

INTERNATIONAL STUDENT WITHDRAWAL AND REFUND PROCEDURE

Authorizer: Vice President, Academic/Student Affairs & Human Resources

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PROCEDURE STATEMENT:

This procedure defines the process for and consequences of an international student-initiated withdrawal from level one of a program or a currently enrolled international students who are in process of extending their study visa. The timing of these actions determines the student's enrolment status and the effect on the student academic record.

SCOPE:

This procedure applies to all year one/level one international students and currently enrolled international students in process of extending their study visa.

DEFINITIONS:

Compulsory Ancillary Fees

Ancillary fees that a student is required to pay to enrol in or successfully complete any course or program of instruction. There are two types of compulsory ancillary fees

- Program ancillary fees which are compulsory for students in applicable programs; and
- Institutional ancillary fees which are compulsory for all students.

Optional Ancillary Fees

Fees for services students may choose to access.

Course

A distinct and discrete teaching and learning activity, containing content that has been approved by an expert source, usually structured to be delivered over an identified period of time, with measurable learning outcomes, and evaluation.

Cohort Program

An intake of a group of students enrolled in a specified program of study with a defined start and completion date.

International Student

A foreign national who meets the requirements that authorize enrolment in an educational institution in Canada established under the *Immigration and Refugee Protection Act*.

Late Fee

A non-refundable fee assessed to student accounts in default.

Program of Study

A planned and coordinated selection of courses delivered to an identified student body leading to a certificate, diploma, degree or other document awarded by the Board of Governors.

Student Fee Invoice

An accounting record of charges for tuition, compulsory and optional ancillary fees.

Student Status

- Full-time Cohort Student
 - Admitted to and enrolled in a minimum of 70 percent of the hours, or 66 2/3 percent of the courses in the current term/term of the program of study.
- Part-time Cohort Student
 - Admitted to and enrolled in a program of study and does not meet the full-time cohort student status.

Tuition Deposit

An amount that is paid as part of the student's total tuition fees for the academic year to hold a place in a program. This is a non-refundable fee.

Tuition Fees

Fees charged to students representing their contribution towards the operating and capital costs of academic program delivery and general overhead for the institution.

Voluntary Withdrawal

Termination of studies initiated by the student.

Withholding Fee

A fee assessed if a student withdraws after the start of the term and prior to the withdrawal date for a refund.

RESPONSIBILITIES:**Associate Registrar**

- Ensures procedures, processes and timelines are adhered to.
- Maintains the accuracy and confidentiality of all student records.

International Student Advisor

- Notifies the Associate Registrar regarding student visa extension refusals.

Manager, Client Services and Student Fees

- Ensures refund processes are communicated.
- Ensures adherence to refund procedures and processes

Student

- Follows the withdrawal and refund dates.

PROCEDURE ELABORATION:

Refunds will not be issued to students with a credit balance who are enrolled in a future term with outstanding fees. Credit balances will be applied to outstanding fees.

Requests for a refund must be submitted to the internationalfees@conestogac.on.ca

Program Withdrawal (Visa Refusal for First -Year/First Level Out of Country)

1. Student submits request for withdrawal and the required visa refusal documentation
 - a. visa refusal letter from the government of Canada
2. International Fees Officer acknowledges request in writing and
 - a. verifies that the request has been sent by the student or an agent,
 - b. confirms visa refusal documentation is included and date of withdrawal is listed,
 - c. verifies that the student number and visa refusal are valid
 - d. if the visa refusal letter is valid, the Fees Officer
 - i. uploads visa refusal letter to the student's record
 - ii. deregisters the student
 - iii. adds a visa refusal note to the student's record
 - e. processes refunds of less \$200 and sends receipt to finance
 - i) if visa refusal documentation is not received, a refund less \$1,500 will be processed.

Program Withdrawal (Medical, Personal, Financial Reasons- for First Year/First Level One International Students in or out of Canada)

3. Student submits request with documentation prior to the withdrawal date.
 - a. Medical documentation may include: a letter from a doctor or certified medical practitioner that includes the dates when the student was under medical care and unable to continue in their studies.
 - b. Documented personal cause. The documentation must be based on an extraordinary event and must include dates. For example, documentation could include a copy of an obituary and travel documents in the case of travel for a death in the immediate family.
4. International Fees Officer acknowledges the request in writing and
 - a. Verifies that the request has been sent by the student or an agent.
 - b. confirms documentation is included and date of withdrawal is listed
 - i. enters date on the student's record
 - c. verifies that the student number and visa refusal are valid
 - i. Fees Officer uploads visa refusal letter to the student's record
 - ii. deregisters the student
 - d. processes refund less \$200 and sends to finance

- e. processes a refund less \$1,500 if supporting documentation is not provided.
- 5. International students who are enrolled in a level greater than one or withdraw after the refund date must follow the Program and Course Withdrawal and Refund Procedure.

Visa Extension Refusal (studying with implied status)

- 6. International student provides their visa refusal documentation to the International Student Advisor
- 7. International Student Advisor notifies the Associate Registrar via email copying the Manager, International Support Services.
- 8. Associate Registrar reviews case with Manager, International Support Services and determines:
 - a. the date that the student will be removed from the program
 - b. the fees to be refunded (may be prorated)
 - i. CSI International Health insurance fee must be retained

Exceptions to the Withholding of Fees (Refunds)

Students who withdraw from their full-time studies after the refund deadline due to extenuating circumstances such as illness, accident or personal/family crisis may wish to request a review of the withholding of fees. Requests must be submitted in writing, along with supporting documentation, to the Office of the Registrar at: FeeExceptions@conestogac.on.ca within 30 days of the end of the student's term. (Submissions received after this date will not be considered.)

- 9. The student's submission must detail facts particularly dates, circumstances and how these circumstances affected the student's ability to continue in their program. Evidence verifying these circumstances must be provided. Incomplete submissions will not be reviewed. Considerations will only be made under the following circumstances:
 - a. Documented medical cause where the student was under direct medical care. Examples of documentation include:
 - i. a letter from a doctor or certified medical practitioner which includes:
 - ii. the dates where the student was under medical care and unable to continue in their studies.
 - b. Documented personal cause. The documentation must be based on an extraordinary event and must include dates. For example, copy of an obituary, and travel documents in the case of travel for a death in the immediate family.
- 10. The Manager, Client Services and Student Fees will convene a meeting of the committee to review submissions.
 - a. Consultation with the appropriate departments and/or additional information may be requested from the student which may impact the timeline for decision making.
- 11. A final decision will be will communicated to the student. This decision is not subject to further appeal.
 - a. If the student's submission is accepted, the refund may be prorated based on the length of time the student was enrolled in the program. The Conestoga Student Incorporated (CSI) Health Plan, International Health plan, ancillary and non-essential fees will not be refunded.

REFERENCES:

Immigration and Refugee Protection Act (IRPA)
Immigration and Refugee Protection Regulations (IRPR)
Program and Course Withdrawal and Refund Procedure
Student Enrolment Procedure (Full time Cohort Programs)
Student Fee Invoicing and Payment Procedure
Student Fees Policy

REVISION LOG:

December 18, 2019	Academic Forum
January 13, 2020	Academic Coordinating Committee