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| Category: 3.0 Finance | Responsible Owner: Director of Finance | Effective Date: December 2024 |
| Policy/Form Number: 3.10 | Approval Body: Board of Governors | Policy/Form Name: Refund Policy |

A. POLICY:

PURPOSE/COMMITMENT:

Columbia College is committed to applying a consistent and transparent approach to facilitate tuition and homestay refunds for students at the College. The purpose of the Refund Policy is to communicate the framework for the type and timing of refunds at Columbia College.

SCOPE:

This policy applies to all students at Columbia College.

WHEN TO USE THE POLICY:

The policy is used when a tuition or homestay refund is requested.

DEFINITIONS:

CONTINUING STUDENT – A student who has registered in a second and/or subsequent semesters.

TUITION DEPOSIT – for a new international student the initial tuition deposit is equal to 24 credits plus activity fees for two semesters. For a local transfer student, the initial tuition deposit is equal to 12 credits plus activity fees for one semester, which is non-refundable and non-transferable.

HOMESTAY DEPOSIT – the first and last month’s homestay fees for an adult student or a custodial student’s semesterly homestay fee.

IRCC – Immigration, Refugees and Citizenship Canada – a department of the Government of Canada

LETTER OF ACCEPTANCE – a document issued by the Admissions Department of Columbia College indicating the terms and conditions under which a prospective student has been offered an opportunity to study in accordance with IRCC rules and regulations.

STUDY PERMIT – a document issued by the IRCC granting the student permission to study in Canada.

PUBLIC UNIVERSITY – A Canadian post-secondary public university

Responsible Owner:

Director of Finance

Category:

3.0 Finance

B. PROCEDURES:

The table below contains a summary of Columbia College’s refund policies for tuition fees:

| REFUND POLICY/TIMING OF REQUEST | NEW INTERNATIONAL STUDENTS: | NEW LOCAL TRANSFER STUDENTS | CONTINUING STUDENTS |
|--|---|---|--|
| <p>Category 1. Before Registration</p> | <p>The Tuition Deposit equal to 24 credits + activity fees for 2 semesters is refundable in the following circumstances (please note the Tuition Deposit is always non-transferable):</p> <p>100% Refund of Tuition Deposit less \$200 administration fee for:</p> <p>Students who have been denied a Study Permit by the Canadian authorities, will receive a refund of their tuition deposit less applicable bank fees so long as the College is informed in writing before the start of classes in the semester for which the student was accepted, and documentation is received i.e. the original letter from Immigration, Refugees and Citizenship Canada (IRCC) denying the request for a Study Permit is provided.</p> <p>Students who decide not to attend Columbia College for reasons other than denial of a Study Permit will receive a refund of their tuition deposit less a \$200 administration fee, as long as the College is informed in writing</p> | <p>The Tuition Deposit is equal to 12 credits + activity fee for one semester.</p> <p>Once the Tuition Deposit is paid the student is deemed to have registered and refunds of the Tuition Deposit are subject to Category 2, 3, and 4 below, except in the following circumstance:</p> <p>100% Refund of Tuition Deposit less \$200 administration fee if student is unable to attend classes because Study Permit application is rejected.</p> <p>Amounts over and above the Tuition Deposit will be refunded in full less \$200 administration fee.</p> | <p>100% Refund of Tuition Deposit less \$200 administration fee.</p> |

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| | <p>before the start of classes in the semester for which the student was accepted and as long as the student has not already entered Canada using Columbia College's Letter of Acceptance to gain entry to Canada.</p> <p>Students who have already entered Canada will be eligible for a refund up to 12 credits of their initial deposit, less a \$200 administration fee. Students who have taken more than 12 credits are eligible for a refund of their initial deposit, less the number of credits taken at Columbia College, in addition to a \$200 administration fee. After the first semester, withdrawal and refund deadlines apply. Applications for refunds will be made in writing through Student Services.</p> <p>Note: In cases where students request a refund prior to arriving in Canada, IRCC will be informed that the letter of acceptance issued by Columbia College is null and void. The tuition deposit is not transferrable to another educational institution nor to another student.</p> | | |
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| REFUND POLICY/TIMING OF REQUEST | NEW INTERNATIONAL STUDENTS: | NEW LOCAL TRANSFER STUDENTS | CONTINUING STUDENTS |
|--|---|---|---|
| Category 2. After Registration but Before First Day of Semester | No refund or deferral of the Tuition Deposit. | Full Refund of Tuition Fees less 25% penalty of fees due. | Full Refund of Tuition Fees less 25% penalty of fees due. |

