

Collection, Fees and Refund Policy



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and Community Engagement

POLICY & PROCEDURES:

- Collection, Fees and Refund Policy



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Version Control & Sign-Off Sheet

Version Control			
Version	Change reference	Approval	Dates
1	Initial version	UC	3.1.2017
		BOT	17.1.2017
2	Minor Content Updates	UC	7.5.2018
		BOT	13.5.2018
3	Minor Content Updates	UC	11.2.2019
		BOT	13.2.2019



Collection, Fees and Refund Policy

1. Terms

- 1.1. University - Refers to Applied Science University.
- 1.2. Stakeholders – refers to staff, students, visitors, contractors and service providers
- 1.3. FAD- refers to the Financial Affairs Department at the University.

2. Policy statement

The main purpose of this policy is to outline the fee structure, refund and collection procedures to be applied with regard to student fees.

3. Scope

This policy / procedure covers various measures and steps to be taken by the FAD when students pay their fees, when students are delinquent in payment of their fees and when a student refund issue arises.

4. Definitions

4.1. **Overdue accounts**

Students accounts overdue for one day and above.

4.2. **Non Performing Accounts**

Students accounts overdue for 91 + days.

4.3. **Collections**

Responsible for the accounts for student fees for which payment is between 1 - 91 days overdue

4.4. **Students controlled payment mode**

Those students who are paying their fees through postdated cheques

4.5. **Sponsor controlled payment mode**

Those students for whom their sponsor is liable for paying their fees.

4.6. **Payment Plan:**

Overdue students' accounts for which the university's FAD has decided to reschedule payments in order to regularize the account.

5. Tuition Fees

5.1. College of Administrative Sciences:

كلية العلوم الادارية College of Administrative Sciences			
رسوم الساعات المعتمده Fees per Credit Hours	الساعات المعتمده Credit Hours	التخصص Programmes	الرقم N°
92.700 د.ب	135	البكالوريوس في المحاسبة Bachelor's Degree in Accounting	1
92.700 د.ب	135	البكالوريوس في ادارة الاعمال Bachelor's Degree in Business Administration	2
92.700 د.ب	135	البكالوريوس في العلوم المالية والمحاسبة Bachelor's Degree in Accounting and Finance Sciences	3
92.700 د.ب	135	البكالوريوس في نظم المعلومات الادارية Bachelor's Degree in Management Information Systems	4
92.700 د.ب	135	البكالوريوس في العلوم السياسية Bachelor's Degree in Political Sciences	5
144.200 د.ب	36	الماجستير في ادارة الاعمال Master's Degree in Business Administration	6
144.200 د.ب	36	الماجستير في ادارة الموارد البشرية Master's Degree in Human Resources Management	7
144.200 د.ب	36	لماجستير في المحاسبة والتمويل Master's Degree in Accounting and Finance Sciences	8

5.2. College of Law

كلية الحقوق College of Law			
رسوم الساعات المعتمده Fees per Credit Hours	الساعات المعتمده Credit Hours	التخصص Programmes	الرقم N°
92.700 د.ب	135	البكالوريوس في الحقوق Bachelor's Degree in Law	1
144.200 د.ب	36	الماجستير في القانون Master's Degree in Law	2
144.200 د.ب	36	الماجستير في القانون التجاري Master's Degree in Commercial Law	3

5.3. College of Arts & Science

كلية الاداب والعلوم College of Art & Science			
رسوم الساعات المعتمده Fees per Credit Hours	الساعات المعتمده Credit Hours	التخصص Programmes	الرقم N°
92.700 د.ب	135	البكالوريوس في علم الحاسوب Bachelor's Degree in Computer Sciences	1
92.700 د.ب	135	البكالوريوس في التصميم الجرافيكي Bachelor's Degree in Graphic Design	2
92.700 د.ب	132	البكالوريوس في التصميم الداخلي Bachelor's Degree in Interior Design	3

5.4. Hosted Programs

البرامج المستضافة من جامعة كارديف متروبوليتان			
Hosted Programmes from Cardiff Metropolitan University			
رسوم الساعات المعتمدة	الساعات المعتمدة	التخصص	الرقم
Fees per Credit Hours	Credit Hours	Programmes	N°
160 د.ب	135	بكالوريوس دراسات الأعمال والإدارة B.A. (Hons) Management and Business Studies	1
160 د.ب	135	بكالوريوس المحاسبة والتمويل B.A. (Hons) Accounting and Finance	2

