



University College of the North

## Policies & Procedures Manual

<b>Section:</b>	FINANCE – REVENUES/RECEIVABLES RECEIPTS	<b># Pages:</b> Page 1 of 2	<b>Policy Number:</b> FI-03-01
<b>Title:</b>	TUITION FEE REFUND POLICY	<b>Approved by:</b> President’s Council	
		<b>Effective Date:</b> November 28, 2022	
		<b>Replaces:</b> FI-03-01 (November 16, 2020)	

### POLICY STATEMENT

University College of the North (UCN) shall ensure that adequate controls are maintained to ensure the completeness, accuracy, and authority of all financial information and of all information that forms the basis for the calculation of financial information or is used for management control and accountability.

### PURPOSE OF POLICY

The purpose of this policy is to establish the framework for the reversal/refunding of course tuition fees paid to UCN.

### PROCEDURES

#### 1. Refund of UCN tuition and fees

- a) Reversal/Refund of tuition and other fees will be processed after a student submits a Registration Revision form or uses the Add/Drop process through Student/Employee log-in on the UCN website.
- b) Any outstanding balance due to UCN for bookstore charges, residence rent, parking fees, other fees, and library fines may be deducted prior to any refund being issued.
- c) Refund for a sponsored student will be issued to the sponsoring agency and not directly to the student. If the source of funds used to pay tuition and fees came from a student loan, the refund will be issued to the lender; a cheque will be issued upon consultation with the Financial Awards Officer (FAO).
- d) Refund for a fee payer will be issued to the student. If someone else has paid the tuition on the student’s behalf, the student must give permission in writing for the refund to be issued to another person.
- e) Students who are required to withdraw through an Involuntary Withdrawal process forfeit the right to any refund.
- f) Students who are required to withdraw from all courses for reasons of extreme illness or financial duress may request individual consideration of their circumstances. Requests will be made in writing and should be forwarded to the Registrar.

## **2. Timelines for reversal of tuition fees (unless otherwise communicated):**

### **a) Credit Courses**

#### **i. The following applies to courses offered in the Fall or Winter Term**

For courses 7 weeks or greater in length:

- 100% reversal is granted prior to 13% of course completion
- 100% reversal in the case of course cancellation initiated by UCN.
- 100% reversal if transfer credit is approved or RPL application has been made prior to the end of the Add/Drop period for the term.
- 50% reversal granted prior to 27% of course completion.
- No reversal/refund is applicable after 27% of course completion.

For courses 6 weeks or less in length:

- 100% reversal is granted prior to the course start date.
- 100% reversal in the case of course cancellation initiated by UCN
- 100% reversal if transfer credit is approved or RPL application has been made prior to the start of the course.
- No reversal/refund is applicable after the course start date.

#### **ii. The following applies to courses offered in the Spring or Summer Term**

For courses 5 weeks or greater in length:

- 100% reversal is granted prior to 13% of course completion
- 100% reversal in the case of course cancellation initiated by UCN.
- 100% reversal if transfer credit is approved or RPL application has been made prior to the end of the Add/Drop period for the term.
- 50% reversal granted prior to 27% of course completion.
- No reversal/refund is applicable after 27% of course completion.

For courses 4 weeks or fewer in length:

- 100% reversal is granted prior to the course start date.
- 100% reversal in the case of course cancellation initiated by UCN
- 100% reversal if transfer credit is approved or RPL application has been made prior to the start of the course.
- No reversal/refund is applicable after the course start date.

### **b) Continuing Education Courses**

- 100% reversal/refund varies by course.
- 100% reversal/refund in the case of course cancellation initiated by UCN.

c) Inter-Universities Services Courses

Reversals will be made as follows:

- 100% reversal until the end of the late registration period.
  - 100% reversal/refund in the case of course cancellation.
  - 100% reversal/refund if transfer credit is given and an RPL application has been made on or before the first 7 calendar days of the term. If transfer credit is given and the RPL application has been made after the first 7 calendar days of the term, the amount of refund will be calculated based on the date the RPL application was received by the Registrar and the prorated formula.
  - 50% refund for courses prior to 50% of course completion.
- d) Reversal of Lab and Material Fees and Student Service fees are granted prior to 13% of course completion
- e) The Student Association fee is non-refundable.
- f) Application fees are non-refundable.
- g) The Residence Life Fee is non-refundable.

**3. Bookstore Refunds**

Refer to UCN policy *FI-04-01 Refund and Exchange Bookstore*.

**4. Residence Fees**

The amount eligible for a refund is the unused portion of rent paid less the current week.

**5. General**

- a) Refunds of amounts under \$15.00 will not normally be granted.

**RELATED POLICIES/DOCUMENTS**

FI-04-01 Refund and Exchange – Bookstore  
AC-01-37 Course Withdrawal  
Academic Calendar