

Policy No. & Title: A132: STUDENT FEES*Policy Sponsor:* Registrar*Effective:* 2018-02-28*Next Review:* 2023-02-28*Approvals:* 1991-03-25/SA-90-10; 1996-06-04/SA-95-08; 1996-12-04/SA-96-03;
2005-05-04/AC-04-08; 2018-02-28/CC-17-06

1. PURPOSE

To define the various student fee schedules, how these schedules are established and the fees set, the manner in which fees are to be collected and refunded, and the process to appeal fees.

2. POLICY

The Registrar, in consultation and collaboration with College academic leadership, develops, maintains and implements processes that achieve the objectives of this policy, that align with the College vision, mission and mandate, and that reflect College values. Such procedures also align with Ministry of Advanced Education and Skills Development (MAESD) directives, Board of Governors policies and relevant College policies.

3. REFERENCES

Ministry of Advanced Education and Skills Development, Binding Policy Directives:

Tuition and Ancillary Fees

Tuition and Ancillary Fees Reporting

Funding of Part-time Activity

College Policy:

[A106: Academic Withdrawal and Termination](#)

4. ADDENDA

Guideline A: Fee Principles and Practices

Guideline B: Fee Appeals

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Policy No. & Title: A132: STUDENT FEES

Addendum: **Guideline A: FEE PRINCIPLES AND PRACTICES**

Issued by: Registrar

Effective: 2018-02-28

1. DEFINITIONS

Student fees: Fees, including tuition, ancillary and miscellaneous fees, non-refundable deposits, established by the Office of the Registrar.

Tuition fees: Fee for instruction.

Ancillary fees: Fees for items not covered by the course or program tuition fees.

Full-time student: An individual who is enrolled in a College program of instruction for at least 70 percent of the student contact hours for that program-semester or two-thirds of the courses required in a given semester or reporting period.

Part-time student: An individual who is enrolled in one or more courses or for less than the hours or courses designated to equal a full-time student.

Overload: A situation in which a student is enrolled full-time and has course hours in excess of the full student contact hours designated for a specific program-semester.

Funded: Activity for which the Ministry of Advanced Education and Skills Development (MAESD) provides funding support.

Calendar days: Timelines within this policy reference calendar days excluding holidays as defined in the Academic Calendar.

2. PRINCIPLES

- 2.1. The Board of Governors approves tuition fees and ancillary fees for all funded programs of instruction and courses operated by the College. If the program or course is funded, the tuition fee must be established annually within the framework provided by the Ministry of Advanced Education and Skills Development (MAESD).
- 2.2. All full and part-time students whose enrolment is eligible and reported for funding and who are enrolled at the same time in the same year of the same program of instruction are assessed the same tuition and ancillary fee. Collaborative programs may have fees established outside the college standard to coordinate with the partner institution.
- 2.3. Ancillary fees are established annually using the protocol detailed in the Policy Framework provided by MAESD.

3. FULL-TIME STUDENTS IN FUNDED PROGRAMS

- 3.1. Tuition and compulsory ancillary fees are published for each program of instruction before the deadline for accepting offers of admission for new students.

- 3.2. Students are normally billed for tuition and ancillary fees for one semester at a time and are required to make a non-refundable deposit to be registered. Should the non-refundable deposit not be made within the period established, the student's registration may be cancelled. Should the student subsequently re-apply to register, a re-instatement fee may be assessed.
- 3.3. Should the student not pay the semester's fees in full by the fee deadline, the student is assessed a late fee.
- 3.4. Late registration or late payment of fees incur an administration charge.
- 3.5. Students who are in overload are assessed the standard hourly tuition fee established for part-time students for excess course hours. Payment for these hours is due immediately.
- 3.6. Attendance at class is not permitted without prior payment of the non-refundable deposit, authorized by the Office of the Registrar, to make payment.

4. PART-TIME STUDENTS IN FUNDED COURSES

- 4.1. Tuition fees for part-time students are based on an hourly rate. Tuition fees for clinical and field placement are stated as a percentage of that hourly rate.
- 4.2. Attendance at class is not permitted without payment of fees or a non-refundable deposit.

