
Policy Name: Program Refund Policy (Continuing Professional Education)

Policy Owner: Associate Director, Student Success

Approved By: SMT

Approval Date: 01/May/2019

Effective Date: 01/Sep/2019

Next Review Date: 01/May/2021

Scope: Continuing Professional Education Programs

I. Purpose

- i. This Policy provides guidelines for students, program management and program operational staff to ensure that program refunds are transparent and consistent.

II. Principles

i. Transparency

- a. Some fees associated with some programs may be defined as non-refundable and will have been identified as such at the time of registration. Such fees are non-refundable in any circumstances.
- b. A refund fee will be charged to process a refund request, except in the cases of:
 - i. an International Student whose Student Visa has been denied; or,
 - ii. processing a refund of an overpayment; or,
 - iii. the cancellation of a program by Continuing Professional Education.
- c. International Students who gain Permanent Residency or Refugee Status while taking a Continuing Professional Education Program may (at the discretion of the Associate Director, Student Success) be refunded up to 50% of the difference between Domestic Student and International Student tuition fees for the program for which they are enrolled.

ii. Refund Eligibility

- a. If a program is cancelled by CPE prior to the start of the program, students will be refunded 100% of all payments made to date.
- b. For International Students in a full-time program requesting a refund due to Student Visa denial:
 - i. Before the start of the program, 100% of all payments made to date less non-refundable fees will be refunded;
 - ii. After the start of the program no payments will be refunded, unless the student has shown proof of an "approval-in-principle" prior to the program start. Students who begin a program with an "approval-in-principle" visa status who later have their visas declined will be issued a refund for any courses not yet begun.

- c. For International Students in a full-time program requesting a refund for any other reason:
 - i. Before the start of the program, 100% of all payments made to date less tuition deposit and non-refundable fees will be refunded.
 - ii. After the start of the program, no payments will be refunded.
 - iii. In the case where a student has transferred or deferred from a program offering, no payments will be refunded if the original program has already started.
 - d. Students who have previously transferred or deferred participation in a program are not eligible for any refund.
 - e. For Domestic Students requesting a refund before the start of the program:
 - i. 100% of all payments made to date less non-refundable fees will be refunded.
 - f. For Domestic Students requesting a refund after the start of a **Full-time Program** but before the start of the second calendar week:
 - i. 70% of all payments made to date less non-refundable fees will be refunded.
 - g. For All Students requesting a refund after the start of a part-time program before the start of the third calendar week:
 - i. 70% of all payments made to date less non-refundable fees will be refunded.
 - h. For All Students requesting a refund after the start of an intensive program before the start of the third day:
 - i. 70% of all payments made to date less non-refundable fees will be refunded.
 - i. For all students requesting a refund in any other circumstances, refunds will only be entertained at the discretion of the Associate Director, Student Success.
- iii. Refund Payments
- a. Refunds will be made to the original payee using the original payment method.
 - b. If the original payment was made by bank/wire transfer, an additional \$25 bank/wire transfer fee may be charged.

III. Responsibilities

- i. Approval – SMT
- ii. Review & Maintenance – Director, Operations & Organizational Effectiveness
- iii. Compliance – Departmental Management

IV. Policy Version Control

Version	Changes	Author	Approval	Approval Date	Effective Date
1.0	Initial Policy	DGP	SMT	01/May/2019	01/Sep/2019
1.1	Change re Temporary 2 step visa approval process due to COVID-19	CBC	SMT	07/23/2020	07/23/2020
1.2	Update to reflect introduction of Intensive format	CBC	SMT	04/07/2021	05/01/2021

V. Related Documents

- i. Continuing Professional Education Program Refund Procedure

VI. Definitions

- i. Program Session – a component of a student’s learning experience that occurs at a regularly scheduled time in a classroom (usually three hours in length).
- ii. Full-time Program: These programs include the words “Post-Degree” and “Post-Graduate” in the Certificate name and are delivered through at least 12 hours of synchronous class time each week for six to nine consecutive months of on-campus classes when public health guidelines permit.
- iii. Part-time programs – Certificates which are delivered on a part-time basis over the course of 5 to 18 months. These may be delivered online or in-person or a combination of both formats.
- iv. Intensive program - These programs include the word “Intensive” in the title and are offered with multiple sessions each week to be completed in fewer than 12 weeks.

VII. Appendices

N/A