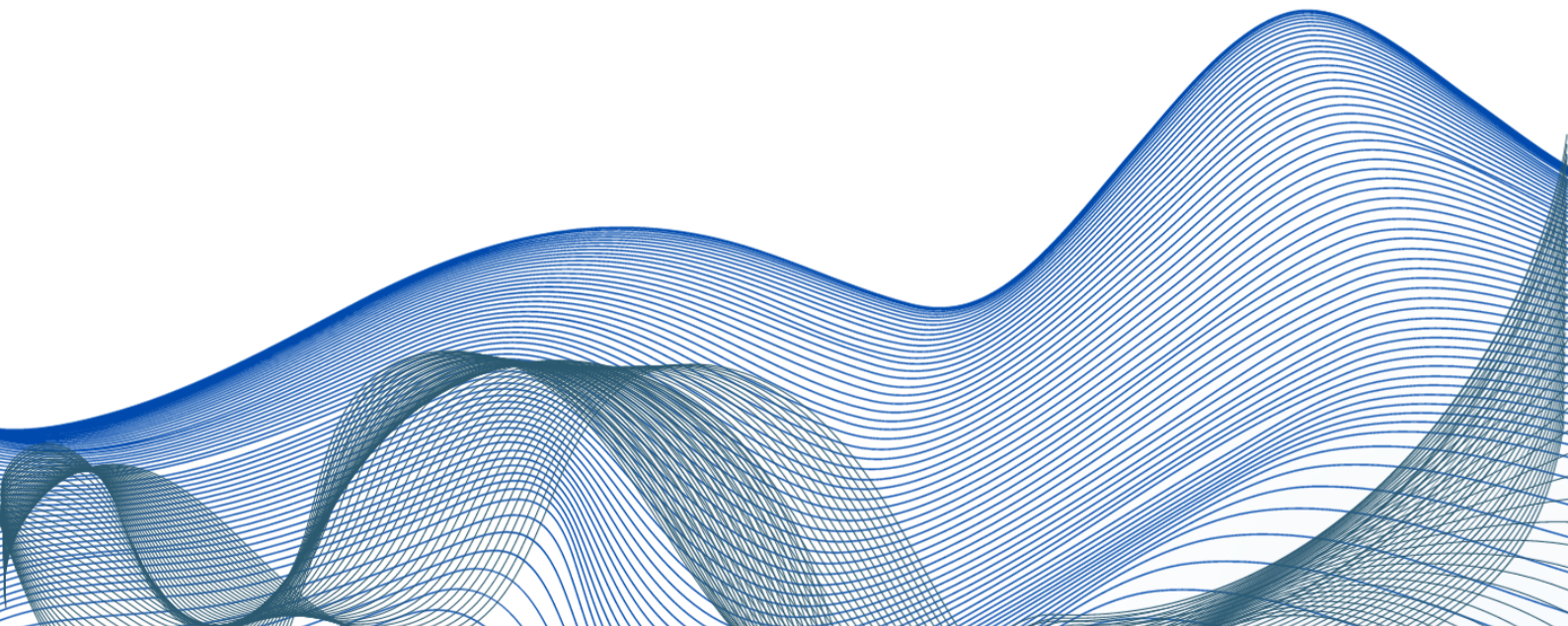




Fees Policy

Updated March 2024
Muslim Education Centre



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1. Overview

The Fee Policy of our Madrasah serves as a comprehensive guide to the financial obligations associated with enrolment. It details the various fee categories, procedures for handling late payments, financial assistance, and refunds. We aim to provide clear and concise information to parents and guardians about their financial commitments, ensuring a mutual understanding of expectations and responsibilities. This policy is formulated with careful consideration of our community's needs, reflecting our commitment to maintaining the highest standards in both education and ethical financial practices.