5. PART-TIME STUDENTS IN NON-FUNDED COURSES

- 5.1. Tuition fees for students in non-funded courses are established by the offering School or Campus and include a charge to cover College administrative overhead and the use of facilities.
- 5.2. Attendance at class is not permitted without prior payment of fees.

6. APPRENTICE STUDENTS

- 6.1. Tuition fees for apprentice students are established annually according to guidelines provided by MAESD attendance at class is not permitted without prior payment of fees.

7. ADULT TRAINING STUDENTS

- 7.1. Tuition fees for adult training students are established annually according to guidelines provided by MAESD.
- 7.2. Attendance at class is not permitted without prior payment of fees.

8. INTERNATIONAL STUDENTS

- 8.1. Students are normally billed for tuition and ancillary fees for one semester at a time and are required to pay full fees to be registered. Should the fees not be made within the period established, the student's registration will be cancelled. Should the student subsequently re-apply to register, a re-instatement fee may be assessed.
- 8.2. Timeframes for fee assessment and payment are established consistent with the changing needs of the College's international recruitment efforts.
- 8.3. Attendance at class is not permitted without prior payment of fees by the fee deadline.

9. DOMESTIC AND INTERNATIONAL CONTRACTS

Are consistent with policy C103: Revenue Contract Management.

10. PRIOR LEARNING ASSESSMENT AND RECOGNITION

10.1. The structure for setting this fee is defined within the Ministry Framework and is set annually by the Registrar. The fee is collected prior to the provision of either a portfolio assessment or delivery of a challenge evaluation.

11. OTHER ACTIVITY

11.1. Should the College or Ministry initiate activities that do not match any of the criteria stated above, the offering School or Campus and the Office of the Registrar consult to determine the appropriate fee structure and refund process for the new activity.

12. ADDITIONAL, MISCELLANEOUS AND LATE FEES

12.1. Fees are established annually and published by the Office of the Registrar for such services as those listed below. These services are based on a user-pay principle and do not include items which should be provided through tuition or defined ancillary fees. This list is not meant to be complete and additions or deletions will be made at the discretion of the Registrar or as amended in policies:

- Course retake
- Upgrading opportunities
- Replacement FAN Cards

13. REFUND OF FEES – DOMESTIC STUDENTS

13.1. The following provisions govern the refund of fees to full-time students who withdraw from the College. These provisions are consistent with the Policy Framework provided by MAESD. These provisions also apply to students enrolled part-time in single courses within full-time programs.

13.2. Full-time students who withdraw from the College within 14 calendar days of the commencement of a semester for which a tuition fee is payable are entitled to a refund of all the tuition fees paid less the non-refundable deposit.

13.3. Full-time students are responsible for ensuring that a completed Application for Student Withdrawal Form is received by the Office of the Registrar within 14 calendar days of the commencement of a semester to be considered for a refund.

13.4. Full-time students who withdraw after 14 calendar days of a semester are not entitled to a refund of any fee(s).

13.5. Continuing Education students who withdraw from a course(s) prior to the third class meeting are normally entitled to a refund of fees paid, less an administration charge. Ancillary fees (which include consumables such as flowers, food, etc.), or a portion thereof, may be withheld for material used or retained by the student prior to withdrawal. Exceptions to this timeframe may be

established for courses of less than five weeks duration, online distance education and self-study courses. Additional exceptions must be approved by the Office of the Registrar.

- 13.6. Continuing Education students are responsible for notifying the Office of the Registrar, in writing, of their withdrawal from a course(s).
- 13.7. Full-time apprentice students who withdraw prior to the third class meeting are normally entitled to a refund of tuition fees paid, less \$100.00.
- 13.8. Adult training student fees may be refunded in accordance with the Policy Framework from MAESD.
- 13.9. Fees and timelines apply regardless of the date of admission to a program, registration in a program semester or registration in a course.
- 13.10. Students should see policy A106 Academic Withdrawal and Termination for withdrawal procedures beyond these timelines.

