TUITION FEE, INSTITUTIONAL SCHOLARSHIP & FEE ARREARS POLICY

1. Purpose and Scope

This Policy establishes the framework governing tuition fees, institutional scholarship awards, fee arrears management, and the circumstances under which persistent financial non-compliance may lead to a student's dismissal from their program of study. It is designed to be read alongside, and does not replace or override, the following institutional policies:

- Student Enrolment Contract
- Tuition Refund Policy
- Student Dismissal Policy
- Attendance Policy

This Policy applies to all students enrolled in programs approved by the relevant provincial or territorial regulatory authority (including, but not limited to, the Private Training Institutions Registrar of British Columbia, hereinafter "PTIRU/PTIB") and, where applicable, students receiving funding through StudentAid BC or any equivalent government or institutional student financial assistance program in any Canadian jurisdiction.

Where this Policy refers to regulatory requirements, it refers to the requirements of the Private Training Act (SBC 2015, c. 5) and Private Training Regulation (B.C. Reg. 153/2016) as applicable to institutions operating in British Columbia, and to equivalent legislative and regulatory requirements in other jurisdictions.

2. Definitions

For the purposes of this Policy:

- **"Approved Tuition"** means the tuition fee for a program as approved by PTIRU/PTIB or the applicable regulatory authority and stated in the institution's certified program documentation.
- **"Standard Tuition"** means the tuition fee charged by the institution to all students enrolled in a program, which is lower than the Approved Tuition. The Standard Tuition reflects a general institutional discount applied across the student body and is the amount recorded in the Enrolment Contract for students who are not awarded an Institutional Scholarship. This is a discretionary discount by the college and may or may not be applicable to all the students.
- **"Effective Tuition"** means the net tuition payable by a student who has been awarded an Institutional Scholarship under Section 4 of this Policy. The Effective Tuition is lower than the Standard Tuition and reflects an additional scholarship reduction. The Effective Tuition is the amount recorded in the Enrolment Contract for scholarship recipients.

- **"Institutional Scholarship"** means an additional tuition reduction awarded by the institution at the time of enrolment, over and above the general institutional discount reflected in the Standard Tuition, based on one or more eligibility criteria set out in Section 4. The Institutional Scholarship reduces the Standard Tuition to the lower Effective Tuition. No separate scholarship letter or instrument is issued; the Enrolment Contract records the Effective Tuition as the student's payment obligation.
- **"Self-Pay Student"** means a student who is personally responsible for payment of their Effective Tuition and fees, without reliance on government or institutional student financial assistance.
- **"Student Aid Student"** means a student who has been approved to receive funding from StudentAid BC or any equivalent government or institutional student financial assistance program, where all or part of the tuition and fees are to be paid by the funding body directly to the institution.
- **"Enrolment Contract"** means the student enrolment contract signed by the student and the institution at or before the time of enrolment, in the form prescribed by the applicable regulatory authority.
- **"Business Days"** means days on which the institution's administrative offices are open for regular business, excluding Saturdays, Sundays, and statutory holidays.

3. Tuition Fee Schedule and Payment Obligations

3.1 Approved Tuition

The Approved Tuition for each program is established and approved by PTIRU/PTIB or the applicable regulatory authority. The Approved Tuition represents the maximum tuition fee that the institution is authorized to charge for the program.

3.2 Standard Tuition and Effective Tuition

The institution charges all students a Standard Tuition that is lower than the Approved Tuition. The Standard Tuition reflects a general institutional discount and is the default tuition recorded in the Enrolment Contract.

In addition, the institution may, at its sole discretion, offer eligible students a further reduction from the Standard Tuition by way of an Institutional Scholarship awarded under Section 4 of this Policy. The resulting Effective Tuition is recorded in the scholarship recipient's Enrolment Contract and constitutes that student's contractual payment obligation.

3.3 Payment Schedule

Tuition and fees are payable in accordance with the payment schedule set out in the student's Enrolment Contract. Students are responsible for ensuring timely payment regardless of the source of funds.

3.4 Ancillary Fees

Where applicable, ancillary fees (including but not limited to material fees, technology fees, and examination fees) are disclosed to the student in the Enrolment Contract and are payable in accordance with the same schedule. Ancillary fees are not subject to Institutional Scholarship reductions unless expressly stated.

