



Tuition Fee Policy

Department of Quality Assurance and Institutional Development





Last Updated: April 1, 2025

1. Scope of the Tuition Fee Policy - Vertex University

- This policy outlines the core financial principles that govern the student's academic relationship with Vertex University. All students are required to read and understand this policy in conjunction with:
 - The University's Terms of Admission
 - Their official offer letter
- This policy constitutes an integral component of the binding academic and financial agreement between the student and the University. Acknowledgment of this policy is mandatory as part of the formal admission and registration process.

1.1. Scope of Application

This policy applies to all students enrolled in academic programs at the University for the 2025/2026 academic year, including:

- New students and Continuing students
- It covers all levels of study: Bachelor's degree programs ,Master's degree programs, Doctoral and research-based programs

1.2. Exceptions

This policy does not apply to:

- Programs delivered through third-party educational platforms affiliated with the University
- International collaborative programs governed by separate institutional agreements
- Non-academic short courses, unless explicitly stated otherwise in course documentation

1.3. Policy Validity and Review

- This Tuition Fee Policy is published prior to the start of each academic year and remains in full effect throughout that academic year.
- To ensure transparency and predictability, no material amendments will be made during the academic year. The policy is subject to an annual review by the University's Financial Policy Committee, and the latest version is published on the official University website under the Academic and Financial Policies section.



2. Introduction - Nature of Tuition Fees at Vertex University

2.1. Vertex International University is committed to providing high-quality online education with clearly defined and transparent tuition fees, enabling students to plan their academic journey with financial clarity and confidence.

2.2. All students are required to pay tuition fees for each academic term, including those who enroll in a full course load as well as those who choose partial enrollment under the University's flexible academic model.

2.3. Unless otherwise stated in the course or program description, tuition fees cover the following components:

- Admission and registration fees
- Online lectures and digital learning interaction
- Academic supervision and assessment services
- Examination fees and graduation project evaluations
- Full access to the Learning Management System (LMS) and digital academic support tools

2.4. The tuition fee amount is determined based on:

- The type of program (Bachelor's / Master's / Doctorate)
- The number of academic terms or credit hours within the program
- Any approved discounts or scholarships granted by the University

2.5. The officially approved tuition fees are published on the University's website as part of the "Financial Student Guide," which serves as the official reference for all payment-related information.

2.6. The University reserves the right to review tuition fees annually in accordance with:

- Inflation indicators
- Actual operational costs
- Ongoing advancements in digital education technologies



2.7. The student holds full financial responsibility for tuition payment, even in cases where a third party (such as a financial sponsor or external guarantor) is involved. In the event of non-payment by the sponsoring entity, the student will be held personally liable for the outstanding amount.

2.8. Tuition fees cover the essential academic requirements of the course. However, additional charges may apply for certain services or specialized activities, such as:

- International document authentication
- Optional professional membership fees
- Specialized materials or tools required in certain programs

3. Tuition Payment Methods and Procedures

3.1. Payment Deadlines

- Tuition fees must be paid in full prior to the start of each academic term, in order to ensure full activation of the student's access to the University's digital systems.
- Enrollment and access to learning platforms will not be granted until payment has been confirmed or an approved installment plan has been established.

3.2. Accepted Payment Methods

Vertex University offers multiple fast and secure digital payment options through its authorized partners, including:

- Credit and debit cards (Visa / MasterCard)
- Online payment gateways (Stripe - Wise - PayPal)
- International bank transfers (with submission of payment confirmation)
- Digital wallets (Apple Pay - Google Pay - PayPal Balance)

All payments must be made in U.S. Dollars (USD).

If payment is made in another currency, the student is responsible for all associated bank fees and currency conversion charges.



3.3. Installment Plan

- Eligible students may apply for a flexible installment plan, allowing them to split tuition fees into two or three payments within the term, subject to financial review and approval.
- Submitting a request does not guarantee approval; all installment plans are subject to the University's financial risk assessment policy.
- No administrative fees are charged for approved installment plans.

