

REGISTRATION, PAYMENTS & REFUNDS

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

Category:	I. Student Experience
Parent Policy:	I10
Approval Date:	June 18, 2024
Effective Date:	June 18, 2024
Procedure Owner:	Registrar & Director, Student Services

Overview:	<p>The tuition and fee schedule will be published annually by the first Monday in May on the Olds College of Agriculture & Technology (the “College”) website, and will identify all fees that are assessed to the student account.</p> <p>Descriptions of fees will be published on the College website.</p> <p>Procedures guiding registration, payments and refunds are below.</p>
Procedures:	<p>Part A: Provider & Program Registry System (Paps) Approved Programs (Excluding Apprenticeship)</p> <p>Registration and Fee Payment</p> <ol style="list-style-type: none"> The Office of the Registrar is responsible for registration of students into courses and charging of fees. The Registrar sets the fee deadline for instructional, mandatory non-instructional, SAOC, meal plan and housing fees. <ol style="list-style-type: none"> Fees are billed per term. Fees for the September Intake are due on the last Monday of August. Pre-employment Trades are due in accordance with all other intakes. Apprenticeship, see PART C. Fees for all other intakes are due on or before the first Friday after the start of the program. Fees applied to student accounts after the fee deadline are due immediately. Payment options are available on the College website. Students are responsible to refer to their My Olds College account for fee and registration information. Students are responsible for full payment of fees by the fee deadline. International students will be assessed differential tuition fees compared to those assessed for Canadian Citizens, Landed Immigrants or Permanent Residents.

5. 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.
6. Resources to support students with financial planning and preparedness are made available to students.

Payment Plans and Fee Deadline Extension Requests Requests

1. Payment plans and deferred payment deadline requests are reviewed by the Office of the Registrar on an individual basis. Should any one payment become overdue, the payment plan will become null and void and all fees remaining outstanding will be required to be paid immediately.
2. Payment plans are only available for student housing and meal plan fees and reviewed by the Office of the Registrar on an individual basis.

Sponsorship

1. Any third party financially supporting any portion of a student's tuition and fees as assessed in the student account must submit a sponsorship letter detailing coverage and will be invoiced directly.

NSF/Returned Cheque/Credit Card Chargeback

1. In the event that a payment returns as NSF, or there is a credit card chargeback initiated, the account will have an administrative fee applied based on the approved fee schedule.
2. The College reserves the right to limit payment methods based on NSF/Returned Payments/Credit Card chargebacks.

Outstanding Balance

1. A late payment fee and a financial hold will be applied to student accounts with an outstanding balance on the business day following the fee deadline (or three business days for fees applied after the deadline).
 - a. The Office of the Registrar will communicate the late payment fee charge and subsequent consequence to the impacted students.
2. Canceling course registration may include removal of access to the College Learning Management System. Advanced notice is provided by email to the student email account. If this step is not effectively addressed by the student, then step three is implemented.
3. A student's course registration, and residence contract (if applicable), will be canceled three business days following the due date for any outstanding balance.
 - a. The Office of the Registrar will notify the student, Associate Dean and Campus Housing (if applicable) of the canceled registrations.
 - b. The Office of the Registrar will ensure Instructors are notified that students have been removed from their classes.
4. If the student account balance is paid in full after deregistration, reinstatement of registration will be reviewed on an individual basis.
5. Outstanding 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 student housing.
6. Financial holds will be removed from the student account once all fees are paid.

7. Outstanding account balances at the end of the academic year will be sent to a collection agency.
8. Account write-offs and outstanding account balances sent to the collection agency are approved by the Registrar in consultation with the Director, Business Services.

Adding or Dropping Courses, and Withdrawal

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 is up to and including 12% through the course.
4. The deadline to drop a course with a grade of 'W' is 13% to 75% through the course.
5. A course dropped after 75% through the course will result in a grade of 'F'.
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 deadline extension arrangement or payment plan does not constitute notice of withdrawal. The program tuition deposit is non-refundable.

