

HOLLAND COLLEGE

ADMINISTRATIVE REGULATION

Category: STUDENTS
Topic: COLLECTION OF STUDENT FEES AND REFUNDS
Code: 50-03-2
Effective Date: March 30, 2021 **Revision:** EIGHT
Approved by: President of Holland College, Sandy MacDonald

This Administrative Regulation does not apply to International Students. International student tuitions and refunds are covered under Administrative Regulation 50-03-3.

Related Documents:

Administrative Regulation [50-03-3](#) (International Student Tuition Fees)

- A. [POST-SECONDARY PROGRAMS](#)
- B. [CONTINUING EDUCATION COURSES](#)
- C. [ENGLISH FOR ACADEMIC PURPOSES](#)

A. POST-SECONDARY PROGRAMS

GENERAL

- 1.** A full-time (post-secondary) student is defined as a student enrolled for a minimum of 15 hours per week that span a semester, or enrolled in 3 or more credit courses that have a minimum combined credit value of nine that span a semester.
- 2.** Any tuition of \$1000 or less is payable in full on or before the start day of classes.
- 3.** All fees with the exception of lab fees are payable in full on or before the start day of classes.
- 4.** The College reserves the right to cancel registration of those students who fail to pay their tuition and/or fees.
- 5.** Exceptions to this Administrative Regulation may be granted by the Registrar.

APPLICATION FEES

- 6.** Application fees are due at time of receipt of the application. Applications will not be processed until the correct application fee is received.

7. Application fees are non-refundable (unless the program is cancelled) and are separate from all other fees.
8. A \$40 application fee is required for all post-secondary programs.
9. Notwithstanding the above paragraph, the application fee for police science (cadet) program is \$125.

CONFIRMATION FEES

10. When applicants are accepted to a program they must forward a confirmation fee in order to confirm their attendance and hold their seat. The confirmation fee is credited toward the tuition cost.
11. Confirmation fees for Holland College programs will be as follows:
 - a) Programs carrying tuition fees of less than \$5000 will have confirmation fees of \$250.00.
 - b) Programs carrying tuition fees of greater than \$5000 will have confirmation fees of \$500.00.

TUITION, LAB AND OTHER FEES

12. Holland College operates programs on either a program year basis (not a semester system) or a course basis.

Program Year Basis

13. For programs operating on a program year basis:
 - 13.1 Tuition, lab and other fees are due in full on or before the start day of the program.
 - 13.2 Notwithstanding the above, a split payment of tuition and lab fees is permitted for convenience, however, if a student chooses not to return any time after sixty (60) calendar days from the start day of the program, the student is still responsible for the full year program tuition and fees. All other fees are due and payable on or before start day of the program. These include student union dues and other amounts which may be applicable to certain programs.
 - 13.3 Students are required to pay sixty percent (60%) of tuition/lab fees on or before the start day of the program and forty percent (40%) on or before the first day of the second half of the program.
 - 13.4 Students who attend for more than one week and leave a program before its completion, for whatever reason, will be charged a monthly fee for each month attended or part thereof, subject to the College's refund policy (below).

- 13.5** Students who require additional time to complete a program will be charged an additional tuition and/or lab fee on a prorated basis. Any extensions over a week shall be charged a monthly fee for each month or part thereof.

Course Basis

- 14.** For programs offered on a course basis:
- 14.1** Tuition is based on the number of enrolled courses taken each semester, and tuition and any applicable lab fees are due in full before the start of each semester.
- 14.2** All other fees are due and payable before the start of the first semester. These include student union dues and other amounts which may be applicable to certain programs.

DEFERRALS

- 15.** A deferral of fees may be granted for up to four weeks from the start day of the program, for the following:

- a)** processing of student loans.
- b)** processing of Skills Development Program financing.
- c)** other exceptional circumstances with the approval of the Registrar.

*A student may be subject to a late payment fee of \$50.

*A student accepted within one week prior to the start day of the program or subsequent to the start day of the program, may be granted a deferral of fees for up to six weeks from the start day of the program.

