

## POLICY AND PROCEDURES

<b>POLICY NAME:</b> Tuition, Other Fees and Refunds	<b>POLICY NUMBER:</b> 2.1.1	<b>CATEGORY:</b> Academic
<b>RESPONSIBLE EXECUTIVE:</b> Chief Financial Officer	<b>APPROVAL AUTHORITY:</b> Executive Council	<b>EFFECTIVE DATE:</b> September 1, 2020
<b>NEXT FULL REVIEW DATE:</b> August 31, 2025	<b>REVISED:</b> December 15, 2021	<b>REPLACES:</b>

### **PURPOSE**

The purpose of the policy is to establish standards for the assessment of tuition, other fees and refunds for all programs and courses offered at Coquitlam College (the College).

### **SCOPE**

This policy applies to all full-time and part-time domestic and international students registered in a program or course at the College.

### **POLICY STATEMENTS**

1. Tuition, other fees, and refunds are determined and reviewed in a reasonable and fair manner by the President, Vice-President/Principal and Chief Financial Officer.
2. Information regarding tuition, other fees and refunds is kept current and is available on the College website or upon request from the Office of the Registrar.
3. The College will establish different tuition fees for domestic and international students.
4. The College offers a variety of online payment options for tuition and other fees. Please refer to the website for details and updated information.
5. The College only accepts payments for tuition and course related fees for one academic year (two semesters). Any funds received in excess of this will be returned to the student in the same manner as the payment was received by the College. (i.e.: if payment is received by wire transfer it will be returned by wire transfer to the country of origin).
6. Tuition and other fees may change without notice.
7. As an accredited Independent School, the College is fully bonded under the regulations of the Ministry of Education of British Columbia.

### **PROCEDURES**

#### **Tuition Payments**

1. The College does not accept cash payments, except for the payment of a fee balance up to a maximum of \$100.00.
2. The College will only accept a maximum of two (2) transaction payments per registration.
3. Tuition deposits are required and non-refundable for study permit and entry visa renewal.
4. International students who have paid a tuition fee deposit are committed to the College for at least 2 consecutive semesters (8 months).
5. Programs that offer monthly entrance will have their tuition fees pro-rated. Tuition fees will not be pro-rated for students registered under study permit conditions and who become a

permanent resident after the last day of registration. Permanent resident fees will start in the next semester.

6. The College reserves the right to withdraw a student from courses due to failure to pay an outstanding tuition balance.
7. Students with outstanding financial obligations will not have access to the student portal, be issued grades or transcripts.
8. The College may provide payment options under exceptional circumstances and on a case-by-case basis. The College reserves the right to withdraw a student from courses who have not paid tuition and other fees in accordance with the terms of an agree upon payment plan. If a student is required to withdraw from a course for non-payment the standard refund policy will apply.
9. Prepayment of tuition fees does not guarantee course selection.
10. Early payment of fees does not exempt students from future fee increases.

### **Student Aid BC**

11. Student Aid BC is only available to students applying for the Associate Degree Program.
12. Students who have applied for Student Aid BC are required to:
  - pay a 10% tuition deposit and complete the College form to confirm approval for the redirection of any outstanding funds directly from Student Aid BC to the College, and
  - enrol in a minimum of 60% full-time course load (2 courses) per semester
13. Students who are enrolled with two separate institutions must maintain their student loan eligibility with the institution in which they are enrolled full-time.
14. Individuals wanting to enrol as part-time students must apply to Student Aid BC prior to registration.

### **Other Fees**

15. The College has a number of additional fees not directly tied to tuition. A full listing of other fees and amounts can be found on the College's website. Please note: Where lab fees are indicated for a course, this fee will be charged for both online and class courses.

### **Fee Transfers**

16. Fee amounts sent from another educational institution to the College will be applied directly to a student's tuition and other related fees. The College will send any paid fee amounts to another educational institution upon request. A 5% administration fee will be deducted. No fees will be sent directly to a student.

