

PARKLAND COLLEGE: REFUNDS – COVID-19 PROVISIONS	POLICY #: OPR B-2.1	CATEGORY: B PROGRAMS
APPROVED BY: Executive	LAST REVIEW DATE: JULY 2020	STEWARD: CONTROLLER
DATE ISSUED: JUNE 2020	NEXT REVIEW DATE:	DOCUMENT TYPE: POLICY

PURPOSE

The purpose of this policy is to govern the standards regarding provisions for refund exceptions during COVID-19 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:

- Parkland College is committed to recognizing and accommodating to every reasonable extent the hardships caused by the COVID19 pandemic on students.
- The prevailing intention of these temporary tuition and fee adjustments is to encourage students to start and continue their programs and courses with Parkland College.
- Parkland College's approach to supporting students will prioritize program, course, and tuition credits and deferrals, rather than refunds, wherever possible.
- Parkland College intends to be as consistent as possible (while still being fair) with the application of amendments to the Tuition and Fees procedures.
- All amendments or exceptions to the Tuition and Fees procedures will be thoroughly documented to demonstrate transparency, consistency, and accountability.

DEFINITIONS

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

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

POLICY

OPR B-02 policy states that Parkland College may refund tuition only; books, materials, and fees are non-refundable. Application fees and seat/tuition deposits are non-refundable. This amendment is to allow students more flexibility during the pandemic.

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PROCEDURES

CANCELLATION

If programs and courses are cancelled by Parkland College due to COVID-19, full tuition and fees will be refunded.

WITHDRAWALS

WITHDRAWALS – Domestic Students

Current approach: 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 (NFPA firefighting program the seat deposit is \$1,500 of which \$350 is non-refundable).

- Covid-10 amendment: Student may opt to have their seat deposit held as a credit on their account to be used prior to June 30, 2021. Student must notify Admissions in writing.

Current approach: Domestic students who withdraw after the program start date will be eligible for a 0% refund (or a 25% refund, depending on program dates as applicable).

- Covid-19 amendment: Upon request of the student within 2 weeks of the program start date, the tuition of the uncompleted semester would be credited to the student's account for future use at Parkland College. A refund for classes not started would apply. The tuition credit must be used by June 30, 2021. Student must notify their program coordinator in writing.

WITHDRAWALS – International Students

Current approach: 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.

- Covid-19 amendment: **Withdrawal**
Students who withdraw prior to the start date of their program may opt to have their tuition deposit held as a credit on their account to be used prior to June 30, 2021. Student must notify Admissions in writing.

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- Covid-19 amendment: **Withdrawal due to a significant program change.** Significant changes to programs include significant change in start date (more than a month) or change in program delivery method:
 Students who withdraw due to a significant program change will be entitled to a refund of total tuition and fees less the \$350 non-refundable administration fee. Students must notify Admissions in writing prior to the deadline specified in the program update letter in order to be eligible for the refund.
 - Covid-19 amendment: **Withdrawal due to processing delays of a Canadian study visa application.** Delays in study visa application processing include the inability to provide all necessary documents to complete the study visa application due to offices being closed during the pandemic (biometrics, etc.) as well as delays in processing time at government offices:
 Students who withdraw prior to the start date of their program due to the inability to provide an approved study visa will be entitled to a refund of total tuition and fees less the \$350 non-refundable administration fee. Students must notify Admissions in writing and include proof of a Canadian study visa application in progress.
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All other rules and regulations surrounding payments and refunds remains unchanged as per OPR B-01 and OPR B-02.