



Title	Tuition and Fee Refund
Policy No.	D.3.4
Approval Body	President & Chief Executive Officer
Policy Sponsor	Vice President, Administration & International Development
Last Full Review	January 12, 2021
Last Revised	June 29, 2021

1. The Registrar's Office establishes withdrawal deadlines for all programs and courses. Deadlines are made available on the College website or from Registration Areas.
2. Refunds are paid directly to the Original Payor or if applicable, the Sponsor or lending institution.
3. Tuition and fees paid to the College under the terms of a contract are refunded based on the terms outlined in the contract. If the contract does not document the terms and conditions for refunds, the terms of this policy apply.
4. Refunds are subject to an Administrative Fee, except in the event of course or program cancellation, a full refund will be provided to the applicant/student should they choose not to register in another course/program.
5. Tuition deposits for domestic students are not eligible for refund.
6. A portion of the tuition deposits may be refundable for international students; refer to the VCC International Refund Guidelines, available on the College website.
7. A bank fee is charged if a refund is provided through a bank wire transfer or other electronic means.
8. Students' Union of Vancouver Community College (SUVCC) membership fees are not refundable after the start date of a course or program, as per agreement between the College and SUVCC.
9. The College does not issue refunds of less than \$20.

REQUESTING AND CALCULATING TUITION AND FEE REFUND

10. Students must provide written notification of their intent to withdraw from a course/program in order to be eligible for a refund. Written notification can be provided in the following ways:
 - a. Submitting a completed *Course Drop/Add & Program Withdrawal* form to the appropriate Registration Area. This form is available on the VCC website and in the Registrar's Office.
 - b. A written letter stating the intent to withdraw submitted to the appropriate Registration Area in person, electronically, or by mail.

11. Refunds are calculated based on the date the written request for withdrawal is received by the Registration Area.
12. The College will refund program/course tuition and fees to students based on the following refund criteria:
 - a. Programs and Courses in Continuing Studies and the School of Instructor Education

Deadline for Written Notification	Tuition Refund (less tuition deposit and administration fees)	Student Fees Eligible for Refund
<i>Three (3) business days prior to the start date of the program/course</i>	100% of tuition paid	100% of College Initiative Fees, Materials Fees, Laundry Fees, Campus Resource Fees, and UPass Fees (future non-activated months only)
<i>After three (3) business days prior to the start date of the program/course</i>	No refund	100% of UPass Fees (future non-activated months only)

- a. Apprenticeship Courses

Deadline for Written Notification	Tuition Refund (less tuition deposit and administration fees)	Student Fees Eligible for Refund
<i>Three (3) business days prior to the start date of the course</i>	100% of tuition paid. Tuition can be transferred to hold an available seat in a future intake, if available.	100% of College Initiative Fees, Materials Fees, Laundry Fees, Campus Resource Fees, and UPass Fees (future non-activated months only)
<i>After three (3) business days prior to the start date of the course</i>	No refund or transfer of funds	100% of UPass Fees (future non-activated months only)

c. All other courses and programs

Deadline for Written Notification	Tuition Refund (less tuition deposit and administration fees)	Student Fees Eligible for Refund
<i>Prior to the start date of the program/course</i>	100% of tuition paid	100% of College Initiative Fees, Materials Fees, Laundry Fees, Campus Resource Fees, and UPass Fees (future non-activated months only)
<i>Up to and including the fifth (5th) business day from the start date of the program/course</i>	50% of tuition paid	100% of UPass Fees (future non-activated months only)
<i>After the fifth (5th) business day from the start date of the program/course</i>	No refund	100% of UPass Fees (future non-activated months only)

13. Some students will register in more than one block/level within a given term as part of their program. The refund rules are applicable to the block/level in which the student is currently attending. If there is another block/level which has not commenced, students will receive a 100% refund for those courses.

INTERNATIONAL STUDENTS

14. If an international student's immigration status should change to Canadian permanent resident status while studying at VCC, appropriate documentation must be submitted by the student to a Registration Area so domestic fees can be charged for future terms. The only exception is students registered in international cohort programs, who, regardless of change in their immigration status, pay international fees for the duration of the program.
15. For international students who are denied a study permit by Immigration, Refugees and Citizenship Canada (IRCC), a 100% refund, less an Administrative Fee, will be issued upon receipt, thirty (30) days prior to the start date of the program, of the following documents:
- A completed VCC International Education Refund Request form.
 - A copy of the letter from Immigration, Refugees and Citizenship Canada (IRCC) indicating that the study permit application has been denied.

APPEAL PROCEDURES

16. Students may appeal a matter related to a tuition and fees refund in two circumstances:

- a. They do not believe a refund has been calculated properly based on the criteria established in this policy and procedures.
 - b. They have withdrawn from a course/program after the deadline for written notification but believe there are extenuating circumstances. Grounds for appeal may include but are not limited to:
 - i. Serious illness
 - ii. Subpoena
 - iii. Family bereavement
17. Students must submit a completed Student Appeal Form within thirty (30) business days of withdrawing.
18. If a student has not formally withdrawn, the student will be withdrawn upon the receipt of the completed Student Appeal Form.
19. For students appealing based on extenuating circumstances, the following apply:
- a. The appeal is adjudicated based on the information provided by the student, as well as any additional evidence that supports the claims.
 - b. Students appealing based on extenuating circumstances must provide supporting documentation such as a doctor's not, photocopy of subpoena, or death certificate. Appeals will not be reviewed unless accompanied by all supporting documentation at the time of submission.
 - c. Refunds are not provided if the Student Appeal Form is submitted after 75 percent of the course/program has passed for that term.
 - d. In the event of a successful appeal, the refund is up to a maximum of 50 percent of tuition.
20. The final decision is made by the Registrar or delegate.
21. The student is notified of the decision within six (6) weeks of submitting the Student Appeal Form. The notification will include a written rationale in support of the decision.

RELATED POLICY

Refer to D.3.4 Tuition and Fee Refund Policy.