

Policy Number:	3001
Policy Title:	Student Refunds
Approved By:	President
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1. Policy Statement

- 1.1. The Board of Governors of University Canada West (“**UCW**”) sets the fees and tuition for UCW’s programs and services every year.
- 1.2. UCW is committed to balance its fiduciary responsibilities and considerations for Students.

2. Purpose

- 2.1. This Policy provides the principles and conditions under which Students and Applicants are eligible for a refund or credit of the Tuition Fees and Enrolment Deposits.

3. Scope

- 3.1. This Policy applies to Applicants and Students in the University Access Program, undergraduate degree, graduate degree, other programs and courses offered by UCW.

4. Definitions

- 4.1. The following definitions apply to this Policy and the associated Procedure:

Word/Expression	Definition
Appeals Panel	Panel that adjudicates Refund Appeals.
Applicant	Individual who applied for admission into UCW.
Application Fee	Compulsory, non-refundable fee required for applications.
Compulsory Registration Fees	Fees charged to Students for a specific purpose, activity, or service. Compulsory Registration Fees can be institutional or differentiated by program, location, delivery method, enrolment level, or other criteria as approved by UCW’s Board of Governors.
Domestic Student	Student who is a Canadian citizen, a permanent resident of Canada, a refugee, or a diplomatic or consular officer or their dependent.

Drop/Add Deadline	Date before which Students may make course changes without any academic or financial penalty.
Enrolment Deposit	Compulsory, non-refundable fee in an Offer Letter to secure enrolment.
Fees for Additional Services	Discretionary fees associated with specific services performed by UCW staff at the Student's request that are not part of the normal cost of instruction or penalties incurred by the Student.
International Student	Student who is a citizen of a country other than Canada and who otherwise does not meet the definition of a Domestic Student.
Refund Appeal	Adjudication of the original refund decision.
Refund Processing Fee	Administration fees incurred for terminating studies at UCW.
Student	Individual registered with studies at UCW.
Tuition Fees	Mandatory charges that provide Students with access to instructional services and essential UCW resources. Tuition Fees apply to all undergraduate, graduate, and non-credit courses. Tuition Fees include costs for experiential learning opportunities such as Co-op placements or internships.

5. Enrolment Deposits

- 5.1. Subject to Section 8, refund applicants may be eligible for a refund of Enrolment Deposits if:
- 5.1.1. extenuating circumstances apply under the associated Procedure; or
 - 5.1.2. Visa or study permit refusal (Section 7).
- 5.2. Refund requirements for the MBA Foundation Online Program are in Section 9.

6. Tuition Fees

- 6.1. Subject to Section 8, Students may be eligible for a refund of Tuition Fees if:
- 6.1.1. they withdraw from both the program and the course by the Drop/Add Deadline and receive approval from the Registrar's Office;
 - 6.1.2. extenuating circumstances apply under the associated Procedure; or
 - 6.1.3. Visa or study permit refusal (Section 7).
- 6.2. Refund requirements for the MBA Foundation Online Program are in Section 9.

7. Student Visa or Study Permit Refusal by IRCC

- 7.1. A visa or study permit refusal by Immigration, Refugees and Citizenship Canada (IRCC) is a basis for refund.

- 7.2. Refund applicants are responsible for applying for a refund promptly. UCW retains the right to determine refund eligibility as it reviews IRCC's refusal letter and its applicability on the refund applicant's latest Letter of Acceptance, including the review of corroborating evidence.
- 7.3. Refund applicants are ineligible for a refund if they violate the terms of their visa or study permit.

8. Misrepresentation

- 8.1. Refund applicants are ineligible for refunds if they are found to have submitted fraudulent documents, false claims, or omissions during the admissions process that resulted in an admission or offer rescindment. Rulings from the UCW Admissions Committee are final.
- 8.2. Refund applicants are ineligible for refunds if they are found to have submitted fraudulent documents, false claims, or omissions during the refund process.

9. MBA Foundation Online Program (MBAF Online Program): Fall 2024 and Winter 2025

- 9.1. Subject to Section 8, refunds are guaranteed for Students from the MBAF Online Program upon the fulfillment of the following conditions, for intakes of Fall 2024 and Winter 2025:
 - 9.1.1. MBAF Online Program completion;
 - 9.1.2. Visa or study permit refusal (Section 7); and
 - 9.1.3. Refund application is within six months of the MBAF Online Program start date.
- 9.2. Pursuant to Section 9.1.3, Students may defer the MBAF Online Program only upon submitting the following evidence:
 - 9.2.1. Visa processing delay; and
 - 9.2.2. Continual status updates of their visa processing.
- 9.3. If a Student fails and retakes the MBAF Online Program, then the Tuition Fees for retaking the MBAF Online Program is not refunded.

