

## POLICY AND PROCEDURES

POLICY NAME: Tuition, Other Fees, and Refunds	POLICY NUMBER: 2.1.1	CATEGORY: Academic
RESPONSIBLE EXECUTIVE: Chief Financial Officer	APPROVAL AUTHORITY: Executive Council	EFFECTIVE DATE: Jun 14, 2023
NEXT FULL REVIEW DATE: June 13, 2028	REVISED: Jun 13, 2023	REPLACES: Feb 14, 2023

### 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 Chief Executive Officers, 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. Students who provide proof of Permanent Residence status (landing date) prior to the last day of registration for the semester will be eligible for domestic tuition rates starting with that semester.
7. Tuition and other fees may change without notice.
8. As an accredit 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 two (2) consecutive semesters (8 months).

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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 course/s 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 students from course/s 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. Advance 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 \$175.00 non-refundable deposit per course 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 several 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 on campus courses.

### **Fee Transfers**

16. Fee amounts sent from another educational institutions 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 or Principal or delegate on a case-by-case basis.
18. Fee deferral will only be approved if it falls prior to the semester start date.

### **Course Registration.**

A student is considered as registered in their course/s once they have successfully completed registration through the Student Portal

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### University Transfer/Associate of Arts Programs

All UT/AA students are required to pay a non-refundable tuition deposit upon registration. Students will be removed from any unpaid course/s and lose their non-refundable deposit if the College does not receive payment before the published deadline.

19. University Transfer/Associate of Arts Programs - Registration before the program of study starts:

- Both International and Domestic students are required to pay a \$175.00 non-refundable tuition deposit per course upon enrollment
- Once a course/s is selected by a student, the full amount of tuition and related fees must be received by the College before 10:00 am on the 10<sup>th</sup> business day from the date of their registration.
- **Once the registration date is less than 10 business days away from the semester start date, the payment timeframe will decrease each day until there are four (4) business days left. All registration payments from this point forward will be allowed four (4) business days for payment to be received by the College.**

20. University Transfer/Associate of Arts Programs – Registration after semester start but before registration end date:

- All students are required to pay the full amount of the tuition and related fees upon enrollment.

### ESL/Senior Secondary Programs

All ESL/SS students must ensure payment has been received by the College within the published deadline in the Student Portal to avoid being withdrawn/dropped from any unpaid course/s.

21. ESL/Senior Secondary Programs - Registration before the program of study starts:

- Once a course/s is selected by a student, the full amount of tuition and related fees must be received by the College before 10:00 am on the 10<sup>th</sup> business day from the date of their registration.
- **Once the registration date is less than 10 business days away from the semester start date, the payment timeframe will decrease each day until there are four (4) business days left. All registration payments from this point forward will be allowed four (4) business days for payment to be received by the College.**

22. ESL/Senior Secondary Programs - Registration after semester start but before the registration end date:

- All students are required to pay the full amount of the tuition and related fees upon enrollment.

### Refunds

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

24. Refunds will be issued in the name of the student unless the student completes the College's authorization form approving redirection of the funds.

25. 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.

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26. 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.
27. 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 prior to the semester start date if the student has registered.
28. Students who register for courses prior to receiving confirmation of their Study Permit acceptance will be refunded according to the College's standard refund guidelines. Students acknowledge that they will not receive a refund for course(s) registered in if the refund is requested after the semester start date.
29. 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 the College's standard refund guidelines.
30. 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.
31. Students who are dismissed from a program/course for Academic Misconduct or Student Non-Academic Conduct will not be eligible for a refund.

### Domestic Students – All Programs

32. Refunds before a program of study starts:
  - If a student requests to withdraw/drop from a course/s through the Student Portal prior to the start of the semester, the College will retain \$175.00 for each course enrolled and then refund the balance.
33. Refunds after a program of study starts:
  - If a student requests to withdraw/drop a course/s through the Student Portal or is dismissed within the first week of class but before the first week of classes has elapsed, the College will retain \$175.00 for each course enrolled and then refund the balance.
34. After the first week of classes there will be no refund.

### International Students – All Programs

35. Refunds before a program of study starts:
  - If a student requests to withdraw/drop from a course/s through the Student Portal prior to the start of the semester, the College will retain \$175.00 for each course enrolled and then refund the balance.
36. Refunds after a program of study starts:

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- If a student requests to withdrawal/drop from a course/s through the Student Portal or is dismissed within the first week of class but before the first week of class has elapsed, the College will retain \$175.00 for each course enrolled and then refund the balance.

37. 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