

NON-CREDIT TUITION AND RELATED FEES REFUND PROCEDURE

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

Functional Category:	Academic
Parent Policy:	Tuition and Related Fees Policy
Approval Date:	May 27, 2019
Effective Date:	June 1, 2019
Procedure Owner:	Vice President, Corporate Services and Finance
Procedure Administrator:	Senior Manager, Registrar

Overview:

The Office of the Registrar is responsible for the accurate administration and assessment of tuition and fees to students' accounts. The purpose of this procedure is to ensure that student refunds are managed and calculated in a consistent and equitable manner.

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

This procedure describes refund calculations in cases where a student withdraws from one or more non-credit course(s). It does not pertain to:

- Credit course offerings;
- Cases in which the college cancels a course or program for operational reasons. In those cases, all tuition and any non-instructional fees are refunded;
- Contract offerings of training – the contract may provide refund conditions that differ from those described in this procedure.

Refund Eligibility

- Course fees are eligible to be fully refunded when written notice of withdrawal or registration cancellation is given seven (7) days before the courses start date.
- When written notification is received less than seven (7) days before the course start date, no refund is issued.

Receiving a Refund

- Students who are entitled to a refund and are no longer registered at NorQuest College will receive a refund within eight (8) weeks of withdrawal. Refunds are issued to the same source from which payment was originally received; in cases of cash payments, refunds will be by cheque.
- Students who are entitled to a refund and are continuing their studies at the college will have any credit balance applied automatically to their current outstanding or next term's fees.
- Students who have been sponsored by an agency, organization, or Indigenous band will have any refund monies sent directly to their funder.

Financial Appeals

- Students who wish to request a refund due to special circumstances (e.g. documented family or medical emergency) may submit an appeal. The Registrar (or designate) is the

Definitions:
Related NorQuest College Information:
Related External Information:
Next Review Date:
Revision History:

authority for the determination of special circumstances and the adjudication of appeals.

- Appeals are to be initiated within 30 days of the course end date or of the date of the course drop/withdrawal, whichever is first. A completed [Request for Financial Appeal](#) form and appropriate documentation in support of the appeal are to be submitted to the Office of the Registrar in person or by email at non.credit@norquest.ca.
- Decisions on financial appeals for non-credit course(s) may include input from Continuing Education & Partner Solutions.
- Decisions on financial appeals are final.

Non-instructional Fees: fees assessed to the student account for goods and services that are not tuition fees.

Non-Credit Tuition Fees: fees assessed to the student account for teaching and/or instruction for a non-credit course.

Withdrawal: discontinuation of enrolment in a course or program which may be initiated either by the student or the college. Reasons for withdrawal include, but are not limited to, academic behaviour, medical problems, poor attendance, or non-payment of fees.

- [Request for Financial Appeal](#)
- [Tuition and Related Fees Policy](#)
- [Freedom of Information and Protection of Privacy Act](#)

May 2023

May 2019: new
August 2019: Compliance Office template & reorganization update