

<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
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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. To officially withdraw from a DC course or program, students are responsible for either completing the transaction through self-service using the student portal or by indicating their intent to do so in writing to the appropriate department, within published deadlines.
- 4.2. Failure to attend classes does not constitute a student's official withdrawal from a DC course or program.
- 4.3. 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), or campus residence, faculty or staff do 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 appropriate department 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. Refunds for fees paid by a third party sponsor will be returned directly to those entities.
- 4.7. The International Education Office processes all withdrawal and refund requests for students paying international fees.

## **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 Office of the Registrar within the first ten (10) days of an academic semester.
- 5.1.2. In situations where DC cancels 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 Office of the Registrar. They must do so within one 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 Office of the Registrar 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. Circumstances that do not change a student's registration status after the first ten (10) business days of a semester, such as but not limited to: 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.

- 5.1.7. Refunds for tuition fees, compulsory ancillary fees and program incidental fees will be issued via e-transfer.
  - 5.1.8. Upon withdrawal, students are required to return their student identification. Failing to do so will result in a charge being added to the student's account.
  - 5.1.9. Students who have paid fees for a subsequent semester but withdraw or are involuntarily withdrawn from their programs are eligible for refunds.
  - 5.1.10. 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 academic school 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 Office of the Registrar within the first ten (10) business days of a semester.
- 5.3. Centre for 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 cancels a course, a full refund of fees paid will be issued.
  - 5.3.6. Refunds will be issued via e-transfer 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 of \$100, will be processed for students who submit a Program Withdrawal Form – Domestic Students to the Office of the Registrar 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 Office of the Registrar. 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 Office of the Registrar 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 cancels an intake, a full refund of fees paid will be issued.
- 5.4.5. Refunds will be issued via e-transfer 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 or seminar must inform CTS by telephone at least six (6) business days prior to the training start date to have it re-scheduled or refunded, at the discretion of CTS.
- 5.5.2. Students seeking to withdraw from a course or seminar between one (1) and five (5) business days prior to the training start date will be refunded 50% of their fee paid. Students seeking to withdraw from a course or seminar 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.

#### 5.6. Centre for Integrated Justice Studies (CIJS) Students

- 5.6.1. In situations where CIJS cancels a seminar or workshop, a full refund of fees paid will be issued.
- 5.6.2. Students seeking to withdraw must complete and submit a CIJS Request to Withdraw Form to CIJS.

- 5.6.3. Withdrawal forms received 30 calendar days prior to the start date of the seminar or workshop will be issued a full refund.
- 5.6.4. Withdrawal forms received between seven (7) and 29 calendar days prior to the start date of the seminar or workshop will be issued a full refund, less a \$75 administrative fee.
- 5.6.5. Withdrawal forms received less than seven (7) calendar days prior to the start date of the seminar or workshop will be refunded 50% of the fees paid
- 5.6.6. No refund will be issued for withdraws submitted beyond the relevant seminar or workshop start date.

## **6. Roles and responsibilities**

It is the responsibility of the Executive Vice-President, Academic 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 Accessibility Plan (ADMIN-203).

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

Failure to comply may have financial implications for students and the college.

The college may incur reputational harm for perceived inconsistent practices related to the refunding of fees.

## **9. Communications plan**

- A message will be posted on ICE alerting employees when new or revised policies and procedures are added to ICE.
- A message will be posted on MyCampus alerting students when new or revised policies and procedures are added.

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

- Program Withdrawal Request – Domestic Students
- Add/Drop Form
- PPL Course Withdrawal Form
- CIJS Request to Withdraw Form