2. Aims

- Provide clear and transparent information about all fees and charges, ensuring that parents/ guardians are fully informed and can plan their finances accordingly.
- Ensure that our fee structure supports equitable access to education, allowing students from diverse backgrounds to benefit from our Madrasah.
- Establish a fee system that supports the sustainable operation of our Madrasah, contributing to the continuous provision of high-quality education and resources.
- Foster trust and confidence among parents, guardians, and the wider community.
- To provide support mechanisms for families facing financial challenges, ensuring that financial constraints do not impede a child's access to education.
- To adhere to legal and ethical standards in financial dealings, reflecting best practices in financial management within the educational sector.

3. Fee Structure

Our fee structure is carefully formulated to cover the operational costs of our Madrasah and to reflect the current cost of living. It is designed with the intent to provide equal access to education for all. Recognising the financial considerations of families with multiple children, we offer a sibling discount.

The below fee structure applies for students joining the madrasah from January 2024 onwards.

3.1 Fee Structure for Individual Pupils

For a single pupil, the standard monthly fee is set at £40.

3.2 Fee Structure for Siblings

The fees for siblings are structured as follows:

- 1st Child: £40 per month
 - 2nd Child: £35 per month
 - 3rd Child: £30 per month
 - 4th Child: £25 per month
 - 5th Child: £20 per month
 - Additional siblings: £20 per month each.
- Note: The minimum fee per pupil is £20 per month.*

3.3 Pupils Attending Multiple Classes

Pupils enrolled in multiple classes will incur charges for each class. A discount of £5 is applied for each additional class beyond the first.

- 1 Class: £40
- 2 or More Classes: £35 (per class)

Sibling discounts are applicable in conjunction with the £5 discount for additional classes.

3.4 Administration Fees

Our Madrasah charges a one-time, non-refundable administration fee of £15 to process your child's application. Payment of the administration fee will be taken before you submit your child's application.

3.5 Fee Increases

Fees are increased annually in line with UK inflation and minimum wage. All increases in fees will be communicated with parents one month prior to any changes.

3.6 Fee Term

Fees must be paid for 11 months of the academic year irrespective of whether the child is on authorised vacation or unauthorised leave. (Note: fees are not collected for the month of Ramadhān).

4. Financial Support

Our Madrasah is committed to helping our community to the best of our ability. We offer additional support for families who are in financial hardship, we understand that the cost of living rises and there are always going to be circumstances that may hinder parents' ability to financially support their child's education.

4.1 How to Apply for Reductions:

Step 1: Reach out to our office to discuss fee reduction possibilities. You can contact us via email at info@mecawt.co.uk, through WhatsApp on 07478 033765, or by calling our office at 01494 522786. Please request a conversation with the Headteacher regarding fee reduction.

Step 2: The Headteacher will ask you to provide a bank statement for all your accounts covering the last three months. This is to assess your financial situation accurately.

Step 3: Based on the provided information, the Headteacher will make a decision on your eligibility for a fee reduction. You will be informed about the decision promptly.

Note: The decision regarding the reduction and the amount is at the Headteacher's discretion.

The Headteacher approaches each request individually, striving to offer support to those in genuine need. We handle all requests with the utmost confidentiality and sensitivity. Parents are entitled to request a meeting with the Headteacher to discuss their circumstances or the outcome of their application for a fee reduction.

5. Refunds

Our Madrasah's policy on refunds is designed to be clear and fair, ensuring that parents understand the circumstances under which refunds can be granted. The following outlines our approach to handling refunds:

5.1 Eligibility for Refunds:

Refunds are generally considered in cases of overpayment, erroneous billing, or if a special request is made and approved by the Headteacher.

5.2 Refund Request Procedure

- Step 1:** Reach out to our office to request the refund. You can contact us via email at info@mecawt.co.uk.
- Step 2:** You will be asked to provide all necessary information and/or evidence relating to the refund request.
- Step 3:** The admin team will review your request and consult with the Headteacher if necessary.
- Step 4:** Once approved, the refund will be processed, and we will contact you to discuss how you would like to receive the refund. The preferred refund method is to deduct the refund amount from the following months fees.