14. REFUND OF FEES - INTERNATIONAL STUDENTS

14.1. English for Academic Purposes (EAP)

Students who withdraw from the College within five calendar days of the commencement of ESL classes are entitled to a refund of all tuition fees less the non-refundable fee established in accordance with the Policy Framework provided by MAESD. Students who withdraw after the fifth calendar day of class are not entitled to a refund of any fee(s).

14.2. Post-Secondary Programs

Students who withdraw from a post-secondary program within 14 calendar days are entitled to a refund of all tuition fees less the non-refundable fee established in accordance with the Policy Framework provided by MAESD. Students who withdraw after 14 calendar days are not entitled to a refund of any fee(s).

15. FINANCIAL ASSISTANCE

- 15.1. Financial assistance in the form of bursaries and loans is available to qualifying students. Students and applicants are informed of financial assistance available, and of eligibility requirements to access such assistance and to remain eligible for the assistance.

16. FAILURE TO PAY FEES

- 16.1. Where a student does not pay their fees before the completion of the term, the Office of the Registrar sends a reminder notification that fees are due. Should the fees remain unpaid, collection proceedings are initiated. Until the student's account is cleared, the student will be denied access to College facilities and services, including, but not limited to, registering in future terms, attendance at graduation ceremonies, and the receipt of credentials including transcripts.

Policy No. & Title: A132: STUDENT FEES

Addendum: **Guideline B: FEE APPEALS**

Issued by: Registrar

Effective: 2018-02-28

1. INTRODUCTION

The College is committed to ensuring fees are assessed and refunds granted in a fair and consistent manner. Students have the right to appeal College decisions relating to the administration of student fees.

2. GROUNDS FOR APPEAL

- 2.1. A student who chooses to appeal a College fee decision must clearly articulate the reasons for the appeal. A written statement detailing facts (particularly dates), circumstances and how these circumstances affected the student's ability to continue in their program or course is required along with substantiating documentation and the applicable Fee Appeal form available on the website of the Office of the Registrar.
- 2.2. An appeal may be granted based only on these circumstances:
 - Substantiated medical cause where the appellant was under direct medical care (e.g., surgery, accident, depression). In certain cases, the medical condition may be specifically related to a program requirement (e.g., lifting restriction applied to a paramedic student). Substantiation may take the form of a letter from a certified medical practitioner and must include dates where the appellant was under care and must identify the medical condition or circumstances.
 - Substantiated personal cause (e.g., tragic, personal event). Substantiation must be based on the nature of the event, but may take the form of an obituary in the case of bereavement.
 - Significant College error such that the student's successful completion of their program or course was jeopardized.

3. APPEAL PROCESS

- 3.1. The student wishing to appeal will complete the applicable Fee Appeal form available on the website of the Office of the Registrar.
- 3.2. The student wishing to appeal submits a written request to the Associate Registrar responsible for fee appeals, detailing their desire for a review of the College fee decision. A review will not be initiated if the student remains active in their program or course(s).
- 3.3. Fee appeals must be made within a period not longer than 30 calendar days from the last day of the academic semester related to the fee appeal.
- 3.4. The Associate Registrar reviews the timelines and other information provided by the student, consulting with the relevant School(s) or Campus(es) as necessary and provides a written response within 14 calendar days.

The Associate Registrar may request further information from the appellant. In such case, the appellant has 14 calendar days to submit the information or the appeal may be denied. The

Associate Registrar provides a final written response within 14 calendar days of receipt of the additional information.

- 3.5. Should the student be dissatisfied with the decision of the Associate Registrar, a second level appeal to the Registrar may be initiated within 14 calendar days from receipt of the decision of the Associate Registrar. Timelines for a second level appeal align with those established in the first level appeal. The Registrar provides a written response.
- 3.6. The decision of the Registrar is final.
- 3.7. In certain circumstances, the parties may mutually agree to extend timelines.

4. DETERMINATION OF REFUND AMOUNT

In the event the appeal is successful, tuition fees may be refunded in full or may be pro-rated based on the length of time the student was actively involved in the program or course. Ancillary fees are not refunded.

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