### **Fee Deferrals**

17. Fee deferrals may be available for extenuating circumstances and are approved by the Vice President/Principal or delegate on a case by case basis.
18. Fee deferral will only be approved if it falls within the current enrolment period.

### **Refunds**

19. Refunds will be granted only for courses officially dropped on or before the published drop date.

## POLICY AND PROCEDURES

20. Refunds will be issued in the name of the student unless the student completes the College's authorization form approving redirection of the funds.
21. If after a student has been issued a letter from the College but they have not yet registered for courses, and they receive acceptance to a research university in British Columbia, a refund of the total tuition payment less \$400 will be issued. Where the student has been issued a letter and has already registered for courses the standard refund policy will apply.
22. Students who have been issued an Official Letter of Acceptance or any letters listed on the College's Letter Request Form are not eligible for a tuition refund, regardless of whether the original document has been returned to the College. In this case, students may request course registration deferral to the next semester.
23. International students who are denied a study permit authorization by Immigration, Refugee and Citizenship Canada (IRCC) will receive a 100% refund if the following criteria have been met:
  - The student requested the study permit authorization from IRCC within 30 days of receiving the College's official Letter of Acceptance.
  - The refund is requested with one (1) year of the date that the College's official Letter of Acceptance was issued.
  - The student submits the official documentation of the visa refusal to the College.
24. Students who neglect to renew their study permit yet register for a program/course although no Official Letter of Acceptance was issued may be refunded according to refund guidelines. Students can defer 100% of the fees for one year however any refund will be issued as per refund guidelines.
25. Students who are required to take the English Placement Test for the entrance into a post-secondary English credit course and do not pass will receive a full refund and automatically be withdrawn from the course.
26. Students who are dismissed from a program/course for Academic Misconduct or Student Non-Academic Conduct will not be eligible for a refund.

### For Continuing Students and Local Transfer Students in Post-Secondary Courses/Programs

27. Refunds before a program of study starts:
  - If a written notice of withdrawal is received from the student prior to the start of the semester the College will retain the lesser of 25% of the fees paid or \$600.00 and refund the balance.
28. Refunds after a program of study starts:
  - If the student provides a request form of drop/withdrawal or is dismissed within the first week of class but before the start of the second week of class in the semester, the student will receive a 50% refund.
29. After the first week of class there will be no refund.

### Senior Secondary and ES Program

30. If a student provides notice by registered mail or in person of their intention to withdraw prior to the first day of classes in a semester, the College will retain 40% of the fees paid and refund the balance.
31. If a student provides notice by registered mail or in person to the College of their intention to withdraw after the beginning of the first day of classes but before the first week of classes has elapsed, the College will retain 50% of the fees paid and refund the balance.
32. After the first week of class there will be no refund.

### **DEFINITIONS**

Domestic Student: A student who is a Canadian citizen, permanent resident, or refugee.

English Placement Test: A test which evaluates a student's English language writing skills.

Fee Deferral: An authorized delay in the payment of a fee. May be granted in extraordinary circumstances.

Full-Time Student: A student who is registered in a minimum of three courses in a semester.

International Student: A student who registered in a program/course on a valid study permit, who is not a Canadian citizen, permanent resident, or refugee.

Part-Time Student: A student who is registered in less than three courses in a semester.

Pro-rated: The total fee amount divided by the number of weeks in a program.

Tuition Deposit: A non-refundable fee applied as a payment to tuition fees.

Tuition Fee: The amount charged to students for instruction and teaching for courses offered at the College.

Withdrawal: When a student requests or is required to leave a program or course after the start date.

Drop: When a student requests or is required to leave a program or course before the start date.

### **Related Documents**

- BC Ministry of Education Independent School Act
- Immigration, Refugees and Citizenship Canada (IRCC)
- FISA
- Languages Canada
- Student Aid BC