

Credit Program Payment and Refund Policy ST001

Effective Date: November 1, 2024

POLICY

The requirements and management of student fee payments and the issuing of refunds to students in credit programs and courses.

PURPOSE

Southeast College is committed to managing student payments and providing refunds to students in an accurate, consistent, fair, and appropriate manner.

SCOPE

This policy and procedure apply to domestic and international students in credit programs and courses.

STANDARDS (POLICY PRINCIPLES)

1. The College is responsible for managing student payments and refunds in a fair, accurate, transparent, and timely manner.
2. Students are responsible for paying all fees owing by the relevant deadlines.
3. The Strategic Enrollment Office is responsible for administering student payments and refunds related to admissions, registration, graduation, and other fees as the college deems appropriate.
4. The Strategic Enrollment Office is responsible for informing students regarding the amount of payment due and payment deadlines.
5. The college posts and communicates the pertinent processes and eligibility criteria for refunds to applicants and students. Policies related to Registration and Payment are posted on the Southeast College website.
6. The college minimizes its financial risk by following due diligence processes for issuing refunds, and not issuing refunds in cases where fraud has been committed or attempted.

GUIDELINES (PROCEDURE)

Payments

Payment Methods

1. Students may make payments in person at applicable campus locations through forms of payment that the college deems acceptable (e.g. cash, credit cards, debit cards or cheque).
2. Alternatively, payments may be made electronically via means that the college accepts (Etransfer, electronic bill payment, Flywire)
3. The Office of the Coordinator, Strategic Enrollment communicates with applicants and students regarding what forms of in-person and electronic payments are acceptable.
4. International students – Payment will only be accepted through Flywire or Credit Card

Application Fee

1. The application fee must be paid at the time that an application is submitted.
2. An application will not be processed if the application fee has not been paid.
3. Application fees are non-refundable.

Exceptions:

- The application fee will be refunded if the College cancels the program the student has applied to.

Tuition Deposit

1. A tuition deposit is required to confirm an applicant's acceptance in a program. The deposit will be applied toward the program tuition fee.
2. The tuition deposit is non-refundable.
Exceptions:
 - The tuition deposit will be refunded for international students who provide proof that their application for a study permit has been denied (less an administrative fee of \$500)
 - The tuition deposit will be refunded if the College cancels the program the student has been accepted in.
3. The tuition deposit for domestic students is \$500 and for international students, 50% of the tuition, mandatory fees, and materials for a year of study.

4. Payment of the tuition deposit is due within 30 days or less of the date that the college sends a Letter of Acceptance/Offer Letter.
5. In cases where a Letter of Acceptance/Offer Letter is issued less than 30 days prior to the program start date, Southeast College will require the applicant to pay the full tuition and fees amount before confirming the seat for that student.
6. Failure to pay the deposit (or full tuition and fees) by the due date will result in cancellation of the Letter of Acceptance/Offer Letter and removal from the program.
7. If an applicant is allowed to defer to a later start date and the tuition deposit is already paid, the tuition deposit will be applied to the new start date. The same occurs if an applicant is admitted to a different program instead of the one originally admitted to. If there is a difference in the applicable deposit amount, the student is required to pay the additional amount if the new deposit is higher. If the tuition deposit is lower, the excess tuition deposit will be applied to the remaining balance of tuition and fees owing for the program.

Tuition, Mandatory Fees, and Materials

1. Full payment of all fees for the entire year of studies is due on or before August 15 for fall start programs and December 15 for winter/spring start programs. International students who have not paid full tuition, mandatory fees and materials as of August 16th, will be withdrawn from the program. Tuition deposit is nonrefundable.
2. For programs with a duration of more than one year, each year's fees are due on or before August 15 of the respective academic year.
3. If a student has applied for a student loan but has not yet been approved, the student must submit student loan application documentation to the Coordinator, Strategic Enrollment. All student accounts must be paid in full within one month of the program start date.
4. In cases where a student has been approved for a student loan and the student loan does not cover the full amounts owing, the student is responsible to pay the balance owing by the normal deadlines and with the same consequences for failure to pay.
5. If a student is receiving funding from a third party, such as a First Nation, Metis Nation, or scholarship fund, etc., the student must provide the Coordinator, Strategic Enrollment with a confirmation notice from the organization with details regarding the amount of funding and the date it will be paid to the college/student. The college will review the confirmation notice, and if acceptable, not consider the student to be in arrears for the amounts specified. However, if payment is ultimately not received, the student will be responsible to pay all amounts owing in full.

6. Payment plans for tuition, mandatory fees and materials are not accepted under any circumstances.

Other Fees

1. A student is responsible for paying all other fees required by the program and the college. These include graduation fees, health and dental insurance fees, infrastructure and other fees that may be put in place.

