Students register at the start of each period of study. The usual duration is one year at which point students are required to register again. The Fee Policy remains in effect for the duration of the period of registration.

- e) A New student can be defined as one of the following:
 - i. a student who starts a new programme at Victoria University in the current academic year and where the programme is at a different level (e.g. postgraduate, not undergraduate) from any programme taken during the previous academic year.
 - ii. a student who is continuing the same programme at Victoria University following an authorised break from study of more than two years.
 - iii. a student changing their mode of study (e.g. from full time to part time). This is distinct from changing to a part - time mode of attendance while still registered on a full-time programme.
 - iv. a student "topping up" a higher education qualification (e.g. from Foundation degree to an Honours degree) following a break in study of one year or more.
- f) A Continuing student can be defined as one of the following:
 - i. a student who is continuing the same programme at Victoria University as in the previous academic year or following an authorised break from study of less than two years.
 - ii. a student transferring programmes within Victoria University or transferring in from other HE Institutions and not changing their mode of study (e.g. from full - time to part - time).
 - iii. a student "topping up" a higher education qualification (e.g. from Foundation degree to an Honours degree) with no break in study.
- g) Academic year" –refers to a period of study consisting of two semesters, not necessarily consecutive, and any other additional period of study or research as may be prescribed in the regulations for a particular programme of study.
- h) "Fees" –refers to the amount of money paid by the student to the University for educational and other services provided by the University.
- i) "Instalment" –refers to payment of fees in parts within a specified period.
- j) "Refund" –refers to the money paid back to the sponsor as a result of a student withdrawal from the University, demise or overpayment of fees.
- k) "Semester" –refers to a period of study consisting of sixteen (16) weeks or its equivalent in contact hours
- l) Student" –refers to a person who is registered as a student of the University during a current academic year for a first or higher degree, diploma, certificate or such other qualification or course of the University as may be approved by the Senate as qualifying a person for the status of a student, but does not include a student of an affiliated institution who is registered for examinations leading to the degree, diploma, certificate and other academic award of the University.
- m) University" –refers to Victoria University

Fees payments

All students become liable to pay their full tuition fees from the first day of term on their programme subject to the conditions detailed in the section "Cancellation of Registration".

Mode of Payment

All the fees have to be deposited in the Accounts of the University with DFCU & GT Bank. Fees can be deposited in following mode:

In Cash or by Cheque: Can be deposited with any of the branches of DFCU and GT Bank across the country. Cheques will be subject to realization and any bank charges deducted on clearing of the cheque would be on students account. The University acknowledges the net amount received in the bank account.

Following is the account details:

DFCU BANK

1. For Full-time Courses (Degree, Diploma & Foundation):

- UGX A/c. No. 01 983 501 001 606
- USD A/c. No. 02 983 501 000 497

2. UGX A/ GT BANK

- USD A/c No. 02983501000551
- UGX A/c No. 01983501001768

By Transfer: From bank to bank to the University's Bank Account. T.T. remittance instructions are as attached.

For the convenience of the students who want to deposit their fees from South Sudan & Kenya can do so by depositing the amount in the University's Bank Account No. 1036 2008 35231 with Equity Bank branches in their countries.

Setting Tuition Fees Structure

Tuition fees are charged at a set rate based on one of the following:

- a) an annual 'per year' charge (pro rata if applicable)
- b) a programme of study charge
- c) the number of credits being studied

Students will be required to pay the fees applicable to their programme of study and fee charging pattern. Fees are determined based on the student's fee status and mode of attendance for each period of enrolment and the fee regime in force at their initial enrolment on a programme of study, subject to any changes outlined at

Tuition fees for the first year of study are stated in your offer letter.

Time Schedule

Students are advised to clear all their fees dues before the start of the semester. However, for those students who can't do so are allowed to deposit the fees in the following installments:

Installments	When To Pay	Percentage of Functional Fees	Percentage of Tuition Fees
1 st Installment	Beginning of semester	100%	33.33%
2 nd Installment	Mid of the Semester	-	33.33%
3 rd Installment	Week before exams	-	Balance 33.33%

Rebates/Penalties

- **Rebates**

Following Rebates will be given to participants who pay the fees at once.

