

Policy Number:	3001p
Policy Title:	Student Refunds
Approved by:	President
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1. Purpose

- 1.1. This document sets the conditions and the process for administering students' requests for refunds of the Enrolment Deposit or Tuition Fees.

2. Refund Application Process

- 2.1. Before initiating a refund request, students should review Policy No. 3001, Student Refunds to ensure that they are eligible for a refund. A student may be eligible for a refund based on:

- 2.1.1. withdrawal on or before the add/drop date (see Section 6);
- 2.1.2. denial of a Canadian study permit or student visa (see Section 7); or
- 2.1.3. extenuating circumstances (see Section 8).

2.2. To request a refund of an Enrolment Deposit and/or Tuition Fees, *students must:*

- 2.2.1. complete the [online application](#) on the MyUCW Student Portal;¹
- 2.2.2. include all relevant supporting documentation with their application; and
- 2.2.3. notify UCW Finance of any updates to their refund application at refunds@ucanwest.ca.

2.3. Once a complete refund request has been received, *UCW Finance will:*

- 2.3.1. review the refund request and supporting documentation;
- 2.3.2. inform students of any missing documents or questions arising from the application through an email in the MyUCW Student Portal;
- 2.3.3. inform students as their refund request moves to each new stage in the process by email; and
- 2.3.4. determine whether the student is eligible for a refund of an Enrolment Deposit and/or Tuition Fees, and if so, the amount of the refund;

¹ Student log-in credentials for MyUCW can be found in the Letter of Acceptance (LOA).

- 2.3.5. inform the student regarding the outcome of the refund assessment; and
- 2.3.6. process any related payments.
- 2.4. For any questions or updates to the refund request process, students should email refunds@ucanwest.ca.
- 2.5. Students may check the status of their refund request at any time by visiting the [refund application page](#).

3. Refund Amounts

- 3.1. Students should refer to their Letter of Acceptance (“**LOA**”) for the terms and conditions that apply to their Enrolment Deposit and prepayment of Tuition Fees. The Enrolment Deposit (up to **\$7,900 CAD**) is generally non-refundable, but there are exceptions (see Sections 7 and 8).
- 3.2. Any refund will exclude and be subject to:
 - 3.2.1. Refund Processing Fee (**\$250 CAD**);
 - 3.2.2. Any non-refundable compulsory and additional services fees (see [UCW Schedule of Fees](#)); and
 - 3.2.3. Where applicable, a **\$45 CAD** wire fee or a **\$35 CAD** credit card refund fee.
- 3.3. All refunds will be paid in Canadian Dollars (CAD). For refunds paid to foreign bank accounts, please note that refunds are subject to the exchange rates in place at the time of the refund transaction.

4. Payment

- 4.1. UCW will process refunds of Enrolment Deposits and Tuition Fees through the payment platform(s) and account(s) the student used to make the initial payment. In exceptional circumstances where this is not possible, please email refunds@ucanwest.ca with a clear explanation as to why this is not possible. This may result in a delay in the refund being issued (see section 5.2).
- 4.2. Any tuition payments made by a third party or sponsoring agency (e.g., StudentAid BC, First Nations band, employer, etc.) will be refunded to the original funding agency.

5. Review and Refund Processing Times

- 5.1. To ensure compliance with all applicable regulations, UCW will complete a review of the refund request, which may take up to **two (2) weeks** to complete if the refund request fits the standard terms and conditions as outlined in this Procedure. Once the request has been reviewed and the student has provided all the necessary information, it may take up to an additional **2 (2) weeks** after the decision is made to issue a refund.
- 5.2. Refund processing times may be extended up to **8 weeks** if:
 - 5.2.1. UCW requires more time to verify the information provided;

- 5.2.2. the refund request does not fall under the standard terms and conditions of this Procedure (*i.e.*, exceptional circumstances per section 8 or differing accounts per section 4.1);
- 5.2.3. if all relevant supporting documentation is not included in a refund request; or
- 5.2.4. updates are received from the student after the request has been submitted.

