

Policy Number:	3001p
Policy Title:	Student Refunds
Approved By:	President
Approval Date:	August 13, 2020
Effective Date:	August 13, 2020
Review Date:	July 2024
Next Review Date:	July 2026

1. Purpose

1.1. This Procedure is designed to support Policy 3001.

2. Definitions

2.1. The definitions outlined in Policy 3001 apply to this Procedure.

3. Refund Application Requirements

3.1. Prior to applying for a refund, refund applicants must review Policy 3001 to ensure eligibility.

3.2. Refund requirements for a visa or study permit refusal are in Section 7.

3.3. Subject to Section 3.2, all refund applicants must:

3.3.1. complete the *Program Withdrawal Request* form on the MyUCW portal and withdraw the course by the Drop/Add Deadline, and obtain approval from the Registrar’s Office;

3.3.2. complete the *Refund Request* form on the MyUCW portal; and

3.3.3. submit factual evidence (characterization of reasons is insufficient).

3.4. To apply for a refund under extenuating circumstances, refund applicants, in addition to Section 3.3, must submit supporting documentation as deemed necessary by UCW:

3.4.1. How the extenuating circumstances seriously impact the refund applicant’s academic obligations and make it difficult to complete an academic program; and

3.4.2. Dates when the relevant events occurred (the unexpected nature).

3.5. Refund applicants must notify UCW of updates to their application at refunds@ucanwest.ca.

4. Fee Deductions

4.1. All refunds are subject to the following fees:

- 4.1.1. Application Fee;
- 4.1.2. Refund Processing Fee;
- 4.1.3. Compulsory Registration Fees;
- 4.1.4. Fees for Additional Services; and
- 4.1.5. Wire fee or credit card refund fee.

5. Refund Payments

- 5.1. UCW Finance processes refunds through the originating payment platform(s) and account(s) used by the refund applicants to make the initial payments.
- 5.2. Payments made by a third party are refunded to the original funding agency (*e.g.*, StudentAid BC, First Nations band, employer).
- 5.3. Refunds are paid in Canadian currency (CAD).
- 5.4. Refund payments to foreign bank accounts are subject to the exchange rate at the time of refund.
 - 5.4.1. Refund applicants are responsible for any related bank service fee or currency conversion fee.

6. Review Timelines

- 6.1. Upon the receipt of a refund application, UCW Finance notifies the refund applicant within **two (2) weeks** if it is an incomplete application.
- 6.2. UCW Finance determines refund eligibility within **four (4) weeks** of receiving a complete refund application.
- 6.3. Refund processing times may be extended up to **eight (8) weeks** if:
 - 6.3.1. supporting documentation is missing;
 - 6.3.2. updates are received from refund applicants; or
 - 6.3.3. UCW requires more time to verify the submitted documentation.

- 6.4. Refund applicants must submit all documentation promptly. UCW may reject the refund application if it is pending documentation upon an undue delay.

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 if it is within one year after the refund applicant's latest Letter of Acceptance.
- 7.2. Refund applicants must submit the *Refund Request* form on the MyUCW portal along with the following within **five (5) business days** of receiving IRCC's refusal:
 - 7.2.1. Original paper visa or study permit refusal from IRCC;
 - 7.2.2. Electronic copy of the document in Section 7.2.1; or
 - 7.2.3. Original email from IRCC containing the decision that includes all electronic headers and routing.

8. Extenuating Circumstances

General Eligibility

- 8.1. Extenuating circumstances are unexpected events that seriously impact the refund applicant's academic obligations and make it difficult to complete an academic program.
- 8.2. Extenuating circumstances, therefore, must not predate the admissions application. The timing of the extenuating circumstances is subject to UCW's review.
- 8.3. UCW reviews extenuating circumstances contextually and retains the right to determine refund eligibility (e.g., visa status, administrative errors).
- 8.4. Specific eligibility requirements for medical and compassionate extenuating circumstances are further outlined in Section 8.

Medical Grounds

- 8.5. Refund applicants may be eligible for a refund if unanticipated medical circumstances seriously impact their academic obligations and make it difficult to complete an academic program. Students with pre-existing medical conditions must work with the available resources and develop an academic plan to meet their needs.
- 8.6. Students with temporary medical circumstances are ineligible for refunds. Students must work with their course instructors and available resources and develop an academic plan to meet their needs.

- 8.7. Students must provide a letter from a licensed healthcare provider. UCW does not require detailed medical records or the disclosure of a diagnosis, but the letter must confirm the following:
- 8.7.1. Dates of the medical visits;
 - 8.7.2. Duration of the medical condition;
 - 8.7.3. Date of onset of the medical condition;
 - 8.7.4. Fitness of the Student to resume studies;
 - 8.7.5. Contact information of the healthcare provider; and
 - 8.7.6. Degree of impact on the Student's academic performance (e.g., class attendance).

Compassionate Grounds

- 8.8. Refund applicants may be eligible for a refund if unanticipated changes in personal responsibilities seriously impact their academic obligations and make it difficult to complete an academic program.
- 8.9. Compassionate grounds include, but are not limited to, changes related to the following:
- 8.9.1. Serious illness or death of a family member (death certificate is required);
 - 8.9.2. Care for a family member;
 - 8.9.3. Traumatic events;
 - 8.9.4. Legal proceedings;
 - 8.9.5. Religious obligations;
 - 8.9.6. Return to home country;
 - 8.9.7. Divorce or breakdown of a personal relationship; or
 - 8.9.8. Financial emergency such as job loss for refund applicants or those supporting them.

Ineligible Grounds

- 8.10. Refund applicants are ineligible for refunds for the following reasons:
- 8.10.1. Financial hardship;
 - 8.10.2. Failure to attend classes;
 - 8.10.3. Failure to pay Tuition Fees;

- 8.10.4. Travel or social plans that conflict with class attendance;
- 8.10.5. Failure to meet the Drop/Add Deadline or refund deadlines;
- 8.10.6. Issues related to instructor, course content, workload, difficulty level, or schedule;
- 8.10.7. Over-enroling to secure preferred enrolment opportunities and then withdrawing same; or
- 8.10.8. Enrolment decisions that do not fit the academic program, graduation plan, or personal schedule.

9. Refund Appeal

- 9.1. Before applying for a Refund Appeal, appellants must review Policy 3001 to ensure eligibility.
- 9.2. Appellants have up to **one (1) month** following their refund decision to apply for a Refund Appeal on the MyUCW portal.
- 9.3. Upon the receipt of a Refund Appeal application, UCW Finance notifies the appellant within **14 days** if it is an incomplete application.
- 9.4. The Appeals Panel may require further information from appellants prior to issuing rulings.
- 9.5. Upon the receipt of complete evidence, the Appeals Panel generally issues rulings within **one (1) month** depending on the complexity and volume of the Refund Appeals.
- 9.6. UCW Finance informs appellants of the outcome within **14 days** from the ruling by the Appeals Panel.
- 9.7. UCW Finance processes refund payments within **14 days** from the ruling by the Appeals Panel.

10. Related Policies

Policy Number	Policy Title
3000	Tuition and Fees