

PARKLAND COLLEGE: REFUNDS – POST-SECONDARY AND ACADEMICS AND STUDENT SERVICES	POLICY #: OPR B-02	CATEGORY: B PROGRAMS
APPROVED BY:	LAST REVIEW DATE: JUNE 2020	STEWARD: CONTROLLER
DATE ISSUED: AUGUST 6, 2013	NEXT REVIEW DATE:	DOCUMENT TYPE: POLICY

PURPOSE

The purpose of this policy is to govern the standards regarding refunds for both domestic and international students in credentialed programs.

SCOPE

This policy applies to all programs, courses, seminars or other types (excluding corporate training) of instruction provided by and with payment to Parkland College.

GUIDING PRINCIPLES

In accordance with The Regional Colleges' Act, The Saskatchewan Institute of Applied Science and Technology Act, and other Accrediting College Agreements, Parkland College is empowered to set fees for services offered. In setting its fee schedules, Parkland College is committed to the following:

- Recognizing the diversity of the people attending Parkland College;
- Providing affordable, accessible education for adults and promoting life-long learning; and
- Transparency with appropriate consultation and communication when setting all tuition and related fees.

DEFINITIONS

Domestic Student: Canadian citizens and permanent residents (landed immigrants), including Refugees with approved claims.

Sponsored Student: Domestic student that has a Third Party Agency paying Tuition and fees on their behalf.

International Student: A student with a valid permit to study in Canada.

Exceptional circumstances: Unforeseen or unconventional hardship.

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POLICY

Parkland College may refund tuition only; books, materials, and fees are non-refundable. Application fees and seat/tuition deposits are non-refundable.

Exceptions:

- (1) the NFPA firefighting program where tuition deposit less the admin fee is refundable
- (2) For International students who have their Visa denied, tuition and fees (except the admin fee) are refundable
- (3) Health and Dental fee is refundable up to 30 days after the start date of a program.

PROCEDURES

Students who notify the College *in writing* of their withdrawal prior to the commencement of their program, or are discontinued by the College, *may* be entitled to a refund of tuition only as described below. Refunds must be processed in the same manner in which they were paid (*i.e.* credit card to credit card, debit to debit, wire transfer to wire transfer *etc.*) and need to be requested and processed within the same fiscal year as the program.

Transfer credits

Prior to the start date of a program, students who have eligible transfer credits will be refunded the full tuition amount for that course to which transfer credit was applied. After the start date of a program a 5% administration charge will be charged.

Pre-requisite courses

Students who have not successfully completed a pre-requisite prior to the start date of a subsequent course, will be refunded the full tuition amount for the course in which they are ineligible to enroll (less a 5% admin fee).

Academically Ineligible (RTD– Required to Discontinue)

Students who are declared academically ineligible (fail too many classes) after the first semester of a program will be provided with a tuition refund for the remaining portion of the course/program.

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Discontinued for Misconduct (Expelled)

Students who have been discontinued for academic or behavioral misconduct will not be eligible for a tuition refund; neither fees nor seat deposits will be refunded.

Course or program is cancelled

In the event that a course or program is cancelled by Parkland College, full tuition and fees will be refunded.

Withdrawals

Domestic Students

Domestic students who withdraw prior to the start date of their program are entitled to a refund of paid tuition and fees less the \$350 non-refundable seat deposit.

Domestic students who withdraw on or before 50 percent completion of the any given year of a program (part time students – 50 percent completion of the class length) will be eligible for a refund of 25 percent of tuition of that year’s tuition (less the \$350 non-refundable seat deposit).

Domestic students who withdraw after 50 percent completion of the program (part time students – 50 percent completion of the class length) will *not* be eligible for any refund.

International Students

International students who withdraw prior to the start date of their program are entitled to a refund of paid tuition and fees less the non-refundable tuition deposit. *Exception:* Students who provide proof of a study visa refusal to admissions are entitled to a refund of total tuition and fees less the \$350 non-refundable administration fee.

International students who withdraw after the start date of their program will *not* be eligible for a refund.

Appeal process

Students wishing to have exceptional circumstances *considered* for refunds in addition to those stated above may appeal the decision in writing to the Controller.