البرامج المستضافة من جامعة لندن ساوث بنك			
Hosted Programmes from London South Bank University			
رسوم الساعات المعتمدة	الساعات المعتمدة	التخصص	الرقم
Fees per Credit Hours	Credit Hours	Programmes	N°
180 د.ب	150	بكالوريوس هندسة مدنية وإنشاءات B.Eng. (Hons) Civil and Construction Engineering	1
180 د.ب	150	بكالوريوس هندسة التصميم المعماري B.Eng. (Hons) Architectural Design Engineering	2

6. Other Fees

6.1 Bachelor Degree Other Fees.

Bachelor Degree Other Fees:	الرسوم الأخرى لدرجة البكالوريوس
1) 10 BHD Application fee (paid once)	1) 10 د.ب رسم تقديم طلب الالتحاق لمرة واحدة .
2) 100 BHD Registration fee (paid once; 110 BHD for Hosted Programmes)	2) 100 د.ب رسم تسجيل لمرة واحدة فقط (110 د.ب بالنسبة للبرامج المستضافة).
3) 100 BHD Labs' fees per first and second semester for Computer Science, Interior Design and Graphic Design students.	3) 100 د.ب رسم مختبرات فصلية لكل من الفصل الأول والفصل الثاني لطلبة تخصصات علم الحاسوب، والتصميم الداخلي والتصميم الجرافيكي .
4) 50 BHD labs' fees per summer Semester for Computer Science, Interior Design and Graphic Design students.	4) 50 د.ب رسم مختبر للفصل الصيفي لطلبة تخصصات علم الحاسوب والتصميم الداخلي والتصميم الجرافيكي.
5) 5 BHD fees for English language placement test.	5) 5 د.ب رسم اختبارات فحص مستوى اللغة الإنجليزية.
6) 5 BHD fees for an official academic transcript.	6) 5 د.ب رسم استخراج كشف الدرجات الرسمي .
7) 5 BHD fees for issuing a graduation certificate.	7) 5 د.ب رسم افادة التخرج.
8) 5 BHD fees for a duplicate official academic transcript.	8) 5 د.ب رسم تصديق صورة طبق الاصل عن كشف الدرجات الرسمي .
9) 5 BHD fees for issuance student bona fide official student certificate.	9) 5 د.ب رسم افادة اثبات طالب .
10) 10 BHD fees for course equivalence procedure.	10) 10 د.ب رسم اجراء معادلة مقررات .
11) 10 BHD fees for appealing a final grade per course.	11) 10 د.ب رسم طلب التظلم لمراجعة الامتحانات النهائية للمقرر الواحد.
12) 30 BHD Fees for submission of an incomplete exam (a valid excuse should be submitted in accordance with the procedures established in the University Regulations).	12) 30 د.ب رسم امتحان تقديم غير مكتمل (شرط توافر عذر مقبول بحسب اللوائح المعمول بها في الجامعة).
13) 5 BHD fees to issue a new ID card or a replacement.	13) 5 د.ب رسم اصدار هوية جامعية جديدة او بدل فاقد .
14) 10 BHD for each extra copy of the graduation transcripts and certificate.	14) 10 د.ب رسم كشف علامات تخرج وافادة تخرج عن كل نسخة اضافية.
15) In cases where a student loses or damages a book borrowed from the University Library, the fee applied is twice the price of the borrowed book	15) ضعف مبلغ الثمن : رسم اتلاف او ضياع الكتب المستعارة من قبل الطالب.
16) 150 BHD graduation fees + graduation certificate Arabic – English + yearly book.	16) 150 د.ب : رسم تخرج + افادة تخرج عربي – انجليزي + الكتاب السنوي
17) 25 BHD graduation robe fees.	17) 25 د.ب : ثمن الروب الجامعي للتخرج
* The newly-admitted student pays 650 BHD non-refundable for seat reservation and it consists of the following fees:	* يدفع الطالب المستجد لحجز المقعد في الجامعة مبلغ وقدره (650) ستمائة وخمسون دينار بحريني غير مستردة والمتضمنة ما يلي:
a) 10 BHD one-time fee to submit the application (mentioned in item (1) above).	أ- 10 د.ب رسوم تقديم طلب الالتحاق للمرة الواحدة (البند رقم 1 أعلاه).
b) 100 BHD one-time registration fee (mentioned in item (2) above).	ب- 100 د.ب رسوم تسجيل لمرة واحدة فقط (البند رقم 2 أعلاه).
c) 5 BHD fee to issue a new university ID card (mentioned in item (13) above).	ج- 5 د.ب رسوم اصدار هوية جامعية جديدة (البند رقم 13 أعلاه).
d) 535 BHD part of the tuition fees of the admissions semester.	د- 535 د.ب جزء من رسوم الساعات الدراسية المعتمدة لفصل القبول

