

TUITION AND RELATED FEES REFUND PROCEDURE

CREDIT COURSES

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:	March 9, 2021
Effective Date:	March 9, 2021
Procedure Owner:	Chief Learner Experience Officer
Procedure Administrator:	Senior Manager, Registrar

Overview:

The Office of the Registrar is responsible for the accurate administration and assessment of tuition and fees to student accounts. The purpose of this procedure is to ensure that refunds for students in credit courses 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:

Scope

This procedure describes refund calculations in cases where a student withdraws from a credit course or program. It does not pertain to:

- Non-credit course offerings;
- Application fees. Once paid, application fees are non-refundable and non-transferable to other terms or programs;
- Cases in which the college cancels a course or program for operational reasons. In those cases, the application fee and tuition deposit are refunded as outlined in the Academic Calendar;
- Contract offerings of training.

Program Deposit Refunds

Tuition deposits are non-transferable and non-refundable, except under conditions described in the Refund Schedule below.

Refund Eligibility

- It is a student's responsibility to inform the Office of the Registrar in writing of their intent to withdraw from a program or course. A student can also drop a course through Self-Service in MyQuest. Eligibility for refunds is determined based on the date on which written notice is received or the Self-Service action was taken.
- Non-attendance does not constitute notice of withdrawal from a course or program. If a student leaves the college without notification of their intent to withdraw, the student is not eligible for a refund and is responsible for any outstanding fees.

Refund Schedule

Tuition, program and term fee and Students' Association fee refunds are determined based on the withdrawal date in relation to each class that is dropped.

- If a student withdraws by or before 10% of the class has elapsed, 100% of tuition, program and term fees and Students' Association

fees paid for the class are refundable. The tuition deposit will be forfeited, if applicable.

- If a student withdraws when between 11% and 20% of the class has elapsed, 75% of tuition paid for the class is refundable, and no refund for program and term fees or Students' Association fees is available.
- After 20% of a class has elapsed, no tuition, program and term fees or Students' Association fees refund is available.
- If a student's study permit application is denied and the Office of the Registrar is notified one or more days prior to the start of a program, a student is eligible to receive a refund of fees, less 25% of the tuition deposit.

When a student withdraws from an entire program, the following refund schedule applies in addition to the tuition and program and term fees rules above. If a student withdraws from a program:

- 30 days or more before the start date of the program, the student is eligible for a full refund of tuition and fees paid and a refund of half of the tuition deposit amount paid (if applicable).
- Prior to the start date of the program, but within 30 days of the start of the program, the student is eligible to receive a full refund of tuition and fees paid, less the entire tuition deposit and the U-Pass fee (if applicable).
- After the program has begun, but by or before 10% of each class length has elapsed, the student is eligible to receive a 100% refund of all fees paid, less the entire tuition deposit, Health and Dental coverage charges (if a coverage claim has been made), and the U-Pass fee (if applicable). A withdrawal administration fee is also charged.
- When more than 10% of the session has elapsed, the tuition deposit and all fees (other than tuition, as noted above) are non-refundable. A withdrawal administration fee is also charged.

Receiving a Refund

- Students who are entitled to a refund and are no longer registered at NorQuest College will receive a refund within eight weeks of withdrawal. Refunds are issued to the same source from which payment was received.
- Students who are entitled to a refund and are continuing their studies at the college will have any credit balance applied automatically to their next term's fees. If a student is not registered in the next term, a refund will be issued.
- Students who have been sponsored by an agency, organization, or Indigenous band and students who have received government loan funding 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 authority for the determination of special circumstances and the adjudication of appeals.
- Appeals should be initiated within 30 days of the end of term 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 should be submitted to the Office of the Registrar. Decisions on financial appeals are final.

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

Academic Calendar: an annual publication of academic regulations, academic dates, programs of study, and course descriptions. The NorQuest College website is the official source of Academic Calendar information.

Student Health and Dental Plan Fee: mandatory student health and dental plan plans are offered through the NorQuest Students' Association. Each plan has an annual premium and students may have the option to opt-out prior to a specified deadline.

Students' Association Fee: mandatory fee established by NorQuest Students' Association which covers the benefits provided by the Students' Association.

Tuition Deposit: a non-transferrable deposit to hold a seat in a program once admission is offered. The tuition deposit is applied to the first term's tuition.

Tuition: those fees specified in section 2 of the Public Post-Secondary Institutions' Tuition Fees Regulation.

U-Pass Fee: Universal Transit Pass program is a Students' Association mandatory fee for full-time students who are taking classes within the Edmonton city limits. Students may have the option to opt-out prior to a specified deadline.

- [Request for Financial Appeal](#)
- [Tuition and Related Fees Policy](#)

- [Freedom of Information and Protection of Privacy Act](#)
- [Public Post-secondary Institutions' Tuition Fee Regulation](#)

June 2025

June 2013: new (replaces Standard Practice 6.14: Refund of Tuition and Other Fees)
 August 2013: update for document links and branding
 November 2014: update for document links
 June 2016: reviewed as per Policy and Procedure Framework Procedure; minor edits.
 August 2019: Compliance Office template & reorganization update
 March 2021: updated and revised