

REGISTRATION, PAYMENTS AND REFUNDS PROCEDURE

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

Category:	Financial and Administrative
Parent Policy:	B12 Tuition and Fees
Approval Date:	June 9, 2020
Effective Date:	June 9, 2020
Procedure Owner:	AVP Student and Registrar

Overview:	
Procedures:	<p>PART A: PROVIDER & PROGRAM REGISTRY SYSTEM (PAPRS) APPROVED PROGRAMS (EXCLUDING APPRENTICESHIP)</p> <p>The Office of the Registrar will publish on the website a summary of mandatory tuition and fees, and estimated books and supplies. This will be produced by May 1 of each year for the following academic year.</p> <p>REGISTRATION AND FEE PAYMENT</p> <ol style="list-style-type: none"> 1. The Office of the Registrar is responsible for registration of students into courses and charging of fees. 2. The Registrar sets the fee deadline for instructional, mandatory non-instructional, SAOC, meal plan and housing fees. <ol style="list-style-type: none"> a. Fees are billed per term. b. Fees are due per term, on or before the first Friday of the term for the program. c. Fees applied to students' accounts after the fee deadline, are due immediately. 3. Payment options are available on the Olds College website. Payment plans and deferred payment requests are reviewed by the Office of the Registrar on an individual basis. 4. Students are responsible to refer to their My Olds College account for fee and registration information. 5. Students are responsible for full payment of fees by the deadline. A fee deferral may be approved on an individual basis pending proof of third party sponsorship (i.e. student loans, awards, RESP's, etc.) 6. International students will be assessed tuition fees equal to three hundred and fifty percent (350%) those assessed for Canadian Citizens, Landed Immigrants or Permanent Residents.

7. Instructors will review the class list available through Web for Faculty within the add period of each class. The instructor will advise any student not on the class list to contact the Office of the Registrar to inquire about registering for the course.

UNPAID FEES

1. A \$200.00 late payment fee and a financial hold will be applied to overdue student accounts on the business day following the fee deadline (or 3 business days for fees applied after the deadline) for any outstanding fees.
 - a. The Office of the Registrar will communicate the late payment fee charge and subsequent consequence to the impacted students.
2. A students' course registration, and residence contract (if applicable), will be cancelled by noon on the second Friday following the program start date (or 10 business days for fees applied after the deadline) for any outstanding balance.
 - a. The Office of the Registrar will notify the student, Associate Dean and residence (if applicable) of the cancelled registrations.
 - b. The Office of the Registrar will ensure Instructors are notified that students have been removed from their classes.
 - c. The Office of the Registrar will work with CHOC to ensure the student is removed from residence.
3. If the student account is paid in full, reinstatement of registration will be reviewed on an individual basis.
4. Financial holds will be removed from the student account once all fees are paid.
5. Residence ancillary fees, library fines and parking tickets will result in a financial hold on the student account, but will not result in a late payment fee charge, or cancellation of registration or residence.
6. Overdue accounts will be sent to a collection agency.
7. Account write offs and overdue accounts sent to the collection agency are approved by the Registrar in consultation with the Director, Business Services.

ADDING OR DROPPING COURSES, WITHDRAWAL AND REFUNDS

1. Once registered in a course, it is the students' responsibility to drop the course if they wish to no longer attend.
2. The deadline to add a course is up to and including 6% through the course.
3. The deadline to drop a course with a refund is up to and including 12% through the course.
4. The deadline to drop a course with a grade of 'W' and no refund is 13% to 50% through the course.
5. A course dropped after 50% through the course will result in a grade of 'F' and no refund of fees.

6. If withdrawing from a program, a notice of withdrawal must be submitted to the Office of the Registrar and will be effective based on the submission date. Non-attendance, NSF cheques, stop payment on a cheque or credit card and non-compliance with a fee deferral arrangement or payment plan does not constitute notice of withdrawal. The program tuition deposit is non-refundable.
7. Withdrawal for compassionate reasons will be considered on an individual basis. The student must submit their request, including the reason with any supporting documentation and desired outcome, in writing to the Registrar (or delegate) who will make the final decision.
8. In the case of a refund, if the student received any form of government, sponsorship, or support funding, the funding organization will be refunded first. Any remaining funds will then be sent to the student.

PROGRAM INTAKE CANCELLATIONS

1. The decision to cancel a program intake is made by the Registrar in conjunction with the Dean and must be communicated to students at least 8 weeks prior to the start of the program. All fees are refunded including the application fee and tuition deposit.
2. If the student received any form of government, sponsorship, or support funding, the funding organization will be refunded first. Any remaining funds will then be sent to the student.

