

Procedure Number:	<b>3001p</b>
Procedure Title:	<b>Student Tuition Refunds</b>
Approved by:	<b>President</b>
Approval date:	<b>Aug. 13, 2020</b>
Effective date:	<b>Aug. 13, 2020</b>
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Next review date:	<b>July 22, 2023</b>

## 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 Review our refund policy to ensure you are eligible for a refund. You can read the refund policy [here](#).

2.2 Log into the MyUCW Student Portal and apply for a refund by completing the online application form [here](#). Your log in credentials can be found in your LOA.

2.3 Please note that the refund process can take up to six weeks or 30 business days to complete.

2.4 All supporting documentation must be included with your application. Missing documents will prolong the refund request evaluation and processing time. The required documentation is listed in this document.

2.5 You will be informed about any missing documents through an email in the MyUCW Student Portal.

2.6 You will receive an email update as your refund request moves to each new stage in the refund application process.

2.7 Notify UCW of any updates to your refund application at [refunds@ucanwest.ca](mailto:refunds@ucanwest.ca).

2.8 You must drop a course by the add/drop 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.

2.9 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 will request more documentation to verify the banking details before making a payment.

2.10 Upon successful payment of the refund, the Finance team will send you an email through the MyUCW Student Portal.

2.11 You are welcome to check the status of your refund request at any time by revisiting the refund application page [here](#).

2.12 For any questions or updates to the refund application process please email [refunds@ucanwest.ca](mailto:refunds@ucanwest.ca).

### 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
- A \$45 wire fee or a \$35 credit card refund fee if applicable.

### 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; and
- A \$45 wire fee or a \$35 credit card refund fee if applicable.

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 for the Summer 2021 Term or before, without a study permit or student visa, and who do not obtain a study permit in their second term of their program 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;
- A \$45 wire fee or a \$35 credit card refund fee if applicable; and
- Students who request transcripts of completion will be charged for all courses taken during their studies at UCW.

Students without a study permit or student visa before their third term starts will not be eligible for a refund of their third term tuition fees after the add/drop deadline for the term, regardless of their study permit or student visa outcome.

It is important for prospective international students to note that commencing their studies online from abroad after applying for a student visa or following an approval-in-principle of a study permit

application is not a guarantee that they will receive a full approval of their student visa or 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 student visa or study permit 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 for the Fall 2021 Term without a study permit or student visa, and who do not obtain a study permit before end of the first term of their program 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;
- A \$45 wire fee or a \$35 credit card refund fee if applicable; and
- Students who request transcripts of completion will be charged for all courses taken during their studies at UCW.

Students without a study permit or student visa before their second term starts will not be eligible for a refund of their second term tuition fees after the add/drop deadline for the term, regardless of their study permit or student visa outcome.

**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	
On or before the Drop/Add Deadline	
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.