Criteria	Discount
Full Fees paid for 1 year	5% on Tuition
Full Fees paid for 2 years	10% on Tuition
Full Fees paid for the whole programs	15% on Tuition

Participants will be eligible for only one rebate scheme at a time, the highest.

- **Penalties**

Students, who default in meeting the deadlines of the installments payment, will be penalized by \$5/- per month per delay in installment payments.

Changes to Fees

The University reserves the right to amend and alter its fees at any time following appropriate internal scrutiny and consultation.

Fee Increases

The University will not raise the fee for credits or a programme of study during the course of an academic year.

Changes to Fee Regime

There may be situations when a student's fee regime will change, for instance if they:

- complete or withdraw from an award where they have been charged under an earlier fee regime and later register on a new award under a new fee regime; or
- complete a mode shift; this means that a student switches from a full time award in a full time mode of attendance to a part time award in a part time mode of attendance. Mode shifting will normally cancel any transitional protections that are in place.

Refunds of Tuition, Fees, and Other Charges

- A student given permission to cancel his/her registration shall be liable for payment of tuition in accordance with the following schedule:

LIABILITY DURING INDICATED WEEK					
Length of Term	1st Week	2nd wk.	3rd wk.	4th wk.	5th wk.
Full Semester	0	30%	50%	70%	100%
6 week term	0	60%	80%	100%	
1 week term	100%				

- Approval of the cancellation of registration including the date it becomes effective, must be certified by the vice chancellor or designee
- No money shall be refunded unless application for refund is made within one year after the end of term for which the tuition requested to be refunded was paid to the University.
- The first day that classes are offered, as scheduled by the campus, shall be considered the first day of the semester.

Exceptions

- There shall be tuition or fee liability established for a student who withdraws prior to the end of an academic term/semester for whatever reason that may present itself.
- A student who is dismissed for academic or disciplinary reasons prior to the end of an academic term shall be liable for all tuition and fees due for that term.
- A student who cancels his/her registration in one course of the University and within the same semester registers for another course of the University, shall be entitled to full credit for tuition and fees paid for that semester.
- Tuition and fees collected in error or in amounts in excess of the required amounts should be refunded.

- e) Notwithstanding any other provisions for refund, when a student has withdrawn through circumstances beyond the student's control, under conditions in which the denial of refund would cause undue hardship, the vice chancellor or designee may, in his/her discretion, determine that no liability for tuition has been incurred by the student; this is **on condition that** the student has not completed more than one-half of the semester and has not received or will not receive academic credit for the semester, and that the request for refund is made within four months after the end of the semester in question.

Procedure for Providing a Refund Check to Students Who Withdraw or Have a Credit Balance on their Account

- a) Every effort is to be made to send refunds directly to the student at the address furnished by the student.
- b) If all or part of a refund is to be made to an assignee, a statement of assignment must be received and retained.
- c) Adequate records must be retained by the university for audit purposes, including the explanation for refunds that are allowable due to "conditions beyond the control of the student"

Items Covered

- a) The accounts to be collected under this procedure are those that represent authorized University charges such as tuition, fees, library book damage and equipment deposits or rental, and other charges owed to the University.
- b) Monies due to the auxiliary services entities and university-related foundations for expenses such as residence/accommodation charges where the University has entered into a subrogation agreement, assignment, or other contractual arrangement which allows the University to collect accounts owed to auxiliary services entities and foundations, may be collected under this procedure.
- c) Other monies due to the auxiliary services entities, foundations, alumni associations, and private companies which have supplied materials or services to students, student organizations, staff, etc., and where there is no subrogation or assignment agreement, are not considered University charges and are not to be included in the types of accounts collected as provided in this procedure.

Student Fee Liability

- a) Students retain ultimate liability for the payment of their fees, whether invoiced or not, including where sponsorship agreements have been approved.
- b) The University will ultimately always seek to recover fees directly from students in cases where payment from other approved sources is not forthcoming.

- c) The University reserves the right to take appropriate action against students who fail to pay their fees, or make satisfactory arrangements to pay in line with the Fees Policy (indicated under Refunds of Tuition, Fees, and Other Charges above).

Collection

A billing invoice or notice is the debtor's initial written notification that the debt is due. A billing notice must be dated and:

- a) Specify a payment due date.
- b) Define timely payment as payment in full on or before the payment due date.