3.4. Payment Confirmation

- For payments made via bank transfer, students must submit a copy of the payment receipt to: tuition@vertexuniversity.edu.eu
- Payment is considered complete only after official confirmation from the University's Finance Department.

3.5. Duplicate or Overpayment

- In the event of a duplicate or excess payment, students may request a refund of the overpaid amount within 14 calendar days from the date of payment.
- A 3% processing fee will be deducted from the refundable amount to cover transaction and handling costs.

3.6. Third-Party Sponsorship

- If a third party (such as a sponsor, employer, or government agency) is covering the student's tuition, a formal financial guarantee letter must be submitted, including:
 - The full name of the student
 - The academic program being funded
 - A clear statement of the sponsor's financial commitment
 - Regardless of sponsorship, the student remains fully liable for tuition payment if the sponsor fails to fulfill their financial obligations.
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4. Late Payment and Financial Consequences

4.1. Payment Deadlines

- A student shall be considered in default of payment if they fail to settle their tuition fees either prior to the start of the academic term or in accordance with the approved installment schedule, if such a plan has been granted.
- Delays caused by technical issues—including, but not limited to, limited access to the payment portal or failed transaction attempts—do not release the student from financial responsibility. It is the student's obligation to ensure timely payment using the available methods.

4.2. Consequences of Late Payment

Failure to pay tuition fees by the specified deadline may result in the following administrative and academic consequences, as deemed appropriate by the University:

- Suspension of access to university systems, including restriction from the Learning Management System (LMS) and other academic platforms.
- Denial of course registration for future terms and exclusion from live academic sessions.
- Prohibition from participating in assessments, examinations, or academic evaluations until the outstanding balance is fully settled.
- Withholding of official documents, including academic transcripts, degree certificates, and enrollment verification letters.
- Imposition of a late payment penalty of 5% on the unpaid amount, applicable 14 calendar days after the due date.

4.3. Internal Debt Recovery

- In cases of prolonged non-payment, or violation of an approved installment agreement, the University reserves the right to take appropriate measures, including:
 - Referring the student's financial account to the University's internal collections unit for follow-up, intervention, and further recovery actions in accordance with institutional policy.



4.4. Account Reactivation After Settlement

- Students may submit a request to reactivate their account once all outstanding tuition and applicable penalties have been paid in full.
- The account will be reinstated within two (2) business days of financial confirmation.
- The University shall not be held responsible for any missed lectures, activities, or assessments during the suspension period.

4.5. Exceptional Payment Deferral

- In cases of humanitarian or emergency situations, students may apply for a payment deferral or extension, supported by official documentation (e.g., medical reports, verified force majeure events).
- Requests are subject to the review and approval of the Student Financial Affairs Committee and shall not be considered binding upon the University.

6. Scholarships, Waivers, and Financial Assistance

6.1. Scholarships

- Vertex University offers partial scholarships to eligible students based on clearly defined criteria. These may include:
 - Outstanding academic achievement
 - Notable professional accomplishments
 - Social or humanitarian circumstances (e.g., economic hardship, refugee status)
 - International representation, particularly for applicants from underrepresented or underserved regions
- The scholarship amount and percentage are determined by the University Scholarship Committee and may cover up to 70% of total tuition fees.
- Scholarships may be awarded for a single academic term or an entire academic year, subject to periodic review and renewal based on the student's academic progress and continued eligibility.



6.2. Scholarship Application Procedure

- Students must submit an official application through the University's scholarship portal no later than 15 days before the start of the academic term.
- The application must include:
 - A completed scholarship application form
 - Required supporting documents (e.g., academic transcripts, motivation letter, relevant certifications)

6.3. Special Waivers

- The University may offer partial or full tuition waivers in exceptional circumstances, such as:
 - Death of the primary financial supporter
 - Natural disasters or conflict in the student's country of residence
 - Severe medical conditions (with official documentation)
- All waivers are subject to approval by the Student Financial Affairs Committee and are not granted automatically.

