

Title of Policy	Fees and Refunds for Continuing Education and General Interest Programs and Courses
Policy Number	2.2.4
Category	2 - Student Affairs
Approval Body	College Policy Committee
Policy Sponsor	Vice President External Relations
Operational Lead	Director, Continuing Education, Contract Training and Regional Campus Operations
Approval/Effective Date	August 2023
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## **CONTEXT AND PURPOSE**

The purpose of this policy is to guide the establishment of fees and refunds for continuing education and general interest programs and courses, considering that College of the Rockies' continuing education and general interest programs and courses are provided primarily on a cost recovery basis and are structured, designed and delivered in a timely and cost-effective manner to respond to individual, community, and business and industry needs.

## **SCOPE**

This policy applies to all continuing education and general interest programs and courses as defined by the College's Credential Framework, which are delivered by the College in Canada.

## **POLICY STATEMENTS**

### **A. Principles for Setting Fees**

- A. 1 The College will determine fees for continuing education and general interest programs and courses in a manner and by a process that is consistent across all College campuses.
- A. 2 The College will ensure that there is consistency of fees for similar courses and programs, with consideration of differential delivery costs and markets.
- A. 3 As a minimum, continuing education and general interest programs and courses normally will be cost recovery.

### **B. Refunds**

- B. 1 The amount of refund issued varies based on the date of withdrawal as follows:
  - A student registered in a continuing education or general interest program or course who withdraws on or before 5 working days prior to the date of commencement of the program or course will receive a full refund of tuition and fees minus an administration fee to be determined by the Director, Continuing Education, Contract Training and Regional Campus Operations.

- A student registered in a continuing education or general interest program or course who withdraws 2 to 4 working days prior to the date of commencement of the course will receive 75% refund of tuition and fees.
- Any course that has a tuition of less than \$50 will not receive a refund if the student withdraws less than 5 days in advance of the course.
- Those who withdraw with 1 working day notice or less will forfeit the entire tuition and fees for any course.
- Students will be allowed to transfer into another course provided the College is notified at least two working days prior to the start date of the course in which they were originally scheduled.
- Some programs including our Certificates of Achievement, have separate refund policies. Please refer to the program webpage for the program's refund policy.

B. 2 The Campus Manager or Continuing Education Manager may waive the refund penalty for unforeseen circumstances.

B. 3 When the College cancels a continuing education or general interest program or course due to insufficient registration or another reason, the College will refund fees in full.

**C. Duties and Responsibilities**

C. 1 The Director, Continuing Education, Contract Training and Regional Campus Operations, or designate, is responsible for determining fees for continuing education and general interest programs and courses.

**RELATED POLICIES AND SUPPORTING DOCUMENTS**

[2.4.1 Credential Framework](#)

[9.1.1 Continuing Education and Contract Training](#)