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 Associate Director, Student Success) 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 in a full-time program 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, unless the student has shown proof of an “approval-in-principle” prior to the program start. Students who begin a program with an “approval-in-principle” visa status who later have their visas declined will be issued a refund for any courses not yet begun.
c. For International Students in a full-time program 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 calendar week:
   i. 70% 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 part-time program before the start of the third calendar week:
   i. 70% of all payments made to date less non-refundable fees will be refunded.

h. For All Students requesting a refund after the start of an intensive program before the start of the third day:
   i. 70% of all payments made to date less non-refundable fees will be refunded.
   ii. For all students requesting a refund in any other circumstances, refunds will only be entertained at the discretion of the Associate Director, Student Success.

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).
   ii. Full-time Program: These programs include the words “Post-Degree” and “Post-Graduate” in the Certificate name and are delivered through at least 12 hours of synchronous class time each week for six to nine consecutive months of on-campus classes when public health guidelines permit.
   iii. Part-time programs – Certificates which are delivered on a part-time basis over the course of 5 to 18 months. These may be delivered online or in-person or a combination of both formats.
   iv. Intensive program - These programs include the word “Intensive” in the title and are offered with multiple sessions each week to be completed in fewer than 12 weeks.

VII. Appendices
   N/A