6.4. Institutional Financial Aid

- Vertex University provides internal financial aid programs through special discounts or interest-free installment options.
- Priority is given to:
 - Students from low-income countries
 - Students with strong academic commitment
 - Full-time students enrolled in undergraduate or postgraduate programs

6.5. Conflict with External Funding

- If a student receives financial support from an external organization (e.g., foundation, embassy, or sponsorship program), they must formally disclose such funding to the University.
- The University reserves the right to adjust the internal scholarship or waiver amount, provided that the combined aid does not exceed the total tuition due.



6.6. Scholarship or Waiver Termination

A student may lose eligibility for a scholarship or waiver under the following circumstances:

- Failure to meet the minimum required academic performance
- Academic or disciplinary misconduct
- Withdrawal from courses without prior approval
- Non-compliance with the approved academic plan or unexcused discontinuation of studies

7. Additional Fees and Non-Included Services

7.1. General Principle

- Tuition fees cover the essential costs associated with academic courses, digital content delivery, supervision, and assessment.
- Certain services or requirements that fall outside the scope of standard academic programs are subject to additional fees, as applicable.

7.2. Services Subject to Additional Fees

The following services (non-exhaustive list) are subject to additional charges, which are reviewed annually:

Service	Fee (subject to annual revision)
Issuance of final graduation certificate	USD 50
Additional official transcript	USD 20 per copy
Official enrollment verification letter	USD 15
Document authentication (Seal & Signature)	USD 30 per document
Reissue of lost or damaged certificate	USD 60
Recognition of Prior Learning (RPL) Assessment	USD 100



Service	Fee (subject to annual revision)
Late registration or account reactivation	USD 40
Make-up or retake exams	Starting from USD 50 (depending on course)
Formal academic result review request	USD 25 per course

Note: Additional fees may be imposed by third-party service providers (e.g., courier, authentication bodies). Students will be notified in advance if such fees apply.

7.3. Activities and Programs Not Covered by Tuition Fees

The following are excluded from standard tuition coverage:

- Participation in optional workshops or seminars delivered outside the course curriculum
- International professional memberships or external certification exam fees (if applicable)
- Field trips or practical site visits
- Specialized tools, software, or materials required in advanced technical courses

7.4. Prior Notification

Students will be informed in advance of any additional applicable charges via:

- Course descriptions
- Student portal
- Official university email

7.5. Fee Exemptions

- The University reserves the right to grant partial or full exemption from specific fees in humanitarian cases or under special institutional initiatives, subject to approval by the academic or financial administration.



8. Academic Suspension (Deferral) and Related Policies

8.1. Definition of Academic Suspension

- Academic suspension or deferral refers to a student's formal request to temporarily freeze their academic enrollment for one or more terms due to academic, personal, or exceptional reasons.
- This status does not constitute a formal withdrawal from the program.

8.2. Application Procedure

- Students must submit an official request through the University's electronic system or academic email prior to the start of the term, or no later than the second week of the term.
- The request must include a clear explanation of the reason for suspension, along with supporting documentation (if applicable).

8.3. Tuition During Suspension

- If the suspension is approved before the start of the term, tuition fees will be deferred in full and carried over to the term in which the student returns.
- If the request is submitted after the term has started:
 - The refund policy outlined in Section 5 shall apply.
 - The registration and enrollment fee (USD 100) remains non-refundable.

8.4. Maximum Suspension Period

- Students are allowed to suspend their studies for one term at a time, with a maximum of two non-consecutive terms during the entire duration of their academic program.
- Exceptional circumstances (e.g., health or security issues) will be reviewed by the Academic Committee based on formal documentation.



8.5. Academic Impact of Suspension

During the suspension period:

- Students will not have access to University learning systems or assessments.
- Students are not permitted to attend live lectures or participate in academic activities.
- The student's seat in the academic program will be reserved for return, provided the approved suspension duration is respected.

