



Title	<b>Tuition and Fee Refund</b>
Policy No.	D.3.4
Approval Body	President & Chief Executive Officer
Policy Sponsor	Vice President, Administration & International Development
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**CONTEXT AND PURPOSE**

Vancouver Community College (VCC; the College) organizes its learning resources (instructors, space, services) to accommodate students who indicate an intent to attend courses and programs at the College. In addition to providing documentation to support their application, prospective students are also requested to pay all or a portion of their tuition and fees as a sign of their commitment to enrol, and to guarantee their spot in the program or course.

The policy and procedures establish the process for providing refunds, in whole or in part, on those occasions when a student cannot fulfil their commitment to attend a program or course.

**SCOPE AND LIMITS**

This policy applies to all students who drop or withdraw from a program or course at VCC.

Some mandatory fees are excluded when they reflect a fee for a service immediately provided (such as an application fee).

**STATEMENT OF POLICY PRINCIPLES**

1. The College will refund tuition and fees based on the general principles of fairness, consistency, transparency, and fiscal responsibility.
2. Students will be given a reasonable timeframe within which to notify the College of their intent to withdraw from a course or program.
3. The College invests significant time and resources preparing for students to arrive in a program or course. To recognize those costs, the College reserves the right to limit fee refunds to students who withdraw.
4. The timing of the notice to the College and the reasons for withdrawing will determine whether the student is entitled to a refund of their fees, in whole or in part.
5. The rules established for refunds will be consistent for students in the same types of courses and programs.
6. Refunds are not provided when students are unable to complete a term or block of courses due to the failure of a pre-requisite course within that term or block, even if a course within that term or block has not yet started. In the event a student is registered

in a subsequent term or block of courses within that term but the block has not commenced, the student will receive a refund for this additional block.

7. Students have the right to appeal a decision related to a refund.
8. The College reserves the right to cancel courses due to unavailability of instructors, facilities, or insufficient enrolment. If a course is cancelled, a full refund is provided.

## **DEFINITIONS**

Add/Drop Date: The deadline date for students to make changes to their schedule by adding or dropping a course from their timetable. This is typically within the first few days after classes have started.

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

Apprentice Course: 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).

Block/Level: A grouped cluster or set of courses that a student registers in at one time indicating a level of progression leading to the next academic level as stated in the Program Content Guide. Multiple blocks/levels might be scheduled within one (1) term.

Business Day: An official working day as designated by the College; typically Monday to Friday, excluding statutory holidays, holiday closures and unscheduled closures.

Drop: Deregistration from a course up to the add/drop deadline for a course. There is no academic record indicating the student was in the course; it is not reflected on a transcript and no grade is assigned.

Fee: An amount charged by the College for services provided to students, including but not limited to:

- Students' Union fees
- BC Federation of Students fee
- College Initiative fees
- Materials fee
- Health and Dental fees
- UPASS fees
- Graduation fee
- Campus Resource Fee

Registration Area: The areas of the College responsible for registering students:

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

Sponsor: An organization paying tuition and fees on a student's behalf. This does not include agents for international students or family members.

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

Student: For the purposes of this policy, a person who has registered and paid for a program or course at VCC.

Tuition: The set fee charged by the College for the provision of a course or program.

Tuition Deposit: A fee paid at the time of acceptance or registration, that is applied to the cost of tuition. The fee or some portion of the fee may be non-refundable.

Withdrawal: Deregistration from a course after the add/drop period for a course. The course is part of the student's academic record and appears on a transcript. A final grade may be assigned, contingent upon when the student withdrew.

## **RELATED LEGISLATION & POLICIES**

### Policies

- B.1.4 Delinquent Accounts
- C.1.1 Grading, Progression and Withdrawal
- D.3.7 Tuition and Fees
- D.4.2 Student Grievance

## **RELATED PROCEDURES**

Refer to Policy D.3.4 Tuition and Fee Refund Procedures.