

Student Account Procedure

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1 Purpose

This document outlines the Sheridan College Institute of Technology and Advanced Learning (Sheridan) procedure for student's financial obligations upon registration with Sheridan.

2 Scope

This procedure applies to all students who register with Sheridan.

3 Definitions

Academic year: covers the period between September 1 in any year and August 31 of the following year.

Accounts Receivable hold: A hold that is applied to the student's account when they have an outstanding balance exceeding \$100. A student with an Accounts Receivable hold on their account cannot register in a future term and may experience other service limitations.

Award: a catch all term used in this policy to describe scholarships, bursaries, and awards.

Business day: A day between and including Monday to Friday when Sheridan campuses are open (e.g., excludes statutory holidays).

Compulsory ancillary fees: Fees that a student is required to pay to enroll in or successfully complete a course or program of instruction. There are two types of compulsory ancillary fees:

- **Program fees** - compulsory for students in applicable programs
- **Institutional fees** - compulsory for all students. Fees support services and activities distinct from academic programming or general overhead for the institution (e.g., convocation fees, student activity fees, athletic fees, health care and insurance fees).¹See "ancillary fees" above.

¹ Tuition and Ancillary Fees Minister's Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 3.

Domestic student: A student who falls into one of two categories:

1. **Canadian Citizen:** a citizen of Canada as defined in the *Citizenship Act* or a person registered as an Indian as defined in the *Indian Act*; or
2. **Permanent Resident:** a permanent resident as defined in the *Immigration and Refugee Protection Act*. This includes a person who has:
 - a. been granted “permanent resident” status and has not had that status revoked; or
 - b. met all preliminary requirements for permanent resident status and presents a copy of the letter which confirms that Citizenship and Immigration Canada has accepted their application for permanent resident status.²

Dormant student account: A student account that has been inactive for more than two consecutive years (i.e., no enrolment or work-integrated learning activity).

Fees: Funds owed to Sheridan include but are not limited to, the tuition deposit, tuition fees, and compulsory ancillary fees (program or institutional).

Full-time enrolment: Enrolment in a college program of instruction for at least 70 percent of the credits or 66⅔ percent of the courses required for the program of instruction in a given term or reporting period.

Immediate family: The parents, siblings, spouse, children, grandparents, and grandchildren, as well as any relative who lives in the same household, as an individual who is subject to this policy.

International student: A foreign national who is authorized under the [Immigration and Refugee Protection Act \(Canada\)](#) to enroll as a student in an educational institution in Canada.³

Late fee: A fee charged, per term, when a student has not paid their fees by the published term deadline, and there is more than \$100 in outstanding fees owing.

Official transcript: An official record of academic achievement provided by the Office of the Registrar.

Overdue student account: A student account with a past due balance of \$100 or more. For this policy, the definition is restricted to a student account with a past due balance that has not been sent to collections.

Part-time enrolment: Enrolment in one or more courses comprising less than 70 percent of the credits and 66⅔ percent of the courses required for a full-time program of instruction in a given term or reporting period.

² Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 5.

³ Tuition and Ancillary Fees Minister's Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 5.

Postsecondary program of instruction: A group of related courses that conforms to the levels of learning articulated in the Credentials Framework and leads to the awarding of a credential.⁴

Proof of credential: Any official statement by Sheridan that a student has graduated from a program.

Refund: Reimbursement of fees paid to Sheridan.

Reversal of charges: Removal of charges that have been applied to a student account in a given term.

Sponsored student: A student who is sponsored by a government department or other association.

Student: An individual who is admitted and paid their tuition deposit, or who is registered in courses at Sheridan. Individuals who are active in a program (currently enrolled in courses or enrolled in the last term), but not enrolled in classes for a particular term (e.g., on a vacation or co-op term) are considered to have a continuing student relationship and are included in the definition of student.

Tuition deposit: An amount that is paid as part of the student's total tuition for the academic year to secure a student's enrolment at a college.⁵ Up to \$500 of the tuition deposit may be non-refundable.

Tuition fees: A fee charged to a student that represents their contribution towards the operating and capital costs of academic program delivery and general overhead for the institution.⁶

4 Procedure

4.1 Fees

4.1.1 Ontario Student Assistance Program Recipients

A student who is eligible for Ontario Student Assistance Program (OSAP) funding is required to pay a non-refundable tuition deposit once per academic year unless they have been approved by Sheridan's Financial Aid and Awards Office for a tuition deposit deferral.

