

# Tuition Refund Policy and Procedure

|                           |                |
|---------------------------|----------------|
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| <b>OPERATIONAL OWNER:</b> | Finance Office |
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## Version History

| VERSION | DESCRIPTION                                                                  | AUTHOR          | APPROVAL  | EFFECTIVE DATE |
|---------|------------------------------------------------------------------------------|-----------------|-----------|----------------|
| V1      | Creation of policy                                                           | Maria Grima     | Jan 2021  | Jan 2021       |
| V2      | To be updated with the current ITS procedures and to include Training School | Sharon Farrugia | July 2025 | July 2025      |
| V3      | Minor updates on policies                                                    | Sharon Farrugia | June 2026 | June 2026      |

## Related Policies

Rules & Regulations  
ITS Policies and Procedures

## External Refences

Identity Malta VISA requirement  
Malta Competition and Consumer Affairs Authority (MCCAA)

## Definitions

|                                                  |                                                                   |
|--------------------------------------------------|-------------------------------------------------------------------|
| Full-time & Part-time programmes                 | Programmes offered by the Institute of Tourism Studies            |
| Courses & awards, and industry training programs | Programmed offered by the ITS – Training School                   |
| Registration Fee                                 | Fees paid part of the registration which is mostly non-refundable |
| Administration Fees                              | Fee paid for service which is non-refundable                      |

## Abbreviations

|     |                                |
|-----|--------------------------------|
| ITS | Institute of Tourism Studies   |
| MQF | Malta Qualifications Framework |

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## A. Policy and Procedure

### 1. Policy

This policy outlines the procedure for paying and refunding tuition fees across all courses offered by the Institute of Tourism. This includes full-time, part-time, short courses & awards, and industry training programs

### 2. Registration fee

- 2.1. Upon application stage all students applying for a full-time and part-time course will be charged a registration fee.
- 2.2. Registration Fee for Short and Tailor-made programs are included in the price
- 2.3. The registration fee is non-refundable and may not be transferred to another term or course.

### 3. Institute of Tourism Studies -Full time & Part-time Programmes & Awards

#### 3.1. Tuition Fee

- 3.1.1. Tuition fees can be found on the Institute of Tourism Studies website. Tuition fees are charged per semester.
- 3.1.2. Students are required to pay the fees prescribed for the semester in which they are studying by the payment due date. The payment due dates for these students shall be as stated on the invoice document.

#### 3.2. Payment in Instalments

- 3.2.1. If the student wishes to pay in instalments, they need to be aware of the following conditions:
  - 3.2.1.1. First Semester of the course is paid in full before commencement of the course as per Rules and Regulations section 15.4.
  - 3.2.1.2. The fee of the course will increase by 5% for the period agreed to be covered by instalments
  - 3.2.1.3. To be paid within a maximum of three instalments.
  - 3.2.1.4. An administrative fee of €50 will be charged for each instalment.

### **3.3. Repeat Module or Year**

#### **3.3.1. Third Country Nationals:**

3.3.1.1. The student will pay for repeat module if they are repeating a module.

3.3.1.2. The student will be asked to pay pro-rata if they are required to repeat a year.

#### **3.3.2. Maltese and EU National Students**

##### **3.3.2.1. Studying a Full time Programme MQF level 2-6**

3.3.2.1.1. Students will pay for the module if they are repeating a module for the third time.

3.3.2.1.2. Students will pay for both semesters in advance, if they are repeating an academic year for the third time.

##### **3.3.2.2. Studying a full time at Programme MQF level 7 or Part time programmes**

3.3.2.2.1. The student will pay for repeat module if they are repeating a module.

3.3.2.2.2. The student will be asked to pay pro-rata if they are required to repeat a year.

### **3.4. Additional optional fees**

3.4.1. Should a student request to attend a module beyond their standard course curriculum, an additional fee for that module will apply pro-rata based on the MQF and number of ECTS in the module.

### **3.5. Refund of Tuition fees**

3.5.1. Students applying for a full-time or part-time course can withdraw at any time. If the cancellation occurs within the 14-day cancellation period and is not within two weeks of the program's start date, students will receive a full refund of the course fee, less the registration fee.

3.5.2. In the case of International Students where a registration fee has been paid; registration fee is non-refundable for students who choose to withdraw their application. It may be transferred to another course of the applicant's preference. This must be done prior to the closing date of the

international application period. This applies to all courses offered by the Institute of Tourism Studies to International Students.