8.6. Return from Suspension

- Students must formally notify the University of their intent to resume studies at least 30 days before the start of the intended return term.
- The student's account will be reactivated only after full settlement of all outstanding financial obligations, including administrative fees (if any).

8.7. Failure to Return Without Notification

- If a student fails to return within the approved suspension period and does not communicate with the University, they will be considered to have officially withdrawn from the program.
- The Withdrawal and Refund Policy will apply accordingly.

9. Appeals and Disputes Regarding Tuition Fees

9.1. Right to Appeal

- Students have the right to submit a formal written appeal if they believe that a billing error has occurred, or if they experience exceptional circumstances that may justify a review or adjustment of the tuition fees charged.
- All appeals must be submitted within 30 calendar days from the date of the billing notice and must include supporting documentation.
- The Finance Office will review the appeal in coordination with relevant departments and will issue a written decision within a reasonable timeframe. The decision shall be considered final and binding, unless new substantial evidence is presented.



9.2. Scope of Acceptable Appeals

Examples of acceptable appeals include, but are not limited to:

- Charges exceeding the number of courses actually registered
- Late payment penalties imposed despite proof of on-time payment
- Denied refunds despite compliance with the published refund schedule
- Failure to apply a scholarship or discount that was officially approved
- Documented force majeure events that affected the student's ability to make payment

9.3. Appeal Submission Process

- Appeals must be submitted within 30 calendar days from the date the invoice or disputed decision was issued.
- Appeals should be sent to: finance@vertexuniversity.edu.eu
- The appeal request must include:
 - Student's full name
 - Student ID number
 - Detailed explanation of the issue under dispute
 - Supporting documentation (e.g., receipts, email correspondence, letters from authorized entities)

9.4. Review and Processing

- The Finance Office will review the appeal within 10 business days of receiving the request.
- Students may be contacted to provide additional clarification or documents.
- Exceptional cases will be escalated to the Tuition Appeals Committee, which will issue a final decision within 15 business days.

9.5. Outcomes of the Appeal

If an error is confirmed:

- The invoice will be corrected immediately.
- Any overpayment will be refunded within 14 business days.



If the appeal is denied:

- The student will be notified of the reasons for the decision and informed of available options, such as revised payment plans or deferral opportunities.

9.6. Appeals Do Not Suspend Payment Obligations

- Filing an appeal does not suspend the student's obligation to pay tuition fees by the due date, unless otherwise stated by the Finance Office in writing.

10. General Provisions and Policy Updates

10.1. Legal and Institutional Authority

- This policy constitutes an official document issued by the Finance Department of Vertex University, and its implementation is governed within the University's institutional framework, in coordination with the academic colleges, the Office of Admissions and Registration, and the Office of Student Affairs.

10.2. Relationship with Academic Contracts

- This policy serves as a complementary component of the binding academic contract between the student and the University. It becomes enforceable upon the student's formal acceptance and enrollment in an academic program.
- In the event of any conflict between this policy and promotional material or informal communications, the provisions of this official document shall prevail.

10.3. Interpretation and Amendment Rights

- The University reserves the full right to interpret the provisions of this policy and take appropriate actions in cases not explicitly addressed herein.
- The University also reserves the right to amend or update this policy on an annual basis in response to:
 - Changes in legal or regulatory requirements
 - Accreditation standards and compliance needs
 - Market conditions and developments in financial technology



10.4. Effective Date

- This version of the policy is effective as of April 1, 2025, and will remain valid until an officially updated version is published.
- Students will be notified of any material changes to the policy through:
 - The official University email system
 - The student portal
 - The University's official website

10.5. Contact and Inquiries

- For any questions or clarifications regarding the content or application of this policy, students are encouraged to contact the University through the following official emails:

finance@vertexuniversity.edu.eu

tuition@vertexuniversity.edu.eu