



Policy No.	D.3.4
Title	Fee Refund Policy Procedures
Approving Jurisdiction	President
Procedure Sponsor	Vice-President, Administration and CFO
Last Revised/ Replaces	November 2011

DEFINITIONS

Administration Fee: A fee charged to students to cover the cost of processing a transaction.

Apprentice Program: A skilled training program that combines short in-class training and on the job training, leading to an Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q).

Base Program: A program funded primarily through the Ministry of Education in the form of Full Time Equivalents (FTE). International students are not eligible for FTE funding.

Business Day: An official working day as designated by the College and/or department, excluding statutory holidays and unscheduled closures.

Cohort: A group of students registered into a predetermined set of classes.

Commitment Fee: A non-refundable fee paid in advance to confirm an applicant's intention to attend VCC. This fee is deducted from overall tuition.

Cost Recovery Program: A program funded primarily by student tuition including: Hair Design and Skin/Body Treatment programs and all programs and courses registered by Continuing Studies and the School of Instructor Education.

Course-By-Course Registration: Courses selected by a student that are not part of a cohort program.

Course Drop: When an applicant/student requests or is required to leave a course before the start date of the course.

Course Withdrawal: When a student requests or is required to leave a course any time after start date of the course.

Program Drop: When an applicant/student of a program requests or is required to leave before the start date of the program.

Program Withdrawal: When a student of a program requests or is required to leave a program any time after the start date of the program.

Registration Areas: The following areas of the College are responsible for registering students:

- Registrars' Office (RO)
- Continuing Studies (CS)
- International Education (IE)
- School of Instructor Education (SIE)

Term: An academic period of study established by the College.

Tuition: A fee charged by the College for instruction of a course or program.

Start Date: The first scheduled date of a program or course.

Student Fee: A fee charged by the college for services provided to students, including but not limited to:

- Application fees
- Assessment fees
- Administration fees
- Student Union fees
- College initiative fees
- Materials fee
- Health and Dental fees
- UPASS fees

PROCEDURES

Terms and Conditions of Refunds

1. Vancouver Community College (VCC; the College) reserves the right to cancel a course or program based on lack of available instructors and/or facilities, or insufficient enrolment. In the event of course or program cancellation, a full refund will be provided to the applicant/student.
2. Refunds calculated will be paid directly to the student, sponsors or appropriate lending institutions only.
3. If a refund is provided through a bank wire transfer or other electronic means, a bank fee will be deducted from the calculated refund.
4. The College will not issue refunds for less than \$20.00.
5. Tuition and fees paid to the College under the terms of a contract will be refunded based on the terms outlined in the agreement. If the agreement does not document the terms and conditions for refunds, the terms of the College refund policy will apply.

Notification of Drop/Withdrawal

6. Prior to the course/program start date, applicants/students should notify the College of their intention to drop a course/program by submitting the Course Add/Drop Form (see Appendix A) to the appropriate registration area.
7. After the course/program start date, students should notify the College of their intention to withdraw from a course/program by submitting the Student Course/Program Withdrawal Form (see Appendix B) to the appropriate registration area.
8. All relevant forms are available on the College website (my.vcc.ca) or in person at the appropriate registration offices. In lieu of a form, students may also provide written notification to the College to indicate their intention to drop/withdraw.
9. Refunds are calculated based on the date the written request for withdrawal is received by the Registration Area. The College will refund program tuition to students who withdraw (voluntarily or involuntarily) based on the following refund criteria:

Cohort-Based Registration

10. For cohort-based registration,
 - a. Base Programs:
 - i. The course by course refund rules will apply for base programs with sequential courses in the same term that must be passed in order to progress into the next course(s) in the same term.

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
2 nd business day after start date	80% of tuition paid
5 th business day after start date	50% of tuition paid
After notification deadline	No refund

- b. Cost-Recovery Programs:

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
After notification deadline	No refund

c. Apprentices Programs:

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
1 business day before start date	100% of tuition paid. Fees can be transferred to hold space in future intakes.
After notification deadline	No refund or transfer of funds

Course-by-Course Registrations

11. For course-by-course registration:

a. Long Courses (greater than 6 consecutive days)

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
2 nd business day after start date	80% of tuition paid*
After notification deadline	No refund

*Cost-recovery courses do not provide a refund at this interval.

b. Short Courses (less than 6 consecutive days)

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
After notification deadline	No refund

c. Directed Online Courses

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
After notification deadline	No refund

d. Self-Paced Online Courses/Distance Education Courses

- I. Refunds will be evaluated on a case-by-case basis and may be subject to an administration fee and shipping and handling fees if materials are required to be returned to the College.

International Student Refund Eligibility

12. If an international student's immigration status should change to permanent resident while studying at VCC, appropriate documentation should be submitted to a registration area so domestic fees can be charged for future terms. The only exception is students registered in international cohort programs, who, regardless of change in their immigration status, pay international fees for the duration of the program.
13. For international students who are denied a study permit by Citizenship & Immigration Canada, full refunds, less administration fee, will be issued upon receipt of the following documents within one month of the start date:
 - a. A completed VCC International Education Refund Request form.
 - b. A copy of the letter from Citizenship & Immigration Canada indicating that the study permit application has been denied
14. For international students in full-time ESL/CPE programs, each enrolment period is considered a new contract, and refunds will be calculated based on the date that the written request for withdrawal is received by VCC International.
 - a. If international students have pre-paid tuition and successfully complete CPE 099, they will be eligible for a refund for the amount in excess of the required fees. In lieu of a refund, students may request for their pre-paid tuition to be transferred to another VCC program, subject to completion of all admission requirements.

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
1 business day before start date	50% of full tuition paid
5th business day after start date	25% of full tuition paid
After notification deadline	No refund

15. For international students in Hair Design and Skin & Body Treatment Programs, Continuing Studies, the School of Instructor Education or other programs/courses deemed cost-recovery:

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
After notification deadline	No refund

16. For international students in all other programs and courses:

Notification Deadline	Percentage of Tuition Refund (less commitment and administration fees)
3 business days before start date	100% of tuition paid
2 nd business day after start date	80% of tuition paid
5 th business day after start date	50% of tuition paid
After notification deadline	No refund

Student Fees

17. Student fees are eligible for refund based on the following criteria:

Notification Deadline	Student Fees Eligible for Refund *
Before start date of program or course**	100% of College Initiative Fees, Materials Fees, Laundry Fees, and UPass Fees (months not eligible only)
After start date	100% of UPass Fees (months not eligible only)

*a. Student union fees are not refundable after the start date due to an agreement between the College and SUVCC.

b. Students can apply to the Student Union of VCC for refund of health and dental insurance.

** Coincides with tuition deadlines noted for educational offering

Appeal Procedures

18. A student may appeal for a refund by completing a Student Appeal Form within thirty days of withdrawing. If a student has not formally withdrawn, receipt of the Student Appeal Form will trigger a withdrawal (see Appendix C).
19. Grounds for appeal may include but are not limited to:
 - a. Serious illness
 - b. Court subpoena
 - c. Family bereavement
20. Students seeking an appeal based on one of the grounds listed above must provide supporting documentation such as a doctor's note, photocopy of subpoena, or death certificate. Appeals will not be reviewed unless accompanied by all supporting documentation at the time of submission.
21. The student will be notified of the decision rendered in writing via mail or email within 6 weeks of submitting the Student Appeal Form.

APPENDICES

Appendix A – Course Add/Drop Form

Appendix B – Student Course/Withdrawal Form

Appendix C – Student Appeal Form

Revised