

TUITION AND RELATED FEES REFUND PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Academic
Parent Policy:	Tuition and Related Fees Policy
Approval Date:	June 29, 2016
Effective Date:	July 1, 2016
Procedure Owner:	Vice President, College Services and Chief Financial Officer
Procedure Administrator:	Dean, Student Services and Registrar

Overview:

The Office of the Registrar is responsible for the accurate administration and assessment of tuition and fees to a student's account. The purpose of this procedure is to manage in a consistent and equitable manner, a student's refund eligibility.

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

The NorQuest College (college) application fee, tuition deposits, and U-Pass fee, once paid are non-refundable and non-transferable. Should it be necessary for the college to cancel courses or programs for operational reasons, the application fee and tuition deposit are refunded as outlined in the Academic Calendar.

Refund Eligibility

- It is a student's responsibility to inform the Office of the Registrar in writing of his/her intent to withdraw from a program or course. Non-attendance does not constitute notice of withdrawal from a course or program. If a student leaves the college without notification of his/her intent to withdraw, the student will not be eligible for a refund and is responsible for any outstanding fees.

Refund Schedule

Tuition and Fees:

- If a student withdraws prior to the start date of the program (and assuming all fees are paid), the student is eligible to receive a full refund of fees less the tuition deposit and U-Pass fee (if applicable).
- If a student withdraws from the entire program by or before 10% of the term or session has elapsed, the student is eligible to receive a 100% refund of tuition, Students' Association fee, Registrarial Services fee, textbook rental fee (if applicable), and student health and dental plan fee (if applicable), less the tuition deposit, program and supplies fee, U-Pass fee (if applicable) and an administration fee.
- If a student withdraws from a course by or before 10% of the term or session has elapsed, the student is eligible to receive a 100% refund of course tuition and textbook rental fee (if applicable). Each course's program and supplies fee is non-refundable.
- If a student withdraws from the entire program by or before 20%

of the term or session has elapsed, the student is eligible to receive a 75% refund of tuition less an administration fee. All other fees are considered non-refundable at this date.

- If a student withdraws from a course by or before 20% of the term or session has elapsed, the student is eligible to receive a 75% refund of tuition. All other fees are considered non-refundable at this date.
- No refund is available after completion of the first 20% of a term or session.

Receiving a Refund

- Students who are entitled to a refund and are no longer a registered student at NorQuest College will receive a refund cheque to their mailing address within six to eight weeks of withdrawal. Upon request, a refund may also be issued to the credit card if that was the original source of payment.
- Students who withdraw from a course or courses, are continuing their studies at the college, and are entitled to a refund, will have any credit balance applied automatically to their next term's fees. If a student is not registered in the next term, a refund cheque will be issued.
- Students who have been sponsored by an agency, organization, or Aboriginal band will have any refund monies sent directly to their funder.

Financial Appeals

- Students may appeal decisions made on their financial record if there are special circumstances or compassionate reasons. The Registrar (or designate) will be the authority for the determination of special circumstances and the adjudication of appeals.
- Appeals should be initiated within 30 days of the end of term, day or drop, or withdrawal, whichever is first. A completed [Request for Financial Appeal](#) form and appropriate documentation in support of the appeal should be submitted to the Office of the Registrar. Decisions on financial appeals, once made by the Registrar, are final.

Definitions:

Program and Supplies Fee: includes materials and supplies that are essential to the completion of a course. Amounts vary per course and are charged per course.

Registrarial Services Fee: charged each term to cover the cost of credential replacement, official transcripts, enrolment confirmation letters, initial student ID card and application to graduate.

Student Health and Dental Plan Fee: mandatory student health and dental plan plans are offered through the NorQuest Students' Association. Each plan has an annual premium and students may have the option to opt-out prior to a specified deadline.

Students' Association Fee: mandatory fee established by NorQuest Students' Association which covers the benefits provided by the Students' Association.

Textbook Rental Fee: mandatory book rental fee for certain programs and courses. Once the term is over, students are responsible for returning their books. If books are not returned, the

Related Information:
Related Documentation:
Next Review Date:
Revision History:

cost of the book(s) will be charged to the student's account.

Tuition Deposit: a non-refundable deposit to hold a seat in a program once admission is offered. The tuition deposit is applied to the first term's tuition.

Tuition: Those fees specified in section 2 of the *Public Post-Secondary Institutions' Tuition Fees Regulation*.

U-Pass Fee: Universal Transit Pass program is a Student Association mandatory fee for full-time students who are taking classes within the Edmonton city limits. Students may have the option to opt-out prior to a specified deadline.

- [Academic Calendar](#)
- [Freedom of Information and Protection of Privacy Act](#)
- [Public Post-secondary Institutions' Tuition Fee Regulation](#)
- [Tuition and Related Fees Policy](#)

- [Request for Financial Appeal](#)

June 2020

June 2013: New (replaces Standard Practice 6.14: Refund of Tuition and Other Fees)

August 2013: update for document links and branding

November 2014: update for document links

June 2016: reviewed as per Policy and Procedure Framework Procedure; minor edits.