

**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>Effective Date:</b>	<b>2021 03 11</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, 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.