

Fee Payments and Refunds Procedure

Category	Financial Management	Department	SAS
Procedure Name	Fee Payments and Refunds	Approval Date	08/24/2023
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Parent Policy	Fees and Refunds Policy	Effective Date	09/01/2023
Procedure Owner	Chief Financial Officer	Next Review Date / Mandated Review	08/24/2026
Procedure Lead	Controller	Revision History	

The procedure details the process for fee payments and refunds.

Procedure Purpose

The procedure explains how fee payments and refunds for College students are assessed, calculated and applied.

The Fees and Refunds Policy is the parent policy of this procedure.

Definitions

- **Application Fees:** any non-refundable fees for international students applying to one of the College’s programs.
- **Tuition:** the fees that the College charges for delivering the agreed upon learning outcomes to a student enrolled in a program.
- **Books and supplies:** any materials needed for the program including, but not limited to computer hardware devices, student uniforms, program learning materials and program equipment and/or supplies.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources needed before they begin school and during school, such as enrolment and student funding.

Scope

This procedure includes details on:

- Fees that students pay when enrolling in a College program.
- Refunds that the College may issue to students who withdraw from a program by established deadlines.
- Refunds that the College may issue to students due to financial hardship, awards or overpayments of fees and/or tuition.

The details in this procedure affect all College students formally registered in a program.

This procedure does not include:

- Non-refundable and non-transferrable fees, such as application fees.
- Fees paid for books and supplies.
- Program cancellations due to operational reasons.

Procedure Details

Payment of Fees

When a student enrolls in a program at the College, it is their responsibility to pay fees in the form of tuition or other related services by the established deadlines outlined in the Fee Payments and Refunds Policy.

The student is responsible for paying all outstanding tuition and fees in full through any of the accepted methods of payment. A payment plan within the College's pre-established guidelines is acceptable, but written approval from the Finance Department is required first.

Non-payment of Fees

A student who does not pay all outstanding tuition and fees in full by the established deadlines may be subject to penalties, restrictions or withdrawal from the program. These penalties may include, but are not limited to, restricting any new applications for programs or other services.

A student with penalties must still pay any outstanding fees. Other fees may include, but are not limited to, mandatory or voluntary labs, workshops and/or damage to the College property.

Refunds

Should a student withdraw within the established deadlines or when otherwise applicable, fee adjustments or refunds may be applied.

The Finance Department must first approve any refunds before they can issue that refund to the student. Refunds are calculated based on the withdrawal date, as specified in the Enrolment Contract. Refunds due to extenuating circumstances or compassionate reasons will be considered on an individual basis and will be reviewed consistent with the College's Withdrawal Procedure.

When a provincial, territorial, federal, Indigenous band or other approved loan provider or agency has issued the student funding, the College refunds the money directly to those providers or agencies first.

Refunds for student awards will be issued based consistent to the terms and conditions outlined in the student tuition credit letter provided to the student by the SAS department.

Refunds for financial hardship or overpayment of tuition will be issued at the College's earliest convenience after approval.

Receiving a Refund

After the College has approved a refund, how it is issued depends on the type of refund being issued. The situations requiring refunds are outlined below:

- Refund(s) due to withdrawal from program:
 - Refunds will be issued directly to the source of the funding (i.e., provincial/territorial/federal agency if student loans were used to pay for tuition costs; directly to the student if cash or RESPs were used to pay for tuition, etc.).
- Refund(s) due to student award or hardship:
 - Refunds will be issued directly to the student.
- Refund(s) due to overpayment of tuition:
 - Student will have the option to receive the refund directly or have the College return the funds to the source of the funding.

All refunds will be issued in the form of e-transfer, electronic funds transfer or cheque at the discretion of the College.

Relevant Documents or Legislation

- Withdrawal Policy
- Payment Plan Student Contract