

INTERNATIONAL BUSINESS UNIVERSITY (IBU)

POLICY CONTROL

Policy Number	1009 (previously 109)
Policy Title	IBU Tuition and Fee Collection Policy
Policy Owner / Responsible Offices	Finance Office
Approval Authority	Board of Directors
Applies To	All domestic and international students registered at IBU, including current and former students
Approval Date	March 24, 2024
Effective Date	March 24, 2024
Review Date/s	December 31, 2025 (1st review)
Revision Date/s	May 4, 2026
Revision Implementation Date/s	May 6, 2026

1. INTRODUCTION AND BACKGROUND

International Business University charges tuition, accommodation, and other service-related fees in support of its academic operations. Effective tuition and fee collection practices are essential to institutional sustainability and regulatory compliance. This policy establishes a structured framework for managing student financial obligations while recognizing individual financial circumstances.

2. PURPOSE

The purpose of IBU's Tuition and Fee Collection Policy is to establish clear, transparent, and consistently applied guidelines governing students' financial obligations to the University, including the payment of tuition, accommodation charges, and other associated fees.

This policy is intended to:

- Define the responsibilities of students with respect to timely payment of all fees and charges assessed by the University;
- Outline the procedures for payment, available payment methods, and circumstances under which payment plans or financial accommodations may be considered;

- Set out the consequences of non-payment, including the imposition of financial holds, restriction of services, withdrawal from studies, and referral to external debt recovery processes;
- Ensure fairness, consistency, and due process in the management of outstanding student accounts while allowing for reasonable consideration of individual financial circumstances;
- Support the University's financial sustainability and administrative integrity, enabling IBU to meet its operational, academic, and regulatory obligations; and
- Safeguard the continued delivery of high-quality educational programs and student services through responsible financial governance.

Through this policy, International Business University affirms its commitment to responsible financial stewardship, transparent communication with students, and the equitable enforcement of financial obligations in accordance with institutional policies and applicable regulatory requirements.

3. POLICY STATEMENT

International Business University requires students to meet all tuition and fee obligations by established deadlines and implements graduated enforcement and support mechanisms to manage outstanding balances in a fair, transparent, and consistent manner.

4. APPLICABILITY

This policy applies to all domestic and international students registered in a program at IBU. This policy is available to all past, current and prospective domestic and international students of IBU.

5. DEFINITIONS

Tuition and Fees

All academic, administrative, accommodation, insurance, and ancillary charges assessed by IBU.

Delinquent Account

An account for which payment has not been received by the established due date and no approved payment plan is in place or adhered to.

Payment Plan

An approved agreement between a student and IBU allowing tuition and fee payments to be made in installments.

Financial Hold

An administrative restriction placed on a student's account due to unpaid financial obligations.

Deemed Withdrawn

The administrative status applied when a student is permanently removed from their studies due to non-payment.

Appeal Authority

The institutional body responsible for reviewing appeals related to dismissal or reinstatement, including the President's Office or Financial Appeals Committee.

6. POLICY

This policy specifically covers the collection of charges payable to IBU by current and former students for tuition, accommodation and other miscellaneous service fees; it also includes the procedures undertaken to manage this process.

Student Finance department staff are responsible for the implementation of the debt management procedures and all IBU staff are expected to be aware of this policy to ensure maximum effectiveness.

6.1. FINANCIAL OBLIGATIONS

In applying the policy, IBU will at all times seek to understand and accommodate individual students' financial circumstances. Students experiencing financial difficulties must inform the Student Finance Department in writing as early as possible to. Action to enforce settlement of debt for outstanding Tuition and Fees will be taken against all current and former students who have failed to discuss with IBU a solution to settle any outstanding debt, or who have failed to honour agreements to pay.

6.1.1 TUITION AND FEES

All students are required to pay tuition and associated fees by the due dates established by IBU. These fees include, but are not limited to, tuition, ancillary fees, and international students' health insurance fee. Students in their final year must make full settlement of tuition fees to the University by 31 May. Students who fail to do so will not be eligible to attend for presentation of their award, nor will they be eligible to receive their degree certificate or a transcript of studies. IBU does not accept cash for payment of Tuition and Fees. All payments must be made electronically by bank transfer or credit/debit card.

