

## TUITION REFUND POLICY-GLOBAL MB

Classification: Academic  
Responsible: Global Finance Specialist  
Executive Sponsor: Vice President, Global  
Approval Authority: Robertson College Leadership Team  
Applicable Jurisdiction: Winnipeg  
Date First Approved: November 5, 2022  
Date Last Reviewed: Apr 11, 2024  
Scheduled Review Date: January 2025, or as needed

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### 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 temporary resident status (E.G. valid study permit), who is not a Canadian citizen or person with a permanent resident status.
Fees	Funds owed to Robertson College prior, 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 term 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. This does not apply to

	Robertson and Assiniboine College affiliated programs.
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D. POLICY

1. General

- 1.1. Students may submit a request for a tuition fee refund in writing, via email only, by including a completed cancellation/withdrawal form and all supporting documentation to the Global Finance Winnipeg Team. Students registered in affiliated programs must complete the required forms for all withdrawal requests.
- 1.2. The College reserves the right to terminate the student enrolment if one of the following occurs:
  - 1.2.1 The student gives written notice of withdrawal
  - 1.2.2 The student is expelled from the program due to a violation of college policy
  - 1.2.3 The student exceeds the absenteeism rate according to the program’s attendance policy
- 1.3. The application fee of \$225 and the seat deposit of \$2,800 are non-refundable and non-transferable for all Robertson-Assiniboine Community College Affiliated Programs.
- 1.4. Non-academic incidental fees are non-refundable. (Ex. bus pass, health insurance, transaction fees, etc.)

2. Tuition Refunds

2.1. PACE & Intensive Academic English Courses

From	To	Refund
Date of registration	Prior to the first day of classes	Full refund minus non-refundable fees
Day 1 of Class	Day 5 of Class	75% of program tuition minus non-refundable fees
Day 6 of Class	End of Course	No refund

## 2.2. Robertson-Assiniboine Community College Affiliated Programs

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

## 2.3. Robertson Diploma Programs

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

Within 7 days of signing the enrolment contract	Full refund including the non-refundable fees
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 Private Vocational Institutions Regulation. A refund calculation will be sent to the student using the Refund Calculator provided by the Private Vocational Institutions Branch website to process all refunds. Once refund calculators are complete, a copy will be shared with the student and kept in the student's file.
If more than 51% of the program	No refund (If there is a balance due, the student is responsible for making payment arrangements)

- The refund calculator is based on the following criteria:
  - a. The total cost of the program
  - b. The total hours of the program

- c. The total hours of instruction that the student was expected to be in attendance for, up until the date of withdrawal
- d. The non-refundable registration fee
- e. The non-refundable TCF fee (1% for programs that start before August 1, 2024 and .5% there after) of the tuition fee if applicable
- f. The amount of tuition the student paid up until the date of withdrawal

### **3. Study Permit Refusal**

- 3.1. International students who present documented study permit refusal prior to the start of the term will forfeit only the application fee and the administrative fee of \$400. The written request must be received by the College within 4 weeks of the study permit refusal date
- 3.2. A copy of the official refusal letter from Immigration, Refugees, and Citizenship Canada (IRCC) is required to process the deposit and tuition refunds
- 3.3. Students may request to defer if their application for a Study Permit is refused by IRCC. These exceptions are subject to review and approval by Robertson College. No more than two deferral requests will be allowed under any circumstances.

### **4. No Deferral Policy**

Deferrals to a future intake are not allowed. The only one-time exception to this policy is Study Permit delay or refusal by IRCC; these exceptions are subject to review and approval by Robertson College. If a student is denied the study permit more than once, they must withdraw the application and reapply. New application fees will apply.

If a student wishes to defer an admission to a future intake, the student must withdraw from the current program, and re-apply to future classes. Non-refundable fees will be forfeited, and new application fees will apply.

### **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. Refund process may take between 6 - 8 weeks from the date of request.

#### RELATED LEGISLATION

Programs under the section 3.3 are in compliance with the Private Vocational Institutions Regulations Act

[https://web2.gov.mb.ca/laws/regs/current/\\_pdf-regs.php?reg=237/2002](https://web2.gov.mb.ca/laws/regs/current/_pdf-regs.php?reg=237/2002) Sections 16, 21, 23 and 24

#### E. PROCEDURE

Action	Responsibility
<b>REFUND REQUEST</b> A student must submit a request to withdraw from their program by submitting a Withdrawal Form.	Student
<b>WITHDRAWAL REQUEST REVIEW</b> Once the request is received, the Global Finance Specialist reviews the request and communicates with the student for clarification or more information about the request. If the withdrawal request is submitted after the fifth day of the program, it will be forwarded to the Finance Review Committee for evaluation.	Global Finance Specialist
<b>TUITION REFUND</b> Once the refund is approved, the Global Finance Specialist will use the official withdrawal date to determine the amount of tuition outstanding or to be refunded to the student.	Global Finance Specialist
<b>STUDENT NOTIFICATION</b> The student is sent a notice of the completed withdrawal and the tuition withdrawal calculation.	Global Finance Assistant

#### F. SUPPORTING DOCUMENTATION

[Withdrawal Form](#)

#### G. RELATED POLICIES

Payment Policy

**Last Reviewed Date:** April 11, 2024

**Signatures:**

*Tara Dias*

Tara Dias  
Registrar/Director of Enrolment Services  
Robertson Global

A handwritten signature in black ink, appearing to read 'Paul Samra', enclosed within a light gray rectangular border.

Paul Samra  
Vice President  
Robertson Global