

College Procedure

PROCEDURE TYPE:	Administrative
PROCEDURE TITLE:	International Student Withdrawal and Refund
PROCEDURE NO.:	ADMIN-240.1
RESPONSIBILITY:	Vice-president, Academic
APPROVED BY:	Durham College Leadership Team
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1. Introduction

- 1.1. This procedure articulates a framework for the administrative processes of withdrawal and refunding of fees or requests for a deferral, for international students from Durham College.
- 1.2. Durham College's International Student Withdrawal and Refund Procedure has 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.

2. Definitions

2.1. Fees

Fees refers 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.

2.2. 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.

2.3. 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.

2.4. 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

2.5. 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.

2.6. Deferral

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

2.7. 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.

2.8. Withdrawal deadline

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

3. Procedure

3.1. For all refunds the following procedures will be followed

- 3.1.1. All international student refund requests must be in writing and received through the International Office or they will not be processed. Send all requests to intlfinance@durhamcollege.ca. Documents may be dropped off in person to the International Office but all correspondence regarding the refund will be done through email.
- 3.1.2. Students who have landed in Canada and have a valid Canadian study permit and wish to withdraw from Durham College for any reason including transferring to another college or returning home, must book an in-person appointment with the International Office to complete and sign an official withdrawal form to be eligible for any refund. To book an appointment, email: intlfinance@durhamcollege.ca. If a student arrives to withdraw without a booked appointment, they may need to return at a different time or on a different day, depending on the schedule of staff.

- 3.1.3. After contacting intlfinance@durhamcollege.ca, students will be sent an email confirmation and a list of documents that must be completed, signed and returned before a request can be processed.
- 3.1.4. Students must submit all necessary documentation in a secure manner when possible (in person, emailed, by post, or courier) for the refund, by the deadline of 4:30 p.m. (EST) on the withdrawal deadline. For any requests received after this deadline, no refund for first semester fees will be issued. For withdrawals after the withdrawal deadline, only subsequent semester fees paid will be reimbursed.
- 3.1.5. The following documentation, as specified below, is required by the withdrawal deadline for all refund or withdrawal requests. Additional documents may be required at the discretion of the executive director, International. Incomplete packages will not be processed:
 - a) Signed Request to Withdraw Form – provided by the International Office;
 - 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) Appropriately filled out Wire Transfer Form (to be completed on computer where possible);
 - e) Signed Third Party Refund Transfer Request Form (if applicable); and
 - f) Durham College Student ID card (if obtained by the student).
- 3.1.6. The refund will be transferred to the student's bank account or, upon completion of a Third Party Refund Transfer Request form, to a relative, third-party (other than the student's agent or other agent) or a new school by wire transfer only. No cheques will be issued.
- 3.1.7. Provided that all documentation and conditions outlined above and below are met, a refund will be authorized for the total fees paid, less the amounts to be withheld as outlined on the attached fee listing, plus any direct costs incurred to process refunds, such as wire transfer fees charged by the bank.

3.2. Study permit refusals

- 3.2.1. In addition to the documentation outlined in item A5, the following documentation is also required by the withdrawal deadline to process a visa refusal refund. Additional documents may also be required under special circumstances:
 - The refusal letter from the Canadian High Commission.

- 3.2.2. IMPORTANT – 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 Office in writing before the withdrawal deadline in order to be eligible for a deferral or a refund. No exceptions will be made.

3.3. Transferring to another college or university

Students who have landed in Canada and have received a Canadian study permit based on a valid offer letter from Durham College, must additionally comply with the following in order to be considered for a refund if they wish to study elsewhere.

- 3.3.1. Under CIC guidelines, students will only be issued a study permit if they can show a letter of acceptance from a Designated Learning Institution (DLI). Therefore, students seeking to study elsewhere, must show the International Office proof of admission to another Canadian post-secondary institution that has been granted a Designated Learning Institution number (DLI#) for the semester to which they were originally admitted to Durham College. Please visit [the Citizenship and Immigration Canada website](#) for a searchable listing of DLI institutions.
- 3.3.2. In addition to the documentation outlined in item A5, the following documentation is required by the withdrawal deadline to process a refund for transfer to another college or university. Additional documents may be required under special circumstances.
- A copy of a valid letter of admission to another approved college or university as noted in Section C1 must be received and verified as authentic by the International Office, before a withdrawal will be approved; and
 - Receipt for the initial deposit of \$1500.00 CAD or greater and confirmation of enrolment from the other college or university.
- 3.3.3. Refunds will be transferred to the new college or university that the student is admitted to by cheque or wire transfer only. There will be no refunds directly to the student.
- 3.3.4. Durham College will report transfers to other schools to Citizenship and Immigration Canada and Canadian Border Services as study permits are issued based on letters of admission to Durham College.

3.4. Withdrawing to return to home country (after landing in Canada)

- 3.4.1. In addition to the documentation listed in section A5, the following documentation is required by the withdrawal deadline, to process a refund for students returning to their home country:

- A copy of student's valid passport for identification purposes – showing all pages and the landing stamp of the home country; and
- A copy of a one-way plane ticket home.

Additional documents may be required under special circumstances.

- 3.4.2. Citizenship and Immigration Canada will be notified to cancel the student's study permit

3.5. Deferrals to next intake at Durham College – for students not in Canada

- 3.5.1. No deferrals will be made for students who have already landed in Canada
- 3.5.2. Students who wish to defer their offer of admission to the next available intake must:
 - a) Submit their request in writing to intlfinance@durhamcollege.ca.
 - b) Submit all necessary documentation by 4:30 p.m. (EST) on the withdrawal deadline date. No deferral and no transfer of first semester fees paid will be issued for requests received after the withdrawal deadline. No exceptions will be made.
 - c) Complete, sign and submit a Request for Deferral Form by the withdrawal deadline.
- 3.5.3. Please note that students will only be allowed one deferral. All other requests will be denied and students will be instructed to reapply for admission to Durham College.
- 3.5.4. If an SPP India student visa is rejected by CIC, Durham College is not permitted to offer a deferral under the policy of the SPP program. As an SPP school, the college must adhere to the SPP policies.

4. Roles and responsibilities

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

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

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

6. 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
- Ministry of Training, Colleges and Universities – Tuition and Ancillary Fees Reporting Operating procedure

Addendum – ADMIN-240.1 International Student Withdrawal and Refund Procedure

1. Fee Listing

Students applying for withdrawal from durham college for the following reasons will have the applicable approved fees withheld from their refund:

1.1. Study Permit Refusals:

Visa rejection processing fee \$200.00 CAD.

1.2. Transferring or returning to home country:

If you are transferring to another college or university, or returning to your home country after landing in Canada:

- a) DC Settlement Services (only if utilized by the student) \$250.00 CAD; and,
- b) MTCU Tuition and Ancillary Fees Reporting Operating Procedure Policy
Refund = fee paid – (minus) international student tuition fee x \$500
tuition fee for domestic students