6.1.2 PAYMENT PLANS

Returning students who are unable to pay their tuition and fees in full by the due date may apply for a payment plan. The availability of payment plans is at the discretion of IBU and must be arranged before the payment deadline.

6.1.3 SCHOLARSHIPS AND FINANCIAL AID

Students who receive scholarships, grants, or financial aid are responsible for ensuring that all required documentation is submitted and that funds are disbursed by the payment deadline. Any remaining balance after financial aid is applied must be paid by the student.

6.1.4 STUDENT ACCOUNT OWNERSHIP AND AUTHORIZED ACCESS

All student financial accounts shall be established in the legal name of the student and shall remain permanently associated with the student's academic record. Subject to Section 6.1.5 (Minor Students and Age of Majority), each account is the sole responsibility of the student and is strictly non-transferable. Under no circumstances shall a student account be transferred to another individual (including, without limitation, parents, guardians, or sponsors), reassigned to any third party for ownership or control, or merged with, substituted by, or otherwise consolidated with another student's account. All financial obligations, transactions, credits, and account history shall remain exclusively attributable to the student.

Notwithstanding the foregoing, IBU may permit limited third-party involvement in accordance with institutional procedures. This may include (i) authorized access, whereby the student provides written consent for a third party to receive specified account information, and (ii) third-party payments, whereby payments may be made on behalf of the student by parents, sponsors, or other third parties. Any such authorization or payment arrangement shall not confer any ownership, control, or legal interest in the account and shall not relieve the student of their sole responsibility and liability for all amounts owing.

6.1.5 MINOR STUDENTS AND AGE MAJORITY

Where a student is under the age of eighteen (18) years at the time of enrolment or during any period of study at IBU, the student and their parent, legal guardian, or other authorized adult sponsor may be required to execute such declarations, consents, guarantees, undertakings, or payment agreements as IBU may determine necessary for the administration and collection of tuition and fees and for compliance with applicable law.

Until the student reaches the age of eighteen (18), IBU may communicate regarding the student's tuition, fees, payment status, delinquent accounts, payment plans, and related financial matters with the parent, legal guardian, or authorized sponsor identified in the student's enrolment documentation, to the extent permitted by applicable privacy legislation and institutional procedures.

Upon the student attaining the age of eighteen (18), the student shall thereafter be recognized as the sole legal account holder and primary party responsible for all financial obligations owing to IBU, unless a separate written sponsorship, guarantee, or payment agreement acceptable to IBU remains in effect. Any prior parental, guardian, or sponsor

access or authorization may be modified, restricted, or revoked by the student in accordance with IBU policies and applicable law.

Nothing in this section relieves the student of ultimate responsibility for all tuition, fees, charges, penalties, or other amounts owing to IBU at any time during or after their enrolment.

6.2 DELINQUENT ACCOUNTS

6.2.1 DEFINITION OF DELINQUENCY:

An account is considered delinquent if payment has not been received by the established due date and no payment plan has been arranged or adhered to.

6.2.2 LATE FEES CHARGES:

Failure to pay tuition and fees by the due date will result in the imposition of late fees.

6.2.3 NOTIFICATION OF DELINQUENCY:

Students with delinquent accounts will receive written notice from the university's finance office. The notice will include the amount owed, the deadline for payment, and the consequences of continued non-payment.

6.3. FINANCIAL HOLDS AND REPORTING REQUIREMENTS

6.3.1 ENROLLMENT HOLDS:

Students with delinquent accounts may have a financial hold placed on their records.

6.3.2 ACCESS TO IBU SERVICES:

Students with delinquent accounts may be denied access to certain university services.

6.3.3 REPORTING:

IBU will notify the Department of Immigration, Refugees, and Citizenship Canada (IRCC) of enrolment status where required.

6.4 DEBT MANAGEMENT PROCEDURE

6.4.1 PAYMENT NOTICE (DAY 1)

Student Finance staff will issue a reminder (Day 1) to the student advising that he/she has missed a payment due date and that the overdue amount needs to be paid within 15 calendar days (the “Payment Notice”). The student may either make the payment for the overdue amount, or it may be possible to agree to a payment plan to re-schedule the remaining amounts due.