6.2 Master Degree Other Fees.

Master Degree Other Fees:	الرسوم الأخرى لدرجة الماجستير
1) 10 BHD Application fee (paid once).	1) 10 د.ب رسوم تقديم طلب الالتحاق لمرة واحدة.
2) 250 BHD registration fee for first and second semesters.	2) 250 د.ب رسوم التسجيل الفصلي لكل من الفصل الاول والفصل الثاني
3) 125 BHD registration fee for the summer semester.	3) 125 د.ب رسوم تسجيل الفصل الدراسي الصيفي.
4) 5 BHD fees for English language placement test.	4) 5 د.ب رسوم اختبارات فحص مستوى اللغة الانجليزية.
5) 5 BHD fees for an official academic transcript.	5) 5 د.ب رسوم استخراج كشف الدرجات الرسمي.
6) 5 BHD fees for issuing a graduation certificate.	6) 5 د.ب رسوم افادة التخرج.
7) 5 BHD fees for a duplicate official academic transcript.	7) 5 د.ب رسوم تصديق صورة طبق الاصل عن كشف الدرجات الرسمي
8) 5 BHD fees for issuance student bona fide official student certificate.	8) 5 د.ب رسوم افادة اثبات طالب.
9) 10 BHD fees for course equivalence procedure.	9) 10 د.ب رسوم اجراء معادلة مقررات.
10) 10 BHD fees for appealing a final grade per course.	10) 10 د.ب رسوم طلب التظلم لمراجعة الامتحانات النهائية للمقرر
11) 30 BHD Fees for submission of an incomplete exam (a valid excuse should be submitted in accordance with the University's Regulations).	11) 30 د.ب رسوم امتحان تقديم غير مكتمل (شرط توافر عذر مقبول الواحد).
12) 5 BHD fees to issue a new ID card or a replacement.	12) 5 د.ب رسوم اصدار هوية جامعية جديدة او بديل فاقد .
13) 10 BHD for each extra copy of the graduation transcripts and certificate.	13) 10 د.ب رسوم كشف علامات تخرج وافادة تخرج عن كل نسخة اضافية.
14) In cases where a student loses or damages a book borrowed from the University Library, the fee applied is twice the price of the borrowed book.	14) ضعف مبلغ الثمن : رسم اتلاف او ضياع الكتب المستعارة من قبل الطالب.
15) 150 BHD graduation fees + graduation certificate Arabic – English + yearly book.	15) 150 د.ب : رسم تخرج + افادة تخرج عربي – انجليزي + الكتاب السنوي
16) 25 BHD graduation robe fees.	16) 25 د.ب: ثمن الروب الجامعي للتخرج
* The newly-admitted student pays 650 BHD non-refundable for seat reservation and it consists of the following fees:	* يدفع الطالب المستجد لحجز المقعد في الجامعة مبلغ وقدره (650) ستمائة وخمسون دينار بحريني غير مستردة والتي تشمل ما يلي:
a) 10 BHD one-time fee to submit the application (mentioned in item (1) above).	أ. 10 د.ب رسوم تقديم طلب الالتحاق للمرة الواحدة (البند رقم 1 أعلاه).
b) 250 BHD registration fee for the admissions semester (mentioned in item (2) above).	ب. 250 د.ب رسوم تسجيل الفصلي عن فصل القبول (البند رقم 2 أعلاه).
c) 5 BHD fee to issue a new university ID card (mentioned in item (12) above).	ج. 5 د.ب رسوم اصدار هوية جامعية جديدة (البند رقم 12 أعلاه).
d) 385 BHD part of the tuition fees of the admissions semester.	د. 385 د.ب جزء من رسوم الساعات الدراسية المعتمدة لفصل القبول.