- 16.** If a student has an approved student loan or written confirmation of Skills Development financing but has yet to receive the funds, the Admission Clerk may extend the deferral for an additional two weeks. Deferrals for a longer period may be granted at the discretion of the Registrar. If the student does not have an approved student loan or written confirmation of Skills Development financing, any additional deferral will be only at the discretion of the Registrar.

OVERDUE ACCOUNTS

- 17.** If a student has not paid tuition and/or fees when due, and has not been granted a deferral, the student's account will be considered to be overdue.
- 18.** While a student's account is overdue, the student will not:

- a) be able to register for any program or course offered by the College.
 - b) be able to participate in on the job training activities.
 - c) be permitted to participate in any graduation or other recognition ceremonies.
 - d) receive a diploma, certificate, transcript or any other official student record until all accounts are paid in full.
- 19.** All overdue accounts are charged a late payment fee of \$50 and are subject to interest charges.
- 20.** Overdue accounts will be processed accordingly:
- 20.1** Notice 1: Admissions will send the student an overdue notice. If a student does not contact the Admission Clerk within two weeks of the notice, the account will be forwarded to the Finance Office.
- 20.2** Notice 2: The Finance Office will notify the student of outstanding fees in writing. If the student does respond, the Finance Office will arrange payment with the student.
- 20.3** Notice 3: If the student does not contact the Finance Office within one week, the Finance Office will send a final notice by registered mail/courier or by personal delivery and the student will be given one week to settle all outstanding accounts, or the following will occur:
- a) The VP Corporate Services, or designate, after notifying the appropriate Director/Executive Director will terminate the student's attendance in the program and notify the student of the consequences as outlined below.
 - b) Terminated students will:
 - (i) not be able to register for any program or course offered by the College.
 - (ii) have parking, computer, and library privileges revoked.
 - (iii) have student union membership terminated.
 - (iv) not be permitted to participate in on-the-job training activities.
 - (v) not be permitted to participate in varsity athletics.
 - (vi) not be permitted to participate in any graduation or other recognition ceremonies.

(vii) not receive a diploma, certificate, transcript or any other official student record until all accounts are paid in full.

21. Students may only be reinstated after all accounts are paid in full and with the approval of the Registrar/Finance Office.
22. Continued overdue accounts will be turned over for collection through a collection agency.

REFUNDS (Excluding Continuing Education Courses)

23. All refunds will be approved by the Chief Financial Officer or a delegated authority.
24. A student who is dismissed from a program/course will not be eligible for a refund.

Application Fee Refund

25. An application fee is payable for application to every program and is non-refundable, unless the program is cancelled.

Confirmation Fee Refund

26. Domestic applicants who officially notify the College of the decision to cancel their seat may be eligible for a refund of the confirmation fee as follows:
 - a) Fifty percent (50%) of the confirmation fee will be refunded up to thirty (30) days prior to the start day of the program.
 - b) No refund of the confirmation fee will be granted with less than 30 days before the start day of the program
Notwithstanding paragraph (b) above, students accepted less than 30 days prior to the start day of the program will be eligible for a refund of 50% of the confirmation fee, to the end of the last working day prior to start day of the program.

Tuition & Lab Fees Refund

27. Partial tuition/lab fee refunds to registered students will be granted under the following conditions:
 - a) The student either informs their instructor of their intent to withdraw/discontinue or the student provides formal written notice of their withdrawal to the Registrar's Office by completing a QF017 (Course/Program Discontinuation Form). The instructor will complete and submit a QF007 (Post-Secondary Student Exit/Change of Status {found on

WebAdvisor}). The date of the withdrawal shall be the date that the notice/exit form is received.

- b)** A student who has been accepted into a program on a probationary or conditional basis exits within the probationary period.
- c)** A student exits for health reasons and provides a medical certificate acceptable to the College.

