



Student Fee Refund Policy

[REV002]

Department	: Finance
Policy owner	: Chief Financial Officer
Responsible for update	: Director responsible for Student Fees
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Acronyms

CFO	Chief Financial Officer
EFT	Electronic Funds Transfer
HOD	Head of Department
IAPO	International Academic Programmes Office
ID	Identification e.g. SA Identity document or passport (if international)
POP	Proof of Payment
SADC	Southern African Development Community

1. Objective

The objective of this policy is to ensure that the University:

- delivers a standard, transparent, effective and efficient student fee refund process; and
- complies with the requirements of the National Credit Act.

2. Scope

This policy covers all Student Fee accounts, with a credit balance or amounts authorised to be refunded, on request.

3. Applicable to

This policy is applicable to:

- all students (past and current), applicants, fee payers, including external sponsor; and
- all Student Fee Accounts with a credit balance or amounts authorised to be refunded, on request.



Students include all international and SADC students.

4. Definitions

Term	Description
Charge to a Student Fee account	All amounts owing by the student, including Academic Fees, Residence Fees, Student Clubs and Societies.
Credit balance	Refers to amounts due back to the payee, based on amounts received in excess of amounts charged.
Fee payer	The person or entity who pays amounts into the Student Fee account.
Non-registered students	Applicants and past students who do not have active PeopleSoft access.

Term	Description
PeopleSoft	UCT Student Administration system, which includes the Student Fee account.
Permission letter	Letter provided by the sponsor or fee payer, stating to whom the monies must be refunded.
Registered	Refers to students with an active PeopleSoft account.
Student Fee account	The UCT PeopleSoft Fee account which accumulates all charges (e.g. Academic Fees, Residence Fees, UCT Clubs and Societies) as well as payments and Fee adjustments.

5. Policy

- The University will:
 - ensure students have an option to leave credit balances (excess payments) on their Student Fee account to be carried over to the following academic year to offset future charges, and
 - develop and make publicly available the eligibility requirements for Student refunds.
- Refunds less than R100 will not be processed.
- The University reserves the right to delay the processing of refunds during certain periods of the year (e.g. during registration, curriculum change periods).
- The University will take due care and diligence in processing the refund but takes no responsibility for incorrect banking details provided by the student or fee payer or sponsor. It remains the responsibility of the student to ensure that banking details provided are correct and validated.
- With online credit card payments received, refunds will be processed back to the original credit card, provided it is requested within the 6 (six) month period.
- For non-registered students, refunds will only be made to the original payee.

- A student who has a Student Fee account credit, will not be refunded within a period of 14 (fourteen) days from the date the payment was credited to their Fee account.
- A refund can only be repaid based on monies received by the University, resulting in the credit balance on the Student Fee account.

6. Roles and responsibilities

6.1 Students and applicants

- If eligible, a Student Refund Request ([FEE05](#)) form must be submitted, together with the permission from the fee payer and any other documents required by the University.



No refund will be process if supporting documentation is not received.

- Students must always clear, in writing, with the sponsor regarding credits to be refunded e.g. when courses are dropped, or residences and meal plans are cancelled as per agreed rules.
- Students who are receiving Financial Aid or Postgraduate Funding must contact the appropriate Funding Office to establish eligibility for a refund.
- It is the student's responsibility to ensure the banking details are correctly loaded and updated, if applicable, on PeopleSoft. The University takes no responsibility for incorrect banking details provided by the student or fee payer.
- Non-registered students must complete the form containing the Student Bank Account details ([ACA03](#)) and forward to the email address on the form with proof of banking details.
- Where students are unable to complete the refund request due to incapacitation, then this may be completed by the fee payer, with the required supporting documentation. The fee payer must include details of the relationship with the student. The appropriate proof must be provided of the student's incapacity.

6.2 External sponsors

- If the student is eligible for a refund, the sponsor must provide a permission letter, stating to whom the monies must be refunded.

6.3 The University



'The University' includes the Fees office, Financial Aid office, Postgrad Funding office, IAPO and Debtors.

- The University will
 - review the Fee account for eligibility;
 - request additional supporting documentation if required;
 - obtain approvals from the relevant offices e.g. IAPO for international students; and
 - ensure that once payment has been made, the proof of payment will be forwarded onto the fee payer where required.

7. Procedures

7.1 Local and international students

- Registered students requesting a refund must:
 - complete the Student Refund Request form ([FEE05](#)) and
 - update their banking details on PeopleSoft.
- Non-registered students requesting a refund must:
 - complete the Student Refund Request form ([FEE05](#)) with all required supporting documentation;
 - complete the Student Bank Account details form ([ACA03](#)), with the required bank confirmation;
 - forward a signed permission letter from the fee payer;
 - provide Proof of Payment; and
 - provide an ID copy.



All international student refunds must be authorised by IAPO, who will assist with payments into foreign bank accounts.

7.2 External sponsors

- All excess monies received from sponsors will be refunded back to the same account from where it was paid unless there are separate bank accounts for incoming and outgoing payments.
- The sponsor needs to provide the required information to process the refund as follows:
 - a letter on a company letterhead or an email requesting the refund and reason for the refund; and
 - Proof of Payment/audit report or copy of bank statement reflecting the payment made to UCT; and
 - confirmation of bank details with bank stamp not older than 3 months; and
 - where separate bank accounts are used for incoming and outgoing payments, a letter confirming the separate bank accounts is required.

7.3 Refund processing times

- Registered students have access to change banking details on PeopleSoft.
- Once the completed Changing of Banking details form (ACA03), with supporting documentation is received, the banking details will be captured on the system.
- After the completed Student Refund Request (FEE05) form is received and approved, with all required supporting documentation attached, the refund will be processed within 3-5 working days.



Payments into foreign bank accounts may take longer to reflect, depending on the foreign processing times.

7.4 Refund payment methods

- All refunds will be made in the same way the original amounts were received e.g. credit card payments will be refunded back to the same credit card.

8. Related Legislation, Policies, Guidelines and Practices

This includes but is not limited to:

- Delegation of Authorities [[GEN002](#)]
- Student Fee Debt Management Policy
- [Fees Handbook](#)
- [Fees FAQ: Sundry fees and credit balances](#)
- [National Credit Act](#)
- [Guidelines: Consumer Protection Act](#)

9. Implementation Responsibility

The Fees office is responsible for the implementation of the Student Refund policy and ensuring that the policy is publicly available.

10. Contact

UCT Fees Office

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