4. Institutional Scholarship Framework

The institution is committed to accessible education and recognizes that a diverse student body enriches the learning environment. In addition to the general institutional discount reflected in the Standard Tuition (which is available to all students), the institution offers Institutional Scholarships that further reduce the Standard Tuition to a lower Effective Tuition for eligible students, based on objective criteria.

4.1 Nature of the Scholarship

An Institutional Scholarship under this Policy is an additional tuition reduction — over and above the general institutional discount already reflected in the Standard Tuition — and is not a separate cash grant or bursary. It is applied directly against the Standard Tuition at the time of enrolment. The resulting Effective Tuition is recorded in the student's Enrolment Contract as the amount the student is contractually required to pay. No separate scholarship letter or instrument is issued; the Enrolment Contract itself constitutes the record of the scholarship and the student's payment obligation.

4.2 Eligibility Criteria

Institutional Scholarships may be awarded on the basis of one or more of the following criteria, assessed at the time of admission or enrolment:

- **Academic Background:** Students who demonstrate strong prior academic achievement, including but not limited to high secondary grades, completion of a bachelor's degree or equivalent undergraduate program, recognized academic distinctions, or successful completion of relevant prerequisite or post-secondary programs. Assessment is based on official transcripts, degree certificates, and credential evaluations submitted as part of the admissions process.
- **Professional and Work Experience:** Students who bring significant professional or vocational experience (generally eight (8) or more years of documented, relevant work experience) that contributes to classroom and peer learning. Assessment is based on employment records, reference letters, or other verifiable documentation submitted at the time of application.
- **Equity and Access — Socially Disadvantaged or Underrepresented Groups:** Students who self-identify as belonging to a socially disadvantaged, underrepresented, or historically marginalized group, including but not limited to students from lower socio-economic backgrounds, students with documented financial hardship, and students who may face systemic barriers to accessing post-secondary education. The institution's assessment will respect the student's self-identification and any supporting documentation, and will comply with applicable human rights legislation.

- **Mature Students:** Students who are 40 years of age or older at the time of enrolment and who may not meet conventional academic prerequisites but who demonstrate the life experience, motivation, and aptitude to succeed in the program, as assessed through the admissions process.

4.3 Award and Documentation

Eligibility for an Institutional Scholarship is assessed by the institution's Admissions and Financial Services team as part of the standard admissions and enrolment process. Students are not required to submit a separate scholarship application, although they may be asked to provide supporting documentation relevant to the criteria above.

The scholarship amount is determined on a case-by-case basis, having regard to the applicant's eligibility under one or more of the criteria above and the institution's annual scholarship allocation. The Effective Tuition, reflecting the additional scholarship reduction from the Standard Tuition, is recorded directly in the student's Enrolment Contract at the time of signing.

4.4 Conditions and Continuation

An Institutional Scholarship is conditional on the student remaining enrolled and in good academic and behavioural standing as defined in the institution's Student Dismissal Policy and Attendance Policy. If a student is dismissed, withdraws, or is placed on academic probation, the institution reserves the right to review the scholarship and, if applicable, recalculate the Effective Tuition for any remaining portion of the program. Any recalculation will be made in accordance with the Tuition Refund Policy and the applicable regulatory requirements.

4.5 Record Keeping

The institution will maintain records of the eligibility basis and the amount of each Institutional Scholarship in the student's file, as documented in the Enrolment Contract, for audit and regulatory compliance purposes.

> **Note: The Institutional Scholarship framework does not alter the Approved Tuition on file with PTIRU/PTIB or any regulatory authority. The Approved Tuition remains the regulatory-approved maximum. The Standard Tuition (charged to all students) and the Effective Tuition (charged to scholarship recipients) are both lower than the Approved Tuition. The amount recorded in each student's Enrolment Contract is the amount the student is contractually required to pay.**

5. Tuition and Fee Arrears

The institution recognizes that financial difficulties may arise during a student's program of study and is committed to working with students in good faith to resolve arrears before any academic or administrative consequences are imposed.

5.1 Self-Pay Students

If a Self-Pay Student's account becomes overdue:

- The institution will issue a written Arrears Notice to the student within ten (10) Business Days of the payment becoming overdue, identifying the amount outstanding, the original due date, and a deadline of no fewer than ten (10) Business Days to make payment or contact the institution's Financial Services to arrange a payment plan.
- If the student fails to respond to the Arrears Notice or make payment within the stated deadline, the institution may place the student's class access on hold until the outstanding balance is paid in full or a payment plan acceptable to the institution is in place.
- The institution will reinstate class access promptly — and no later than two (2) Business Days — once payment is received or a payment plan is agreed.
- If the outstanding balance remains unresolved for sixty (60) calendar days or more from the original due date, the student's account may be escalated to the dismissal process set out in Section 6 of this Policy.