6. Refunds due to Withdrawal

- 6.1. Students who withdraw from the University or from registered course(s) will receive a refund of Tuition Fees paid on the following schedule less any applicable non-refundable fees outlined in the UCW Academic Calendar:

Date of Withdrawal	Refund Amount
On or before the Add/Drop Deadline	100% Refund of all tuition fees paid for the term
After the Add/Drop Deadline	No Refund. <i>*Exceptional circumstances may be considered, please see Section 8</i>

7. Refunds for Study Permit or Student Visa Denial

- 7.1. Prospective International Students whose student visa or study permit is denied by Immigration, Refugees and Citizenship Canada (“**IRCC**”) may be eligible for a full refund of the Enrolment Deposit and any Tuition Fees paid, less applicable fees, if they:
- 7.1.1. do not start any courses either in-person or online; or
 - 7.1.2. withdraw on or before the date of the Add/Drop Deadline for courses for that term.
- 7.2. In support of their refund request, Prospective International students must submit the required documents within 5 working days after receiving the outcome from IRCC either:
- 7.2.1. the original paper student visa or study permit refusal from IRCC;
 - 7.2.2. an electronic copy of the original paper student visa or study permit refusal; or
 - 7.2.3. the original email from IRCC with the decision that includes all electronic headers and routing.
- 7.3. Refunds will not be processed until accurate and complete documentation is received from the student.
- 7.4. Submission of fraudulent documents, making false claims during the admissions process (including study permit confirmation), or failure to receive a Study Permit due to actual or alleged fraud/dishonesty will result in complete forfeiture of the Enrolment Deposit.

8. Refunds due to Extenuating Circumstances

- 8.1. Students may be eligible for a full or partial refund of Enrolment Deposit or Tuition Fees after the Add/Drop Deadline due to extenuating circumstances beyond their control.

Application Requirements

- 8.2. In support of their refund request based on extenuating circumstances, the student must provide:
- 8.2.1. all supporting documentation, as deemed necessary by the University; and
 - 8.2.2. all relevant details, including:
 - a. the nature of the extenuating circumstances;
 - b. the dates when relevant events occurred or arose;
 - c. how the extenuating circumstances have impacted the student; and
 - d. how the extenuating circumstances affected the student's decision to withdraw from the course(s) or program.

Review Process & Timing

- 8.3. All requests due to extenuating circumstances will first be reviewed by the Registrar's Office to ensure the request meets the criteria for extenuating circumstances within **four (4) weeks** after the request is submitted. Afterwards, UCW Finance will assess the request to determine refund eligibility within **four (4) weeks** of receiving the Registrar's Office extenuating circumstance review. Overall, this process may take up to **eight (8) weeks** for review before the outcome can be reached and approved by UCW Finance for processing.
- 8.4. As soon as an outcome is reached and approved for a refund, UCW Finance will contact the student to confirm banking details and process the payment within **three (3) weeks from the date of approval**.
- 8.5. UCW Finance will notify the student if their refund application is incomplete **within two (2) weeks** after receiving the application, and the student will have an opportunity to complete the application and provide any additional relevant supporting documentation.
- 8.6. Refund applications that are incomplete, without the necessary supporting documentation or with incomplete necessary documentation will not be processed.

Eligibility

- 8.7. A student's refund request due to extenuating circumstances may be eligible for a refund based on a number of criteria, as outlined below.
- 8.8. Generally, the circumstances that qualify for a refund due to extenuating circumstances will affect all courses in which a student is enrolled. Therefore, most refund requests are based on a complete withdrawal from all

courses. However, requests for partial refunds may be considered if the student can demonstrate the reasons why one or more course(s) are affected but another was not.

- 8.9. Requests for a refund due to extenuating circumstances must be received before the last day of classes for the request to be considered. However, if the documented circumstances demonstrate that a timely request was not possible, a late application may be considered.
- 8.10. Students who complete all course requirements, including writing the final examination, are generally **not eligible** for a refund.
- 8.11. UCW retains the right to determine if an exceptional circumstance has occurred and the student is eligible for a refund.

Medical Grounds

- 8.12. Medical circumstances that are eligible for a refund in extraordinary circumstances will normally be unanticipated and will have a significant impact on the student's ability to perform their academic responsibilities. This may include, but is not limited to:
 - 8.12.1. acute mental or physical illness that either emerges or recurs during an academic term;
 - 8.12.2. a medical circumstance (*e.g.*, surgery, treatment, or medication side effect) that either emerges or recurs during an academic term; or
 - 8.12.3. emergence or a change in a chronic mental or physical health condition.
- 8.13. Medical requests based on short-term illness (*e.g.*, injury that prevents a student from completing a limited number of assignments or exams) are generally **not eligible** for a refund. It is expected of students with short-term illnesses make reasonable attempts to work with their course instructors and seek resources available to them, such as incomplete course contracts, to develop an academic plan to meet their needs.
- 8.14. If the medical circumstance or condition began prior to the semester of the refund request, the student must demonstrate and provide documentation of how the condition has worsened or changed in an unforeseeable way. It is expected that students with pre-existing medical conditions work with the resources available to them to develop an academic plan accommodating their condition(s) and needs.
- 8.15. Requests based on a physical or mental health issue must be accompanied by a letter from a licensed healthcare provider. The University does not require detailed medical records or the disclosure of a diagnosis but does require that the letter confirms:
 - 8.15.1. the specific dates on which the student visited the health care provider;
 - 8.15.2. date of onset of the illness/injury or date of onset of the acute period if the illness is chronic;

