



REGULATIONS / POLICY LIBRARY

Tuition, Payments and Refunds Framework

FIN-001 | Finance and Contracts

VERSION 1.0 · 18 OCTOBER 2026

INSTITUTIONAL REGULATIONS & POLICIES | IEU

Tuition, Payments and Refunds Framework

DOCUMENT CONTROL / FIN-001

Document ID	FIN-001
Document family	Finance and Contracts
Document custodian	Finance / Admissions Contract Owner
Version	1.0
Edition date	18 October 2026
Review cycle	Annually and following material change

1 Purpose and applicability

Applies to financial terms in confirmed IEU offers and signed enrolment agreements. The provisions govern the activities within the defined IEU service scope; applicable programme-specific contracts and verified rules of a separate awarding institution govern award requirements wherever relevant.

2 Policy requirements

- 01** Each offer must specify the total price, currency, payment stages, mandatory additional fees and responsible payee.
- 02** No universal fee or refund percentage is implied unless explicitly adopted for the specific program.
- 03** Payments must use approved institutional channels and generate a traceable receipt.
- 04** Withdrawal or cancellation requests are recorded with the date and relevant contractual terms.
- 05** Refunds are calculated according to the disclosed program agreement and mandatory consumer-law rights applicable to the transaction.
- 06** Fee disputes can be escalated through the complaints process without removing any external statutory rights.

3 Operational procedure

Trigger: An offer is priced, a fee is paid or a withdrawal/refund is requested

- 01** Publish the programme-specific complete price, currency, payment schedule and named receiving entity.
- 02** Issue payment instructions only through approved channels and record receipted transactions.
- 03** On withdrawal, check signed terms, applicable law, timing and services delivered before calculating a refund.

04 Communicate the itemized calculation, route disputes and maintain a reconciled finance record.

4 Responsibilities and evidence

Accountable process owner. Finance / Admissions Contract Owner maintains implementation, staff guidance, case processing and reporting. Academic decisions requiring external award authority must be referred according to the verified programme arrangement.

Minimum evidence. Approved tuition schedule; signed terms; invoice; payment receipt; withdrawal date; refund calculation.

Record protection. Keep case files, decisions and correspondence in access-controlled systems; apply an approved retention schedule and document transfers to relevant partners. Do not publish personal or confidential records.

5 Exceptions, concerns and review

Exceptions. Material deviations require a written rationale, authorization by a role with the appropriate delegation, and a record of any impact on students or staff. No local exception may override mandatory law or a controlling awarding-body requirement.

Challenge and escalation. Explain the applicable complaints, academic appeals or rights-request route to affected persons. Refer safety concerns, integrity incidents, data incidents, conflicts of interest or disputed award claims to the designated specialist authority.

Monitoring. Reconcile receipts, refunds, fee pages and offer templates for inconsistencies.

6 Linked institutional controls

Related controls, where relevant: Academic Regulations (ACD-001); Academic Integrity (ACD-003); Student Complaints (STU-004); Academic Appeals (STU-005); Quality Assurance (QUA-001); Privacy and Student Records (DIG-001); Academic Partnerships and Award Information (PAR-001).

7 Document information and periodic review

Document series	IEU Regulations & Policies
Institution	International European University (IEU)
Applicability	See section 1 and programme-specific terms
Student enquiries	Use the IEU contact and support routes
Document maintenance	Controlled by the responsible function