5.3 Non-Refundable Fees:

Certain fees, such as registration fees, are non-refundable as they cover costs that our Madrasah incurs at the beginning of the enrolment period.

5.4 Refund for students who leave in the middle of a month

Parents/guardians are required to inform the office of their child leaving the madrasah before the beginning of the new calendar month.

Students who leave madrasah in the first 3 days of a new calendar month are entitled to a full refund. Thereafter, the madrasah will not process a refund for the month.

5.4 Exceptional Circumstances:

In exceptional circumstances, parents need to contact the Headteacher via email at info@mecawt.co.uk, through WhatsApp on 07478 033765, or by calling our office at 01494 522786 to discuss the circumstances for the refund request.

This policy is subject to periodic review and may be updated to reflect changes in our operational procedures. Our aim is to ensure that our refund policy is administered with fairness and transparency.

6. What fees are used for

Fees are used for the operation of our Madrasah, this includes (but is not limited to):

- Staff wages
- All Madrasah related software (running costs, upgrades, maintenance)
- Madrasah equipment
- Madrasah maintenance
- Teacher resources
- Utilities
- 3rd party Madrasah related services, such as external teacher training

7. Fee Collection and Failed Payments

7.1 Direct Debit

Setting up the direct debit is a compulsory step for the payment of fees and must be arranged before a child commences their first class. Upon acceptance of the application and confirmation of a place on our register, parents or guardians will receive instructions on how to set up the direct debit.

- The madrasah does not accept any other forms of payments for fees, such as cash, bank transfers and checks etc.
- Parents are required to maintain their Direct Debit for the duration of their child's education at the madrasah.

7.2 Procedure for cancelled Direct Debits

In instances where the direct debit for a child's fees has been cancelled and is no longer active, we will follow the procedure below:

1. The parent/guardian will be contacted to setup their direct debit. A message will be sent as below:

Cancelled Direct Debit

Assalaamu Alaikum,

Dear Parents of <children's names>,

We hope this message finds you well.

We would like to bring to your attention that the Direct Debit payment for your children's madrasah fee has been cancelled. We are reaching out to kindly inquire whether this was intentional or if there may have been an error.

As part of our policy, parents are required to maintain an active Direct Debit for the duration of their child's studies at the madrasah.

Understanding your circumstances is important to us, and we want to ensure that your child's education remains uninterrupted. **Please kindly contact us by <date>**, to let us know if there was a mistake in the cancellation of the Direct Debit or if your children will no longer continue their studies at the madrasah.

In the event that we do not hear back from you by the specified date, we will assume that your children will no longer be attending madrasah, and their names will be removed from the register. This will enable us to offer the opportunity to another child on our waiting list to join our madrasah and start their Islamic education journey.

Once again, your child's education is of utmost importance to us, and we do not want any interruptions in their learning journey. Hence, please do get in contact with us by the specified date to discuss any concerns or queries you may have.

Jazakallah for your cooperation and understanding.

Wa aalaykum assalaam

2. Parents/guardians will be provided with a one-week window to respond to the initial message.

3. Should there be no response from the parent/guardian within this timeframe, the child's name will be temporarily removed from the register. Consequently, their attendance at the madrasah will be suspended, and their space will be allocated to a child on our waiting list. If the child attends madrasah, parents/guardians will be promptly notified for the child to be collected. In situations where immediate collection is not feasible, the child will be accommodated on-site, however will not be taught.
4. The madrasah will extend an additional week to await clarification from the parents/guardian. In the absence of a response at the end of the week, the child will be permanently removed from our register. This process will entail the deletion of all data associated with the child. Consequently, parents/guardians will be required to submit a new application should they wish for their child to resume studying at the Muslim Education Centre.

