

5.7.1 – Domestic Tuition, Fees, and Refund Policy

Section:	Academic	Approved:	September 1, 2025
Subject:	Domestic Tuition, Fees, and Refund	Reviewed:	
Policy:	5.7.1	Revised:	
Policy Owner:	Directors – Academic	Next Review:	September 1, 2026
Approval Authority:	President and CEO		

Policy

Carlton Trail College will collect funds for applications, tuition, books, student fees, and learning materials on behalf of domestic students. This policy applies to all programs accepting domestic students. Tuition and fee amounts may change at any time.

Purpose

The purpose of this policy is to outline procedures regarding fee calculation, tuition and fee payment, and refunds for domestic students.

Scope

This policy applies to all programs accepting domestic students with payment to Carlton Trail College. In addition, this policy is in place for domestic students only. International student tuition, fees and refunds are covered by *5.7.2 International Tuition, Fees and Refund Policy*.

Principles

Tuition for domestic students is set, taking into account the following principles:

- Sustainable differential fees across courses, programs, or other types of training to reflect cost of delivery and/or demand
- Quality and enhanced excellence in our academic programs, research, student services, and institutional supports
- Transparency and appropriate consultation and communication when setting all tuition and related fees

Definitions

Domestic Student: Canadian citizens and permanent residents (landed immigrants), including refugees with approved claims.

Sponsored Student: A domestic student that has a Third-Party Agency paying tuition and fees on their behalf.

International Student: A student with a valid permit to study in Canada.

Exceptional Circumstances: Unforeseen or unconventional hardship.

5.7.1 (a) – Domestic Tuition, Fees, and Refund Procedure

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The College collects fees in the following categories that directly relate to a student's enrollment.

1. **Application fees** assist with the cost of processing applications and assessing Canadian transcripts/documents associated with the application and admission process. Applications that include international documents are subject to an additional assessment fee.
2. **Student fees** assist with the costs for providing services and materials, including student cards, book and supplies processing, internet access, and graduation.
3. **Lab fees** assist with costs for equipment, supplies, and consumables specific to the program, including printing costs.
4. **Books and supplies** fees cover the cost of materials that the College purchases on behalf of the student required to complete the program.
5. **Health and dental insurance** fees are charged to full-time students in post-secondary programs that are 12 weeks or longer. Students have an opportunity to opt out of the plan or add family members for an additional cost, based on the plan guidelines.
6. **Tuition fees** are charged for providing the education and training of a program. These fees will be assessed according to the brokering credit granting institution, if applicable.
 - a. The tuition fees for **post-secondary programs** utilizing the provincial Skills Training Allowance funding will be assessed based on the Ministry policy.
 - b. Fees for programming provided through BIC (Business, Industry and Community) programs, **contract training, industry credit, or non-credit**, will be based on cost recovery plus administration charges to a maximum of 15%. At times, circumstances may occur where market demand supports a price higher or lower than the actual cost of delivering a program. In such cases, the College may adjust program pricing to reflect these conditions.
 - c. International students are subject to differential tuition rates. (*See 5.7.2 International Tuition, Fees and Refund Policy.*)
7. Fees for **certifications** that are required for a program (e.g., First Aid/CPR) are charged over and above tuition rates. Students providing proof of holding a valid certification are eligible for a refund of that fee.

Application Fees and Payment

1. Domestic students applying for a post-secondary credit program will pay an application fee. The application fee is payable by credit card and must accompany the online application form.
2. Any applicant with international documents will pay the document assessment fee prior to the assessment taking place.
3. If an applicant has an overdue account with the College or a credit-granting institution, the application will not be processed or assessed until the account is paid in full.

Payment of Tuition Deposit upon Acceptance into a Credit Program

Domestic students will be required to pay a non-refundable deposit set by the program area to be applied towards their total tuition fee. This deposit is payable by the date given in the acceptance letter. If a student is sponsored, the sponsoring agency must submit confirmation of sponsorship in writing by the deposit deadline. The deposit deadline maybe extended at the College's discretion.

Payment of Books and Materials

1. Most credit program students order their books directly from the credit-granting institution and payment occurs at that time. If the College orders books for students, the books must be paid for prior to releasing them to students.
2. Lab kits and other material may be ordered by the College, which must be paid for prior to releasing them to students.
3. Books and materials are non-refundable once they have been purchased.