- 8.15.3. the degree to which the medical issue/injury/treatment is likely to affect the student's ability to perform their academic responsibilities (*i.e.*, to prepare for and attend classes, complete assignments, prepare for and/or write tests or examinations);
 - 8.15.4. the length of time over which the student's abilities were likely impacted by the medical issue/injury/treatment;
 - 8.15.5. the fitness of the student to resume studies; and
 - 8.15.6. the contact information of the health care provider.
- 8.16. Generally, the health care provider must have seen the student during or immediately following the illness/injury, or when it was first possible for the student to seek/receive treatment from them.

Compassionate Grounds

- 8.17. Students may be eligible for a full or partial refund of the Enrolment Deposit and/or Tuition Fees where unanticipated changes in personal or familial responsibilities prevent a student's full attendance and participation in their academic courses and program.
- 8.18. Compassionate grounds **include, but are not limited to**, changes related to:
- 8.18.1. care for children, family, or other dependents (including taking care of an ill loved one or taking over childcare responsibilities for an ill loved one);
 - 8.18.2. serious or life-threatening illness of a child, spouse, family member or dependent;
 - 8.18.3. death of a loved one, including an immediate or extended family member, or close friend; or
 - 8.18.4. a traumatic event experienced by the student, family member or a close friend, including being the victim of crime or violence, accident, or another stressful situation;
 - 8.18.5. religious obligations;
 - 8.18.6. divorce or breakdown of a personal relationship;
 - 8.18.7. paid employment (*e.g.*, loss of job for a student or those persons supporting the student);
 - 8.18.8. religious practices;
 - 8.18.9. legal proceedings;
 - 8.18.10. student returning to their home country;
 - 8.18.11. sexual assault or misconduct experienced by the student, family member or a close friend; or
 - 8.18.12. unexpected change in conditions of employment for student or their spouse or family member (*e.g.*, transfers or deployments for military and first responder personnel).

- 8.19. Clear documentation, where available, should be provided to support a refund request on compassionate grounds.
- 8.20. For requests relating to deaths, a notarized death certificate or obituary in English is required as documentation.

Ineligible Grounds

- 8.21. Unless related to another ground, students will not be eligible for a refund based on the following:
- 8.21.1. travel and social plans that conflict with the student's attendance and participation;
 - 8.21.2. financial hardship;
 - 8.21.3. not knowing the add/drop dates and tuition refund deadlines;
 - 8.21.4. failure to pay tuition;
 - 8.21.5. failure to attend classes;
 - 8.21.6. issues related to course content or instructor;
 - 8.21.7. workload, difficulty level, or schedule;
 - 8.21.8. inappropriate enrolment decisions (*e.g.*, enrolling in a course that does not fit the student's academic program or graduation plan, enrolling in a course that does not fit the student's personal schedule);
or
 - 8.21.9. over-enrolling to secure preferred enrolment opportunities (*e.g.*, over-enrolling to attend classes before dropping).

9. Appeals

- 9.1. If a student is dissatisfied with a decision received, they must complete the [Refund Appeal Application Form](#) on the MyUCW Student Portal, please refer to the refund portal forms on MYUCW and submit it through the MyUCW Student Portal.
- 9.2. In the appeal, the student must provide:
- 9.2.1. an explanation of the basis for their belief that they are qualified for a refund; and
 - 9.2.2. refer to any supporting documentation that they believe was not properly assessed.
- 9.3. If more information is needed from the student, UCW Finance will communicate this within **14 calendar days** of receiving the Refund Appeal Application.
- 9.4. Once a complete appeal request has been received, an Appeals Panel will be convened, **with one (1) representative** from each of the following UCW departments:

- 9.4.1. Finance;
 - 9.4.2. Registrar's Office; and
 - 9.4.3. Risk & Compliance.
- 9.5. Depending on the complexity of the appeal and the number of appeals to be reviewed, the Appeals Panel will make every effort to have the Refund Appeal heard and decided within **one (1) month**.
- 9.6. Once the Appeal Panel has reached a decision, it will inform the student within **14 calendar days** from the date the decision letter is issued by the Appeals Panel.
- 9.7. Any resulting refund payments or adjustments to student accounts will be processed **within 14 calendar days from** the date the decision letter is issued by the Appeals Panel.