7.3 Failed Payments

7.3.1 Charge for failed payments

The Muslim Education Centre implements charges for failed payments. This is because the designated processor for Direct Debit payments, GoCardless, levies fees on the Madrasah for failed payments. Consequently, for each unsuccessful payment, a percentage of the original invoice amount is incurred as non-refundable charges.

The Muslim Education Centre will assume responsibility for covering the initial fee associated with **the first failed payment** on behalf of the customer (the parents). However, **any subsequent failed payments will result in a charge of £5** per failed payment to the customer (the parents) to offset the incurred costs of failed payments.

7.3.2 Procedure for failed payments

In instances where a payment fails or is returned for 2 months, we will follow the procedure below:

1. The parent/guardian will be contacted to clear the outstanding fees for the 2 months. A message will be sent as below:

Outstanding Madrasah Fee for <children's names>

Assalaamu 'alaykum,
Dear Respected Parents of <children's names>,

We hope this message finds you well.

We would like to bring to your attention that there is an outstanding balance for your children's madrasah fees for the past two months, namely <month> and <month>.

As per the madrasah's policy, any student with outstanding fees for two months or more may be subject to removal from the register if the outstanding amount is not settled.

We understand that unforeseen circumstances may arise, and we are committed to supporting our madrasah families through any challenges they may face. If there are any circumstances preventing timely payment, or if you require additional time to arrange the payment, please do not hesitate to reach out to us. Your child's education is important to us, and we want to ensure that we can provide any help required to ensure that there is no interruption in their learning journey.

We kindly request your prompt attention to this matter. To ensure continuity in your children's education and maintain their enrolment at the madrasah, we kindly ask that you contact us by <date> to either clear the outstanding balance or provide an explanation for the delay.

Please note that failure to respond by the specified date may result in the removal of your child's name from the register. This action is taken to create an opportunity for another child on our waiting list, to join our madrasah and start their Islamic education journey.

Your cooperation and communication are greatly appreciated, and we thank you for your continued support of our madrasah community.

JazakAllahu Khayra

2. Parents/guardians will be provided with a one-week window to respond to the initial message.
3. Should there be no response from the parent/guardian within this timeframe, the child's name will be temporarily removed from the register. Consequently, their attendance at the madrasah will be suspended, and their space will be allocated to a child on our waiting list. If the child attends madrasah, parents/guardians will be promptly notified for the child to be collected. In situations where immediate collection is not feasible, the child will be accommodated on-site, however will not be taught.
4. The madrasah will extend an additional week to await clarification from the parents/guardian. In the absence of a response at the end of the week, the child will be permanently removed from our register. This process will entail the deletion of all data associated with the child. Consequently, parents/guardians will be required to submit a new application should they wish for their child to resume studying at the Muslim Education Centre.

7.4 Collaboration with parents with regards to fee payments

At Muslim Education Centre, our foremost priority is to foster a nurturing environment where each child can thrive academically and spiritually. We understand that unforeseen circumstances may arise, leading to challenges in fulfilling financial obligations. Our aim behind the procedures listed in *section 7.2* and *section 7.3*, is to open lines of communication with parents, with the shared goal of resolving any issues regarding fee payments. It is our sincere desire to work collaboratively with families to find suitable solutions that allow for the uninterrupted continuation of their child's education at our madrasah. Removal of a child from the register due to outstanding payments is a measure we wish to avoid, and it will only be considered as a last resort after all efforts to reach a resolution have been exhausted. Our commitment remains steadfast in ensuring that every child has the opportunity to benefit from our educational programs without hindrance.

Closing Statement

It is important to emphasise that this framework is established to ensure clarity and consistency in our financial operations. The policy is structured to support the smooth running of our Madrasah, aligning with our commitment to providing quality education. It is designed to be fair, transparent, and in line with best practices, ensuring that our educational services remain accessible and sustainable. This policy is an integral part of our Madrasah's governance, reflecting our dedication to maintaining high standards in all aspects of our operations.