



TUS

**Technological University of the Shannon:
Midlands Midwest**

Ollscoil Teicneolaíochta na Sionainne:
Lár Tíre Iarthar Láir

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TUS Global Non-EU Refund Policy 2025 - 2028



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1.0 Purpose of the Policy

This document outlines how the Global Office of the Technological University of the Shannon (hereafter referred to as TUS Global) has a structured, transparent, and fair approach to managing financial transactions related to international learners' enrolment and withdrawal, protecting both the students' interests and TUS Global's financial health.

2.0 Definitions

International Learner: Section 2(1) of the Qualifications and Quality Assurance (Education and Training) Act, 2012, as amended^[1], defines an international learner 'as a person who is not an Irish citizen but is lawfully in the state primarily to receive education and training'. In relation to the establishment of codes of practice for the purpose of QQI authorising providers to use the international education mark Section 60(1) of the Act further defines an international learner as one who:

- is in the state enrolled on a programme leading to an award included within the NFQ.

or

- is in the state enrolled on an English language programme.

or

- is a learner outside the state enrolled on a programme leading to an award included within the NFQ.

For the purposes of establishing QQI's role in authorising Higher Education Providers to use the IEM, the *QQI Policy on Authorisation to use the International Education Mark*^[2] sets out the categories of learners that these definitions include, as follows:

- EU/EEA students in the state undertaking programmes that lead to major or non-major awards that are included within the NFQ;
- Non-EU/EEA students in the state undertaking programmes leading to major or non-major awards that are included within the NFQ;
- learners outside the state enrolled on programmes that lead to major or non-major awards included within the NFQ, whether offered in transnational education settings and/or through remote, fully online modes of learning.

3.0 Scope of the Policy

This policy applies to the following category of learners as outlined in section 2.0, (a):

- Non-EU/EEA students in the state undertaking programmes leading to major or non-major awards that are included within the NFQ;

Additionally, this policy applies to Non-EU/EEA students who have applied to and been admitted to TUS via [TUS Global](#).

EU students who have applied/gained entry to TUS via the Central Applications Office (CAO) and the [TUS General Admissions Office](#) are exempt from this policy.

4.0 TUS Global Non-EU Fee Refunds

4.1 Refund Request – Before Registration

Non-EU students who seek a refund of their paid fees before official registration via the TUS student information system, Banner must submit a TUS Global non-EU Fee Refund Form (Appendix 2) along with relevant supporting documentation as outlined on the refund form. Non-EU students must submit the refund form and relevant documentation to TUS Global (global@tus.ie) for review.

Eligible applications will be sent to TUS Global Finance (tusglobalfinance@tus.ie) for processing.

Deposits are generally nonrefundable. Details of an applicant's deposit information can be found on the offer letter issued to them by TUS Global office. Additional information for offer holders can be found on the TUS Global offer holders [webpage](#).

TUS Global non-EU Fee refunds will only be processed in the below instances:

- a) The fee paid will be refunded in full (minus a €150 administration charge) when a student fails to meet the conditions outlined in their conditional offer, a student visa is refused/delayed beyond programme start date or an issue arises that relates to a medical illness. Students will need to provide supporting documentation in any of these cases. Please see following table:

Visa refusal	Students must provide documentary evidence of visa refusal. TUS requires confirmation from the Irish Naturalisation and Immigration Service (Visa Section) that the visa has been refused.
Visa decision delay	In the event where a student is unable to obtain a visa refusal letter due to processing delays, students must submit proof of their visa application (receipt) and a copy of the TUS Global Refusal email outlining that they did not meet the conditions of their offer letter by the required deadline.
Failure to meet conditions	Students must provide evidence of their failure to meet academic and/or English Language requirements as set out in their conditional offer.
Medical Illness/Extenuating Circumstances	Supporting documentation in the form of medical certification/detail of extenuating circumstance is required. If student has already arrived in Ireland, then they must notify both TUS Global and Immigration of their change of circumstance. The non-EU student must satisfy the requirements of the Immigration Authorities in Ireland.