Payment of Tuition and Other Mandatory Fees

1. Payments may be made in-person at any College campus via phone or mail. Payments may be made by money order, debit, cash, or credit card (VISA or Mastercard). Receipts will be issued once payment is received.
2. The College accepts direct payment from Canada Student Loans to be applied toward student tuition and fees. Funds received will be credited to the student's account in accordance with the disbursement schedule provided by Canada Student Loans. If the loan amount does not cover the full tuition and fees, the student is responsible for paying the remaining balance by the applicable payment deadline.
3. Students requiring less than 100% of a credit program because of advanced standing or Prior Learning Assessment credit will pay pro-rated tuition fees and the full amount of student and lab fees.
4. Tuition and fees:
 - a. Tuition and Program fees for the complete program are due and payable by the first day of classes or at a date set by the College in the acceptance letter.
 - b. Late fees may be assessed 30 days after the program start or when the deadline date is not met.
 - c. Failure to pay tuition and other assessed fees may result in students being excluded from class and will result in the placement of a financial hold on the student account, meaning:
 - The student may be discontinued from the program
 - The student will be ineligible to apply or register at any College campus until the past-due

account has been paid

- Transcripts, grades, certificates or diplomas, and any other completion documentation will be withheld until full payment is made

The College may consider Collection proceedings on all outstanding accounts.

5. Students may have all or part of their tuition, fees and books paid by a sponsor, such as an Indigenous community or tribal council, employer or government agency. In these cases, the sponsor is invoiced for the amount owing.
 - It is the student's responsibility to ensure the College receives written confirmation of payment from their sponsor by the tuition deposit deadline to confirm their registration.
 - If full payment is not received by the sponsor, the student is responsible for paying their outstanding balance by the payment deadline, any late payment fees assessed, and receiving reimbursement from the sponsor if applicable.
6. Students who are unable to pay their tuition in full by the required date may apply for a Tuition Payment Plan, allowing tuition and fees to be paid in scheduled installments. To be eligible, students must:
 - a. Pay the required seat deposit as outlined in their acceptance letter.
 - b. Meet with the Program Coordinator (or designate) to determine payment plan details and sign a Payment of Fees Agreement.
 - c. Ensure all instalments are paid on or before the agreed dates.

Failure to meet the terms of the payment plan may result in late payment fees or discontinuation from the program. Students with an outstanding balance will have a hold placed on their marks and are not eligible to return to the College until the balance is paid in full.

Refunds

Students who notify the College in writing of their withdrawal, or are discontinued by the College, may be entitled to a refund of tuition only as described below.

Refunds must be processed in the same manner in which they were paid (e.g., credit card to credit card, debit to debit, wire transfer to wire transfer, etc.) and need to be requested and processed within the same fiscal year as the program. If a sponsored student is eligible for a refund, the refund will be issued to the sponsor.

1. The College may refund tuition only; books, materials, application fees, seat/tuition deposits and other mandatory fees are non-refundable.
2. Students who have been discontinued for academic or non-academic misconduct will not be eligible for a tuition refund.
3. Students who are declared academically ineligible (fail too many classes) after the first semester of a program will be provided with a tuition refund for the remaining portion of the program.
4. For students funded by Student Loans, if the student or a third party has paid the tuition creating an overpayment, the refund will go to the student (or to Student Loans at the student's request). However, if the student withdraws, the refund will be returned to the National Student Loans Centre.

5. Refunds for **Institute Credit** programs

- A full refund is provided if the College cancels the program. If you withdraw or are discontinued, you are entitled to a refund of tuition and program fees (not including books, materials, and equipment) under the following parameters and withdrawal deadlines:
 - a. Students who withdraw on or before the fifth scheduled day of their program are entitled to a refund of paid tuition and program fees. A deposit fee of \$125 will be withheld.
 - b. Refund penalties will be waived if student funding is denied from an external agency (including student loans) after the withdrawal deadline.
 - c. Withdrawals from programs or individual program courses after the fifth scheduled day of the program will be refunded as outlined below:

Program Type (non-semester)	<i>Withdrawal date on or before 25% completion point of program</i>	<i>Withdrawal date after 25% completion point of program</i>	<i>Withdrawal from subsequent semesters not started yet</i>
Applied Certificate	25% refund of tuition and program fees	No refund of paid tuition or program fees	Not Applicable
Certificate of Achievement			

Program Type (semester)	<i>Withdrawal date on or before 25% completion point of semester</i>	<i>Withdrawal date after 25% completion point of semester</i>	<i>Withdrawal from subsequent semesters not started yet</i>
Certificate	25% refund of paid tuition and program fees for semester attending	No refund of paid tuition or program fees for semester attending	Full refund of paid tuition and program fees for subsequent semesters not started
Diploma			

Program Type (non-semester)	<i>Withdrawal date on or before 25% completion point of program year</i>	<i>Withdrawal date on or between 26% and 50% after completion point of program year</i>	<i>Withdrawal date after 50% completion point of program year</i>
Certificate	60% refund of paid tuition and program fees	50% refund of paid tuition and program fees	No refund of paid tuition or program fees

6. Refunds for Industry Credit, Non-Credit, and Contract Training Courses

- a. Students who cancel five business days prior to the start date are entitled to a full refund or they may transfer their tuition fee (transfer has to be within the academic year).
- b. Students who cancel within five business days prior to start of program are not entitled to a refund.
- c. At the discretion of the Workforce Development Manager or designate, in consultation with the Business and Skills Training Director, exceptions may be granted.
- d. Students wishing to have exceptional circumstances considered for refunds in addition to those stated above may appeal the decision in writing to the College.