

Policy History
Policy No. FM8
Approving Jurisdiction: President
Administrative Responsibility: Chief Financial Officer
Effective Date: September 1, 2021

Student Tuition and Fees Procedure

A. DEFINITIONS

1. **Add/drop period:** The period at the beginning of each term during which students can make registration adjustments to their schedule by adding or dropping courses.
2. **Application Fee:** A payment required to apply for admission to KPU.
3. **Confirmation Deposit:** A payment that signifies acceptance by the applicant of an offer of admission by the University.
4. **Incidental Fees:** Fees for discretionary services (such as transcripts, testing services, etc.), as well as fines and/or penalties.
5. **International Tuition Deposit:** A payment that signifies an intent to register in classes for the upcoming term, required of eligible continuing International students.
6. **Late registration period:** The period after which the add/drop period has ended, for which registration in a course requires the permission of the instructor, Dean and University Registrar.
7. **Mandatory Student Fees:** Required fees other than tuition, including student fees (such as library, technology and student life fees), required course materials, and Kwantlen Student Association (KSA) fees.
8. **Sponsoring agency:** a third party agency providing sponsorship funding for KPU students.
9. **Tuition Fees:** Fees charged to cover the instruction of a learning activity, and not assignable to a service (related or otherwise) associated with the learning activity.
10. **Tuition incentive:** A discretionary credit applied to a student's account related to a tuition incentive program which may be used to offset tuition fees and is not refundable to the student.

B. PROCEDURES

1. Senate Approved Offerings

a) General

- i) Students are responsible for all tuition and fees related to their enrolment.
- ii) Guidelines for fee assessment and reduction of: tuition fees, mandatory student fees, and incidental fees will be published in the University Calendar.
- iii) Changes to existing fees and new fees will be effective at the start of an academic year only, unless otherwise approved by the Board of Governors.

b) Fee Payment Deadlines

- i) The balance of fees owing must be paid in full by the published fee payment deadline which is normally the week after the add/drop deadline for the term.
- ii) The following will apply for any fee outstanding after the fee payment deadline:
 - An initial interest penalty of 5% will be assessed.
 - An additional 2% on the first of each month, but no sooner than 30 days, thereafter.
 - An accounting hold preventing academic progression will be placed on a student's account (in addition to the interest penalty). An accounting hold prevents:
 - (i) Course registration,
 - (ii) Issuance of enrolment verification,
 - (iii) Issuance of transcripts, and
 - (iv) Graduation assessments.Financial Services will remove the accounting hold when the outstanding balance, including all penalties, is paid in full.

c) Deposits

i) Confirmation Deposit

- Once a newly admitted student registers for courses, the confirmation deposit is applied toward the account balance, thereby reducing the total fees owing for the term. Should a newly admitted student choose not to register in courses for the term in which they are admitted, the confirmation deposit is forfeited and retained by the university.
- Should a student be deferred to the next available intake, the confirmation deposit will be transferred to that intake.
- Confirmation deposits are refundable only under the following circumstances:
 - (i) where KPU has cancelled an intake of admission, and
 - (ii) where a student's study permit application has been denied by Immigration, Refugees and Citizenship Canada.

ii) International Tuition Deposit

- Continuing international students are required to remit an international tuition deposit each term.

- Access to the online registration system for the term and an assigned registration date will only be issued once the International Tuition Deposit has been received.
- Once an international student registers for courses, the international tuition deposit is applied toward the account balance, thereby reducing the total fees owing for the term.
- Should a student drop all classes prior to the start of the term, a refund of the international tuition deposit may be requested in writing to KPU International.

d) Application Fee

- i) Application fees are non-refundable unless KPU has cancelled an intake of admission.

e) Tuition Fee Reductions and Refunds

i) Fee Reductions / Refunds for Standard Term Offerings

Timeframe	Fee reduction or refund
Prior to start of classes	100%
During the add/drop period	70%
During the late registration period	0%

ii) Fee Reductions / Refunds for Fixed Term Offerings

Percentage of fixed-term completed	Fee reduction or refund
0%	100%
15% or less	70%
More than 15%	0%

iii) Fee Reductions / Refunds for Guided Study Contracts

A student entering into a guided study contract will not be eligible for a refund after the course has begun.

iv) Refund Procedures

- a) Refunds will normally be issued to the original payment method that was used. Refunds will be issued directly to the student or their sponsoring agency.
- b) Credit balances remaining on a student's account for more than two terms are automatically refunded. Students may request in writing an earlier refund of credit balances greater than \$25.
- c) In the event of the death of a student, 100% of the in-progress course fees will be refunded if less than 50% of the course has been completed (based on the standard duration of the course). If more than 50% of the course has been completed, the refund rate will be reduced to 50%. Payment will be made via cheque to the estate of the student.
- d) In unusual, extenuating circumstances beyond a student's control where undue hardship is evident, a refund or tuition credit may be requested in writing to the Office of the Vice President, Students. Although the University allows students to

withdraw from classes under extenuating circumstances, extenuating circumstances alone are not sufficient for granting a refund. Eligible reasons may include:

- A verified, unanticipated, serious health issue affecting a student's ability to complete a course.
- A serious medical condition that has worsened or changed in an unforeseeable way over the course of the term. It is expected that students with pre-existing conditions work with the resources available to them in order to develop an academic plan accommodating their condition and needs.
- Death or serious illness of an immediate family member. Documentation such as a [Health Care Provider Statement](#), death certificate or obituary in English is required.
- Reservists of the Canadian Armed Forces called into active duty after the start of a semester as a result of Canadian military demands.

Ineligible reasons include:

- Unawareness of dates, deadlines, or policies
- Non-attendance
- Financial hardship
- Issues related to course content, instruction or delivery
- Admission to another post-secondary institution
- Changes in employment status

e) A refund handling fee may be applicable.

v) Tuition Credits

A tuition credit is a reimbursement on account of a portion of tuition fees paid for courses and/or programs of study. Tuition credits are not applied toward ancillary fees, late fees, course materials or other non-tuition fees.

vi) Tuition Waivers

A tuition waiver is an exemption of fees (in part or in whole) for courses and/or programs of study, applicable to a particular group of students (e.g. those receiving support from a sponsoring agency). Tuition waivers do not include a waiver of incidental fees, late fees, course materials or other non-tuition fees.

f) Fee Reassessment Requests

Students who believe their fees have been assessed incorrectly should contact the Office of the Registrar.

g) Prior Learning Assessment and Recognition (PLAR) Fees

Fees are representative of the services performed in the PLAR assessment process and not solely based on the amount of credit awarded, in accordance with KPU's Recognition of Prior Learning Policy AC 6 and Bylaw No. 4. PLAR fees are non-refundable.

2. Non Senate Approved Offerings

a) Continuing and Professional Studies

i) Guidelines and procedures for assessment of tuition, other student fees, refunds and penalties will be published on the appropriate department website.

b) Apprenticeships

ii) Guidelines and procedures for assessment of tuition, other student fees, refunds and penalties will be published on the appropriate department website.

C. RELATED POLICY

Bylaw No.4 – Fees

AC2 Guided Study

AC6 Recognition of Prior Learning

FM8 Student Tuition and Fees

HR4 Bereavement – Employees and Students

ST13 Course Withdrawal