

## Student Frequently Asked Questions

<a href="#">Question 1</a> ^^	What are the due dates for payment of tuition fees in the current academic year?
<a href="#">Question 2</a>	How can a student check whether payment for Institutional Fees has been properly received by the Institute?
<a href="#">Question 3</a>	How to apply for deferral of tuition fee payment?
<a href="#">Question 4</a>	Will the Institute offset Non-means-tested loan (“NLS”) disbursement against the Institutional Fees?
<a href="#">Question 5</a>	How can a student know whether his/her application for financial assistance from the Student Financial Assistance Agency (“SFAA”) is successful or not?
<a href="#">Question 6</a>	What are the alternatives available to student for payment of tuition fee?
<a href="#">Question 7</a>	Will there be any charges/penalty for late payment of Institutional Fees?
<a href="#">Question 8</a>	What should a student do if his/her student status is treated as “UNOFFICIALLY WITHDRAWN” from the programme?
<a href="#">Question 9</a>	How can the student obtain a payment proof of their tuition for salaries tax purpose?
<a href="#">Question 10</a>	Where can a student obtain the application form for financial assistance from the SFAA?
<a href="#">Question 11</a>	What are the procedures to apply for scholarship, emergency fund and bursaries from the Institute?

## Answers

<p><a href="#">Answer 1</a></p>	<p>Please refer to the Chapter on Student Finance in the Student Handbook by clicking on the following link:</p> <p><a href="http://www.ied.edu.hk/reg/student_handbook/chap_en6_ap2.html">http://www.ied.edu.hk/reg/student_handbook/chap_en6_ap2.html</a></p>
<p><a href="#">Answer 2</a></p>	<p>Successful payment received will be updated to students' Account Summary in MyIEd in 2 working days upon payment made before bank's daily cut-off time (Please check with your bank for the cut-off time). Students can check their Account Summary in MyIEd to ensure they have cleared all the overdue fees by clicking on the following link:</p> <p><a href="http://my.ied.edu.hk">http://my.ied.edu.hk</a></p> <p>and going through the following path:</p> <p>Login MyIEd ---&gt; Online Services ---&gt; e-SIS ---&gt; Student Services ---&gt; Student Account ---&gt; Account Summary</p>

**Answer 3**

Full-time students in Undergraduate Programmes/ University Grants Committee-funded Programmes are not required to apply for payment deferment if they have applied to the SFAA for Grant & Loan under the Tertiary Student Finance Scheme (“TSFS”) or Financial Assistance Scheme for Post-secondary Students (“FASP”). These financial assistance applications should be submitted to the SFAA through the Student Affairs Office (“SAO”) before the application deadline announced by the SAO.

The Finance Office (“FO”) will receive from the SAO a list of these students and when following up with the outstanding payments shortly after due dates, the FO will take into consideration of these students’ financial assistance applications and the expected dates they will receive the financial assistance from the SFAA to extend the due dates accordingly. The extended due dates will then be updated accordingly in MyIED students’ accounts, and students are responsible for checking their account balances and due dates in MyIED from time to time.

Late submission of financial assistance applications after the tuition payment due date will not be granted payment deferment unless the concerned students have written to the FO with justification for the late submission.

Please note that there is no payment deferment for all part-time students. All students are advised to make financial planning to ensure all fees to be settled on time. The FO will handle special requests from students on a case-by-case basis. Only cases in which students are facing sudden and genuine financial hardship will be considered.

<p><a href="#">Answer 4</a></p>	<p>Yes, the Institute will offset NLS loan disbursement against the Institutional Fees only if the student's Grant/Loan application is successful and the SFAA has transferred the Grant/Loan to the Institute. If there is surplus of NLS loan in the account after deducting the Institutional Fees, student is not required to apply for refund since the FO will check student's balance and refund the remaining NLS loan by cheque to the student.</p>
<p><a href="#">Answer 5</a></p>	<p>The SFAA will send students Notification of Result of Application with the amount of Grant/Loan approved. Students can also call to the SFAA to check their application progress.</p>

**Answer 6**

1. Payment by Phone Service (PPS)\*: You may settle payment through PPS using a tone-dial phone or PPS online. Call 18031(English)/18033(Chinese) or log on to PPS online <http://www.pps hk.com> and enter merchant code "39" with Bill Type "01". Please enter your 8-digit student number as the account number.

2. Bill Payment ATM\* (Automatic Teller Machine): You may settle payment at any HSBC or Hang Seng Bank ATM. Please follow the instructions on the screen by selecting "Bill Payment" --> Education-Universities --> HKIED --> choose the Bill Type "01" (Tuition, Hostel, Student Union Fee & Caution Money) --> Type Student Number in the required field. Please DO NOT use payment transfer. Remember to retain receipts for future reference. Please enter your 8-digit student number as the account number.

