

COLLEGE POLICY

POLICY TYPE:	Administrative
POLICY TITLE:	International Student Withdrawal and Refund
POLICY NO.:	ADMIN-240
RESPONSIBILITY:	Vice-president, Academic
POLICY APPROVED BY:	Durham College Leadership Team
EFFECTIVE DATE:	July 2015
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1. Introduction

Fees for an academic term, or in some cases an entire academic year, should be paid by international students before a student can apply for their study permit through the Canadian High Commission. In several countries, such as India and China, 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. Durham College recognizes that because there is uncertainty surrounding a student receiving or being denied a study permit, and other considerations that may cause the student to change their mind about studying at Durham College, there needs to be a policy governing withdrawals and refunds and a procedure to outline the steps students must take in order to apply to have their fees refunded.

2. Purpose

Durham College's International Student Withdrawal and Refund Policy and the accompanying procedure have been developed to be in compliance with the Ministry of Training, Colleges, and Universities (MTCU) fee and refund policy and Citizenship and Immigration Canada (CIC) guidelines, including separate guidelines for students applying for their study permit through the Student Partners Program (SPP) for India and China.

3. Definitions

3.1. Fees

Fees refer to monies owed or paid to the college prior to registration, including tuition, ancillary costs, international student health insurance, and, if applicable, program-specific incidental costs.

3.2. International student

International student refers to any person who must obtain a study permit from CIC in order to be admissible into Canada as a student. Once in Canada on their study permit, a student must maintain certain conditions to keep the permit valid.

3.3. International Office

International Office refers to the office at Durham College that is committed to assisting and meeting the needs of our international student community.

3.4. Study Permit

Study Permit refers to the legal document issued to students by CIC when they land in Canada, entitling them to legally study at a Canadian post-secondary institution.

3.5. SPP India

SPP India refers to a program run through CIC in India that enables students to fast track through the process to apply and obtain a Canadian study permit.

3.6. Deferral

Deferral refers to the practice of students requesting to have their acceptance and fees paid for a specific intake transferred to the next available intake.

3.7. DC Settlement Services

DC Settlement Services refers to the services offered by the International Office to incoming students for airport pickup, short-term accommodation and assistance in finding permanent accommodation.

3.8. Withdrawal deadline

Withdrawal deadline refers to the official date, as established by the Durham College Office of Strategic Enrolment Management, by which a student must formally indicate their intention to withdraw from their program of study.

4. Policy statements

- 4.1. In order to be eligible for a refund, written withdrawal and refund requests must be received by the end of business on the published withdrawal deadline date. After this date only fees paid for subsequent semesters will be refunded.
- 4.2. Students who have landed in Canada and received a Canadian study permit based on a valid offer letter from Durham College are expected to register at

Durham College in the program to which they were admitted and to complete the semester for which they have paid tuition.

- 4.3. Durham College recognizes that there are some unforeseen circumstances in which a student may need to request to leave Durham College (withdraw), and request a refund of their tuition fees.
- 4.4. If an international 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 Office in writing before the withdrawal deadline in order to be eligible for a deferral or a refund. The deferral must be approved by the Durham College International Office.
- 4.5. Students who withdraw give up their admission to and status as a Durham College student and must return their Student Identification Card to the International Office. A student who withdraws and later wishes to return to Durham College must reapply for admission.
- 4.6. The International Office reports on students who withdraw, to Citizenship and Immigration Canada and Canadian Border Services.
- 4.7. If a student who has applied under the SPP India program receives a study permit rejection by the Canadian High Commission, Durham College is not permitted to offer a deferral to them under SPP Program policy.
- 4.8. There are several reasons why a student may require to request a withdrawal from Durham College including (but not limited to) the following:
 - 4.8.1. study permit refusal;
 - 4.8.2. decision not to pursue studies in Canada due to unforeseen circumstances before landing in Canada;
 - 4.8.3. choosing not to pursue studies at Durham College after the student has landed in Canada and has received a Canadian study permit based on a valid offer letter from Durham College;
 - 4.8.4. decision not to pursue studies at Durham College and to return to home country after landing in Canada
- 4.9. In any of these cases, the student may be eligible to receive a refund of the fees paid to Durham College. Certain fees are withheld from student refunds. These fees are outlined in the fee listing in the accompanying procedure.

5. Accessibility for Ontarians with Disabilities Act (AODA) considerations

In the development and review of this policy, full consideration was given to accessibility and AODA standards. This policy adheres to the principles outlined in the AODA standards and the college's commitment to accessibility as demonstrated by the Accessibility Policy (ADMIN-203).

6. Roles and responsibilities

It is the responsibility of the executive director of International, in collaboration with the vice-president, Academic, to ensure this policy is fully implemented.

7. 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.

8. Communications plan

This policy will be available on the Durham College International website, as well as a link on all official Letters of Acceptance. Internally, the policy will be available on ICE.

9. Related policies, procedures and directives

- Citizenship and Immigration Canada – Canadian High Commission, New Delhi, Consulate General of Canada, Chandigarh – Canada-In-India & ACCC Student Partners Program (SPP) – Program Extension Proposal
- Durham College International Student Withdrawal and Refund Procedure ADMIN-240.1
- Ministry of Training, Colleges and Universities – Tuition and Ancillary Fees Reporting Operating Procedure