

TYPE:	Administrative
TITLE:	International Student Withdrawal and Refund
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RESPONSIBILITY:	Vice-President, Academic
APPROVED BY:	Durham College Leadership Team
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1. Introduction

International student fees for an academic term, or in some cases an entire academic year, should be paid by international students before they can apply for their study permit through Immigration, Refugees and Citizenship Canada (IRCC). In several countries, this is a mandatory requirement of the study permit. In all cases, the fees must be paid before a student is entitled to register for their courses. It is acknowledged that at times there are unforeseen circumstances where a student is required to withdraw from their program or course(s).

2. Purpose

This policy and procedure governs international student withdrawals and refunds and outlines steps students must take in order to apply to withdraw and have their fees refunded in whole or in part.

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. Durham College (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 completed following established college processes on or before day 10 (within 10 business days of the beginning of the semester). Refund and withdrawal requests completed by day 10 are eligible to receive a refund of the fees paid to DC, less a standard administrative fee.
- 4.4. After day 10, only fees paid for subsequent semesters will be refunded, less a standard administrative fee.
- 4.5. Failure to attend classes or withdrawing from another source (e.g. residence, verbal conversations with faculty) does not constitute an official withdrawal from the College.
- 4.6. There are several reasons why a student may submit a withdrawal and/or refund request from DC, including (but not limited to), the following:
 - study permit refusal;
 - decision not to pursue studies in Canada before landing in Canada;
 - decision to pursue studies at another post-secondary institution after the student has landed in Canada and has received a Canadian study permit based on a valid offer letter from DC; and
 - decision not to pursue studies at DC and to return to home country after landing in Canada.
- 4.7. If there are exceptional circumstances surrounding the withdrawal (such as medical emergencies or a death in the family), the student may submit an appeal to the International Education office for consideration.
- 4.8. 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 the semester(s) for which they have paid tuition.
- 4.9. If an international student has not received their study permit or is unable to attend classes by the start date on their offer letter, they must notify the International Education office in writing and submit required documentation on or before day 10 in order to be eligible for a deferral or a refund.
- 4.10. 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.

- 4.11. The International Education office reports on students who withdraw, to IRCC in its biannual Designated Learning Institution (DLI) report.
- 4.12. Under IRCC guidelines, students will only be issued a Canadian study permit if they can show a letter of acceptance from a DLI. Therefore, 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.
- 4.13. Strategic Enrolment Services determines all refunds for students paying domestic fees.

5. Procedure

5.1. For all withdrawals and refunds, the following procedures will be followed:

- 5.1.1. International students who have landed in Canada and have a valid Canadian study permit who wish to withdraw from DC must do so in-person on or before day 10 and complete the following steps.
 - a) Attend a mandatory appointment with an international student advisor from the International Education office who will:
 - b) Review the reason for withdrawal and discuss immigration implications and identify available student supports, as needed;
 - c) If required, provide the forms necessary to process any withdrawal and refund. Forms will be emailed to the student and copied to intlfinance@durhamcollege.ca. Students are required to send the completed documents directly to intlfinance@durhamcollege.ca;
 - d) a Finance Officer will process documents and further liaise with the withdrawing student; and
 - e) Advise the student that International Education office staff will liaise with the finance office to complete the withdrawal and refund.
- 5.1.2. International students who have not landed in Canada, and wish to withdraw and request a refund, must do so by emailing intlfinance@durhamcollege.ca on or before day 10 with their request. The necessary forms and instructions will be emailed to the student.

- 5.1.3. The following documentation is required by day 10 for all withdrawal and refund requests. Additional documents may be required in the situations outlined below or at the discretion of the associate vice- president, International Education. Incomplete packages will not be processed.
- a) Request to Withdraw Form;
 - b) Copy of a student's valid passport for identification purposes (face and address pages);
 - c) Copy of the student's valid Canadian study permit, if they have landed in Canada;
 - d) Complete and legible Wire Transfer Form, to be completed on a computer where possible, (if applicable); and
 - e) Complete, legible and signed Third Party Refund Transfer Request Form (if applicable).
- 5.1.4. Completed withdrawal and refund forms and supporting documents must be received by the International Education office on or before day 10. Documents may be dropped off in-person to or emailed to intlfinance@durhamcollege.ca. For any requests received after this deadline, no refund for first semester fees will be issued. For withdrawals after day 10, only subsequent semester fees paid will be reimbursed, less an administrative fee.
- 5.1.5. A tuition fee refund may be considered outside of the normal timeframes for international students. Should such a refund be granted, it 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 of the semester. Students who pay for subsequent semesters will be refunded.
- 5.1.6. Upon withdrawal, students are required to return their student identification card or be charged an additional administrative fee.
- 5.2. Study permit refusals
- 5.2.1. If a student has not received a decision on their study permit, or is unable to attend classes by the start date on their offer letter, they must notify the International Education office by emailing intlfinance@durhamcollege.ca on or before day 10 in order to be eligible for an admission deferral or a refund.
 - 5.2.2. Students who want a refund due to study permit refusal must submit their refusal letter from the Canadian High Commission, in addition to the documentation outlined in item 5.1.3 on or before day 10.