- 3.5.3. A full refund of fees, including the registration fee will be refunded when the Institute of Tourism Studies is unable to provide the programme in which the student is enrolled.
- 3.5.4. When a student withdraws from a programme by not later than the end of the first semester and has paid his/her annual tuition fees in full, the commencement of the academic year, will be refunded for the remaining semesters less an administrative charge of Euro 50.00.
- 3.5.5. Refund of tuition fees following withdrawal from a programme, will only be considered if the Institute of Tourism Studies receives written notification of withdrawal from the student. In such cases, students are to send a written letter or an e-mail, to the Registrar's Office. The date of the receipt of the letter/email will be deemed the effective date of withdrawal for the purposes of calculating fee liability and eligibility for a refund.
- 3.5.6. If a student is granted a suspension of studies, any fees paid for the suspension period will not be refunded but will be carried forward for when the student resumes his studies. If in the interim the fees increase, the student will need to pay the difference.
- 3.5.7. A full refund, minus the registration fee, will be refunded to international students who were refused a visa on presentation of their visa refusal letter.

## **4. Training School - Short Courses & Awards**

### **4.1. Tuition Fee**

- 4.1.1. Fees for short courses are established on a course-by-course basis.
- 4.1.2. Fees for a short course are to be paid 5 days before commencement day of the course.
- 4.1.3. Should a student apply for a short course less than 5 days before its commencement, immediate payment of the fee will be required.

## **4.2. Refund**

- 4.2.1. If a student wishes to withdraw from a course, the refund will be issued in form of a credit note which can only be utilised for another short course. If the student drops out on the same day of the course they will be refunded only 50% of the course fee in credit which also can be utilised for another short course.
- 4.2.2. Refund of tuition fees following withdrawal from a programme, will only be considered if the Institute of Tourism Studies – Training School receives written notification of withdrawal from the student. In such cases, students are to send a written communication, to the Training School's Office. The date of the receipt of the written communication will be deemed the effective date of withdrawal for the purposes of calculating fee liability and eligibility for a refund.
- 4.2.3. If a scheduled course has been rescheduled by ITS, students who are unable to attend the rescheduled date will be entitled to a full refund. The student must notify the Institute of Tourism Studies – Training School within 2 working days of being informed of the new date to confirm that they are unable to attend. Once the 2-working-day window has lapsed without notification, no refund will be issued unless the conditions set out in clauses 4.2.1 and 4.2.2 apply.

## **5. Training School - Industry Training**

### **5.1. Tuition Fee**

- 5.1.1. Fees for industry training programme/course are required to be paid 50% on booking and 50% pre commencement.

### **5.2. Refund**

- 5.2.1. If an organisation or a company, does not wish to go ahead with the industry training programme/course the 50% paid during booking will not be refunded.

## **6. Payment of Fees**

### **6.1. Payment of Fees may be affected as follows:**

- 6.1.1. Online through the website using the Payment Portal

- 6.1.2. By bank transfer through internet banking
- 6.1.3. By Credit card at the Finance office
- 6.1.4. Bank draft payable to the 'Institute of Tourism Studies'
- 6.1.5. By cheque made payable to the 'Institute of Tourism Studies'

**6.2. All payments must be accompanied with the following details:**

- 6.2.1. Name and surname of student
- 6.2.2. Student Code or ID Card Number or Passport number
- 6.2.3. Title of programme paid for; and
- 6.2.4. Email to which receipt will be sent.
- 6.3. An official receipt will be issued by the Finance Office for all payments received.
- 6.4. It is the student's responsibility to keep and produce evidence, when required, of all payments made since the commencement of the programme.

**6.5. Exemption of Fees**

- 6.5.1. An exemption from payment of tuition fees may be requested from the Ministry of Education through an "Application for the Exemption from the Payment of Institute of Tourism Studies fees".
- 6.5.2. Until the request for exemption is approved by the Ministry of Education the student shall retain full responsibility of any outstanding fees.
- 6.5.3. Should the Minister of Education refuse a request for exemption from payment of tuition fees, the student will become personally liable for the payment of any outstanding amount in accordance with this policy.
- 6.5.4. If the student is approved for an exemption of fees, the student will be refunded of all fees that they paid, minus the registration fee.

## **7. Transfer, Suspension and Extensions of Programmes**

- 7.1. This applies only for full-time and part-time programmes.
- 7.2. Students who wish to transfer from one programme of studies to another should send a written communications to the Registrar's Office by the third week from the start of their programme of studies.

In a situation where the new programme of studies is less expensive than the programme originally enrolled to, no refund will be issued for the difference in tuition fees. Instead, the difference between the paid tuition fees and the tuition fees for the new programme will be carried forward to next semester.

On the other hand, where the new programme of studies is more expensive than the programme originally enrolled in, the student will need to pay the difference in tuition.

