

College Procedure

PROCEDURE TYPE:	Administrative
PROCEDURE TITLE:	Fee and Refund – Apprenticeship Programs
PROCEDURE NO.:	ADMIN-210.3
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 apprenticeship programs each academic year, advising students of fees owing and payment dates, and refunding fees when students withdraw.

Definitions

Classroom fee refers to the portion of fees that a student pays towards the apprenticeship training he or she is registered in.

Procedure

A. Establishing fees

- 1) Classroom fees for apprenticeship students are set by the Ministry of Training, Colleges and Universities.
- 2) Classroom fees vary according to program length and range from \$350 to \$600 per program level.

B. Loading of fees

- 1) Once the classroom fees have been established, they are loaded to the system by the Office of the Registrar.
- 2) Extensive testing is conducted in order to ensure the accuracy of these fees prior to the registration of apprenticeship students.

C. Generation of fee statements/fee payment

- 1) Classroom fees for apprenticeship programs are paid for at the time of registration. Students cannot participate in an apprenticeship program without paying this fee.
- 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.
- 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) Apprenticeship students who officially withdraw from their program before the first day of classes will be refunded the classroom fee, less an administrative fee of \$100.
- 2) 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 first day of classes, she or he is not entitled to a refund of their classroom fee. If there are exception 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, Whitby Campus, and must provide all relevant documentation to substantiate her or his claim.
- 3) The associate registrar will acknowledge receipt of each appeal and 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.
- 4) If an appeal is granted, a prorated refund of the classroom fee paid will be calculated based upon the number of weeks of classes the student attended when he or she officially withdrew.
- 5) 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 Continuing Education ADMIN-210.2
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