Tuition Refunds

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Responsible Executive:	Chief Financial Officer
Approval Authority:	Senior Leadership Team
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Category:	Administration

PURPOSE

The purpose of this policy is to outline the conditions and procedures for tuition refunds at Coquitlam College (the College). This policy ensures that refund processes are administered fairly and consistently.

SCOPE

This policy applies to all full-time and part-time domestic and international students and to all employees administering tuition refunds.

POLICY STATEMENTS

1. Tuition refunds are assessed and approved in a reasonable and fair manner.
2. Information regarding tuition refunds is kept current and is available on the College website or upon request from the Office of the Registrar.
3. As an accredited Independent School and a private post-secondary institution, the College maintains financial security by providing a Letter of Credit, as required by the Ministry of Education and Child Care and the Ministry of Advanced Education and Future Skills of British Columbia.
4. The College adheres to Canadian government sanctions regarding financial transactions from international countries and regions. A list of impacted countries is maintained on the College website.

PROCEDURES

General

5. Refunds will be issued in the name of the student unless the student completes the College's Refund Authorization Form approving redirection of the funds. The Refund Authorization form is available in the Office of the Registrar.
6. Non-refundable fees and deposits represent costs incurred by the College in processing applications, reserving seats, and preparing for student enrolment, and are not contingent on course attendance.
7. Failure to meet the agreed upon terms of a payment plan or fee deferral plan by the approved due date may result in withdrawal from the program and/or course. Students will receive a refund for any course tuition already paid less the $175 per course registration deposit.

Course Drop/Withdrawal

8. Courses dropped on or before the last day of registration:

a. course tuition less the $175 course registration deposit will be refunded
b. laboratory fees for lab science course(s) will be refunded

9. There will be no refund for a course withdrawal made after the last day of registration.
10. Students who are suspended, expelled, or required to withdraw due to a serious violation of College policy are not eligible for a refund.

International Students

11. Students who are issued any of the following official letters from the College are not eligible for any refund of paid tuition fees (including tuition deposit) regardless of whether the letter is returned to the College:
    a. Letter of Acceptance
    b. Temporary Resident Visa Letter
    c. Letter for Tuition Fee Refund from Another Institution
12. Students who have received a Letter of Acceptance from the College and are accepted to a research university in British Columbia will be refunded their tuition deposit less a $400 Administration Fee if the semester intake date on the Letter of Acceptance from the research university is the same as the date on the College's Letter of Acceptance.
    a. If the student has registered in courses refunds will be applied as outlined in the *Course Drop/Withdrawal* section, above.
13. Students who have not changed their Designated Learning Institution (DLI) and who choose to register for courses for the upcoming semester will not receive a refund for any courses.
14. Students who register in courses without holding a valid study permit or other required immigration authorization, will be refunded as outlined in the *Course Drop/Withdrawal* section above.

<u>Study Permit</u>

15. Students who are denied a study permit by Immigration, Refugees and Citizenship Canada (IRCC) may be eligible for a refund of their tuition deposit as outlined below:

    a. Full Refund
    Students not registered in any courses will receive a full refund, if:
    i. the study permit application was submitted to IRCC within thirty (30) days of the date on the College's official Letter of Acceptance; and
    ii. the refund request and supporting documentation are submitted within twelve (12) months of the date that the College's official Letter of Acceptance.

    b. Partial Refund
    Students who have registered in courses and provide the College with the denial letter *before* the last day of registration will receive a refund less the $175.00 course registration deposit for each course they have registered in.

    c. No Refund
    Students who have registered in courses and provide the College with the denial letter *after* the last day of registration, will not receive a refund.

Re-Application Requirement

16. Students who have not registered in any courses within twelve (12) months of the issuance of a Letter of Acceptance must submit a new application for admission and pay the applicable application fee. Any tuition deposit held by the College will be transferred to the new application.
17. Students who do not re-apply for admission or do not qualify for a refund under this policy are not eligible for a refund of the tuition deposit after the twelve (12) month period has expired.

Tuition Refund Requests

18. Students requesting a refund must submit a Refund Request Form to the Office of Registrar. Supporting documentation will be required.
19. Refunds are returned to the original source of payment, such as credit card or wire transfer. Where a student has paid using an Online Bill Payment method, a refund will be returned by cheque addressed to the student.
20. Refunds are not guaranteed. All requests are assessed based on the information provided and the requirements of this policy. Denied requests will include a written rationale.

Refund Request Due to Exceptional Circumstances

21. Students who are unable to commence or continue studies due to exceptional circumstances may submit a request for a partial or full refund to the Office of the Registrar.
22. The College will assess exceptional circumstances based on the information and supporting documentation provided. The College reserves the right to determine what constitutes exceptional circumstances.
23. Students who are deported are not eligible for a refund.

Refund Request Deadline

24. If a student does not submit a refund request in accordance with this policy within twenty-four (24) months of the date the College received the funds, the funds are no longer eligible for a refund. This deadline also applies to requests based on exceptional circumstances.
25. If the student re-applies to the College and registers in courses, the funds may be applied to tuition and other eligible fees. The funds are otherwise non-refundable, non-transferable, and cannot be redeemed for cash. The student must pay the application fee separately.

Fee Transfers

26. Funds transferred to the College from another educational institution are credited to the student's account and applied toward tuition and other fees. Tuition funds received from another educational institution on behalf of a student are not eligible to be refunded directly to the student. At the student's request, the College may transfer the funds to another educational institution, less a 5% administration fee.

Tuition Appeal Procedure

27. Students who wish to appeal the amount of a refund or a decision to deny a refund must submit their request to the Office of the Registrar within fifteen (15) days of the original refund decision. Appeals submitted after this deadline will not be accepted. The appeal must include documentation demonstrating exceptional circumstances, as specified by the Office of the Registrar.
28. Appeal requests are reviewed by the President. The President's decision is final and not subject to further review.
29. The Office of the Registrar will notify the student of the final decision in writing.

DEFINITIONS

Domestic Student: A student who is a Canadian citizen, permanent resident, or protected person under the *Immigration and Refugee Protection Act*.

Drop: When a student requests or is required to leave a program or course on or before the last day of registration.

Full-Time Student: For post-secondary, this means a student who is registered in a minimum of three courses in a semester. For High School and English Studies, this means a student who is registered in a minimum of four courses in a semester.

International Student: A student who registered in a program/course on a valid study permit, who is not a Canadian citizen, permanent resident, or protected person under the *Immigration and Refugee Protection Act*.

Part-Time Student: For post-secondary, this means a student who is registered in less than three courses in a semester. For High School and English Studies, this means a student who is registered in less than four courses in a semester.

Pro-rated: The total fee amount divided by the number of weeks in a program.

Tuition Deposit: A non-refundable fee paid at the time of acceptance of admission to the College. This fee is applied to the cost of tuition.

Tuition Fee: The amount charged to students for instruction and teaching for courses offered at the College.

Withdrawal: When a student requests or is required to leave a program or course after the last day of registration.

Related Documents

- Tuition and Other Fees 2.1.1
- Refund Request Form
- Refund Authorization Form (available in the Registrar's Office)
- BC Ministry of Education Independent School Act
- Immigration and Refugee Protection Act, SC 2001, c 27
- Immigration, Refugees and Citizenship Canada (IRCC)
- FISABC
- Languages Canada
- Student Aid BC