7. Fee Payment and Refund Policy

7.1. All the other fees listed in the “Other Fees” table are “Non-Refundable” and “Non Transferable”.

7.2. The tuition fees only are refundable as follows:

Withdrawal dates from the University	Refund % given
One week before the first day of classes	100% of total Tuition Fee only
Before the end of the first week of classes	100% of total Tuition Fee only
Before the end of the second week of classes	75% of total Tuition Fee only
Before the end of the third week of classes	50% of total Tuition Fee only
Before the end of the fourth week of classes	25% of total Tuition Fee only
After the fourth week of classes 0% of total Tuition Fee only	No Refund

Note: 1. the above table is not applicable in Summer Semesters.

2. The first day of classes is as determined by the Academic Calendar

7.3. The total number of credits registered will determine the final fee.

7.4. The Registration fee must be paid before the commencement of classes.

7.5. Cancellation of registration may be applicable for students who do not pay their tuition fees before the commencement of the semester.

7.6. The following may be applicable for student(s) with outstanding fees until all dues are paid:

7.6.1. Denied the right to attend classes.

7.6.2. Denied for mid-term exams.

7.6.3. Denied for final examinations.

7.6.4. Denied future Registration for any course(s).

7.6.5. Denied from issuance of transcripts.

7.6.6. Withhold the degree(s) of a non-paying student(s) until all his/her dues are paid in full.



- 7.7. Methods of payment:
- 7.7.1. Cash.
 - 7.7.2. Cheque.
 - 7.7.3. Electronic (Online and credit card payments).
- 7.8. Only the Bahraini currency will be accepted when making a payment unless otherwise approved by the Director of Admin & Finance.
- 7.9. A payment plan can be worked out by visiting the FAD.

8. Lateness & Bucket Definitions:

All students accounts overdue by one (1) day shall be categorized as overdue. All overdue accounts shall be categorized into different time buckets based on the number of days for which the fee has been overdue from the earliest unpaid instalment as detailed below:

Bucket	Overdue Days	Action
Bucket 1	1-30	Mail first overdue letter and send an email to the student/sponsor
Bucket 2	31-90	Mail second and final overdue letter and email with reference to the University's legal office.
Bucket 3	91 +	Complete appropriate submittal forms and send to the University's Legal Office. Refuse additional services to the delinquent debtor in accordance with point "7.6" of this policy. After 45 days from the date sent to the University's Legal Office, a decision will be made on how to proceed with the account. The account may be assigned to a state contracted collection agency.

Note: The Director reserves the right to alter the aging buckets periods.



Collection, Fees and Refund Policy

9. Applicability

This policy is applicable to:

- 9.1. Overdue accounts
- 9.2. Non-Performing accounts
- 9.3. Students' controlled payment mode
- 9.4. Sponsor controlled payment mode

10. Responsibilities

- 10.1. On a monthly basis, the accounts department will generate/ request a report listing all student overdue accounts.
- 10.2. The Director of Administration and Finance (or as designated) will group the accounts according to the predefined aging buckets in accordance with point "8 of this Policy..
- 10.3. Within the first week of every month, Accounts Officers will arrange to send an SMS to students and sponsors as follows:
 - 10.3.1. Student controlled payment mode: overdue by 31+ days and above
 - 10.3.2. Sponsor controlled payment mode: overdue by f 91+ days and above
- 10.4. Collection procedures will be implemented on accounts in Bucket 2 and above.
- 10.5. The follow up will start through reviewing the student / sponsor account details and profile in the system to identify any irregularities prior to contacting the student / sponsor by phone.
- 10.6. Accounts officers will contact the customer by phone to identify the reason for the delay and update the database accordingly. Accounts with higher overdue amounts will be given priority in terms of follow up.
- 10.7. If the student / sponsor is not reachable or not cooperating with the university, this student / sponsor will be classified as either "un-cooperative" or "Unreachable", and a letter will be sent to the student / sponsor on the latest address provided by them within 10 days from identifying the customer as non-cooperative or unreachable.
- 10.8. If no feedback is received on the letter within 15 days, the case will be forwarded to the university's legal office for conducting site visits to client premises and reporting the matter to the Director of Administration and Finance.