Policy Name: Program Refund Policy (Continuing Professional Education)
Policy Owner: Director, Continuing Professional Education
Approved By: SMT
Approval Date: 01/May/2019
Effective Date: 01/Sep/2019
Next Review Date: 01/May/2021
Scope: Continuing Professional Education Programs

I. Purpose
   i. This Policy provides guidelines for students, program management and program operational staff to ensure that program refunds are transparent and consistent.

II. Principles
   i. Transparency
      a. Some fees associated with some programs may be defined as non-refundable and will have been identified as such at the time of registration. Such fees are non-refundable in any circumstances.
      b. A refund fee will be charged to process a refund request, except in the cases of:
         i. an International Student whose Student Visa has been denied; or,
         ii. processing a refund of an overpayment; or,
         iii. the cancellation of a program by Continuing Professional Education.
      c. International Students who gain Permanent Residency or Refugee Status while taking a Continuing Professional Education Program may (at the discretion of the Director, Continuing Professional Education) be refunded up to 50% of the difference between Domestic Student and International Student tuition fees for the program for which they are enrolled.
   ii. Refund Eligibility
      a. If a program is cancelled by CPE prior to the start of the program, students will be refunded 100% of all payments made to date.
      b. For International Students requesting a refund due to Student Visa denial:
         i. Before the start of the program, 100% of all payments made to date less non-refundable fees will be refunded;
         ii. After the start of the program, no payments will be refunded
      c. For International Students requesting a refund for any other reason:
         i. Before the start of the program, 100% of all payments made to date less tuition deposit and non-refundable fees will be refunded.
         ii. After the start of the program, no payments will be refunded.
iii. In the case where a student has transferred or deferred from a program offering, no payments will be refunded if the original program has already started.
d. Students who have previously transferred or deferred participation in a program are not eligible for any refund.
e. For Domestic Students requesting a refund before the start of the program:
   i. 100% of all payments made to date less non-refundable fees will be refunded.
f. For Domestic Students requesting a refund after the start of a full-time program but before the start of the second week:
   i. 70% of all payments made to date less non-refundable fees will be refunded.
g. For Domestic Students requesting a refund after the start of an online or hybrid program before the start of the third week:
   i. 70% of all payments made to date less non-refundable fees will be refunded.
h. In any other circumstances, refunds will only be entertained at the discretion of the Director, Continuing Professional Education.

iii. Refund Payments
   a. Refunds will be made to the original payee using the original payment method.
   b. If the original payment was made by bank/wire transfer, an additional $25 bank/wire transfer fee may be charged.

III. Responsibilities
   i. Approval – SMT
   ii. Review & Maintenance – Director, Operations & Organizational Effectiveness
   iii. Compliance – Departmental Management

IV. Policy Version Control

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V. Related Documents
   i. Continuing Professional Education Program Refund Procedure

VI. Definitions
   i. Program Session – a component of a student’s learning experience that occurs at a regularly scheduled time in a classroom (usually three hours in length).

VII. Appendices
   N/A