

<b>TYPE:</b>	Administrative
<b>TITLE:</b>	International Student Withdrawal and Refund
<b>NO.:</b>	ADMIN-240
<b>RESPONSIBILITY:</b>	Executive Vice-President, Academic
<b>APPROVED BY:</b>	Durham College Leadership Team
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## 1. Introduction

International students pay fees in order to be eligible to register at Durham College (DC). Circumstances may occur where international students seek to withdraw from a program or course(s) and request a refund of fees.

## 2. Purpose

This policy and procedure govern international post-secondary student program withdrawals and [refunds](#), and outlines the steps students must take in order to apply to withdraw and be considered eligible for fee refunds.

## 3. Definitions

Refer to [Durham College's Standard Definitions](#).

## 4. Policy statements

- 4.1. This document complies with the Ministry of Colleges, and Universities (MCU) fee and refund policy and Immigration, Refugees and Citizenship Canada (IRCC) guidelines.
- 4.2. DC recognizes that there may be some unforeseen circumstances in which an international student requests to leave the College (withdraw) and request a refund of their [tuition](#) and [ancillary fees](#).
- 4.3. To be eligible for a refund, withdrawal requests must be submitted according to established college processes on or before Day 10. Refund and withdrawal requests submitted by Day 10 are eligible to receive a refund of the fees paid to DC, less a standard administrative fee.
- 4.4. For withdrawal requests submitted after Day 10, only those fees paid for subsequent semesters will be refunded, less a standard administrative fee.
- 4.5. Failing to attend classes, notifying another College department or third party, and/or informing a faculty member of an intent to withdraw do not constitute an official withdrawal from DC.

- 4.6. If there are exceptional circumstances surrounding an international student's request to withdraw (such as medical emergencies or a death in the family), the student may submit a fee appeal for consideration.
- 4.7. International students who have landed in Canada and received a Canadian study permit based on a valid offer letter from DC are expected to register at the College in the program to which they were admitted, and to complete at least one semester for which they have paid tuition.
- 4.8. If an international student has not received a study permit or is unable to attend classes by the start date on DC's offer letter, he/she/they must notify the International Education office using the appropriate form on or before Day 10 in order to be eligible for a deferral or a refund.
- 4.9. International students are eligible for only one deferral, after which they must reapply for admission.
- 4.10. For admission deferrals, international students will only be eligible for refunds if a visa refusal occurs after the date of the most recent letter of admission from DC, and the International Education office is notified of such within 15 business days from the date of the most recent visa refusal letter.
- 4.11. International students who withdraw forfeit their admission to DC and their status as a DC student. A student who later wishes to return to the College must reapply for admission.
- 4.12. The International Education office confirms with IRCC those students who withdraw, in a bi-annual Designated Learning Institution (DLI) report.
- 4.13. Under IRCC guidelines, students will only be issued a Canadian study permit if they can show a letter of acceptance from a DLI. Students seeking to study elsewhere must show the International Education office proof of admission to another DLI post-secondary institution for the semester to which they were originally admitted to DC.
- 4.14. [International student](#) fees for an academic semester, or in some cases an entire academic year, should be paid before international students apply for a study permit through IRCC.

## 5. Procedure

- 5.1. For withdrawals and refunds (not related to visa refusals), international students must:
  - a) Complete and submit the appropriate withdrawal form on or before Day 10;
  - b) Attend a mandatory appointment with an international student advisor from the International Education office who will review the reason for withdrawal, discuss immigration implications and identify available

- student supports, as needed; and
- c) Monitor her/his/their DC mail account for further instructions.

- 5.1.1. Documentation, such as a withdrawal form, letter of acceptance, visa refusal letter and/or plane ticket to the student's home country, is required by Day 10 for all withdrawal and refund requests.
- 5.1.2. As per MCU policy, a refund for the current semester's fees will not be considered for any withdrawal received after Day 10. Only subsequent semester fees paid will be refunded, less an administrative fee.
- 5.1.3. Tuition fee appeals may be considered outside of the normal timeframes. Should an appeal be granted, the refund will be a prorated calculation based upon the length of time the student attended classes. Ancillary and program incidental fees are non-refundable after Day 10.
- 5.1.4. Upon withdrawal, students are required to return their DC student identification. Failing to do so will result in a charge being added to the student's account.

## 5.2. Study permit refusals

- 5.2.1. Students who have not received decisions on study permit applications or are unable to attend classes by the start date on their offer letters must notify the International Education office by completing the appropriate form on or before Day 10, in order to be eligible for an admission deferral or a refund. Students are eligible for only one deferral, after which they must reapply for admission.
- 5.2.2. Students who want a refund due to a study permit refusal must submit their refusal letter from IRCC on or before Day 10.

## 5.3. Admissions deferrals to next available intake at DC

- 5.3.1. Students who seek to defer their offer of admission to the next available intake must:

- a) Complete and submit the appropriate form by Day 10; and
- b) Accept DC's offer of deferral.

