PROCEDURE TITLE: NC800 – Fee & Fee Refund Appeal

RELATED POLICY: NC800 – Course/Program Fees & Refunds

A. Definitions

Ancillary Fees: Fees for items not covered by the tuition fees established for a course or program of instruction that students may be required to pay upon enrolment. Categories of ancillary fees are approved by the Ministry and are outlined below.

Compulsory Ancillary Fees: Fees that a student is required to pay in order to enroll in or successfully complete any course or program of instruction eligible for general purpose operating grant support.

Compulsory Program Ancillary Fees: Compulsory fees for students in applicable programs. The fees may include such elements as:

- Co-op fees
- Learning material and clothing retained by the student (e.g. computers, dental kits, etc.)
- Material used in the production of items that becomes the property of the student
- Material for which the College acts as a broker for a vendor providing material to students. In such brokering cases, fees paid by students to the College do not produce net revenue for the College, but instead are set and levied through an agreement with a vendor where the College is neither the manufacturer nor the supplier of the material provided
- Costs of mandatory field trips and/or mandatory field placement (students on mandatory field trips and field placements can be required to pay for their own meals)

B. Procedure Purpose

Niagara College is committed to ensuring fees are assessed and refunds granted in a fair and consistent manner. Students who withdraw from a course or program past the refund deadline have the right to appeal the withholding of these fees.

C. Procedure Statements

1. Grounds for Appeal: The student must clearly articulate the reasons the appeal of his/her outstanding fees or a refund of fees should be considered. A written statement detailing facts particularly dates, circumstances and how these circumstances affected the student’s ability to continue his/her program or course is required, and substantiation verifying these circumstances must be provided.
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2. The student wishing to appeal will submit a written request to the Associate Registrar responsible for fee appeals, detailing his/her desire for a review of the fees refund. The request must include the student name, student identification number, course and/or program and the reason that a refund should be granted. This review will not be initiated if the student remains active in his/her program or course(s) or if the request does not contain the above-mentioned information.

3. Fee appeals must be made within a period not longer than thirty (30) calendar days from the last day of the academic semester related to the fee appeal.

4. The Associate Registrar will review the timelines and other information provided by the student, consulting with the academic division as necessary and will provide a written response within ten (10) business days. In certain cases, the Associate Registrar may request further information from the appellant. In this case, the appellant has ten (10) business days to submit the information or the appeal may be denied. The Associate Registrar will provide a written response within ten (10) business days of the receipt of the requested information.

5. Should the student be dissatisfied with the decision, a second level of appeal can be made to the Registrar within ten (10) business days. Timelines for these interactions will mirror those established in the first level appeal. The Registrar will provide a written response.

6. In certain circumstances, the parties may mutually agree upon a longer period of time.

7. The decision of the Registrar is final.

8. In the event the appeal is successful, tuition and ancillary fees may be refunded in full.

D. Forms

Request for Refund/Reversal of Tuition Fees