### CONTEXT AND PURPOSE

Vancouver Community College (VCC; the College) organizes its learning resources (instructors, space, support services) to accommodate students who indicate an intent to attend courses and programs at the College. In addition to providing documentation to support their application, prospective students are also requested to pay all or a portion of their fees as a sign of their commitment to enrol in their chosen program or course.

There may be occasions when a student cannot fulfil their commitment to attend a program or course. The reasons for not attending and the timing of the notice to the College will determine whether the prospective student is entitled to a refund of their fees, in whole or in part.

### SCOPE AND LIMITS

This policy applies to all students enrolled in a program or course at VCC.

This policy may not apply to specific fee-related issues that may be more appropriately dealt with under other policies and procedures.

### STATEMENT OF POLICY PRINCIPLES

The College’s refund policy is based on the general principles of fairness, consistency and competitiveness.

1. Students will be given a reasonable time-frame within which to withdraw their intention to enrol in a course or program and be eligible for a partial refund.
2. While circumstances may dictate that the refund policy for students in different types of courses and programs will vary, the refund policy will be the same for students in the same types of courses and programs.
3. The College reserves the right to limit fee refunds to students who enrol in courses and programs and then, subsequently, withdraw; this recognizes the College’s investment in the resources required to prepare for and deliver the intended student’s courses and programs.
4. Some fees are excluded from refunds including but not limited to: application fee, transfer credit fees.
5. Where students are registered in multiple courses within a term and due to a failure of one course within the term or/area within the block, the student is not able to progress within the program of study, no refund will be given for the remaining courses within the block. In the event a student is registered in a subsequent block of courses within that term but the block has not commenced, the student will receive a full refund for this additional block.

6. Students who wish to challenge a decision of the College involving refunds have an opportunity to appeal the refund decision.

7. The College reserves the right to cancel courses due to unavailability of instructors, facilities, or insufficient enrolment. Should a course be cancelled, a refund will be provided. Additional information concerning the specifics of the refund are included in the procedures document.

DEFINITIONS

**Academic Term:** An academic period of study established by the College and is identified on a Student’s schedule as Fall, Winter, Spring/Summer and Spring.

**Administrative Fee:** A fee charged to students to cover the cost of processing a transaction.

**Apprentice Course:** A skilled training program that combines short in-class training and on the job training, leading to an Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q).

**Block:** A grouped cluster of courses that a student registers in all at once which sets out the specific courses assigned to a level.

**Business Day:** An official working day (typically Monday-Friday) as designated by the College and/or department, excluding statutory holidays, Christmas closure and unscheduled closures. Check online at myVCC for Christmas closure dates.

**Cohort:** A group of students registered into a predetermined set of courses or with a minimum credit requirement per academic level as outlined in a Program Content Guide.

**Course-By-Course Registration:** Course(s) selected by a student that are not part of a cohort program.

**Course Drop:** An applicant/student requests or is required to leave a course before the start date of the course.

**Course Withdrawal:** A student requests or is required to leave a course any time after start date of the course.

**Level:** A predetermined set of courses within a program indicating a level of progression leading to the next academic level in the program as stated in the Program Content Guide.

**Program:** A predetermined set of courses taught for a specific period of time outlined in a Program Content Guide.

**Program Drop:** An applicant/student of a program requests or is required to leave before the start date of the program.

**Program Withdrawal:** When a student of a program requests or is required to leave a program any time after the start date of the program.
Registration Area: The areas of the College responsible for registering students:

- Registrar’s Office (RO)
- Continuing Studies (CS)
- International Education (IE)
- School of Instructor Education (SIE)

Sponsor: An organization paying tuition and fees on a student’s behalf. This does not include agents for international students or family members.

Start Date: The first scheduled date of a program or course.

Start Date of Academic Term: Typically the following dates:

- Fall – first business day after Labour Day
- Winter – first business day after New Year’s Day
- Spring – first business day in April
- Spring/Summer – first business day in May

Student: For the purposes of this policy, a student is considered to be someone who has registered and paid for a program or course.

Student Fee: A fee charged by the college for services provided to students, including but not limited to:

- Students’ Union fees
- BC Federation of Students fee
- College Initiative fees
- Materials fee
- Health and Dental fees
- UPASS fees
- Graduation fee
- Campus Resource Fee

Tuition: A fee charged by the College for the provision of a course or program.

Written Notification: Completed Course Drop/Add & Program Withdrawal Form (available on the VCC website or in the Registrar’s Office), or letter stating a student’s intention to drop or withdraw from a course or program will be accepted in the appropriate Registration Areas in person, electronically or by mail.

RELATED LEGISLATION & POLICIES

Policies
B.1.4 Delinquent Accounts
C.1.1 Grading, Progression and Withdrawal
D.3.7 Tuition and Fees
D.4.2 Student Grievance

RELATED PROCEDURES

Refer to Policy D.3.4 Tuition and Fee Refund Procedures