6.4.2 WITHDRAWAL OF IT ACCESS (DAY 15)

If the overdue amount still remains outstanding on Day 15 of the Payment Notice, the Student Finance Department will arrange for the student’s access to IT facilities to be withdrawn. Access will be reinstated once the overdue amount has been paid, or a payment plan has been agreed to reschedule the remaining amounts due.

6.4.3 SECOND PAYMENT NOTICE (DAY 15)

If after a further 15 calendar days the debt is not clear the Student Finance Department will send a second reminder (Day 15) to the student informing he/she of imminent withdrawal proceedings (the “Second Payment Notice”).

6.5 DISMISSAL FOR NON-PAYMENT

6.5.1. CONDITIONS FOR DISMISSAL:

Students who fail to pay their tuition and fees and have not made arrangements for a payment plan or have defaulted on an agreed-upon payment plan, may be subject to dismissal from IBU. If the student fails to pay within a further 15 calendar days of the Second Payment Notice and the debt still remains outstanding the Finance Department will issue the Withdrawal Notice (Day 31) giving 30 days before the student is deemed withdrawn. ‘Deemed withdrawn’ means that the student will be permanently removed from their studies at IBU.

6.5.2. NOTIFICATION OF DISMISSAL:

After the 30 days withdrawal notification has passed and there is still no response from the student the student is officially withdrawn, and the Student Finance Department will issue a fourth reminder (Day 51) to the student. The student will be referred to IBU's debt collectors, which may lead to legal action being taken against them. IBU will send a formal dismissal notice to the student via email and registered mail. The notice will include the reasons for dismissal, the effective date of dismissal, and information on the appeal process.

6.5.3. APPEAL PROCESS:

Students have the right to appeal their dismissal by submitting a written appeal to the Student Finance Department within 14 days of receiving the dismissal notice. The appeal must include a detailed explanation of the circumstances that led to non-payment and any supporting documentation.

6.5.4. FINAL DECISION:

The Student Finance Department will bring the appeal to the attention of the appropriate IBU Body, i.e, President's Office, Financial Appeals Committee ("Appeal Authority") as the case may be, which will review the appeal and make a decision within 30 days. The decision of Appeal Authority is final.

Such action may lead to a County Court Judgment being registered, and Bailiffs being asked to seize property. This may also affect a student's credit rating and the student may find it difficult to gain credit for six years. The student will be liable for any other associated costs over and above the debt including any administration costs incurred by the University and any third-party costs including commission, interest and court costs.

6.6 REINSTATEMENT

6.6.1 CONDITIONS FOR REINSTATEMENT:

Dismissed students may apply for reinstatement after settling their outstanding balance in full. Reinstatement is subject to the approval of the Appeal Authority and may require the student to meet additional conditions.

6.6.2. APPLICATION FOR REINSTATEMENT:

Students seeking reinstatement must submit a reinstatement application to the Appeal Authority, along with evidence of payment and any required documentation.

6.7 CONFIDENTIALITY

All financial records and communications related to this policy will be treated as confidential.

7. ROLES AND RESPONSIBILITIES

Students: Meet financial obligations and communicate financial difficulties promptly.

Finance Office / Student Finance Department: Administer fee collection, notifications, enforcement, and appeals coordination.

Appeal Authority: Review appeals and reinstatement requests and issue final decisions.

8. REVIEW

This policy will be reviewed annually by the IBU's administration to ensure alignment with institutional financial and educational goals.

9. COMPLIANCE PROCEDURES

Failure to comply with tuition and fee obligations may result in financial holds, service restrictions, withdrawal, referral to debt collection agencies, and legal action.

For any questions, students should contact the Finance Office at studentfinance@ibu.ca.

10. EVALUATION AND QUALITY ASSURANCE

This policy supports financial sustainability, regulatory compliance, and equitable student financial management practices.

11. RELATED DOCUMENTS

- IBU Tuition and Fee Policy
- IBU Tuition and Fee Refund Policy
- IBU Privacy Policy
- IBU Information and Cyber Security Policy