5.2 Student Aid Students — Pending Disbursement

If a Student Aid Student has been approved for funding but the disbursement has not yet been received by the institution:

- The student will not be placed on hold from classes solely because of a pending disbursement. The institution acknowledges that disbursement timelines are controlled by the funding body and are outside the student's control.
- However, if payment has not been received within two (2) months of the amount becoming due, the institution will notify the student in writing that the expected disbursement has not been received, and will request the student to contact the funding body (e.g., StudentAid BC) to obtain written confirmation of the expected disbursement date or status. The institution may also:
  (i) Place a hold on the student's final examinations and/or on the issuance of the student's diploma or certificate until the outstanding amount is resolved;
  (ii) Request the student pay the outstanding amount directly (self-pay) in the interim. Any amount paid by the student under this provision will be refunded to the student once the corresponding Student Aid funds are received by the institution, less any amount still owing on the account.

5.3 Student Aid Students — Discontinuation, Suspension, or Non-Receipt of Approved Funding

If a funding body that previously approved disbursement on a student's behalf formally discontinues, suspends, reduces, or ceases further disbursements before the student's tuition is fully paid, the student remains responsible for the full outstanding balance under their Enrolment Contract. In such cases:

- The institution will provide the student with a written Funding Status Notice identifying: the amount still owing; the date of the last disbursement received (if any); and that no further disbursements are currently expected from the funding body, based on information available to the institution.

- The institution will request the student to contact the funding body directly to clarify the status of the funding and to provide the institution with written confirmation from the funding body of: (i) when disbursement is expected to resume; or (ii) that funding has been permanently discontinued.
- The student will be given no fewer than ten (10) Business Days from the date of the Funding Status Notice to: (i) provide written confirmation from the funding body regarding the status or expected date of disbursement; or (ii) arrange to pay the outstanding balance directly, including by way of a payment plan acceptable to the institution.
- If the student takes no action within the notice period, the account will be treated as in arrears and subject to the holds described in Section 5.2 and, where applicable, the escalation process set out in Section 6.

6. Dismissal for Financial Non-Compliance

An outstanding tuition or fee balance alone does not result in a student's dismissal. The holds described in Sections 5.1 and 5.2 are the institution's primary remedies for non-payment. Dismissal is a measure of last resort, applied only after the student has been given adequate notice and opportunity to respond.

Guiding Principle: The institution will exhaust all reasonable communication efforts before initiating the dismissal process. The institution is committed to supporting students in finding a resolution and will consider individual circumstances, including financial hardship, in good faith.

6.1 Self-Pay Students — Escalation Timeline

Where a Self-Pay Student's tuition or fees remain outstanding for sixty (60) calendar days or more from the original due date, and the student has not responded to the Arrears Notice issued under Section 5.1 or has failed to comply with an agreed payment plan, the following escalation process applies:

- **First Warning Letter:** The institution will issue a First Warning Letter to the student by email, stating: the total outstanding balance; a summary of prior notices issued and the student's non-response or non-compliance; that the student's continued enrolment is at risk if the balance is not resolved; and a deadline of no fewer than ten (10) Business Days to respond, make full payment, or agree to a payment plan.
- **Second Warning Letter:** If the student does not respond to the First Warning Letter, or responds but fails to make payment or agree to a plan within the stated deadline, the institution will issue a Second Warning Letter no earlier than the expiry of the First Warning deadline. The Second Warning Letter will: reference the First Warning Letter and the date it was issued; restate the outstanding balance; advise the student that

dismissal will proceed if the balance is not resolved; and provide a final deadline of no fewer than seven (7) Business Days to respond or pay.

- **Dismissal:** If the student does not resolve the outstanding balance or engage with the institution by the expiry of the Second Warning deadline, the institution may proceed to dismiss the student in accordance with the Student Dismissal Policy. The institution will issue a formal Dismissal Letter.

6.2 Student Aid Students — Escalation Timeline

The institution recognizes that Student Aid Students may face unique delays in funding disbursement that are outside their personal control. Accordingly, the escalation timeline for Student Aid Students includes a longer initial grace period to allow for government processing timelines.

