


Procedure Name:	PAYMENT AND REFUND	
Approved By:	President's Council	
Approval Date:	June 18, 2019	
Next Scheduled Renewal Date:	May 2024	
Procedure Holder:	VP, Corporate Services	
Operational Lead:	Registrar and Director of Institutional Research	
Procedure Number:	EDU-010P	

PAYMENT AND REFUND PROCEDURE

1.00 PURPOSE

- 1.1 This procedure establishes guidelines for the payment and refund of CMTN fees.

2.00 DEFINITIONS

- 2.1 None

3.00 TUITION AND RELATED FEES FOR PROGRAMS AND COURSES

- 3.1 For students registered in multiple courses that comprise a program, the refund date will be calculated based on the program start.
- 3.2 Full fees are due 10 business days before the course or program starts.
- a) Sponsor letters must be received, and student loans confirmed.
 - b) Students who have not paid will be withdrawn from the program.
- 3.3 Career and College Preparation students pay at the time of registration or submit a funding application and do not forfeit a deposit should they withdraw before the first day of class.
- a) After the first day of class, weekly billing rates apply.
- 3.4 Withdrawal dates are calculated based on the duration of the course or program.
- 3.5 For most programs and courses greater than one month in duration, the following timelines apply (see Section 3.10 for WTCS timelines):
- a) Withdrawal requests received up to and including the 10 business days after the class begins are eligible for a full refund of fees, less the non-refundable commitment and application fees.
 - b) Withdrawal requests received after the 10th business day of class will not receive a refund.
 - c) Commitment fees will not be charged for sponsored or dual credit students who withdraw within the first 10 business days of the course or program start.

- 3.6 For courses less than one month in duration, the following timelines apply:
 - a) Withdrawal requests received on the first day of class are eligible for a full refund of fees, less the non-refundable commitment and application fees.
 - b) Withdrawal requests received after the first day of class will not receive a refund.

3.7 Field School tuition and fees are refundable up to 10 business days before the courses start less commitment fee and field school deposit.

- a) Field trip fees are not refunded within 10 business days before the first day of the field school.

3.8 For weekly billed, continuous intake courses and programs, the refund amount is calculated based on the date of official withdrawal from the course.

- a) This can be done by submitting a completed Change/Withdrawal Form to the registration desk at your local campus.
- b) A refund will not be given for weeks completed.

3.9 Programs and courses offered by WTCS are not funded through the Ministry of Advanced Education and Skills Training and the following refund rules apply:

Deadlines	Refund
Withdrawal of 7 days or more before the start of class	Full refund less a \$10 administration fee
Withdrawal of between 3 and 7 days before the start of class	50% refund
Withdrawal of less than 3 days before the start of class	No refund

3.10 For programs in WTCS, student-initiated course transfers will be treated as withdrawals.

3.11 Any exceptions to these refund procedures must be noted in the course descriptions on the website.

3.12 The College recognizes that extenuating circumstances may warrant a refund after normal deadlines have passed.

- a) These include, but are not limited to, medical or bereavement reasons. Appropriate documentation must be submitted to the Registrar’s Office to support a refund request:
 - i. a note from a registered physician to support a medical withdrawal
 - ii. certificate of death or an obituary
 - iii. notification from program faculty, staff, or Learner Support Services in support of a student withdrawal due to illness or bereavement.
- b) Other documentation providing evidence of illness may be submitted to support a medical withdrawal.

3.13 To be eligible for a refund, students must officially withdraw prior to posted refund dates by informing Enrolment Services in person, submitting the Change/Withdrawal Form, or by withdrawing on myCMTN.

4.00 PAYMENT AND REFUNDS FOR INTERNATIONAL STUDENTS

- 4.1 To be eligible for registration and issued a study permit, international students are required to pay an annually determined commitment fee of which a portion is non-refundable.
 - a) The commitment fee is based on estimated tuition and fees for full time enrollment for one term.
 - b) Unused deposit amounts will be moved to subsequent terms or forfeited.
- 4.2 In cases where an international student is denied a study permit, the College will provide a refund less the \$100 application fee and a \$250 administrative fee.
- 4.3 It is the student’s responsibility to provide documentation from Immigration, Refugees and Citizenship Canada (IRCC) indicating the permit has been denied.
- 4.4 International students may defer up to three academic terms (the equivalent of one calendar year. Students must notify the College before the beginning of class.
- 4.5 If official documentation is not provided within four months of the program start date, the deposit will be forfeited and no deferral or refund is available.
- 4.6 Refund requests will be administered to the origin of payment and no cheques will be issued. Applicants are required to complete the Refund Request Form.
- 4.7 For payments made to medical insurance providers, no refunds will be provided once the insurance policy has started.
- 4.8 Subsequent terms are refunded using the same procedures outlined in Section 3.00.

5.00 RELATED POLICIES AND PROCEDURES

- 5.1 [EDU-010, Payment and Refund Policy](#)

6.00 OTHER SUPPORTING DOCUMENTS

- 6.1 [General Appeal Form](#)
- 6.2 [Change/withdrawal Form](#)

7.00 HISTORY

Created/Revised/Reviewed	Date	Author’s Name and Role	Approved By
Created	April 19, 2016		President’s Council