

## POLICY AND PROCEDURE MANUAL

<b>Policy Title:</b>	<b>WITHDRAWAL FROM PROGRAMS/COURSES AND REFUNDS</b>	<b>Area of Responsibility:</b> <b>VICE PRESIDENT, INTERNATIONAL RELATIONS, CAMPUS DEVELOPMENT &amp; STUDENT SERVICES</b>
<b>Policy Section:</b>	<b>ACADEMIC</b>	<b>Policy No: 1.6.17</b>
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### 1.6.17 WITHDRAWAL FROM PROGRAMS/COURSES AND REFUNDS POLICY

#### Policy

Only those students, who officially withdraw from the College, may be eligible for any refunded fees. In order to officially withdraw from the College at any time, a student must complete an official College Withdrawal Form available from the Registrar's Office, Continuing Education Office, International Development Office or Learning Commons. Failure to attend does not constitute a withdrawal from the College.

#### Withdrawal from Continuing Education Part-time Credit Courses

1. Partial refunds will be made up to and including the third class except on those courses which are 20 hours or less. No refund will be made for applications received after the third official class regardless of the number of classes which the student has attended. The following deductions are made to refunds: a non-refundable administration charge (\$25 per course).
2. Full refunds will be made to students enrolled in courses that were cancelled by the College.
3. Students in courses of 20 hours or less will NOT be eligible for a refund unless they withdraw prior to the start of the first class.
4. For special courses that run on a short, continuous basis, (exceeding 20 hours), e.g. Real Estate, refund applications will be referred to the appropriate Manager for approval.
5. Full refunds will be made for special circumstances at the discretion of the Associate Vice President, Employment and Training Services or the Associate Vice President, Student Services and Registrar (or designate) upon receipt of information in writing explaining the circumstances (e.g. doctor's certificate for hospitalization).

#### Withdrawal from Post-Secondary Programs

1. A student who withdraws within the first ten school days of a semester, will receive a refund of the amounts paid, less a non-refundable administration fee. If a student withdraws after the first ten school days, no tuition or ancillary fees will be refunded.

2. For students who do not register on a semester basis (e.g. continuous intake), the principles implicit in the above policy will apply.
3. A student may withdraw from the College by telephone, in which case, the student will be mailed an Official Withdrawal Form and asked to return it completed within 14 days according to withdrawal procedure.
4. A student may also withdraw by mail/fax/College email or in person. Please note: verbal indication to a faculty member or another staff member of intent to withdraw does not constitute official withdrawal.

If a student is eligible for a refund, a cheque will be sent to the student approximately 4 to 6 weeks after the official withdrawal is received.

### **International Student Withdrawal and Refund Policy**

1. Withdrawal and refund requests must be received only in person within 10 business days of the beginning of the semester for a refund to be considered. Written requests will not be accepted. The International Student Request for Withdraw Form is available at the International Development Office or on the Withdrawal and Refund Policy webpage on the St. Clair College website. The completed form should accompany the student when a refund or withdrawal request is made.
2. If a student submits a withdrawal request after the first 10 business days of the semester, only fees paid for future semesters will be reimbursed. Any outstanding balances owing on a student's account will be deducted from any authorized refund.
3. Students requesting a refund due to a visa denial must submit a copy of their visa denial letter to the online admissions portal (OCAS) along with a completed International Student Withdrawal Form to [internationalrefunds@stclaircollege.ca](mailto:internationalrefunds@stclaircollege.ca)
4. All other refunds are subject to a \$2,649.95 administrative fee and will be dealt with on a case-by-case basis. If students are transferring to another institution the student must submit the following a:
  - Copy of the St. Clair College Letter of Acceptance.
  - Copy of the student Study Permit.
  - Copy of the student passport.
  - Copy of the Letter of Acceptance from the other Designated Learning Institute indicating:
    - o The same semester in which the student is attending St. Clair College,
    - o The same or higher education level as the student's St. Clair College program,
    - o Transfer requests to Ontario schools who have signed the first-semester transfer agreement will be denied.
  - Proof of first semester tuition payment to the new institution.
  - Communication with the student's agent that the student is withdrawing from St.

- Clair College, given that the student applied to St. Clair College with an agent and Confirmation that the student has changed their Designated Learning Institute with IRCC.
- 5. Refunds will be issued in the same method of payment as the original transaction within 90 days of the 10<sup>th</sup> day of classes in the semester.
- 6. Students who use St. Clair College's arrival services (short-term accommodations) will be subject to a non-refundable fee of up to \$500.00.
- 7. For students registered in a bundled program, the GEM Accommodation fees are non-refundable.
- 8. Registered students requesting a refund are not eligible for a refund of the first semester mandatory International Health Insurance fee
- 9. First-semester international student refund requests will only be reviewed between days 6-10 of the beginning of the semester, to allow for appropriate service to incoming international students through startup.