

Procedure Number:	3001p
Procedure Title:	Student Tuition Refunds
Approved by:	President
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Next review date:	December 2, 2023

1. Purpose

1.1. This document sets the conditions and the process for administering 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 in to 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 Letter of Acceptance (LOA).
- 2.3. Please note that the refund process can take up to six (6) weeks or thirty (30) business days to complete if the refund request fits the standard terms and conditions as outlined in this Procedure. Refund processing times can be extended up to eleven (11) weeks if UCW requires more time to verify the refund information provided or the refund request does not fall under the standard terms and conditions of this Procedure.
- 2.4. All supporting documentation must be included with your request for a tuition refund. 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. For international students, the deposit listed in your Offer Letter ("OL") is only refundable if your student visa or study permit is denied by Immigration, Refugees and Citizenship Canada ("IRCC").
- 2.7. You will receive an email update as your refund request moves to each new stage in the refund request process.
- 2.8. You must notify UCW of any updates to your refund application at refunds@ucanwest.ca.
- 2.9. 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.

- 2.10. UCW will only pay tuition refunds to the account that the funds were originally sent from. In exceptional circumstances where this is not possible or 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. Please be aware that providing banking details that are different from the original payment method will extend the refund process to up to eleven (11) weeks for UCW to complete the verification process and process your request if it is approved.
- 2.11. Upon successful payment of the refund, the UCW Finance team will send you an email through the MyUCW Student Portal.
- 2.12. You are welcome to check the status of your refund request at any time by revisiting the refund application page [here](#).
- 2.13. For any questions or updates to the refund request process please email 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.

Any refund will exclude and be subject to:

- tuition Refund Processing fee (\$250);
- non-refundable application 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”) who either:
 - (i) do not start any courses either in-person or online; or
 - (ii) withdraw on or before the date of the add/drop deadline for courses for that term;will be eligible to receive a 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; 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 outside Canada for the Summer 2021, Fall 2021 and Winter 2022 Terms or before, without a study permit or student visa, and who do not obtain a study permit in the 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.

Any refund will exclude and be subject to:

- tuition Refund Processing fee (\$250);
- non-refundable application fees;
- a \$45 wire fee or a \$35 credit card refund fee if applicable; and
- if a student requests transcripts of completion, the cost of 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.

An international student having commenced studies online from outside Canada after applying for a student visa or following an approval-in-principle of a study permit application does not guarantee that:

- their student visa or study permit application will be approved; or
- the student will 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 a number of factors, including the unpredictability of the COVID-19 pandemic and associated travel restrictions.

- 4.4. Prospective International Students who commence a full program online from outside Canada for the Spring 2022 Term without a study permit or student visa, and who do not obtain a study permit before the 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;
- a \$45 wire fee or a \$35 credit card refund fee if applicable; and
- if a student requests transcripts of completion, the cost of 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.

An international student having commenced studies online from outside Canada after applying for a student visa or following an approval-in-principle of a study permit application does not guarantee that:

- their student visa or study permit application will be approved; or
- the student will 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 a number of factors, including the unpredictability of the COVID-19 pandemic and associated travel restrictions.

- 4.5. Prospective International Students who commence a preparatory program (*e.g.*, MBA Foundation and/or University Access Program) online from outside Canada for the Summer 2022 Term may progress into their second term without a study permit or student visa. If they do not obtain a study permit before the end of their second term, have paid their second term tuition and fees, and remain in good academic standing, these students 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;
- a \$45 wire fee or a \$35 credit card refund fee if applicable; and
- if a student requests transcripts of completion, the cost of 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 second term tuition fees after the add/drop deadline for the term, regardless of the outcome of their study permit or student visa application.

An international student having commenced studies online from outside Canada after applying for a student visa does not guarantee that:

- their student visa or study permit application will be approved; or
- the student will 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 a number of factors, including the unpredictability of the COVID-19 pandemic and associated travel restrictions.

- 4.6. Prospective International Students who commence a full program online from outside Canada for the Fall 2022 and Winter 2023 Terms without a study permit or student visa, and who do not obtain a study permit in the second term of their program, have paid their second term tuition and fees, and remain in good academic standing, will be eligible for a full refund if they submit their student visa refusal letter within five (5) working days of receipt.

Any refund will exclude and be subject to:

- tuition Refund Processing fee (\$250);
- non-refundable application fees;
- a \$45 wire fee or a \$35 credit card refund fee if applicable; and
- if a student requests transcripts of completion, the cost of 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.

An international student having commenced studies online from outside Canada after applying for a student visa does not guarantee that:

- their student visa or study permit application will be approved; or
- the student will 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 a number of factors, including the unpredictability of the COVID-19 pandemic and associated travel restrictions.

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	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 (*e.g.*, BC student loan, First Nations band, employer, etc.) will be refunded to the original funding agency.
- 5.3. International students who violate the 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.