3. JETCO ATM\*\* : You may make a Jet Payment at any JETCO ATMs with a "JET PAYMENT" sign by choosing "Bill Payment" --> Education --> HKIED --> Bill Type (users have to enter the two-digit Bill Type "01"). Please DO NOT use payment transfer. Please enter your 8-digit student number as the account number.

4. Internet Banking Services: You may make payment by internet banking services under JETCO\*\* or HSBC/ Hang Seng Bank\* by selecting "Bill Payment", "The Hong Kong Institute of Education" with bill type "01". Please DO NOT use payment transfer. Please enter your 8-digit student number as the account number.

5. Bank Deposits: You may settle payment by cash deposit or by cheque deposit in any of the Bank of East Asia branch. Crossed cheques should be made payable to "The Hong Kong Institute of Education". You MUST provide your 8-digit student number to the counter in order to pay the fee. The bank account number is "015-195-40-00511-5". Remember to retain receipts for future

reference.

6. For T/T remittance from overseas, please quote the following information for overseas bank transfer. Students MUST provide 8-digit student number as payment reference. Please note that there may be a bank charge of HK\$200 deducted by the bank when the payment is received, please make sure your T/T remittance has covered the charge as well as Institutional Fees. Please check the bank charges with the respective banks.

Beneficiary Bank: The Bank of East Asia, Limited  
Beneficiary Bank Address: The Hong Kong Institute of Education Branch,  
Room AG-10, Administration Building,  
10 Lo Ping Road, Tai Po, N.T.  
Name of Account Holder: The Hong Kong Institute of Education  
Account No.: 015-195-40-00511-5  
SWIFT Code: BEASHKHH

7. <For Part-time students only> Collection Box at Information Centre (Block A-G/F-11, Tai Po Campus): You may put the crossed cheque made payable to "The Hong Kong Institute of Education" in an envelope and drop it into the "Collection Box (for letters, assignments, completed form, etc...)" at least 2 working days before the due date. You MUST write your name, student number and contact number on the back of your cheque. Please DO NOT drop in cash and post-dated cheque.

\* Please check with your bank for the cut-off time of transaction and ensure that you have paid the outstanding fee before the cut-off time on due date.

\*\* The cut-off time for JETCO is 7: 30 pm. Settlement made before 7: 30 pm will be received after two working days. Please ensure that you have paid the outstanding fee before 7: 30 pm with at least one working day ahead of the due date.

<p><a href="#">Answer 7</a></p>	<p>Failure to pay the required fees by the due dates without prior approval from the Institute will result in serious consequences including withholding the issue of academic documents, de-activation of student cards, suspension of access to the Institute's Library/other facilities/accommodation in the student hall, and termination of student status. These students will be treated as 'UNOFFICIALLY WITHDRAWN' from the programme with immediate effect. They are required to pay an administration fee of HK\$300 for re-activating their student status in addition to the full settlement of overdue fees. They are also required to re-apply for admission again if their student status has been terminated because of prolonged outstanding debts even they have settled their previous debts with the Institute thereafter.</p>
<p><a href="#">Answer 8</a></p>	<p>Student with status being UNOFFICIALLY WITHDRAWN from the programme should settle IMMEDIATELY all his/her overdue Institutional Fees together with the administration fee of HK\$300 and inform the FO for the re-activation of his/her student status.</p>
<p><a href="#">Answer 9</a></p>	<p>An Online Tuition Fees Receipt is available in MyIED student portal. Students who have settled all outstanding balance for the selected academic year can download and print the receipts by going through the following path: Login MyIED ---&gt; Online Services ---&gt; e-SIS ---&gt; Student Services ---&gt; Student Account ---&gt; Account Summary ---&gt; Tuition Fees Receipt</p> <p>The printed tuition receipt is a computer-generated document and no signature or official chop is required. If official receipt is needed, students can write an email to Mr. Lo at <a href="mailto:kamyiulo@ied.edu.hk">kamyiulo@ied.edu.hk</a>. Detailed information of student should be clearly stated in the email including the name, student number, course code, academic year requested, reason for the request, contact telephone number and address.</p>

<p><a href="#">Answer 10</a></p>	<p>For full-time students, all types of forms are available at website of the SFAA: <a href="http://www.sfaa.gov.hk/eng/public/index.htm">http://www.sfaa.gov.hk/eng/public/index.htm</a></p> <p>Forms of FASP, NLS &amp; NLSPS are also available at the SAO located at 1/F., Administration Building, Tai Po Campus.</p> <p>For non full-time students, application forms for NLS are available at the SAO. For other enquiries, please call 2948 6720 / 2948 6721.</p>
<p><a href="#">Answer 11</a></p>	<p>Students should read the notice issued by the SAO in intranet for the deadline of application for scholarships and bursaries. Students can also contact the SAO located at 1/F., Administration Building, Tai Po Campus or call 2948 6720 / 2948 6721 for further details.</p>