



Student Fee Payment Terms and Fee Management Policy

Trinity vision to have all student payments (Fees, Accommodation, Library, Day Nursery etc) collected in one place through the student account can be achieved through the implementation of SITS by the Genesis project team. The centralised student account in SITS should facilitate the payment of all refunds, awards, prizes and other payments to students.

Currently there are a number of separate policies and procedures across the collection offices in each area of Trinity and these should be brought together to set up a single point within College for the collection of all types of student payments through the central student account. The management of student payment collection and any payments to students can be accommodated through the Student Finance function (formerly the Student Fees Office). It is our view that the current policy and procedures in place for the collection of student fees as far as possible should drive the policy and procedures in relation to all types of student payments, for example if a student owes more than €100 no matter what type of balance, the student cannot register, get exam results or graduate.

General Principles

Trinity policy is to take firm, fair and timely steps to recover all monies it is owed by students. Trinity will engage with students in trying to find a solution to any payment issues

- Students are responsible for making arrangements to ensure that their fees and other payments (accommodation, library, nursery, fines etc) are paid whether through sponsorship or paying themselves.
- It is the student's responsibility to inform the College of any sponsorship or fees award (including if they are supported by Fee Remission Scheme, US Government loan 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 immediately.
- Trinity College reserves the right to decide what acceptable sponsorship is, normally a Government or very large commercial organisation and whether the student should, in fact, be regarded as self-funding for payment purposes.
- Any monetary awards or prizes except hardship funds a student receives should only be paid through the student account in SITS and this will be withheld and/or offset against any payment outstanding with College.
- Any payment received will be automatically allocated against the oldest balance on the account unless a student specifies it is against a particular balance amount. 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 function's website and the student portal.
- College will charge penalties or other sanctions to students who do not pay on time. These include the withdrawal of academic services, exclusion from graduation and withholding of academic awards and results.

- Any student returning to their next year of study must clear all balances greater than €100 before they can register.
- If any balance greater than €100 remains unpaid at the time when a student enters for the last examination necessary to qualify for an award of the College, the award will not be conferred and no certificate in respect of the award will be issued until the payment has been paid in full.
- Students returning to Trinity after a period of time must have paid all outstanding balance greater than €100 before they can register.
- Deposits used for a specific type of balance, example accommodation deposits can only be used to pay that specific balance.

The specific policies for fees, accommodation and other balances are set out in appendix 1, 2 and 3

Support to Students

In applying the policy, Trinity will at all times seek to be sympathetic to individual students' financial circumstances. However, for Trinity to do so, students must engage in dialogue with the University if they are experiencing difficulties. Students experiencing difficulties in paying any balance should seek help at the earliest opportunity by contacting the appropriate office within College like the Senior Tutor for hardship funds or the Student Finance or Accommodation for possible short term payment rescheduling within the academic year.

Appendix 1

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Billing of Students and Summary of Late Payment Charges and reminders

Student payment collection penalties are set out the GeneSIS/Tribal design document in appendix 3, these were approved by Finance Committee in June 2012. A summary of the key billing, reminders and late payment charges are set out in the table below:

		Sent:	Format:
1	Student informed of balance due together with due date	30 days prior to due date (i.e. 31st December)	Email and alert to portal. Text message also if possible.
2	Reminder of balance due + penalty for late payment	7 days prior to due date (i.e. 24th January)	Email and alert to portal. Text message also if possible.
3	Student informed late payment penalty (€212) applied to their account and reminder of balance due + further penalty of €146 if not paid by 28th Feb	Due date +21 days (i.e. 21st Feb)	Email and alert to portal. Text message also if possible.
4	Student informed additional late penalty (replacement) charge of €146 applied to their account	Due date +49 days (i.e. 18th Mar)	Email and alert to portal. Text message also if possible.

Payment collection – Non-Financial Penalties

Student payment collection non financial penalties are set out the GeneSIS/Tribal design document in appendix 3, a summary of the key non financial penalties are set out below:

1. Exam Results

Exam results are withheld when a student has failed to clear their financial account. This penalty is applied to all students.

