

Policy Title: Student Tuition Refunds  
Policy No: 3001  
Approval Body: Academic Council  
Effective Date: June 14, 2019

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## Purpose

This policy provides the principles and defines the conditions under which a student is eligible for a refund or credit of tuition fees and other course related fees.

## Scope

This policy applies to all students applying for admission, admitted, or attending University Canada West in English preparation, undergraduate degree, and graduate degree programs or other programs that may be offered by the University.

## Policy Statement

### 1. Incoming (New) Domestic Students

- 1.1. Prospective domestic students who decide not to start their program or who withdraw from their registered course(s) on or before the drop/add deadline for the term will receive 100% refund of all monies paid, excluding:
- non-refundable application fees;
  - non-refundable program or registration fees;
  - withdrawal processing fee; and
  - any other non-refundable fees as identified in the UCW Calendar.

### 2. Incoming (New) International Students

- 2.1. Prospective international students who have been issued a Letter of Admission (LOA) or a Conditional Letter of Admission (CLOA) and who decide not to start their program or who withdraw from their registered course(s) on or before the drop/add deadline for the term will receive a refund **ONLY** if their student visa or study permit is denied by Immigration, Refugees, and Citizenship Canada (IRCC). Any refund of a required initial deposit will exclude:
- non-refundable application fees;
  - non-refundable program or registration fees;
  - withdrawal processing fee;
  - wire transfer fee; and
  - any other non-refundable fees as identified in the UCW Calendar.
- 2.2. Prospective International students will **NOT** be eligible for a refund and the initial deposit fee will be forfeited and retained by UCW if:
- 2.2.1. their student visa is denied by IRCC due to misrepresentation (directly or indirectly misrepresenting or withholding material facts) or by providing false or misleading information or documentation.
- 2.2.2. the student or his/her representative misrepresents (directly or indirectly misrepresenting or withholding material facts) or provides false or misleading information or documentation to the University Canada West.

2.3. International students who receive a visa denial must submit the ORIGINAL paper form with the visa denial. All pages must be included. Copies or scanned documents will not be accepted. In the event a student applied electronically and received an emailed decision, they must FORWARD the original email including all electronic headers and routing. Refunds will not be processed until the correct documentation is received.

### 3. Continuing Students

3.1. Continuing students who drop a registered course(s) will receive a refund on the following schedule less any applicable non-refundable fees:

Registration Date	Refund Amount
On or before the Drop/Add deadline	100% Refund of all monies paid for the term
After the Drop/Add deadline	No Refund

3.2. Any tuition payments made by a third party or sponsoring agency (eg. BC student loan, First Nations band, employer, etc.) will be refunded to the original funding agency.

3.3. International students who violate terms of their study permit and/or student visa are not eligible for refunds. Any tuition fees paid shall be forfeit and retained by UCW.

### 4. All Students

4.1. Students are responsible for providing current, accurate information for the processing of tuition refunds.

4.2. Any unclaimed credit on a student account will be held for one (1) calendar year from completion of their last course registration, after which the funds become forfeit and retained by UCW.

4.3. Any unclaimed credit on an applicant account will be held for 1 year from the date the last application for admission was approved to allow for a deferred start after which the funds become forfeit to UCW.

## Definitions

These definitions apply to terms as they are used in this policy.

Word/Term	Definition
Continuing Student	A student who is currently registered in courses at UCW and has completed at least one term of study
Domestic student	Any student who is either a: Canadian Citizen, or a Permanent Resident, or is approved as a Refugee
Drop/add deadline	Specified date, usually published in the Academic Calendar, by which a student may add or drop a course without academic or financial penalty
International student	Any student who is a citizen of any country except Canada and does not hold Canadian Permanent Residency or approved Canadian Refugee status
Registration	Process by which individual courses are selected by the student for a term
Withdrawal Processing fee	Processing and administration fee incurred for terminating studies at UCW

## Related legislation

None