PART B: CONTINUING EDUCATION (NOT APPROVED BY PAPRS) (*) FEE PAYMENT

1. All fees must be paid in full at the time of registration except in the case of 3rd party payments where previous arrangements have been approved.
2. Registrations are processed on a first come first served basis
3. Payment options are available on the Olds College website.

REFUNDS

1. A student who withdraws from a program or a course three or more business days prior to the start of the course will receive a 100% refund of all fees minus the cancellation fee as set by the Manager, Continuing Education.
2. A student who withdraws from a program or a course within three business days prior to the start of the course will receive no refund of fees.
3. In the case of a refund, if the student received any form of government, sponsorship, or support fundings, the funding organization will be refunded first. Any remaining funds will then be sent to the student.
4. Withdrawal for extenuating circumstances or compassionate reasons will be considered on an individual basis. The student must submit their request, including the reason for the request and any supporting

documentation, to the Manager, Continuing Education, who will make the final decision.

CANCELLATIONS

1. The decision to cancel a course or program that is 5 days or less in length must be made and communicated to students at least 5 days prior to the start date of the first class.
2. The decision to cancel a course or program that is more than 5 days in length must be made and communicated to students at least 2 weeks prior to the start date of the first class.
3. If the student received any form of government, sponsorship, or support funding, the funding organization will be refunded first. Any remaining funds will then be sent to the student.

* Excludes courses and/or programs undertaken in partnership with other institutions such as Prairie Horticulture Certificate. These courses or programs will comply with the fee policies jointly agreed to by the participating institutions. If there is no jointly agreed fee policy, then the Olds College Fee Policy applies.

PART C: APPRENTICESHIP PROGRAMS REGISTRATION AND FEE PAYMENT

1. Registrations will be processed on a first come, first served basis.
2. Registrations will not be processed if there are outstanding fees or library holds on the student's account. The hold must be cleared prior to registration.
3. All mandatory instructional fees, mandatory non-instructional fees and SAOC fees must be paid in full upon registration.
4. All other remaining fees, including but not limited to parking, residence and meal plans, must be paid in full on or before the first day of class.
5. Payment options are available on the Olds College website.
6. On the first day of class, instructors will take attendance based on the class list available through Web for Faculty. This is done to ensure students attending the course have paid and registered for the course. The instructor will advise any student not on the list to contact the Office of the Registrar.

CANCELLATIONS, WITHDRAWALS AND REFUNDS

1. A cancellation of registration up to and including 10 days prior to the technical training will result in a full refund minus a \$150 cancellation fee.
2. A cancellation of registration within 10 days prior to the technical training will result in no refund of mandatory instructional fees, mandatory non-instructional fees and SAOC fees.
3. Withdrawal once the training has started will result in no refund of mandatory instructional fees, mandatory non-instructional fees and SAOC fees. In the case of a refund, if the student received any form of government, sponsorship, or support funding, the funding organization

	<p>will be refunded first. Any remaining funds will then be sent to the student.</p> <p>4. Withdrawal for compassionate reasons will be considered on an individual basis. The student must submit their request, including the reason with any supporting documentation and desired outcome, in writing to the Registrar who, after consultation with the Associate Dean will make the final decision.</p> <p>APPRENTICESHIP TECHNICAL TRAINING CANCELLATIONS</p> <ol style="list-style-type: none"> 1. The decision to cancel a period of technical training must be made by the Associate Dean and communicated to students at least 4 weeks prior to the start date of the first class. 2. If the student received any form of government, sponsorship, or support funding, the funding organization will be refunded first. Any remaining funds will then be sent to the student.
<p>Definitions:</p>	<p>Tuition Fees: those fees specified in section 1(2) of the Post Secondary Learning Act Tuition Fees Regulation.</p> <p>Non-instructional Fees: fees assessed to the student account for goods and services that are not tuition fees.</p> <p>Students' Association of Olds College (SAOC) Fees: Students' Association of Olds College (SAOC) fees are recommended and approved by the SAOC Executive. SAOC fees are charged only to programs approved in PAPRS.</p> <p>Optional Fees: Optional fees are charged as the specific service is utilized, and must be paid at the time of usage.</p>
<p>Related Information:</p>	<p>Tuition and Fees Webpage Tuition and Fees Policy Tuition and Fees Consultation Procedure</p>
<p>Review Period:</p>	<p>3 Years Next Review Date: June 2023</p>
<p>Revision History:</p>	<p>November 28, 2002: Revision April 23, 2012: Revision October 23, 2014: Renewal April 13, 2015: Renewal August 6, 2019: Renewal June 9, 2020: Revision</p>