Defaulting on payment and the collection policy

- a) Defaulting on payment not only results in the University charging late fees, but for continued non-payment you risk your place at University.
- b) If you cannot provide payment or proof of payment as required, then you will be considered to be in arrears and a defaulter.
- c) Where cheques, bank drafts or direct debits are returned unpaid on more than one occasion or where a direct debit instruction is cancelled (without good reason and sufficient prior notice to the Finance Department) then any remaining sums due for the year in question will be required to be paid immediately. This will include a \$20 administration charge which will be levied on the student's account, the student will be liable for any bank charges due to unhonoured cheques and bank drafts.
- d) Arrears action will be taken in accordance with the University's collection policy for continued default of payment. Reminders will be sent to you by letter of notice and through your University student email account if we have not received payment as expected or if we can't identify payments received. Reminders should not be ignored, even if you think it has been sent in error, please do get in touch with us.
- e) The University shall deny defaulting students university services including exams and assessments, Internet, parking, etc.
- f) A defaulting student shall retake the semester to which the debt is accrued.

Action taken by the University in relation to unpaid student academic fees can include:

- Withdrawal of IT facilities
- Withdraw of library facilities
- Withdrawal from Programme of Study
- Legal action
- Cancellation of continuous assessment records of a given semester.

Any former student (including students withdrawn due to non-payment of student academic fees) wishing to be considered for return to study must pay all fees, charges and any collection/legal costs before going through the normal application procedures.

Student accounts passed to a third party for collection and/or where legal action is initiated will incur the additional collection/legal costs

Retakes

- a) Students who have taken the original assessment and are taking a resit will be required to pay the appropriate fee. However, where a student has been granted the status of DNS (deemed not to have sat) as a result of a successful claim for extenuating/mitigating circumstances, no resit fee will be applied.
- b) A retake fee determined from time to time shall be levied to all those students who either fail a module at a given sitting or fail to take exams offered at that sitting during the semester.
- c) Students returning from suspension and who were charged for, but did not take, the original assessment will not be required to pay a further tuition fee for that assessment unless they are consuming further teaching. This does not apply to students who have taken the original assessment and are taking a resit.

Eligibility to sit for University examinations

The University Registrar's office in consultation with the University Bursar shall compile a list of bonafide students (students who are registered and have fully paid requisite fees for the semester) by the eleventh (11th) week of the semester. Only bonafide students shall be eligible to sit for University examinations. The list of bonafide students shall be published by the Finance Officer and made available to the faculty Deans/Heads of Departments and these lists shall constitute the examination attendance lists, and shall be used for issuance of examination cards.

Registration Guidelines

To be allowed to register, the student shall produce a valid fee statement from the finance office cleared for registration.

- a. University registration must be done within the first four (4) weeks of each semester. University registration entails paying requisite fees and signing nominal rolls at University Registrars' office and faculties.
- b. Registration for course units shall be done within the first four (4) weeks of the semester subject to the fulfilment of the faculty registration requirements.
- c. University and course registrations alone do not qualify a student to sit for the University examinations.

Court action

The University will, and does, take legal action against any student who does not pay their tuition fees and fails to respond to requests for payment. Such action may lead to a Court Judgment being registered and Bailiff's being asked to recover unpaid fees. This may also affect your credit rating and you may find it difficult to gain credit for six years.

Consequences of unpaid balance

Besides incurring late fees, students with an outstanding balance on their account are not eligible to register at the University or attend lectures, or access and use university services. No student may receive a degree, certificate of completion or transcript until all charges due to the university or any of its related divisions are paid in full.

Delinquent accounts may be transferred to private collection agencies for collection, and are subject to additional interest and/or collection charges.

If you have difficulties paying

- You must contact the University Bursar within 2 weeks of receiving the invoice by emailing bursar@vu.ac.ug or by telephone on +256 (0)417727007.
- You must set up a payment plan to pay all outstanding money which must include the payment of all outstanding money by the start of the final assessment of that academic year.

Implementation

Implementation of this policy shall be vested in the office of the Vice Chancellor.

Review

This policy shall be reviewed from time to time to incorporate emerging issues, but not later than three years.

Ratification

This Tuition and Fees Collection Policy has been ratified and signed during the 10th University Council Meeting held on 31st January 2018

Ratified and signed:

Chairman University