C.

| REFUND POLICY/TIMING OF REQUEST | NEW INTERNATIONAL STUDENTS: | NEW LOCAL TRANSFER STUDENTS | CONTINUING STUDENTS |
|--|---|---|---|
| Category 3. In First Week of Semester | No refund or deferral of the Tuition Deposit. | Full Refund of Tuition Fees less 50% penalty of fees due. | Full Refund of Tuition Fees less 50% penalty of fees due. |

D.

| REFUND POLICY/TIMING OF REQUEST | NEW INTERNATIONAL STUDENTS: | NEW LOCAL TRANSFER STUDENTS | CONTINUING STUDENTS |
|---|---|--|--|
| Category 4. After First Week of Semester | No refund or deferral of the Tuition Deposit. | No Refund of Tuition Fees. Note: For a Study Permit extension letter, the Registration Commitment Fee paid will be 100% refunded if a student completes their Associate Degree at Columbia College in the current semester. | No Refund of Tuition Fees. Note: For a Study Permit extension letter, the Registration Commitment Fee paid will be 100% refunded if a student completes their Associate Degree in the current semester. |

E.

| REFUND POLICY/TIMING OF REQUEST | NEW INTERNATIONAL STUDENTS: | NEW LOCAL TRANSFER STUDENTS | CONTINUING STUDENTS |
|---|-----------------------------|-----------------------------|--|
| Category 5: Up to the End of the First Week of Semester Continuing Students Transferring to a four-year program at a Post Secondary Educational Institution | | | 100% refund applies less a \$200 administration fee if a student satisfies all four (4) of the following criteria: 1. The student presents a letter of acceptance into a four-year program at a Post Secondary educational institution (see definition) in the first week of classes at Columbia College, 2. The student has completed more than 24 credits at Columbia College, |

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| | | | <p>3. The student wishes to transfer to the Post Secondary educational institution in the current semester,</p> <p>4. The student provides, or demonstrates they have applied for, a study permit for the new educational institution.</p> |
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| REFUND POLICY/TIMING OF REQUEST | NEW INTERNATIONAL STUDENTS: | NEW LOCAL TRANSFER STUDENTS | CONTINUING STUDENTS |
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| <p>Category 6: Students placed on Academic Probation for two or more consecutive semesters (i.e. are on “double probation” or “triple probation”)</p> | | | <p>Students who are denied permission to register due to Academic Probation may claim a refund of prepaid tuition fees less a \$200 administration fee. They may elect to leave 100% of the remaining tuition deposit balance in their account to use when they return to the College after demonstrating improved academic performance at another Canadian Post Secondary educational institution that is recognized by the Degree Quality Assessment Board (DQAB). A student has two years from the time they leave the College to improve their grades and return to the College to use up their tuition deposit.</p> |

Tuition Refunds

When a student requests a tuition refund, they will forward the refund request form to Accounting who will assess the student’s College ledger, will determine whether the student is entitled to a refund, and will inform the student. The Accounting department applies the refund policy and procedures to each request and, if the refund request is denied, will inform the student as to the section of the policy that applies to the denial.

Homestay Refunds

Monies paid to the College as homestay fees will be used to satisfy the contractual arrangement between the student and the homestay family before a refund is given to the student. If the student leaves a homestay arrangement and there are funds held by the College, they will be used to satisfy any outstanding amounts owing to the homestay family and the balance will be refunded to the student within 30 days after leaving homestay.

Overpayment

Payment of Continuing Student tuition fees will be accepted for the current or next subsequent term of study for up to five academic courses or 17 credits (assuming two courses are worth four credits each) only. It is important for students to recognize that the College cannot provide services like a banking institution and will accept deposits that are expected to be used for course registration or for monthly homestay payments (if a custodial student).

Indebtedness to the College

Any fees paid are applied firstly to the removal of any existing indebtedness to the College. No official transcripts, certificates, diplomas or associate degrees are issued to a student who is in debt to the College, nor is the student permitted to re-register until all debt is cleared.