28. Tuition and lab fee refunds for program year based programs:

- a)** A first year student exiting the program before the second Friday after the start day of the program will receive a full refund less the confirmation fee.
- b)** A student exiting the program or changing status (ie. full-time to part-time or change in start date/exit date) within sixty (60) calendar days after the start day of the program will receive a partial refund.
- c)** The amount of refund will be determined as follows:
 - (i)** Any part of a calendar month attended or registered by a student constitutes a full month. Refunds will be made for complete months only.
 - (ii)** The tuition and fees refund will be based on the time attended or registered preceding the student exiting the program, pro-rated over the duration of the course.
 - (iii)** A refund for other program items, if applicable, less costs already incurred by the College on behalf of the student.
- d)** If the student exits after sixty days from the start day of the program, the student will receive no refund.

29. Tuition and lab fee refunds for course based programs:

- a)** If a student exits a course within ten (10) business days of the course start date, the student will receive a full refund for the course less an administrative fee of \$50 per course.
- b)** If a student exits a course after ten (10) business days of the course start date, but before 20 business days of the course start date, the student will receive a fifty percent (50%) refund for the course.

- c) If a student exits a course after 20 business days from the course start date, the student will receive no refund for the course.

PROGRAM TRANSFERS (Program year based programs only)

- 30. The student will be responsible for any direct costs incurred by the College on their behalf, while they attended their original program.
- 31. Students are responsible for the cost of texts in both their original program and the program to which they are transferring.
- 32. Transfers of tuition/fees paid will be permitted. If the tuition/fees of the program to which the student is transferring is higher than the tuition/fees of the original program, the student will be required to pay the difference. If the tuition/fees of the program to which the student is transferring is lower than the tuition/fees of the original program, a pro-rated refund will be issued to the student providing the transfer occurs within sixty (60) calendar days after the start day of the original program.

B. CONTINUING EDUCATION COURSES

- 33. Registration for all courses will be on a first-come, first-served basis.
- 34. For courses costing \$300 or less, full course costs are due and payable at the time of registration. For courses costing more than \$300, one-half the costs are due and payable at the time of registration, with the balance due and payable before the course start date. Students will not be permitted to attend any classes until their fees are paid in full, unless approved by the Registrar or delegated authority.
- 35. While a student's account is overdue, the student will not:
 - a) be able to register for any program or course offered by the College.
 - b) be able to participate in on the job training activities.
 - c) be permitted to participate in any graduation or other recognition ceremonies.
 - d) receive a diploma, certificate, transcript or any other official student record until all accounts are paid in full.

All overdue accounts are subject to interest charges.

Continuing Education Refunds

- 36. Full refunds will be issued if a course is cancelled.
- 37. If a student cancels before the first class, they will receive a full refund less a processing fee of \$20.

No refund will be issued for non-credit courses after the start day of the course.

38. Refunds to students registered in credit courses will be granted under the following conditions:

38.1 If a student exits a credit course within ten (10) business days of the course start date, the student will receive a full refund for the course less an administrative fee of \$50 per course.

38.2 If a student exits a credit course after ten (10) business days of the course start date, but before 20 business days of the course start date, the student will receive a fifty percent (50%) refund for the course.

38.3 If a student exits a credit course after 20 business days from the course start date, the student will receive no refund for the course.

Continuing Education Transfers

39. Prior to the second scheduled class, a student may request a transfer of fees to another continuing education short course, with available seats, but only in the same session (i.e. fall/winter). If the course the student is transferring to has a higher tuition fee than the course originally registered in, the student will be required to pay the balance. If the course the student is transferring to has a lower tuition fee than the course originally registered in, no refund will be granted for the difference.

40. After the second scheduled class no transfers will be permitted.

SENIOR CITIZEN DISCOUNT

41. Senior citizens will receive a twenty (20) percent discount on all continuing education course tuitions offered by Holland College.

42. This discount will be provided to any individual who has attained the age of 65 years by start day of the course (Board Regulation 10-01-4) and who presents acceptable picture identification to verify their age to the Admissions Clerk upon payment of fees.

C. ENGLISH FOR ACADEMIC PURPOSES

43. Refunds to students registered in EAP will be granted under the following condition:

a) If a student exits the semester within ten (10) business days of the course start date the student will receive a full refund for that course less an administrative fee of \$50.00.

- b)** If a student exits the semester after ten (10) business days from the course start date, the student will receive no refund for the course.