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| Procedure Number: | 3001p |
| Procedure Title: | Student Tuition Refunds |
| Approved by: | President |
| Approval date: | Aug. 13, 2020 |
| Effective date: | Aug. 13, 2020 |
| Review date: | October 1, 2020 |
| Next review date: | October 2022 |

1. Purpose

1.1. This document sets the conditions and the process for administering the students' requests for tuition refunds.

2. Refund Application Process

2.1. Students must apply online for a refund by completing the online application form at <https://refunds.ucanwest.ca>. Please note that the refund process can take up to six weeks or 30 business days to complete.

2.2. Upon completion of the application form, an auto-generated response with a ticket number will be sent to the student.

2.3. All supporting documentation must be included in the application. Missing documents will prolong the refund request evaluation and processing time. The required documentation is listed in Sections 4.2; 4.3; and 4.4 of this Procedure.

2.4. Students will be informed about any missing documents through a message in the MyUCW Student Portal.

2.5. Students must drop a course by the drop/add dates as outlined in the Academic Calendar to be eligible for a refund for that course. After this deadline, you are not eligible for a refund for that course.

2.6. Refunds will be sent to the account from where the funds were originally sent. If the bank details provided are different from the original payment method, UCW may request more documentation to verify the banking details before making a payment.

2.7. Upon successful payment of the refund, the Finance Department will send the student a message through the MyUCW Student Portal.

2.8. Students can check the status of their refund application at any time by contacting the Finance Department at refunds@ucanwest.ca with their ticket number and student number.

2.9. Normal refund procedures apply for students who are denied a student visa or study permit as per UCW Policy 3001: Student Tuition Refunds.

3. Incoming (New) Domestic Students

3.1. 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 a 100% refund of all tuition fees paid, excluding:

- Tuition Refund Processing fee (\$250)
- Non-refundable application fees;
- Non-refundable program or registration fees; and
- Any other non-refundable fees

4. Incoming (New) International Students

4.1. Prospective International Students who have been issued a Letter of Acceptance (LOA) or a Conditional Letter of Acceptance (CLOA)

- (i) who do not start any courses either in person or online; or
- (ii) who withdraw on or before the date of the add/drop deadline for courses for that term;

will be eligible to receive 100% refund of all tuition fees paid, if their student visa or study permit is denied by Immigration, Refugees and Citizenship Canada (IRCC). Any refund will exclude and be subject to:

- Tuition Refund Processing fee (\$250)
- Non-refundable application fees;
- Non-refundable registration or program fees;
- Any wire transfer fees (\$45); and
- Any other non-refundable fees identified in the UCW Calendar.

4.2. International students who receive a visa denial must either submit the **original paper visa refusal** or the **original email** with the decision that includes all electronic headers and routing. Refunds will not be processed until the correct documentation is received.

4.3. Prospective International Students who commence a full program online from abroad following an approval-in-principle of a study permit application and do not obtain a study permit before the second term of their program starts will be eligible for a full refund if they submit their student visa refusal letter within five (5) working days of receipt. The refund will exclude and be subject to:

- Tuition Refund Processing fee (\$250)
- Non-refundable application fees;
- Non-refundable registration or program fees;
- Any wire transfer fees (\$45); and
- Any other non-refundable fees identified in the UCW Calendar.

It is important for prospective international students to note that commencing their studies online from abroad following approval-in-principle of a study permit application is not a guarantee that they will receive a full approval of their study permit application or be authorized to pursue their studies in Canada. It is still possible

that an applicant could receive a negative final decision on their study permit or based on factors related to our inability to predict how the COVID-19 situation and any associated travel restrictions will evolve.

4.4. Prospective International Students who commence a full program online from abroad without an approval-in-principle of a study permit application who do not obtain an approval-in-principle of a study permit application or a study permit before the second term of their program starts, will be eligible for a full refund, if they **submit their student visa refusal letter** within five (5) working days of receipt. The refund will exclude and be subject to:

- Tuition Refund Processing fee (\$250)
- Non-refundable application fees;
- Non-refundable registration or program fees;
- Any wire transfer fees (\$45); and
- Any other non-refundable fees identified in the UCW Calendar.

4.5. Prospective International Students who were permitted to commence one online course of their program during the month of July 2020 from abroad, who receive a negative final decision on their study permit or student visa application, will be eligible for a refund of tuition fees paid. The refund will exclude the cost of the one online course and will also exclude and be subject to:

- Tuition Refund Processing fee (\$250)
- Non-refundable application fees;
- Non-refundable registration or program fees;
- Any wire transfer fees (\$45); and
- Any other non-refundable fees identified in the UCW Calendar.

5. Continuing students

5.1. Continuing students who drop a registered course(s) will receive a refund on the following schedule less any applicable non-refundable fees as identified in the UCW Academic Calendar:

| Registered date | Refund Amount |
|------------------------------------|---|
| On or before the Drop/Add Deadline | 100% Refund of all tuition fees paid for the term |
| After the Drop/Add Deadline | No Refund |

5.2. 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.

5.3. 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.

5.4. To be eligible for a refund, continuing students must provide the Finance Department with a Letter of Acceptance from another institution or the official flight ticket to their home country. This ensures that students meet the requirement of residing in Canada.