This process will be automated in SITS

2. Registration For Following academic Year

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 process will be automated in SITS

3. Graduation withheld

A student who fails to clear their financial account within a specified timeframe before graduation will not be scheduled for conferral. Current College practice requires all debt of greater than €50 to be paid in full.

This process will be automated in SITS

Review and Monitoring of Outstanding Payments

Monthly review as part of Student Finance monthly reporting of outstanding student payments will be undertaken by the Student Finance team with oversight by the Treasurer's Office.

Collection of overdue Payments

Three SITS generated overdue balance emails will be issued to students as follows:

- If the balance is overdue by more than 21 days a first reminder is sent, the email sets out the penalty due and sanctions if not paid
- If the balance is overdue by more than 49 days a second reminder is sent, the email sets out the penalty due and sanctions if not paid
- If the balance is overdue by more than 90 days a third reminder is sent, the email sets out the penalty due and sanctions if not paid and warns the student if the balance is not paid within 30 days (120 days outstanding) further action will be taken to recover the debt.
- If the student has completed their studies and the debt is overdue by more than 120 days the balance maybe handed to a collection agency
- The final option for College in the event of non payment is to initiate legal proceedings against a student

Disputes

Any disputes or appeals should be escalated to the Manager of the Student Finance function.

Bad Debt Write Offs

If a bad debt write off is required it must be recommended by the Student Finance Manager and approved by a senior manager in the Treasurer Office and with consent of the area which originated the balance outstanding.

Payment Plans or Other Special Arrangements

The student finance manager with approval of a senior manager from the Treasurer Office or appropriate delegate may in special circumstances approve a collection or repayment agreement within the academic year outside standard payment terms.

Student contribution

The same penalties and procedures will apply to the payment of the student contribution charge in 2 instalments as those for the late payment of fees.

Appendix 2

Accommodation Balances

The Accommodation Office will be responsible for issuing the initial invoice/email to notify students of the amount due. This balance will be interfaced to the student account in SITS, the Student Finance function will be responsible for the collection of this balance through the use of the payment collection procedures, reminders, penalties etc as set out in appendix 1 for student fees. All queries and disputes 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 by accessing:

<http://www.tcd.ie/accommodation/StudentsandStaff/UsefulInformation/LivinginRooms/Booklets/>

Normal terms of trade are contained in the Conditions of Occupancy sections 5, 7 and 8

Rent payments are due at the beginning of each Semester.

In the event of late payment, the financial and non financial penalties set out in appendix 1 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 or the other financial and non financial penalties as set out in appendix 1, 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.

Special payment schedules may be agreed by the Accommodation Office where residents are having difficulties meeting College payment dates.

If the student has completed their studies and the debt is overdue by more than 120 days the balance maybe handed to a collection agency. The final option for College is to initiate legal proceedings against a student

Any deposits taken from students will be ring fenced for accommodation purposes only and cannot be used against any other balance unless all accommodation balances has been cleared in full

Library Balances

It is envisaged once the functionality is in place to collect other student payments that the Library will be responsible for issuing the initial invoice/email to notify students of the amount due. This balance will be interfaced to the student account in SITS, the Student Finance function will be responsible for the collection of this balance through the use of the payment collection procedures, reminders, penalties etc as set out in appendix 1 for student fees. All queries and disputes in relation to the balance are to be handled by the Library.

Crèche/Day Nursery Debt

It is envisaged once the functionality is in place to collect other student payments that the Crèche/Day Nursery will be responsible for issuing the initial invoice/email to notify students of the amount due. This balance will be interfaced to the student account in SITS, the Student Finance function will be responsible for the collection of this balance through the use of the payment collection procedures, reminders, penalties etc set out in appendix 1 for student fees. All queries and disputes in relation to the balance are to be handled by the Crèche/Day Nursery.