- 7.3. In the event that a student wishes to terminate their studies, a written communication is to be sent to the Registrar's Office.
- 7.4. When the student rejoins a program after a suspension, they'll be subject to the fees applicable in the year they continue their studies.

## **8. Cancellation, withdrawal of a programme/ Awards or Courses**

- 8.1. The Institute of Tourism Studies reserves the right to cancel any programme, awards or courses. Students will be notified via an official e-mail by the Registrar's office or from ITS Training school's office. A course, programme or award will only be cancelled if such notification is made by an official e-mail.
- 8.2. A full refund of the paid fees will be affected in the event that the Institute of Tourism Studies is unable to provide the programme, Award or Course.

## **9. General conditions for Refund of Tuition Fees**

- 9.1. Refunds will be issued to the person and/or organisation from whom the Institute of Tourism Studies received the payment of fees.
- 9.2. Where a payment of tuition fees was split between more than one payee, any refund due will be made in the proportion to the original split.
- 9.3. Refunds approved in accordance with this procedure will be paid within 30 days of receiving a written claim from the student.
- 9.4. International Refunds may take up to 60 days to be reflected in the students bank account.
- 9.5. Cash refunds are not made.

- 9.6. The Institute of Tourism Studies is not liable for any bank charges involved in the refund payment process. Bank charges will be paid by the party receiving the refund.
- 9.7. All refunds will be calculated in Euros. The Institute will not refund any shortfalls due to exchange rate fluctuations or offer compensation for any bank or other charges involved.
- 9.8. No Refunds will be made where admission to a programme was made based on incorrect information and/ or fraudulent documents.

## 10. Late Payment Administration Fee

- 10.1. Students who fail to settle an outstanding fee within 60 days from date of invoice may be charged late payment interest on their outstanding payment.
- 10.2. The late payment interest rate is 3%

## 11. Student Debtors

- 11.1. Any student with an outstanding liability will be considered a Student Debtor until all outstanding balances are paid in full. A person continues to be a student debtor even if that person has ceased to be a student of the Institute of Tourism Studies.
- 11.2. The Institute of Tourism Studies undertakes to adopt the necessary operating procedures to ensure the collection of any fees due. If however, the fees remain unpaid, the Institute of Tourism Studies reserves the right to take the following measures:
  - 11.2.1. Restrict students from sitting for assessments.
  - 11.2.2. Withhold publication of result/s; academic records and confirmation letters as well as withhold library services.
  - 11.2.3. Prohibit progression to subsequent academic year.
  - 11.2.4. Withhold visa renewal letters in the case of overseas students.
  - 11.2.5. Prohibit graduation and attendance at award ceremonies.
  - 11.2.6. Withdraw students from the Institute of Tourism Studies.
  - 11.2.7. Initiate legal proceedings.

11.3. Following payment of the outstanding balance, any measures taken in respect of clause 11 (b) of this policy will be withdrawn.

## 12. Sponsored Students

- 12.1. In certain instances, students may be sponsored by organisations and have their fees paid by these entities.
- 12.2. Sponsored students are required to provide written evidence of their sponsorship before or at the time of application. Failure to provide this information will result in the student becoming personally liable to pay any fees due.
- 12.3. The student is personally liable for their payment so if the sponsor for any reason does not pay the tuition fee, the student will be liable to pay the outstanding fees. Under these circumstances the student will become a Student Debtor as per clause 11.

## 13. Special Circumstances

- 13.1. Variations to the tuition fee conditions outlined above will only be granted in extraordinary circumstances.
- 13.2. Where current Institute of Tourism Studies policy does not adequately encompass a particular circumstance, the Institute of Tourism Studies may consider an individual's request on a case-by-case basis. All applications must be in writing and addressed to the Registrar's Office or Training School's office with whom the final decision rests.
- 13.3. Tuition fees may be reviewed from time to time.
- 13.4. The Institute of Tourism Studies reserves the right to amend the Tuition Fees Procedure from time to time.

## B. Document Retention

| Category           | Retention Period |
|--------------------|------------------|
| Accounting records | 10 years         |

## C. Review

The terms of this policy will be reviewed after its first year of operation and regularly thereafter.

## D. Document Control

| Version | Purpose of Review/ Changes                | Date Published | Date of Next Review |
|---------|-------------------------------------------|----------------|---------------------|
| V1      | Creation of New Policy                    | Jan 2021       | Jan 2021            |
| V2      | To be in line with current ITS procedures | July 2025      | June 2026           |
| V3      | Minor updates of policy adding 4.2.3      | June 2026      | June 2027           |