Students who confirm that they are not taking their place on their chosen programme (for any reason not outlined in section 4, (a), are entitled to a refund of fees paid for the relevant academic year **minus the non-refundable deposit** as outlined on the offer letter issued to them by TUS Global.

The annual deadline dates for receipt of fully eligible TUS Global non-EU fee refund applications to tusglobalfinance@tus.ie are as follows:

- a) 30th August
- b) 30th September
- c) 31st October
- d) 30th November
- e) 31st January

In extenuating circumstances, refunds may be processed outside of the above deadlines. Cases in this instance are assessed by TUS Global on an individual basis. Cases can be made to global@tus.ie.

TUS Global non-EU Fee refunds will be processed within 1 month of the receipt deadline. (e.g. Fully eligible application received by global finance by 30th August will be processed by 30th September)

Refunds of payments made via bank transfer can expect significant delays in receiving the funds due to the complexity of the bank refund process.

Refunds of payments made via flywire can expect a quicker return time.

The following conditions apply to TUS Global Non-EU fee refunds, ensuring clarity and consistency in all refund-related matters:

- a) TUS Global non-EU Fee refunds (before registration) can only be refunded to the account it was paid from.
- b) For direct applications where the application processing fee is applied, this is non-refundable. Please see the TUS Global non-EU Fee/Scholarship Policy for more information.
- c) Refunds of payments made in a currency other than Euro are subject to the prevailing exchange rate at the time of processing.

4.2 Refund Request - After Registration & Returning Students

Once a non-EU student registers online via the TUS student information system, Banner for their programme each year, they immediately become liable to payment of fees for the period of registration up to the date they officially withdraw.

Prior to a non-EU student deciding to officially withdraw from a programme, it is highly recommended that the student contacts either their programme leader, Head of Department and/or their relevant Faculty Office.

Non-EU students who wish to officially withdraw must contact TUS Global (global@tus.ie) via email to begin the withdrawal process.

If a non-EU student officially withdraws from a programme before specific dates, a refund of some fees may be possible. Please see following examples:

Withdrawn Date	Fee Liability
On or before 31st Oct	No fee liability
1st Nov – 31st Jan	50%
After 31st Jan	100%

The official date of withdrawal will be recorded as the date the official withdrawal request was received by TUS Global.

Failure to withdraw formally will hold the student liable to the full fee for the academic year.

Registered non-EU students who receive a visa to study full-time at TUS are not entitled to a refund until they have completed the withdrawal process. As outlined by Immigration Service Delivery, '*providers must inform the ILEP (Interim List of Eligible Programmes) unit of any change to student status*'.^[3] In line with this, TUS Global will notify Immigration Service Delivery (ISD) of the Department of Justice when a student has officially withdrawn from their programme of study.

5.0 Data Protection

TUS Global complies with the requirements relating to the protection of Personal Data as outlined in the [TUS Data Protection Policy](#).

6.0 References

1. [Qualifications and Quality Assurance \(Education and Training\) Act, 2012 \(as amended\)](#)
2. [QQI Policy on Authorisation to use the International Education Mark](#)
3. [Interim List of Eligible Programmes \(ILEP\) - Immigration Service Delivery](#)

*Please complete the form below only once if you are a non-EU applicant seeking a refund for your deposit or tuition fees **before registration.***

Student Name:								
Date of Birth:								
Student No / TUS Application Reference:								
Method of Payment (please tick appropriate):	☐	Flywire	☐	Bank Transfer	☐	Cash Deposit		
Reason for Refund (please tick appropriate):	☐	Offer Conditions not met	☐	Visa Refusal	☐	Medical Grounds/ Extenuating Circumstance	☐	Fees over paid

Bank Details (If you have paid via Flywire, please ignore this section)

[illegible]

Signed by Student: _____

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Please return this form, along with supporting documentation and proof of payment, to tusglobalfinance@tus.ie

TUS Global student refunds can only be processed back to the account it was paid from.

TUS Global refunds may incur an administrative charge of €150.

Please refer to the TUS Global Non-EU Refund Policy for more information