Unclaimed Funds

Monies paid to the College as prepaid tuition fees (not including the 24 credit Tuition Deposit), or refunds owed due to, for example, an overpayment or withdrawal from courses, must be claimed from the College in a timely fashion. The College will make reasonable efforts to contact the student. However, upon receiving no response after two written attempts to contact the student, such monies will revert to the College 24 months after the student has left or withdrawn from the College.

Protection of Pre-paid Tuition Fees

Bonding arrangements are in place to protect students (in academic programs) who pay tuition fees in advance to Columbia College. The College posts bonds with the Ministry of Education (for students in the High School program) and with the Ministry of Advanced Education of B.C. (for students in the Associate Degree/University Transfer Programs) as security for fees paid in advance to the College.

Appeals - Refunds:

If a student appeals the refund request decision made by Accounting, the student must complete the refund appeal form and submit it to the Director of Student Services for assessment. Student privacy will be maintained at all times and information shared amongst College staff is on a need to know basis only.

The Director of Student Services will review the case with the Director of Finance and they will recommend a decision to the Principal. The information collected is sent to the Principal to review the details of the appeal, which would include a copy of the student ledger and any extenuating circumstances. The Principal will make a final decision and will inform the Director of Finance who will instruct the Accounting staff to either proceed with the refund, and upload notes on to the student ledger held in CAMS as to the results of the appeal process.

LINKS TO SUPPORTING FORMS, DOCUMENTS, WEBSITE:

New Student Refund Request Form - [Form](#)

Continuing Student Refund Request Form - [Form](#)

REFERENCE TO EMPLOYMENT AGREEMENT CLAUSES:

N/A

REFERENCE TO BYLAWS:

N/A

RELATED ACTS AND REGULATIONS:

- Ministry of Education – Independent School Fee Refund Guidelines (<https://www2.gov.bc.ca/assets/gov/education/administration/legislation-policy/independent-schools/school-fee-refund-guidelines.pdf>)
- Immigration, Refugees and Citizenship Canada - [IRCC](#)

RELATED POLICIES:

- 3.1 Tuition Policies
- 3.7 Credit, Collections, and Bad Debt Policy

G. APPROVALS:

IF APPLICABLE:

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| Chair, Academic Board N/A | Date: |
| Chair, Marketing and Recruitment Committee: N/A | Date: |
| Chair, Finance Committee: <u>Lisa Poole</u> Lisa Poole Lisa Poole (Dec 14, 2024 11:18 PST) | Date: |

APPROVAL FOR ALL POLICIES:

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| Responsible Owner: <u>Linda Ford</u> Linda Ford Linda Ford (Dec 13, 2024 16:30 PST) | Date: |
| Principal or Designate: <u>Matt Wadsworth</u> Matt Wadsworth Matt Wadsworth (Dec 13, 2024 16:26 PST) | Date: |
| Chair, Board of Governors: <u>Ana Culibrk</u> Ana Culibrk Ana Culibrk (Dec 16, 2024 09:47 PST) | Date: |

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| Proposed Review Date: December 2029 | Dates(s) revised: | Replaces Policy/Form Number: Refund Policy July 2024 Homestay Refunds November 2018 |
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3.10 Refund Policy 2024.12.12


Final Audit Report

2024-12-16


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| Created: | 2024-12-14 |
| By: | Linda Ford (lford@columbiacollege.ca) |
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-  Document created by Linda Ford (lford@columbiacollege.ca)
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-  Document emailed to lpoole@columbiacollege.ca for signature
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-  Document emailed to Linda Ford (lford@columbiacollege.ca) for signature
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-  Document emailed to Matt Wadsworth (mwadsworth@columbiacollege.ca) for signature
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-  Email viewed by Matt Wadsworth (mwadsworth@columbiacollege.ca)
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-  Email viewed by lpoole@columbiacollege.ca
2024-12-14 - 7:16:20 PM GMT
-  Signer lpoole@columbiacollege.ca entered name at signing as Lisa Poole
2024-12-14 - 7:18:23 PM GMT
-  Document e-signed by Lisa Poole (lpoole@columbiacollege.ca)
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 Email viewed by aculibrk@columbiacollege.ca

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 Signer aculibrk@columbiacollege.ca entered name at signing as Ana Culibrk

2024-12-16 - 5:47:56 PM GMT

 Document e-signed by Ana Culibrk (aculibrk@columbiacollege.ca)

Signature Date: 2024-12-16 - 5:47:58 PM GMT - Time Source: server

 Agreement completed.

2024-12-16 - 5:47:58 PM GMT