Tuition Deposit and Fees Refund Procedure (Domestic)

1. Tuition Deposit: If the student cancels admission up to four months prior to the program start date the tuition deposit is refundable. Within four months of the program start date the tuition deposit is non-refundable.
2. Course Fees: Course fees are refundable up to advertised course drop date. Course fees are non-refundable after the advertised course drop date.
3. Refunds will be processed as a credit to the student account for future fee payments unless the student requests a refund.
4. Requested refunds will be processed within 30 days of the drop date and every 30 days thereafter.
5. In the case of a refund, if the student received sponsorship, the sponsor will be refunded first. Any remaining funds will then be sent to the student.
6. Exceptions will be considered on an individual basis. The student must submit their request, including the extenuating reason(s) with any supporting documentation and desired outcome, in writing to the Office of the Registrar. This will typically occur through the Late Payment & Cancellation Fee - Appeal Form or the College Withdrawal Form (Withdrawal with Cause)

Tuition Deposit and Fees Refund Procedure (International)

1. NON-REFUNDABLE - Tuition Deposit and any first-term tuition and fees paid are non-refundable if:
 - a. Student has been issued a Provincial Attestation Letter (PAL);
 - b. Student cancels admission within four months prior to the program start date and proof of Study Permit denial or 'in-progress' status is not provided;
 - c. Student cancels admission after a Study Permit application has been approved; or
 - d. Student fails to provide notice of cancellation prior to the start of the program.
2. PARTIAL REFUND - The Tuition Deposit is partially refunded, less an administrative fee (see Tuition and Fee Schedule) if:

- a. Student cancels admissions within four months prior to the program start date and proof is provided that the Study Permit application was denied.
 - b. Student cancels admission within four months prior to the program start date and proof is provided that the Study Permit application has not yet been processed.
 - i. Student is eligible for a one-time Admission Deferral. The student must request this deferral prior to their original program start date.
 - c. Student cancels admission up to four months prior to the program start date. Note exception 1a and 1c above.
3. Refunds will be processed as a credit to the student account for future fee payments unless the student requests a refund.
 4. Requested refunds will be processed typically within 30 days of the refund request date. Refunds processed will be provided back to the original payment source.
 5. Exceptions will be considered on an individual basis. The student must submit their request, including extenuating reason(s) with any supporting documentation and desired outcome in writing to the Office of the Registrar. This will typically occur through the Late Payment & Cancellation Fee - Appeal Form or the College Withdrawal Form (Withdrawal with Cause).

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 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 Director, Industry Training & 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 Director, Industry Training & 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 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 start of the apprenticeship period will result in a full refund minus a \$150 cancellation fee.
2. A cancellation of registration within 10 days prior to the start of the apprenticeship period will result in no refund of mandatory instructional fees, mandatory non-instructional fees and SAOC fees.
3. Withdrawal once the apprenticeship period 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 will be refunded first. Any remaining funds will then be sent to the student.
4. Exceptions will be considered on an individual basis. The student must submit their request, including the extenuating reason(s) with any supporting documentation and desired outcome in writing to the Registrar who, after consultation with the Associate Dean, will make the final decision.

Definitions:

Tuition Fees: Fees for instruction specified in section 1(2) of the Post Secondary Learning Act Tuition and Fees Regulation.

Mandatory Non-Instructional Fees: Fees for specific goods or services and are not tuition fees but are required as specified in section 1(2) of the Post Secondary Learning Act Tuition And Fees Regulation.

Students' Association of Olds College (SAOC) Fees: Students' Association of Olds College (SAOC) fees are recommended and approved by the SAOC Board of Directors. SAOC fees are charged to programs approved in PAPRS.

	<p>Sponsorship: Any funding organization or persons that submits a letter of intent to cover specific fees that have been applied to a student's account.</p> <p>User Fees: Optional fees assessed to a student account by the Office of the Registrar for specific services that, if utilized, must be paid at the time of usage.</p> <p>Payment Plan: An agreement between the Office of the Registrar and the student, applicable to housing and meal plan fees only.</p> <p>Fee Deadline Extension: Awarded on an individual basis, extensions may be granted past the posted fee deadline.</p>
<p>Related Information:</p>	<p>Tuition and Fees Webpage Late Payment and Cancellation Fee - Appeal Form Olds College Withdrawal Form I10 Tuition and Fees Consultation Procedure</p>
<p>Review Period:</p>	<p>3 Years</p>
<p>Revision History:</p>	<p>Revised: November 2002 Revised: April 2012 Revised: October 2014 Revised: April 2015 Revised: August 2019 Revised: June 2020 Revised: January 2023 Revised: September 2023 Revised: May 2024</p>