

College Procedure

PROCEDURE TYPE:	Administrative
PROCEDURE TITLE:	Fee and Refund – Continuing Education
PROCEDURE NO.:	ADMIN-201.2
RESPONSIBILITY:	Registrar
APPROVED BY:	Durham College Leadership Team
EFFECTIVE DATE:	May 2013
REVISED:	
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Introduction

This procedure is designed to outline the processes for establishing and building fees for Continuing Education offerings each semester and for the refunding of fees when students withdraw.

Procedure

A. Establishing Fees

Each academic year, tuition fees for Continuing Education courses must be established for the following:

Tuition fees

- 1) Tuition fees for credit courses are set in accordance with the Ministry's Tuition and Ancillary Fees Operating Procedure and are based upon an hourly rate. This hourly rate is multiplied by the total number of hours for the course to determine the tuition fee.
- 2) Tuition fees for non-credit or general interest courses fall outside the jurisdiction of the Ministry's Tuition and Ancillary Fees Operating Procedure. As such, these fees are determined by the School of Continuing Education.
- 3) Tuition fees for credit Continuing Education courses for international students fall outside the jurisdiction of the Ministry's Tuition and Ancillary Fees Operating Procedure. As such, these fees are established by the registrar, in consultation with the directors of International Education and Continuing Education.
- 4) Tuition fees for credit Continuing Education courses are presented to the Audit and Finance subcommittee of the Board of Governors and then to the Board. The target date for presentation to the board is February, but this is entirely dependent upon the availability of the updated Ministry's Binding Policy Directive.

Administrative fees

- 1) Continuing education students pay an administrative fee that covers the following:
 - Facility fee;
 - Student Centre fee; and
 - IT fee.

- 2) In January, the registrar consults with Continuing Education to determine if an increase is required for any of these fees in the upcoming academic year.
- 3) Increases for these fees typically reflect the same cost-of-living increase applied to mandatory ancillary fees.

B. Loading of fees

- 1) Fees for Continuing Education are built on a course-by-course basis.
- 2) Courses are built on a semester basis with the appropriate fees attached.

C. Fee payment

- 1) Fees for Continuing Education courses are paid for at the time of registration. Students cannot attend classes without paying all applicable fees.
- 2) Students have a number of fee payment methods available to them:
 - Cash;
 - Credit card; and
 - Debit card.

D. Miscellaneous fees

- 1) Students may be charged for miscellaneous fees for services requested during the courses of the semester. These fees may include, but are not limited to:
 - Official transcripts;
 - Enrolment verification letters;
 - Duplicate diplomas/certificates;
 - Duplicate receipts;
 - Academic appeals;
 - Grade appeals; and
 - Credit transfer applications.
- 2) In January, the registrar consults with stakeholder departments to determine if an increase is required for any of these fees in the upcoming academic year.
- 3) Increases for these fees typically reflect the same cost-of-living increase applied to mandatory ancillary fees.
- 4) The fee is charged and paid for by the student at the time the service is requested.

F. Refund of fees

- 1) If the college cancels a course, the student receives a full refund of fees paid.
- 2) If the student withdraws before the published deadlines, they will be issued a full refund of fees, less an administrative fee as published in the Continuing Education course calendar.
- 3) Tuition refunds will be issued via college cheque directly to the student (or third-party if fees were paid that way).

G. Refund appeals

- 1) If a student withdraws after the published deadlines, she or he is not entitled to a refund of tuition fees. If there are exceptional circumstances surrounding the

- withdrawal (such as medical emergencies or a death in the family), he or she may submit an appeal for consideration of a refund.
- 2) A student wishing to appeal a refund must do so in writing to the associate registrar, Records and Registration Systems and must provide all relevant documentation to substantiate his or her claim.
 - 4) The associate registrar will acknowledge receipt of each appeal and will review the merits of each individually. If necessary, the associate registrar will contact the student for additional information or will consult with the academic school if further clarification is required.
 - 5) If an appeal is granted, a prorated refund of tuition fees paid will be calculated based upon the number of weeks of classes the student had attended when he or she officially withdrew.
 - 6) Upon review of the appeal, the associate registrar will respond in writing with her or his decision and, if applicable, the amount of the refund the student will receive.

Roles and responsibilities

It is the responsibility of the registrar to ensure this procedure is fully implemented.

Related policies, procedures and directives

Durham College Fee and Refund Policy ADMIN-210 and procedures – Post-Secondary Program ADMIN-210.1 and Apprenticeship Programs ADMIN-210.3

Durham College Registration and Records Policy ADMIN-207 and procedures Post-Secondary Programs ADMIN-207.1, Continuing Education ADMIN-207.2, and Apprenticeship Programs ADMIN-207.3

Ministry of Training, Colleges and Universities - Tuition and Ancillary Fee Reporting Operating Procedure