## 5.4. Transferring to another college or university

- 5.4.1. Students who have landed in Canada and have received a Canadian study permit based on a valid offer letter from DC and request a withdrawal and refund to attend another DLI college or university must submit the following:

- d) A withdrawal form;

- e) A copy of a valid letter of admission to another DLI college or university; and
- f) Receipt for the initial deposit of \$1500.00 CAD or greater.

5.5. Withdrawing to return to home country (after landing in Canada)

5.5.1. Students must meet with an international student advisor and provide the following by Day 10:

- a) A withdrawal form; and
- b) A copy of a one-way plane ticket home.

5.6. Once all documentation has been received and reviewed, staff in the International Education office will determine the amount to be refunded to the student account, using the prescribed MCU formula.

5.7. Provided that all documentation and conditions are met, a refund will be authorized for the total fees paid, less the amounts to be withheld, plus any direct costs incurred to process refunds, such as wire transfer fees charged by a bank.

5.8. For international students who are withdrawing, refunds are transferred directly to the student via wire transfer or directly to their bank account. Where possible, refunds will be processed using the same method as the original payment.

5.9. Typically, students should allow six to eight weeks for refunds to be processed.

5.10. International students applying for withdrawal from DC for the following reasons will have the applicable approved fees withheld from their refund:

5.10.1. Study Permit Refusals

There is a visa rejection processing fee of \$200.00 CAD.

5.10.2. For international students withdrawing from first semester for any reason other than a study permit refusal, tuition and ancillary fee refunds are calculated as follows, in alignment with the MCU Tuition and Ancillary Fees Reporting Operating Procedures:

- Fees paid – [(international student tuition fee/domestic student tuition fee) x \$500 CAD]

5.10.3. For international students withdrawing after completing one semester of study, tuition and ancillary fee refunds are calculated as follows, in alignment with the MCU Tuition and Ancillary Fees Reporting Operating Procedures:

- Fees paid for the subsequent semester(s) of study less an

administrative fee of \$250.00 CAD

- 5.10.4. If the College cancels a program, affected international students may be offered a program change or may receive a full refund of fees paid.
- 5.10.5. If a student does not maintain sufficient academic standing to progress into the following semester, he/she/they will be withdrawn. If payment has already been paid for the semester, the student will be refunded, as appropriate. A mandatory meeting with an international student advisor is required prior to a withdrawal and a refund, to ensure that international students understand their options and any immigration implications.
- 5.10.6. International students whose accounts are in credit status are eligible to request a refund.

#### 5.11. Appeals

- 5.11.1. A student wishing to appeal a refund decision must do so in writing to the Office of the Registrar (RO) with all relevant documentation to substantiate their claim within one academic year of withdrawal. All international student tuition appeal requests must be sent to [feeappeal@durhamcollege.ca](mailto:feeappeal@durhamcollege.ca).
- 5.11.2. RO staff will acknowledge receipt of each appeal and will review the merits of each individually. If necessary, the student will be contacted for additional information or will consult with the academic Faculty or relevant department, if further clarification is required.
- 5.11.3. If an appeal is granted, a prorated refund of tuition fees paid will be calculated based upon the number of weeks of classes the student had attended before he or she officially withdrew.
- 5.11.4. Upon review of the appeal, RO staff will respond in writing with a decision and if applicable, the amount of the refund to be issued.
- 5.11.5. Official grades may be adjusted based on the grading timelines in the event of an appeal.

### 6. Roles and responsibilities

- 6.1. The Executive Vice President, Academic and the Associate Vice President Academic (Enrolment and International Education) are responsible for ensuring this policy and procedure is fully implemented.
- 6.2. International student advisors are responsible for meeting with landed international students who are looking to withdraw and providing information on: available student supports; potential immigration impacts; documentation requirements; and potential financial impacts.

- 6.3. Staff in the RO are responsible for verifying that all required withdrawal and refund documentation is submitted and determining accurate refund amounts, as well as facilitating withdrawals for students who have not landed in Canada and deferrals for those waiting for a Canadian study permit.
- 6.4. Students are responsible for requesting withdrawals, refunds and deferrals by Day 10, following appeal processes, submitting completed forms and providing requested documentation. Students who have landed in Canada must meet with an international student advisor. In the case of deferrals, students must accept the deferral in the student portal. Students who submit requests after Day 10 must initiate the appeal process and complete and provide all necessary documentation.
- 6.5. The International Education office is responsible for responding to the biannual DLI report from IRCC.

## **7. Accessibility for Ontarians with Disabilities Act considerations**

Accessibility for Ontarians with Disabilities Act (AODA) standards have been considered in the development of this policy and procedure and it adheres to the principles outlined in the College's commitment to accessibility as demonstrated by the Multi-Year Accessibility Plan.

## **8. Non-compliance implications**

Failure to comply with this policy could undermine the integrity of the Canadian immigration system, cause financial and reputational damage to the college and/or cause financial and/or immigration difficulties for international students.

## **9. Related forms, legislation or external resources**

- Immigration, Refugees and Citizenship Canada
- Ministry of Colleges and Universities – Tuition and Ancillary Fees Reporting Operating Procedures
- [Withdrawal and Refund Request Form](#)