

## I. Overview

Students initiating a voluntary withdrawal by the refund deadline will receive a refund for the total tuition and compulsory ancillary fees paid in the current academic year paid, less the non-refundable deposit.

- For OSAP students, the applicable refund will be directed to either the National Student Loans Service Centre, yourself, or a combination of both. Financial Aid will review to determine where the refund goes in accordance with OSAP's tuition refund policies.
- For sponsored students, the applicable refund will be directed to the sponsoring agency.
- Payments paid through a wire transfer/flywire will be directed back through the wire account.
- For all other student refunds, college-issued cheques will be generated.

Full-time students dropping courses by the refund deadline date may affect their status in the program. If the status changes to part-time, fees will be calculated on an hourly basis. If there is a difference between full-time fees paid and fees charged, a refund will be issued.

Students are responsible for any balances owing (i.e. funds will be applied to any outstanding accounts before a refund is issued).

## II. Withdrawal and Refund Procedure

### 1) Applicant

a) If a withdrawal is received by the Admission Officer prior to the deposit due date:

- i) student's offer will be cancelled;
- ii) any fees paid will be refunded.

b) If withdrawal is received by the Admission Officer after the deposit due date but prior to the program start date:

- i) student's offer will be cancelled;
- ii) If student has registered, s/he will be withdrawn;
- iii) fees paid less the non-refundable deposit will be refunded.

### 2) Student

a) If withdrawal is received by the Records Officer after the program start date but prior to the program withdrawal refund deadline:

- i) student will be withdrawn;
- ii) fees paid (including any fees paid towards future terms) less the non-refundable deposit will be refunded.

b) If withdrawal is received by the Records Officer after the program withdrawal refund deadline but prior to the academic penalty deadline:

- i) student will be withdrawn from current and future levels;

- ii) no refund will be given;
  - iii) any fees paid for future terms will be refunded.
- c) If withdrawal is received by the Records Officer after the academic penalty deadline:
- i) student will be withdrawn;
  - ii) no refund will be given for fees paid for the current term;
  - iii) an academic penalty will apply;
  - iv) any fees paid for future terms will be refunded.

### III. Exceptions

In extenuating circumstances, such as an unexpected medical problem, or a death in a student's immediate family, or an extreme personal crisis, a student may wish to withdraw from the College and request a refund. These requests must be submitted in writing along with supporting documentation as noted below to the Enrolment Centre.

The student's submission must detail facts (i.e. dates, circumstances and how these circumstances affected the student's ability to continue in his/her program). Evidence verifying these circumstances must be provided. Incomplete submissions will not be reviewed. Considerations will only be made under the following:

- a) **Medical:** medical reasons, such as illness and/or psychological problems documented by a medical professional and demonstrate that the illness impacted a student's ability to participate in courses. Students with recurring medical conditions should work with a medical professional, the Glenn Crombie Centre, or their healthcare provider to determine if academic accommodations are required. In order to request a withdrawal and refund for medical reasons, students must complete the 'Request for Review of Tuition Fees' form and have a qualified medical practitioner complete the "Student Health Certificate" form.
- b) **Extenuating Circumstances:** for example, the death of an immediate family member, or other circumstance that limit a student's ability to participate in a program and/or meet academic obligations. In order to request a withdrawal and refund due to extenuating circumstances, students must complete the 'Request for Review of Tuition Fees' form and provide evidence to support their request.
- c) **Procedural Error:** Delays or experiences caused by the College due to issues beyond a student's control and that have negatively affected a student's ability to participate in a program and/or meet academic obligations. In order to request a withdrawal and refund due to extenuating circumstances, students must complete the 'Request for Review of Tuition Fees' form and provide evidence to support their request.

#### IV. Review Process

A student who wishes to withdraw after Day 10 and receive a refund must:

1. Complete the formal withdrawal process.
2. Complete the Tuition Fee Review Form and provide all supporting documentation (which may include the Student Health Certificate, Verification of Confidential Extenuating Circumstance form, death certificate/obituary or other documentation).

An initial review of the request will be undertaken by the Manager of Records and Scheduling. Where additional expertise or insight is needed (e.g. withdrawals for medical reasons), other staff members (e.g. Glenn Crombie Centre staff, faculty members, etc.) will be brought together as part of an ad hoc review committee that will make a recommendation to the Registrar, who will make the final decision.

A final decision will be communicated to the student. This decision is not subject to appeal. If the student's submission is accepted, the refund may be prorated based on the length of time the student was registered in the program.

The expectation is that students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition.

In most cases, tuition fees refunded due to extenuating circumstances will be pro-rated according to the details below:

- Day 11 to Friday of Week 4: 10% tuition charge
- Monday of Week 5 to Friday of Week 6: 25% tuition charge
- Monday of Week 7 to Friday of Week 8: 50% tuition charge
- Monday of Week 9 to Friday of Week 12: 75% tuition charge
- After week 12: 100% tuition charge

Ancillary fees will not be refunded.

In accordance with the College's Tuition Fee and Refund Policy, students who withdraw after Day 10 and whose request for a refund due to extenuating circumstances is not approved will be responsible for any fees owing on their financial account.



## Withdrawal and Refund Procedure

Effective Date: Jan 1, 2019

Policy: Tuition Fee and Refund