

Procedure Information	
Related to Policy No:	E-1.15
Approved by:	Executive Committee
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Date of Next Review:	October 2020

## STUDENT REFUND PROCEDURES

### Definitions

1. **Withdrawal**  
The means by which a student officially discontinues registration in a course after the deadline to drop courses has passed.
2. **Tuition and Student Fees**  
Those fees controlled and managed by the College, including tuition, technology, application and registration fees. The Students' Union levies other fees for students, and any refunds must be requested through the Students' Union.

### Procedures

#### Regular Studies Refund Procedures

1. A complete refund of fees is made only when a course or program is cancelled. In cases where a student elects to withdraw, the following scale of refunds applies:
  - a) Prior to the Final Fee Payment Deadline date, a one hundred percent (100%) refund of tuition and student fees **ONLY** will be made if a student withdraws from all courses. There is no refund of the application or registration fees.

**Academic Upgrading Students:** All students shall be entitled to a full refund of their student fees if they have already paid and are withdrawing prior to the final fee payment date; unless the final fee payment date is after the start of their program then the final date for refund shall be two weeks prior to the commencement of their program.

- b) **A sixty percent (60%)** refund of tuition fees will be made if the student withdraws after the final fee payment deadline date and prior to the end of the 1st week of classes or prior to completion of seven percent (7%) of the course in courses/programs less than four (4) months in length. For courses/programs greater than 4 months in length students will be eligible for a sixty percent (60%) refund of tuition fees prior to completion of seven percent (7%) of the

course/program. There is no refund of technology, application or registration fees.

- c) **A forty percent (40%)** refund of tuition fees will be made if the student withdraws after the end of the 1<sup>st</sup> week of classes and prior to the end of the second week of classes or prior to completion of fourteen percent (14%) of the course in course/programs less than four (4) months in length. For courses/programs greater than 4 months in length students will be eligible for a forty percent (40%) refund of tuition fees prior to completion of fourteen percent (14%) of the course/program. There is no refund of technology, application or registration fees.
2. **No refund** will be made if the student withdraws more than two (2) weeks after commencement of classes or after fourteen (14%) of the content has been completed in courses/programs less than 4 months in length. For courses/programs greater than four (4) months in length, no refund will be made if the student withdraws after fourteen (14%) of the content has been completed in the course/program

#### Apprenticeship Program Refund Procedures:

**Due to the 2020 COVID-19 pandemic, the Apprenticeship Program Refund Procedures and International Education Refund Procedures will be temporarily suspended. All refund requests will follow the Regular Studies Refund Procedures until further notice.**

1. Apprenticeship tuition and all related student fees are required to be paid in full 60 calendar days prior to the program start date. In cases where a student elects to withdraw, the following scale of refunds applies:
  - a) Students who withdraw more than 30 calendar days prior to the program start date will receive a one-hundred percent (100%) refund of tuition and student fees, less a \$100.00 administration fee. There is no refund of the application or registration fees.
  - b) Students who withdraw more than between 15 and 30 calendar days prior to the program start date will receive a fifty percent (50%) refund of tuition and student fees, less a \$100.00 administration fee. There is no refund of the application or registration fees.
  - c) **No refund of any College fees** will be made if the student withdraws 14 calendar days or less prior to the program start date.

## International Education Refund Procedures

Due to the 2020 COVID-19 pandemic, the Apprenticeship Program Refund Procedures and International Education Refund Procedures will be temporarily suspended. All refund requests will follow the Regular Studies Refund Procedures until further notice.

### 1. Refund policy for **new** International students ONLY:

Students are eligible for a refund of the initial tuition deposit, minus an administration fee, only if they are denied a study visa. Proper documentation from Immigration Canada must be provided with the refund request. No refund will be issued without Immigration Canada verification.

### 2. Refund policy for **returning** International students ONLY:

- Returning students who have registered but who withdraw from classes before the fee payment deadline will forfeit their tuition deposit
- 50% tuition refund if a student withdraws from one or all classes at CNC after the fee payment deadline but before classes start
- 25% tuition refund if a student withdraws from one or all classes at CNC during the first or second week of classes
- No refund after the second week of classes
- There is no refund of technology, application or registration fees

### 3. Deferral of Prepaid Tuition:

Where a registered International Student has prepaid tuition for an upcoming semester and must return home or is detained at home, tuition will be deferred to the next available semester for the program. If the student does not attend in the deferred semester, all fees will be forfeited.

## Continuing Education Refund Procedures

1. A full refund of fees will be given if a course is cancelled by the College or if a student withdraws from a course/program one or more days before the advertised registration deadline date (original course receipt required). Refunds take approximately three to six weeks to process. No refund will be granted on textbooks. No refund of fees will be given if a student cancels on or after the advertised course registration deadline. The "registration deadline date" is the same as "registration recommended by" date listed in the Continuing Education calendar.

### Requesting a Refund for Medical/Personal Withdrawals

1. Obtain an **Application for Medical/Personal Withdrawal Form** from the Admissions Department, Regional Campus Office, or the CNC Policy website.
2. Obtain appropriate documentation and write a letter of request and explanation to support the request (as explained in the form). If you require assistance please meet with a College Academic Advisor or Counsellor within the Counselling and Advising Department or at the Regional Campus Office.
3. Submit the form, along with the appropriate documentation to the Admissions, Registration & Records Department or to the Regional educational administrator for consideration.

### **Links to Other Related Policies, Documents, and Websites**

Student Refund Policy E-1.15  
Application for Medical/Personal Withdrawal  
Change of Enrollment Status Policy

### **Forms**

Change of Enrollment Status Form

### **Procedure Amendment Log**

<b>Amendment Number:</b>	<b>Date:</b>
0	October 2013
1	June 2020
2	