



Policy No	<b>D.3.4</b>
Title	<b>Fee Refund Policy</b>
Approving Jurisdiction	President
Policy Sponsor	Vice-President, Administration and CFO
Last Revised	April 30, 2014
Effective Date	May 1, 2014

This outlines a fair, consistent and competitive fee refund policy for all programs and courses at the College.

#### **CONTEXT AND PURPOSE**

Vancouver Community 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 enrol in 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 Vancouver Community College.

## **STATEMENT OF POLICY PRINCIPLES**

The College's refund policy will be based on the general principles of fairness, consistency and competitiveness.

1. 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.
2. Certain fees will not be eligible for a refund to reflect the College's or Student Union's investment in time and resources to handle an application and prepare for the student's arrival.
3. 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.
4. Where students are registered in multiple courses within a term and due to a failure of one course within the term or/area with the block, the student is not able to progress within the program of study, no refund will be given for the courses with the term. Special consideration may be given to students registered into terms greater than 4 months long.
5. Students who wish to challenge a decision of the College involving refunds have an opportunity to appeal the refund decision.
6. 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.
7. The College refund policy will be guided by practices at other postsecondary institutions.
8. The College reserves the right to cancel courses due to unavailability of instructors, facilities, or insufficient enrolment. Should a course be cancelled, a full refund will be provided.

## **DEFINITIONS**

Refer to the related Procedures document for definitions which will enhance the reader's interpretation of this Policy.

## **RELATED POLICIES & LEGISLATION**

- B.1.4 Delinquent Accounts Policy
- D.3.2 Fee Deferral policy
- D.3.7 Tuition & Fees Policy

## **RELATED PROCEDURES**

Refer to Fee Refund Policy Procedures D.3.4  
Fee Refund Policy (revised )