

Title	Credit and Collection		
Parent Policy	Credit and Collection		
Policy No	1060	Oversight & Responsibility	Finance
Approval	Executive	Effective Date	2021 Oct 01

This procedure is applied in a manner consistent with applicable statutory and legal obligations, including university collective agreements and terms of employment, and the parent policy.

The most up-to-date versions of the university's procedures are posted on the policy & procedure website. If you've printed this guideline, check the website to ensure you have the current version.

NOTE: The first appearance of terms in **bold** in this document (except titles) are defined terms – refer to the Definitions section.

Tuition and fees are assessed and invoiced on a monthly basis. Students will be emailed invoices to the email address on record. It is the student's responsibility to maintain a current email address and monitor their account through MyAdmin. Tuition and fees must be paid in full on or before the due dates as specified on the invoice.

Overdue outstanding accounts are automatically placed on financial hold. This prevents the student from receiving any transcripts, records of academic standing, letters of permission, confirmation of enrolment/graduation letters, parchments or registering in any further courses or programs. In addition, a late payment fee will be assessed when the account reaches 7 days past due.

The financial hold will be removed when the overdue balance, including late fees, is paid in full.

Accounts that have a financial hold and remain overdue will have further services restricted including:

- access to online or classroom courses; and
- attendance at residencies.

Services will be reinstated when the overdue amount, including late fees, is paid in full.

If an account still remains unpaid, the Student Accounts Department advises the program director to initiate withdrawal from the program.

Outstanding fees will be assigned to an external collection agency.

Related Documents

Related RRU policies

- [Credit and Collection](#)
- [Tuition Fees](#)

Review and Revision History

Date	Action
2013-Mar-01	Approved; current published version
2021-Oct-15	Transfer to new template; no content change
2022-Mar-11	Revised to reflect that invoicing is now done monthly rather than quarterly; reference to residency fees removed as these are now paid up front at Guest Services; document reworded to communicate current procedure more clearly.

Next Formal Review	
2024-Oct-01	