Sheridan receives OSAP student fee payments directly from the National Student Loans Service Centre and the student's OSAP funding is applied against their outstanding balance.

⁴ Tuition and Ancillary Fees Minister's Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 6.

⁵ Tuition and Ancillary Fees Minister's Binding Policy Directive: Colleges of Applied Arts and Technology Policy Framework. Ministry of Colleges and Universities. 2021-22 and 2022-23, page 7.

⁶ Ibid.

OSAP recipients are responsible for ensuring their balance is paid in full by the applicable payment deadline. In some instances, a student's OSAP funding is received by Sheridan after the OSAP recipient payment deadline. Late receipt of OSAP does not permit a student to pay after the payment deadline. The Overdue Student Account process (4.2) applies to all students who have outstanding balances following the applicable payment deadline.

4.1.2 Sponsored Students

A sponsored student is required to pay their fees if their sponsor does not pay by the standard payment deadline. Late receipt of sponsor payments does not permit a student to pay after the payment deadline. The Overdue Student Account process (4.2) applies to all students who have outstanding balances following the applicable payment deadline.

4.2 Overdue Student Account Process

The Overdue Student Account process applies to all students who have outstanding balances following the applicable payment deadline.

4.2.1 Account holds

An Accounts Receivable (AR) hold is applied to the student's account when they have an overdue account exceeding \$100. A student with an AR hold on their account cannot register in a future term and may experience other service limitations.

A document hold is applied to the student's account when they have an overdue account exceeding \$25. A student with a document hold cannot access their transcript, proof of credential or graduation letter. Exceptions may apply for students in extenuating circumstances (e.g., serious personal/family crisis).

4.2.2 Late fee

A \$150 fee is applied to the student's account when they have an overdue amount exceeding \$100.

4.2.3 Financial Fee Arrangement for Overdue Accounts

Sheridan may consider a Financial Fee Arrangement (FFA) to enable a student to pay their overdue balance in instalments to avoid their account being sent to an external collection agency. This arrangement does not permit registration in a future term, as the hold will remain on the student's account.

Sheridan reserves the right to decide whether to make FFAs available (e.g., students who did not previously adhere to the terms of their FFA may be denied this option) and when to terminate an FFA (e.g., student has not made payments consistent with their FFA).

4.3 Refunds

Applicants and students who breach [Academic Integrity](#) or [Student Code of Conduct](#) policies are refunded according to standard refund policies and procedures.

4.3.1 Full-Time Enrolment

A student who submits a formal notification of withdrawal from a full-time program of instruction, within published deadlines, is entitled to a refund of tuition and ancillary fees as follows:

- Domestic and returning international students: within 10 business days of the beginning of a term, students are entitled to a refund of the full tuition and compulsory ancillary fees for the term or program period less their non-refundable tuition deposit, and a refund in full of any tuition and compulsory ancillary fees paid in advance for subsequent terms.
 - The international health insurance fee is non-refundable after the first day of class.
- New international students:
 - Individuals who are refused a study permit, whose permit is under consideration when classes begin or who do not meet the conditions of their offer of admission, receive a full refund of fees paid minus an administrative fee of \$200.
 - Students who are refused study permits must provide proof of the refusal (copy of Immigration document) before the 10th day of classes by completing the International New Student Deferral/Refund Form. Proof of the refusal for previous semesters are not accepted.
 - Within 10 business days of the beginning of a term, students paying international student fees are entitled to a refund of a portion of the full tuition and ancillary fees paid for the term or program period as calculated according to the following equation:
 - $\text{Refund} = \text{fees paid} - (\text{international student tuition fee}) / \text{domestic tuition fee}^7 \times \$500.$
 - The international health insurance fee is non-refundable after the first day of class.
- After 10 business days, all students are entitled to a refund in full of any fees paid in advance for subsequent terms.
- Students are liable for the payment of any outstanding fees if they withdraw after the first 10 business days from the start of the term. Non-attendance and/or payment cancellation does/do not constitute a withdrawal nor are they grounds for appeal.

⁷ Domestic tuition for students who are eligible for funding under the Ministry of College's and Universities core operating grant.

