

LEARNER FINANCIAL ACCOUNTS PROCEDURE

PLAIN LANGUAGE SUMMARY

Parent Policy

What is this procedure for?

This is the procedure for the **Learner Financial Accounts** Policy.

Purpose

What is the purpose of this procedure?

This procedure tells us how to follow the Learner Financial Accounts Policy.

Scope and Compliance

Who does the procedure affect?

This procedure is for all learners and employees at Bow Valley College.

All employees and learners at Bow Valley College are responsible for knowing and following policies and procedures.

Procedures

What procedures do you have to follow?

1. General

1.1. The Office of the Registrar is responsible for giving you information about:

- how to pay **financial accounts**
- **deadlines** for paying the College

Your **financial accounts** are all the money you pay to the College.

Tuition is the money you pay to study at the College.

A **fee** is money you pay for other services.

A **deadline** is the last day you are allowed to pay your money.

- the process for getting a **refund**
- other general information about learner accounts

A **refund** is when you get money back that you already paid.

When an account is **overdue** that means you owe money and your payment is late.

1.2. The Office of the Registrar is responsible for telling you when you owe money, when you get a **refund**, and when your payment is **overdue**.

1.3. This policy covers **tuition, mandatory fees, third party fees**, and other money you may owe the College.

1.4. The College only works in Canadian money.

1.5. The Registrar makes a list of payment deadlines for each semester. It is called the Annual Schedule of **Deadlines** for **Tuition** and **Fees**.

1.6. The Registrar can make exceptions in special situations.

1.7. In some situations the College will follow the **refund** rules of another organization.

2. Payments

2.1. The Office of the Registrar will give you a receipt when you make a payment.

2.2. You have to pay all **fees** by the deadline.

2.3. When you pay money to the College, it will go to your account in this order:

2.3.1. the oldest charge you owe the College

2.3.2. tuition

2.3.3. mandatory fees

2.3.4. other **fees**

2.3.5. third party fees

Mandatory fees are fees you have to pay.

Third party fees are money you pay the College that goes to another organization, like the Student Health and Dental Plan.

2.4. If you pay with a cheque that is NSF (non-sufficient funds), you will have to pay a penalty.

2.5. The College may allow you to pay late or to make a payment plan. A payment plan is when you agree to pay some money regularly until you have paid everything. The Registrar may allow this in some situations:

- If you are sponsored, funded, or you have a student loan.
- If you can prove you have financial need and you can make payments in a payment plan.

If you don't follow your payment plan your account will be **overdue**. You may have to pay a penalty.

- 2.6. International learners have to follow the same policy and meet the same **deadlines** as local learners. There are also specific international deadlines. The College publishes international deadlines in advance.
- 2.7. You pay a Confirmation Deposit when you agree that you will study at the College. This deposit goes toward your **tuition**. If you do not pay the rest of your accounts by the **deadline**, you cannot study at the College. You will not get your Confirmation Deposit back.

3. Withdrawals or Refunds

- 3.1. If you withdraw from a credit course, it is your responsibility to tell the Registrar as soon as possible. You must complete a Drop/Withdrawal form.
- 3.2. If you withdraw from a non-credit course, you can speak to the Registrar. You do not have to tell the Registrar in writing.
- 3.3. If you want a **refund**, you have to tell the Registrar that you are withdrawing **before** the drop deadline.
- 3.4. The College calculates your refund based on the date you stopped attending classes.
- 3.5. Refund categories:

3.5.1. Credit courses/programs

- If you withdraw before the first day of classes you will get a 100% **refund** of **tuition** (minus the Confirmation Deposit). You will get a 100% refund of **mandatory fees** and **third party fees**.
- If you withdraw after the first day of classes but before the Drop Deadline, you will get a 100% refund of tuition and **some** fees. Some fees will not be refunded.
- If you withdraw after the Drop Deadline you will not get a refund.
- The College does not refund application fees.

3.5.2. Non-credit courses

- If you withdraw before the first day of classes you will get a 100% **refund**.
- If you withdraw after the first day of classes you will not get a refund.
- The College must publish registration deadlines and any other **fees**.

3.5.3. Contract programs/courses

- The College offers some programs together with another institution. **Refunds** for these programs or courses follow the contract the College has with that institution.

3.6. The College will give you a full **refund** of **tuition** and **mandatory fees** in these situations:

- The College cancels a program or course.
- The Registrar agrees that the College made a big change to how they offer a program or course after you registered.
- You are placed in a course by mistake.
- You get advanced or **transfer credit** for a course. You have to give the Registrar your application for advanced or transfer credit before the Drop Deadline. You will only get a refund for tuition.
- You withdraw from a program or a course for extraordinary or compassionate reasons or documented medical reasons. You can get a refund if you withdraw because you have jury duty. You cannot get a refund if you withdraw because you have to go to court.
- If you want to withdraw for extraordinary reasons, you have to request a refund in writing to the Registrar. You have to include a letter from a coordinator or dean that supports your request. You have to give the Registrar your request within one month of the last day you attended classes. The College will also refund your application fee.
- The Registrar must approve refunds for extraordinary reasons.

When you finish a College course, you get **credit**.

Transfer credit is when you move credits from another College to Bow Valley College.

- If your request for a refund is late, the Registrar may still choose to give you a refund. In this case, the College will not refund your application fee.

3.7. You will not get a **refund** if you have to withdraw from a program or course for the following reasons:

- financial reasons
- academic reasons
- Code of Conduct reasons
- other reasons

3.8. The College will process **refunds** after the Drop Deadline for each term. If you owe the College any money, they will take it from your refund.

3.9. The College processes refunds in the following ways:

- Refunds for credit card payments will be paid back to the same credit card.
- Refunds for wire transfers will be paid by wire transfer to the original payer, minus the wire transfer fee.
- All other refunds will be paid by cheque to the learner. The College can also use electronic fund transfer.
- Refunds to a sponsor or funder will be paid back to them.
- The Registrar can make exceptions (for example if a credit card is no longer valid).

4. Sponsorship and government funding

4.1. You are responsible for making sure the Registrar gets either payment or proof that you are sponsored before the Drop Deadline.

4.2. Even when you have funding or sponsorship, you are still responsible for all **tuition, fees**, and changes to your account.

5. Overdue accounts

5.1. If you do not pay your tuition or fees on time, your account is **overdue**.

5.2. The Registrar will send you and your department a letter or email when your account is **overdue**. This letter will say that you will be **suspended** if you do not pay by the date they tell you.

Suspend, suspended, or suspension means that you cannot attend classes or access College services until you pay your account.

5.3. The Registrar can **suspend** you from a course or program if you do not pay your **overdue** account. If you are suspended:

- You may not attend class, a practicum, tests or exams, labs, or online learning.
- You may not access Registration Services, including getting transcripts, parchments, scholarships, graduation, or registration in other classes.

The Registrar will tell you and your department if you are suspended. This letter will also warn you that if you do not pay your overdue account, you will be withdrawn. Departments are responsible for enforcing suspension.

5.4. The Registrar can withdraw you from a course or program if you do not pay your **overdue** account. The Registrar will only withdraw you if you don't pay your account after they send you a warning and then **suspend** you.

5.5. The Registrar will talk to departments and decide when they give warnings, **suspensions**, and withdrawals for **overdue** accounts.

5.6. If you do not pay after you have been withdrawn, your account is called long **overdue**. The College will go through a collections process.

5.7. You have the right to **appeal** decisions about your account. You should follow the Learner Appeals Policy. Before you make an appeal, you should try to solve your problem informally by talking to the Assistant Registrar.

When you **appeal** a decision, you ask the College to look at it again.