

TUITION REFUND POLICY-GLOBAL

Classification:	Academic
Responsible:	Students
Executive Sponsor:	Vice President, Global
Approval Authority:	Robertson College Leadership Team
Date First Approved:	TBD
Date Last Reviewed:	N/A
Scheduled Review Date:	2024-, or as needed

A. PURPOSE

The purpose of the Tuition Refund Policy is to establish and communicate the framework for the refund of fees for international students enrolled at the College.

B. SCOPE

This policy applies to tuition fees paid by international students to the College when a student withdraws.

C. DEFINITIONS

Term	Definition
International Student	A student attending Robertson College on a valid study permit, who is not a Canadian citizen or person with a permanent resident status.
Fees	Funds owed to Robertson College prior to registration, including the tuition deposit, tuition, ancillary fees and program fees.

Non Refundable fees	Fees established as being excluded from refunds
Deferral	An applicant or student may request in writing to defer their admission to the next subsequent academic semester of study.
Study Permit	A document issued by Immigration, Refugees, and Citizenship Canada (IRCC) that authorizes a foreign national to study at an educational institution in Canada for the duration of the program of study.
Enrolment Contract	The enrolment contract is the formal, legal, document that indicates the start and end dates of the program of study and the conditions for the program of study. The enrolment contract is a legislated requirement for all students enrolled in Private Vocational Colleges in Manitoba and Alberta.

D. POLICY

1. General

Students may submit a request for a tuition fee refund in writing by completing the withdrawal form and with supporting documentation to the Manager, Global. Students registered in Robertson-Assiniboine affiliated programs must complete the ACC Registration Change form for all withdrawal requests.

The College will terminate the student enrolment contract if one of the following occur:

- The student gives written notice of withdrawal
- The student is expelled from the program due to a violation of college policy
- The student is absent for more than 10% of the total hours of instruction within the first 2/3 of the program.
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2. Tuition Refunds

The refund calculator is based on the following criteria:

- The total cost of the program
- The total hours of the program
- The total hours of instruction that the student was expected to be in attendance for, up until the date of withdrawal
- The non-refundable registration fee
- The non-refundable TCF fee of 1% of tuition fee if applicable
- The amount of tuition the student paid up until the date of withdrawal

2.1 PACE or Intensive Academic English programs

- Students who terminate a student enrolment contract before the 5th day of the course, are eligible for a full refund of tuition, less the non-refundable fees. Students are not eligible for any refund after the 5th day of the program.

2.2 Robertson-Assiniboine affiliated programs

- The following refund schedule applies to all students registered in Robertson-Assiniboine affiliated programs

From	To	Refund
Date of registration	End of day 4 of course	Full refund minus non-refundable fees
Day 5 of course	25% of course	50% of program tuition fee for an Advanced Diploma program
26% of course	end of course	No refund

2.3 Robertson Diploma Programs

- The following refund schedule applies to all students registered in Robertson College Diploma programs.

Prior to start of the Program	Full refund minus non-refundable fees
After start of the program	Full refund minus non-refundable fees and the amount determined in accordance with the hours of instruction provided using the Refund Calculator provided by the Regulation and Accountability Office found at https://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=237/2002 Sections 16, 21, 23 and 24
2/3 after start of the program	No refund (If there is a balance due, the student is responsible for making payment arrangements)

3. Study permit denial

- International students who present documented visa denial prior to the start of term will forfeit only the application fee. The written request must be received by the College within 4 weeks of the study permit refusal date
- A copy of the official refusal letter from Immigration, Refugees, and Citizenship Canada (IRCC) is required to process the deposit and tuition refunds
- Students may request to defer if their application for a Study Permit is refused by IRCC.

4. Deferral

An applicant or student may request in writing to defer their admission to the next subsequent academic semester of study. Tuition monies paid will be transferred to the next subsequent semester. The first request for deferral is free of charge. If the student requires more than one deferral an administrative fee of \$225 will be charged.

5. Processing of Refunds

To protect students, funders, and the College, and to comply with Canada's anti-money laundering and anti-terrorist financing regulations, refunds will only be paid to the original sender by the original payment method. (Appendix A)

E. RELATED LEGISLATION

In compliance with

https://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=237/2002

Sections 16, 21, 23 and 24

F. PROCEDURE

Action	Responsibility
<p>REFUND REQUEST</p> <p>A student must submit a request to withdraw from their program by submitting a Program Withdrawal Request Form.</p>	Student
<p>WITHDRAWAL REQUEST REVIEW</p> <p>Once the request is received, ??? reviews the request and communicates with the student for clarification or more information about the request, if needed.</p>	Manager, New Students
<p>TUITION REFUND</p> <p>Once the Manager reviews and approves the withdrawal request, the administrative process to complete the withdrawal begins. The Finance Assistant will use the official withdrawal date to determine the amount of tuition outstanding or to be refunded to the student.</p>	Finance Assistant
<p>STUDENT NOTIFICATION</p> <p>The student is sent a notice of the completed withdrawal and the tuition withdrawal calculation.</p>	Finance Assistant

G. SUPPORTING DOCUMENTATION

Withdrawal Form

ACC Registration Change Form

- H. RELATED POLICIES
Deferral Policy (Draft)
Payment Policy (Draft)

Date: December 22, 2022

Signatures:



Belinda Loschiavo
VP, Robertson Global

Appendix A: Refund Methods

Refund will be made only in the same manner of which it was paid:

Paid by	Refund Available to
International: Wire Transfer	Wire transfer back to the original bank account only
In-Canada: Debit Card Direct Deposit Cash Cheque/Bank Draft	Cheque payable to the student only
International & Canadian Credit Card	original credit card