

Learner financial accounts policy

Policy statement

Learners pay towards the cost of their courses, programs or other services at Bow Valley College through tuition, fees and other payments and these payments need to meet the published due dates. Having an overdue account may affect a learner's being in good standing with the College. Where appropriate, learners may also be eligible or entitled to a refund of tuition and other. Refunds may be adjusted based on the date of when particular decisions or transactions are made. Refunds will be made on a timely basis.

Purpose

This policy provides a framework to ensure that amounts owed by learners to the College are paid, that refunds due to learners are issued, and that the processes for payments, overdue accounts and refunds are applied consistently and equitably.

Scope

This policy applies to all Bow Valley College learners and employees.

Principal objectives

1. Responsibilities of the learner: Learners have the responsibility to ensure timely and required payment of all amounts owed to the College related to their courses, programs and studies. Learners are responsible for providing required information and notice to the College on matters related to their accounts, including but not limited to prompt notice of withdrawal from courses.
2. Responsibilities of the College: Bow Valley College has the responsibility to: implement this policy in a fair and equitable manner; issue refunds due to learners; ensure processes and transactions related to learner accounts are handled in a timely and accurate fashion; and communicate with learners in a timely and transparent manner.

Compliance

Employees, contractors, and learners are responsible for knowing, understanding, and complying with Bow Valley College policies, procedures, and any other attached documentation that relate to their position, employment, or enrolment at the College.

Definitions

Annual schedule of deadlines for tuition and fees:

The annual schedule of learner deadlines which states when Tuition, Mandatory, Third Party, and other fees are due. The schedule also includes the Drop Deadlines for each trimester term.

Drop Deadline:

The last day to drop a credit course or program and receive a 100% refund of Tuition and Mandatory fees (less the Confirmation Deposit). The eligibility for refund of Third Party Fees will be specified in the Annual Schedule of Deadlines for Tuition and Fees.

Fees:

Application fee:

Fee required to apply to applicable College programs.

Confirmation deposit fee:

Deposit required by some programs of study to confirm that the learner will be attending the program. It is applied as credit toward the learner's tuition fees if the learner attends the program. If the learner cancels registration or does not attend the program, these deposits are non-refundable.

Mandatory fees:

Fees specified as "Mandatory Fees" in the Tuition and Fee Policy. These include but are not limited to Materials Fees and Student Services Fees.

Third party fees:

Learner fees that are collected by the College on behalf of another organization based on enrolment in courses and/or credit load in a term of study. These include but are not limited to Student Association Fees and Student Health and Dental Plan Fees.

Tuition fees:

Fees specified as "Tuition Fees" in the Tuition and Fee Policy as well as learner fees for instruction for other programs and courses.

Other fees:

Any other learner fees, charges, penalties, fines and payments charged by the College. These include but are not limited to Enrolment Services / Office of the Registrar Fees, Library and Learning Commons fines and payments, testing fees, etc.

Learner in Good Standing:

A learner who has active status in a program or course at the College and meets the following criteria:

- is in satisfactory academic standing and is not on academic probation under the Academic Continuance and Graduation Policy
- is not subject to any current active sanctions under the Learner Code of Conduct Policy
- has no overdue amounts owing to the College under the Learner Financial Accounts policy
- is not under probation or suspension under the Academic Honesty policy
- is not subject to a current sanction under any other College policies

Data sheet

Accountable officer

VP, Learner Services and Chief Student Services Officer

Responsible officer

Registrar and Director, Enrolment Services

Approval

Board of Governors

Contact area

Office of the Registrar and Enrolment Services

Relevant dates

Approved	Board of Governors: BOG161209-03
Effective	September 2017
Next review	December 2021
Modification history	<ul style="list-style-type: none"> December 9, 2016 Rebranded 2021
Verified by	Office of the President, March 2022*

Associated policies

Academic Continuance and Graduation Policy #500-1-5
 Admissions Policy #500-1-2
 Code of Conduct Policy (Learners) #500-1-1
 Learner Appeals Policy #500-1-12
 Learner Credit and Registration Policy #500-1-17
 Learner Records and Information Policy #500-1-16
 Prior Learning Assessment and Recognition Policy #500-1-9
 Transfer Credit Policy #500-1-9
 Tuition and Fees Policy #500-1-15

Directly related procedures

Academic Continuance and Graduation Procedure #500-1-5
 Admissions Procedure #500-1-2
 Learner Appeals Procedure #500-1-12
 Code of Conduct Procedure (Learners) #500-1-1
 Learner Credit and Registration Procedure #500-1-17
 Learner Financial Accounts Procedure #500-1-11
 Learner Records and Information Procedure #500-1-16
 Prior Learning Assessment Procedure #500-1-8
 Transfer Credit Request Procedure #500-1-9
 Tuition and Fees Procedure #500-1-15