4.3.2 Part-Time Enrolment

A student who submits a formal notification of withdrawal from part-time studies is entitled to a refund of tuition and ancillary fees as follows:

- Domestic student and returning international student: within 10 business days of the beginning of a term, the student is entitled to a refund of the full tuition and ancillary fees for the term or program period less their tuition deposit (if applicable), and a refund in full of any tuition and ancillary fees paid in advance for subsequent terms.
- After 10 business days, all students are entitled to a refund in full of any fees paid in advance for subsequent terms.

4.3.3 Co-Op Fees

A student enrolled in a non-degree (optional) co-op program seeking withdrawal from co-op must email their request to their Co-op Advisor. A request received within the first 10 days of the academic term preceding the work term is eligible for a refund of that work term's co-op fee. A co-op withdrawal request after this time is ineligible for a refund.⁸

4.3.4 Non-Refundable Fees

Non-refundable fees include application fees, tuition deposits, assessment of prior learning and testing fees. There may be additional non-refundable fees (e.g., health insurance), depending on the date of withdrawal.

4.3.5 Receiving a Refund

An Interac e-Transfer refund is sent to a student whose payment was made from a Canadian bank account (not through the CIBC Student Pay Portal). The refund is sent to their Sheridan student email address, and funds must be deposited within 30 days, after which, they are returned to Sheridan and posted back to the student account. Interac e-transfer refunds are not issued to third parties.

A payment that was made through CIBC's Student Pay Portal is refunded to the account that was used to make the payment.

When requested by a student, Sheridan may issue a refund to a third-party (e.g., parent) who paid the fees, if the payment was not made through CIBC's Student Pay Portal. Requests must be submitted to the Student Accounts team through the Refund Request form. Documentation to complete this request is provided to the student and must be completed in full.

⁸ Sheridan Cooperative Education Policies Agreement, November 2022

4.3.6 Credit Balances

Student accounts are reviewed by the Office of the Registrar in the last two months of each term (i.e., Fall (November–December), Winter (March–April), and Summer (July–August)) to determine if the student is eligible for a refund. Credit balances excluded from this analysis include payments posted to future terms fees paid as part of a deferral of admission to a future term, and student accounts with a credit balance less than \$50.

A credit balance on a dormant student account (inactive for more than two consecutive years) is forfeited after at least three attempts are made to issue the funds.

4.4 Appeals: Fee Refund/Reversal of Charges

4.4.1 Appeal Policy

A student who is enrolled in a postsecondary program of instruction is eligible to request a refund or reversal of charges. Students can submit an appeal based on the following circumstances:

- Health: (e.g., unanticipated onset of health-related illness, condition, crisis or surgery)
- Personal: (e.g., accident, critical illness or death of an immediate family member or an unexpected life changing event)
- Procedural: (e.g., administrative error by a Sheridan employee)
- Study Permit Refusal: Study permit refusal issued by the Government of Canada

Appeals are to be submitted before the last day of the term in which the applicable fee refund / reversal of charges are being appealed. Exceptions may apply for appeals related to extenuating circumstances.

- The student may be required to demonstrate support from a member of the program area (e.g., Associate Dean) when an appeal for a fee refund / reversal of charges is requested for a completed course. The student is notified when this support is required as part of their appeal.
- As part of the decision process, the Fees Refund Appeal Committee may be required to reach out to other parties (internal and external to Sheridan) to support the details provided in the Application for Fees Refund/Reversal of Charges form and/or other accompanying documentation.
- The decision rendered through the appeal process is deemed final and binding and not subject to further appeal unless new, pertinent information is presented to the Fees Refund/Reversal of Charges Appeal Committee.

4.4.2 Fees Refund Following an Approved Fees Refund / Reversal of Charges Appeal

- Fees that were paid by a third-party (e.g., Ontario Student Assistance Program, Better Jobs Ontario, Workplace Safety and Insurance Board), may be refunded back to the funder rather than to the student.
- Program fees (e.g., program kits and/or equipment) are refunded at the discretion of the academic Faculty.

- When a Fees Refund / Reversal of Charges appeal is approved, the following fees (as applicable) are deducted from the refund:
- Health insurance fee (amount varies): this fee is non-refundable after the first day of the term.
- A non-refundable administrative fee of \$200: this fee is deducted when the student has their study permit refused (must provide supporting documentation) and when the conditions of the student's conditional offer of admission are not met by the specified date.
- Tuition deposit (amount varies): the tuition deposit which is required once per academic year is non-refundable.

5 Related Documentation/Links/Forms

Student Account Policy

[Application for Fees Refund/Reversal of Charges form](#)