

<b>TYPE:</b>	Academic
<b>TITLE:</b>	Domestic Student Withdrawal and Refund
<b>NO.:</b>	ACAD-130
<b>RESPONSIBILITY:</b>	Executive Vice-President, Academic & Associate Vice-President, Academic (International & Enrolment)
<b>APPROVED BY:</b>	Durham College Leadership Team
<b>EFFECTIVE DATE:</b>	February 2024
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## 1. Introduction

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

## 2. Purpose

This policy and procedure articulate the administrative processes for domestic student withdrawal from a course or program, as well as the framework for the refunding of associated fees.

## 3. Definitions

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

## 4. Policy statements

- 4.1. International students with withdrawal or refund requests must refer to the International Student Withdrawal and Refund policy and procedure.
- 4.2. To officially withdraw from a DC course or program, domestic students are responsible for either completing the transaction through self-service using the student portal or by completing the appropriate form and submitting it to the Office of the Registrar (RO) within published deadlines.
- 4.3. Failure to attend classes and/or verbal or written statements to other academic entities, including, but not limited to, the Ontario Student Assistance Program (OSAP), the Ontario College Application Service (OCAS), campus residence, faculty or staff does not constitute a student's official withdrawal from a DC course or program.
- 4.4. The official date of withdrawal for refund purposes will be the date upon which the RO receives written notification from the student indicating an intention to withdraw. Extenuating circumstances for withdrawing after published

deadlines may be considered on a case-by-case basis.

- 4.5. Deposits for tuition fees are non-refundable.
- 4.6. Unless specified otherwise, refunds for fees will be issued via e-transfer.
- 4.7. Refunds for fees paid by third-party sponsors will be returned directly to those entities.

## **5. Procedure**

### **5.1. Full-time Domestic Post-Secondary Students**

- 5.1.1. A full refund of program tuition fees, compulsory ancillary fees and program incidental fees, less the \$500 non-refundable deposit, will be processed for students who submit a Program Withdrawal Form – Domestic Students to the RO within the first ten (10) business days of an academic semester.
- 5.1.2. In situations where DC suspends a program, students will be given a full refund.
- 5.1.3. Students withdrawing after the first ten (10) business days of an academic semester are not eligible for a refund of tuition fees, compulsory ancillary fees or program incidental fees, and will be held responsible for payment of outstanding fees on their accounts. Exceptions will not be made for students who register late for courses or programs.
- 5.1.4. Students who withdraw after the published deadline may submit a written appeal for consideration of a tuition refund to the RO. They must do so within one (1) calendar year from their official withdrawal date.
- 5.1.5. Students appealing for a refund should include all relevant documentation to substantiate their requests. Should the RO grant an appeal, the refund of tuition fees will be pro-rated based on the number of weeks the student attended classes. A student's academic record may be adjusted due to changes to withdrawal dates based on a tuition refund appeal.
- 5.1.6. Students will not be eligible for a partial refund of fees unless their registration status changes from full-time to part-time within the first ten (10) business days of the semester. Dropping one or more courses, failing to obtain a field placement, or utilizing transfer credits to meet program requirements will not result in a refund of fees after Day 10.

- 5.1.7. Students who have paid fees for a subsequent semester but withdraw or are involuntarily withdrawn from their programs are eligible for refunds.
  - 5.1.8. Students seeking re-admission to a program from which they are withdrawn must either re-apply for admission through OCAS or submit a Return to Full-time Studies form to their Faculty office.
- 5.2. Part-time Domestic Post-Secondary Students
- 5.2.1. A full refund of part-time student tuition fees and compulsory ancillary fees will be processed for students who submit either an Add/Drop Form or a Program Withdrawal Form – Domestic Students to the RO within the first ten (10) business days of a semester.
- 5.3. Professional and Part-time Learning (PPL)
- 5.3.1. A full refund of fees, less an administrative fee, will be processed for students who submit the Course Withdrawal Form to PPL within published deadlines.
  - 5.3.2. Students withdrawing after the published deadline are not eligible for a refund of fees and will be held responsible for payment of outstanding fees.
  - 5.3.3. Students who withdraw after the published deadline may submit a written appeal for consideration of a refund to PPL. They must do so within one calendar year from their official withdrawal date.
  - 5.3.4. Students appealing for a refund should include all relevant documentation to substantiate their requests. Should PPL grant an appeal, the refund of fees will be determined by the Dean or designate. If the course was offered through OntarioLearn, the computer conference fee and instructor fee portions of tuition are non-refundable.
  - 5.3.5. In situations where PPL suspends a course, a full refund of fees paid will be issued.
  - 5.3.6. Refunds will be issued directly to the student or returned to the third-party sponsor who paid the fees.
- 5.4. Apprenticeship Students
- 5.4.1. A full refund of fees, less an administrative fee will be processed for students who submit a Program Withdrawal Form – Domestic Students to the RO before the first day of classes.

- 5.4.2. Students who withdraw after the first day of classes may submit a written appeal for consideration of a refund to the RO. They must do so within one calendar year from their official withdrawal date.
  - 5.4.3. Students appealing for a refund should include all relevant documentation to substantiate their requests. Should the RO grant an appeal, the refund of fees will be pro-rated based on the number of weeks the student was registered to attend classes. A student's academic record may be adjusted due to changes to withdrawal dates based on a refund appeal.
  - 5.4.4. In situations where DC suspends an intake, a full refund of fees paid will be issued.
  - 5.4.5. Refunds will be issued directly to the student or returned to the third-party sponsor who paid the fees.
- 5.5. Corporate Training Services (CTS) Students in Open Enrolment Courses
- 5.5.1. Students seeking to withdraw from a course must inform CTS by telephone or email as soon as possible. Rescheduling and/or refunding will be done as per the terms and conditions of each specific course, agreed upon at the time of course purchase. In the absence of course terms and conditions, CTS must receive withdrawal notification six (6) business days prior to the course start date.
  - 5.5.2. Students seeking to withdraw from a course between one (1) and five (5) business days prior to the training start date will be subject to the course terms and conditions as agreed at the time of course purchase. In the absence of course terms and conditions, courses will be refunded 50% of the fee paid. Students seeking to withdraw from a course less than one (1) business day prior to the training start date, or failing to attend the training, are not eligible to receive a refund.
  - 5.5.3. In situations where CTS cancels or reschedules a course or seminar, students will be provided at least three (3) business days' notice and:
    - will not be charged fees for the training missed and/or;
    - will be provided the training on a mutually acceptable date.

## **6. Roles and responsibilities**

It is the responsibility of the Executive Vice-President, Academic and Associate Vice-President, Academic (Enrolment and International Education) to ensure this policy and procedure are fully implemented.

## **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 may have financial implications for students and the College, and the College may incur reputational harm for perceived inconsistent practices related to the refunding of fees.

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

- Add/Drop Form
- PPL Course Withdrawal Form
- Program Withdrawal Request – Domestic Students
- Return to Full-time Studies Form