- 5.3. Study permit delay - admissions deferrals to next intake at DC
- 5.3.1. Students who experience a delay on their study permit approval and wish to defer their offer of admission to the next available intake must:
- a) Submit their request to intlfinance@durhamcollege.ca by day 10.
 - b) Accept their offer of deferral on MyCampus.
- 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, who request a withdrawal and refund to attend another DLI college or university must also submit the following, in addition to the documentation outlined in 5.1.3, by day 10:
- a) A copy of a valid letter of admission to another DLI college or university; and
 - b) 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. In addition to meeting in-person with an international student advisor and providing the documentation listed in section 5.1.3, students must submit the following by day 10:
- a) A copy of a one-way plane ticket home; and
 - b) A copy of the student's valid passport for identification purposes – showing all pages and the landing stamp of the home country.
- 5.6. Once all documentation has been received and reviewed, staff in the International Education office will determine the refunded amount to be applied to the student account, using the prescribed formula (see 5.10.2). The international finance assistant will advise the student of the amount of their refund by email.
- 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 and are already in Canada, 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:
- 5.11. Study Permit Refusals
- Visa rejection processing fee of \$200.00 CAD.
- 5.12. International students withdrawing from first semester for any reason other than a Study Permit refusal
- Tuition and ancillary fee refund calculated as follows, in alignment with the MCU Tuition and Ancillary Fees Reporting Operating Procedure Policy Refund:
 - i. Fees paid – [(international student tuition fee/domestic student tuition fee) x \$500]; and
 - ii. Less \$250.00 CAD for students who used DC Settlement Services upon arrival.
- 5.13. International students withdrawing after one semester of study
- Fees paid for the second semester of study Less and Administrative fee of \$250.00 CAD
- 5.14. If the College cancels a program or course, affected international students may be offered a program change or to receive a full refund of fees paid.
- 5.15. If a student does not maintain an academic standing that allows them to progress into the following semester, they will be withdrawn. If payment has been previously made for the semester, they 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.
- 5.16. International students whose account is in a credit status are eligible to request a refund during their last semester of study, after day 10.
- 5.17. Appeals
- 5.17.1. A student wishing to appeal a refund decision must do so in writing to the International Education office with all relevant documentation to substantiate their claim within one academic year of withdrawal. All international student tuition appeal requests must be sent to intlfinance@durhamcollege.ca.

- 5.17.2. International Education office 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 school or relevant department, if further clarification is required.
- 5.17.3. 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.
- 5.17.4. Upon review of the appeal, International Education office staff will respond in writing with a decision and if applicable, the amount of the refund the student or third party sponsor will receive.
- 5.17.5. Official grades may be adjusted based on the grading timelines in the event of an appeal

6. Roles and responsibilities

- 6.1. The associate vice-president, International Education, in collaboration with the vice-president, Academic and associate vice-president/registrar, Student Affairs are responsible for ensuring this policy and procedure is fully implemented.
- 6.2. International student advisors meet with landed international students looking to withdraw, providing information on available student supports, details on immigration impacts, documentation requirements and estimates for refunds.
- 6.3. International finance assistants are responsible for determining that all required documentation is submitted and determining refund amount. They will also request withdrawal and refund processing from SES. It is the international finance assistant who will facilitate withdrawals for students who have not landed in Canada and deferrals for those waiting on their Canadian study permit.
- 6.4. Students are responsible for requesting withdrawals, refunds and deferrals by day 10, following appeal processes as necessary and submitting completed forms and documentation. Students who have landed in Canada must meet with the international student advisor. In the case of deferrals, students must accept the deferral in MyCampus. 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 submits the biannual DLI report.

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 with this policy could undermine the integrity of the Canadian Immigration system and cause financial and reputational damage to the college. It may also cause financial and/or immigration difficulty for international students.

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

- Immigration, Refugees and Citizenship Canada
- Ministry of Colleges and Universities – Tuition and Ancillary Fees Reporting Operating Procedure
- [Program Withdrawal Form: International Students](#)