Where a Student Aid Student's tuition or fees remain outstanding for six (6) months from the date the amount became due, and the student has not provided written confirmation from the funding body regarding the status or expected date of disbursement (as requested under Section 5.2 or 5.3), the following escalation process applies:

- **First Warning Letter:** After the six (6) month period has elapsed with no resolution, the institution will issue a First Warning Letter to the student by email, stating: the total outstanding balance; the date the amount became due and the length of time it has remained outstanding; that the institution has not received disbursement from the funding body and has not received written confirmation from the student regarding the status of disbursement; that the student's continued enrolment may be at risk if the balance is not resolved; and a deadline of no fewer than seven (7) calendar days to respond.

- **Second Warning Letter:** If the student does not respond to the First Warning Letter within the stated deadline, the institution will issue a Second Warning Letter. The Second Warning Letter will: reference the First Warning Letter and the date it was issued; restate the outstanding balance; advise the student that dismissal may proceed if the balance is not resolved; and provide a final deadline of no fewer than seven (7) calendar days to respond.

- **Dismissal:** If the student does not respond to the Second Warning Letter within the stated deadline, and no alternative payment arrangement or written funding confirmation is received, the institution may proceed to dismiss the student in accordance with the Student Dismissal Policy.

6.3 Protections and Safeguards

The following protections apply to any dismissal under this Section:

- Both the First and Second Warning Letters must correctly identify the student's institution and campus, and must provide accurate, current contact details for the institution's Financial Services and Student Services departments.

- Warning Letters must be issued and retained in the student's file in accordance with the Student Dismissal Policy's recordkeeping requirements.
- Where a student responds to a Warning Letter and demonstrates a genuine and documented effort to resolve the arrears (e.g., providing proof of a pending funding application, a government processing delay, or verifiable financial hardship), the institution will extend the deadline for a reasonable additional period before proceeding to the next step.
- A student who is dismissed under this Section retains the full appeal rights set out in the Student Dismissal Policy, including the right to submit a written appeal to the Director within five (5) Business Days of receiving the Dismissal Letter.
- A dismissal under this Section does not remove the student's right to any refund they are entitled to under the Tuition Refund Policy. Any refund will be calculated and paid within the timelines required by the Private Training Regulation.
- If, after a student has been dismissed under this Section, the funding body subsequently disburses funds to the institution in respect of that student, the institution will apply those funds against the student's outstanding balance and return any surplus to the funding body (e.g., the Ministry or the National Student Loans Service Centre, as applicable) in accordance with the funding body's policies. The institution will notify the student in writing that the disbursement has been received and that the student may apply to the institution to have their dismissal reconsidered.

7. Refund Rights Preserved

This Policy does not affect, delay, or reduce any refund the student is entitled to under the Tuition Refund Policy in the student's Enrolment Contract, which will be paid within the timelines required by the Private Training Regulation (B.C. Reg. 153/2016) regardless of any hold or action taken under this Policy.

Where a student has been dismissed under Section 6 and a refund is due, the institution will calculate the refund in accordance with the Tuition Refund Policy and will issue the refund within thirty (30) calendar days of the dismissal, or within the timeline prescribed by the applicable regulation, whichever is shorter.

8. Regulatory Compliance

This Policy has been developed with reference to, and is intended to comply with:

- The Private Training Act (SBC 2015, c. 5) and Private Training Regulation (B.C. Reg. 153/2016);
- The PTIRU/PTIB Policy Manual and published guidance;
- StudentAid BC policies, procedures, and designated institution requirements;

- Applicable human rights legislation, including the British Columbia Human Rights Code (RSBC 1996, c. 210);
- Equivalent regulatory requirements in other Canadian jurisdictions, as applicable.

In the event of any conflict between this Policy and the requirements of the applicable regulatory authority, the regulatory requirements will prevail.

9. Communication to Students

This Policy, or a summary of its material terms, will be made available to all students at or before the time of enrolment. Specifically:

- The Enrolment Contract will reference this Policy and will set out the student's Effective Tuition, payment schedule, and consequences of non-payment.
- The institution will ensure that all students are informed of the availability of Institutional Scholarships and the eligibility criteria during the admissions and enrolment process.
- A copy of this Policy will be available on the institution's website and/or in the student handbook, and students may request a copy from the institution's Student Services department at any time.

10. Policy Review

This Policy will be reviewed at least once every twelve (12) months from the Effective Date, or sooner if required by regulatory changes, and updated as necessary. Any amendments will be communicated to currently enrolled students in writing before taking effect.