Order of Payment Application

1. Any payment made by a student will be applied according to the dates the fees owing were due, with the payment always applied to the fee with the earlier deadline first. This provides for overdue amounts to be paid off before other fees can be paid.
2. When payments are made, they are first applied to fees other than tuition, then to tuition.

Failure to Pay Fees

1. Marks and credentials will not be issued for students who have not paid any of the required fees in full.
2. Students with outstanding fees may not be eligible to attend graduation.
3. Students may be discontinued from the program if required fees are not fully paid.
4. If a student is discontinued from a program, the College will be required to report to the National Student Loans Centre and IRCC (when applicable).

Refunds

Application Fee

1. The application fee is non-refundable.
2. The only circumstance in which Southeast College will refund the application fee is if the program/course is cancelled by the college.

Tuition Deposit and Tuition Fees

Refund approval

1. All tuition fee refunds must be approved by the Coordinator, Strategic Enrollment.

Southeast College initiated refunds

1. Southeast College will refund the tuition deposit, tuition, and other fees paid if:

- The program is cancelled.

Significant circumstances

1. Full or partial refunds will be considered in the following circumstances, provided the student has requested a refund in writing:
 - There has been a significant change in how, where, or when the program is offered.
 - The student withdraws due to extraordinary circumstances and has a documented medical or health reason that prevents the person from continuing in the program or performing adequately in their studies.

Refunds made upon student withdrawal from a program

1. Written notice:

- The student must provide the Coordinator, Strategic Enrollment with written notice, (e.g. by email) of withdrawal from a program to be eligible for a refund.
- Upon receipt of the notice of withdrawal, the college will process refunds according to the criteria below.

2. Domestic students:

Refunds for all programs **on or before** the 3rd day of the semester:

Date that college receives notice of withdrawal	Refund amount
On or before the 3 rd day of the semester	Full refund of the tuition and other fees paid. Tuition deposit is non-refundable.

Program refunds **after** the 3rd day of the semester:

Semester Programs – Certificate or Diploma Programs	
Date that college receives notice of withdrawal	Refund amount
On or before 25% completion of first semester	25% of first semester tuition Full refund of second semester tuition
After 25% completion of first semester	Full refund of second semester tuition
On or before 25% completion of second semester	25% of second semester tuition
After 25% completion of second semester	No refund

Applied Certificate Programs	
Date that college receives notice of withdrawal	Refund amount
On or before 25% completion of program	25% of tuition
After 25% completion of program	No refund

3. International students

Refunds for withdrawal from program:

- Tuition deposits are nonrefundable; Late withdrawals from programs do not allow for sufficient time to accept the next qualifies applicant. Remitting a significant amount of tuition and fees in advance as a nonrefundable deposit demonstrates your commitment to attend and helps Southeast College to ensure that students are able to attend in available program spaces.
- No refund of tuition and fees after the first day of the program.

4. Refunds for denial of study permit:

- A study permit refusal letter is required to receive a refund.
- The full amount of tuition and fees paid will be refunded, minus a \$500 administration fee.

Denial of Refund

1. Students who knowingly submit false information, fraudulent documentation, and/or engage in other fraudulent activity in their dealings with the college will have their application cancelled and, if already admitted, be withdrawn from their program. They will be ineligible for any type of tuition refund, payment credit, or program deferral.
2. No refund of any tuition, deposits, or fees will be made if a student has been withdrawn from the program by the college/brokering or credit granting institution for unacceptable conduct or academic reasons.

Refund Method

1. All refunds are made via the original method of payment. In the case of credit or debit cards, refunds are processed to the card number used to make the original payment. Cash payments will be refunded via cheque.

DEFINITION(S)

Student: A person who has been admitted or has begun studies in a program.

Tuition deposit: The payment required to confirm registration in a program. This payment is credit toward the full tuition fee of the program.

Late Admission: Any admission after August 15 for fall start programs and December 15th for winter/spring start program is considered as late admission.

Application fee: Fee paid to process application and transcripts.

Acceptance Letter (Domestic Student): Letter issued to a student who meets the entrance requirements for the program they have applied for. Acceptance letter may include: tuition and materials estimates, tuition deposit information and deadline for payment, tentative program dates, other information as required.

Acceptance Letter (International Student): Letter issued to a student who was offered a seat and paid a tuition deposit within a given due date. This letter states that the student is officially accepted into the full-time program that the student applied for. The international student needs the acceptance letter from DLI to apply for study permit.

Offer of Admission(International Student): The international student who meets the requirement of the applied program will receive an offer of admission while there is a available seat within the international students cap on the program. The student receives the offer letter along with tuition deposit invoice with the given due date.

RESPONSIBLE OFFICER

Vice President responsible for Strategic Enrollment.

RELATED POLICIES / DOCUMENTS

Admissions Policy