10. Unclaimed Credit

- 10.1. Any unclaimed credit in an Applicant's account is held for **one (1) calendar year** from the date of their Letter of Acceptance, to allow for a deferred start date, after which the credit is forfeited to UCW.
- 10.2. Any unclaimed credit in a Student's account is held for **one (1) calendar year** from the completion of their last registered course, after which the credit is forfeited to UCW.

11. Responsibilities

11.1. *Applicants and Students* are responsible for:

- 11.1.1. providing current and accurate documentation;
- 11.1.2. submitting the appropriate reason for refund under this Policy and the associated Procedure;
- 11.1.3. understanding the possible outcomes under this Policy and the associated Procedure;
- 11.1.4. providing complete documentation because refund adjudications are evidentiary hearings (not oral hearings); and
- 11.1.5. fulfilling the requirements in this Policy and the associated Procedure.

11.2. *UCW Finance* is responsible for:

- 11.2.1. assessing refund applications;
- 11.2.2. processing refunds outcomes; and
- 11.2.3. requesting the appointment of an Appeals Panel.

11.3. *Vice President, Administration* is responsible for:

- 11.3.1. ensuring consistent alignment of refund adjudications with this Policy and the associated Procedure; and
- 11.3.2. providing an annual report on refunds to the UCW President.

12. Procedural Fairness

12.1. Procedural fairness entitles refund applicants to a fair process regardless of the eventual outcome. Procedural fairness is contextual, and it includes the right to:

- 12.1.1. a meaningful opportunity to respond;
- 12.1.2. be informed of any allegation of fraud or dishonesty;
- 12.1.3. be informed of their rights and responsibilities in the process;
- 12.1.4. be informed of the decisions made at all stages of the process;
- 12.1.5. the support of an advisor or peer of their choosing at all stages of the process; and

- 12.1.6. considerations of individual circumstance and precedential value in the weighing of evidence by the decision makers.
- 12.2. UCW retains the right to determine refund eligibility (e.g., administrative errors).

13. Refund Appeal

- 13.1. A Refund Appeal is restricted to exceptional cases. Refund applicants cannot appeal simply because they are dissatisfied with the refund decision.
- 13.2. A Refund Appeal is a formal adjudication of the refund decision. It is not another opportunity for refund applicants to plead their case.
- 13.3. Refund applicants may be eligible for a Refund Appeal only for the following reasons:
 - 13.3.1. Evidence of a procedural error based on this Policy or the associated Procedure that altered the refund decision; or
 - 13.3.2. New material evidence that could not have been found by the refund applicant's exercise of reasonable diligence at the application stage and it could have altered the refund decision.
- 13.4. Pursuant to Section 13.3.2, new evidence is rejected for any other reason. The Appeals Panel shall determine both the admissibility and weight given to any new evidence.
- 13.5. A Refund Appeal application is automatically rejected if:
 - 13.5.1. it is a repeated Refund Appeal application;
 - 13.5.2. any reason other than the reasons in Section 13.3 is submitted; or
 - 13.5.3. the reason for the Refund Appeal application differs from that in the original refund application, in which case the refund applicant must submit a new refund application. Refund applicants must submit the appropriate reason when they first apply for a refund.
- 13.6. Rulings of the Appeals Panel are final.
 - 13.6.1. Rulings of the Appeals Panel are binding upon the appellants.
 - 13.6.2. Rulings of the Appeals Panel remain final even if appellants contact other UCW departments about the rulings.

14. Privacy

- 14.1. Refund records are treated as personal information pursuant to privacy legislation.

- 14.2. UCW must collect, use, and disclose refund records only as necessary as related to refunds.
- 14.3. Refund applicants must maintain confidentiality over all information provided to them during the refund process except where it is required for full participation in investigations.

15. Policy Responsibility

- 15.1. This Policy is administered under the authority of the Vice President, Administration who is responsible for the maintenance of this Policy and the associated Procedure.

16. Applicable Legislation

- 16.1. None.

17. Related Policies

Policy Number	Policy Title
3000	Tuition and Fees

18. Related Procedure

Procedure Number	Procedure Title
3001p	Student Refunds