

			POLICY
Policy Title:	Refund Policy on Tuition and Other Fees	Policy Version:	7
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Approval Body:	Board of Directors	Effective Date:	August 15, 2023
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Purpose

The purpose of this policy is to ensure that refunds are clearly articulated in a manner consistent with Acsenda School of Management corporate policies.


Scope

This policy applies to students who are enrolled or who have been admitted and paid a deposit to Acsenda School of Management and are eligible to receive a refund for fees collected and appearing as a credit on his/her account.

Policy Statement

Students who are admitted after paying a deposit and those currently enrolled and find it necessary or desirable to drop or withdraw from courses or withdraw completely from Acsenda School of Management (ASM) may be eligible to receive a refund of any tuition or fees which appear as a credit on their account.

Refund Policies for International Students:

		REFUND POLICY TABLE <i>(Effective Oct. 1, 2020)</i>	
WITHDRAWAL from the Program BEFORE AN APPLICANT HAS REGISTERED FOR CLASSES IN HIS/HER FIRST TERM			
International students who have paid the required tuition deposit and received a Letter of Acceptance			
Status of Study Permit		Amount RETAINED by ASM	
RECEIVED		100% of the deposit quoted in the LOO	
DENIED (Must provide proof of Study Permit denial Letter)		Administrative and Application Fees	
AFTER REGISTRATION 1ST TERM OF STUDY			
Withdrawal Period / Student Dismissal		Amount RETAINED by ASM	
At any point after the first day of classes of the first academic term as outlined on the Enrolment Agreement.		100% of total fees under contract including textbooks, health insurance and applicable fees	

FOLLOWING SUCCESSFUL COMPLETION OF THE FIRST TERM OF STUDY AFTER STUDENTS HAVE SIGNED AN ENROLMENT CONTRACT FOR EACH ADDITIONAL TERM	
Withdrawal Period / Student Dismissal	Amount RETAINED by ASM
After the Enrolment Contract has been signed and before the first session of a registered class	30% of total tuition and term fees under contract plus applicable fees, fines or dues owing.
After the first session of a registered class	100% of total tuition and term fees under contract (No refund)
<i>Note: Application fee, student fees, textbooks, fines, dues owing, financial penalties and taxes are non-refundable. Outstanding tuition fees owing will be deducted from the amount refunded.</i>	

Refund Policies for Domestic Students:

REFUND POLICY TABLE	
AFTER STUDENTS HAVE SIGNED AN ENROLMENT CONTRACT FOR A GIVEN TERM	
Withdrawal Period / Student Dismissal	Amount RETAINED by ASM
After the Enrolment Contract has been signed and before the first session of a registered class	30% of total tuition and term fees under contract plus applicable fees, fines or dues owing.
AFTER THE START OF THE TERM	
Withdrawal Period / Student Dismissal	Amount RETAINED by ASM
After the Enrolment Contract has been signed and before the first session of a registered class	30% of total tuition and term fees under contract plus applicable fees, fines or dues owing.
After the first session of a registered class	100% of total tuition and term fees under contract (No refund)
<i>Note: Application fee, student fees, textbooks, fines, dues owing, financial penalties and taxes are non-refundable. Outstanding tuition fees owing will be deducted from the amount refunded.</i>	

Conditions and Method of Refund

- Students are responsible for payment of application fee, student fees, textbooks, fines, dues owing, financial penalties and taxes owing;
- Payments received by a third party or sponsoring agency such as student loans, government scholarship or employer, where there is evidence of direct payment to ASM will be refunded to the original payee;
- Otherwise, refunds will normally be refunded to the student. Requests to have the refund directed to a third party may be considered providing the student provides written direction to ASM;

- Refunds will normally be returned in the same way that they were paid, and to the same country of origin;
 - All payments made via credit card or through direct wire transfer services such as Flywire or CIBC Student pay will only be returned via the same payment method.
 - Refunds for students or applicants who paid by credit card are subject to an administrative fee of 2% of the total amount paid.
 - Amounts which are \$10,000 or more and are received from a source outside of Canada will be returned to the country of origin.
- Students are responsible for providing accurate information on the Refund Form. **Refund forms must be signed by the student;**
- Refunds owing to students will be issued within thirty (30) Business days from date of receipt of the fully and accurately completed Refund, Withdrawal forms with all supporting documentation;
- Any unclaimed credit of a student will be held for One (1) year from the date of the last enrolment or term of admission that was approved. Unclaimed credit beyond this period will be forfeited to ASM.

Special Conditions

- Any student who is denied a study permit or visa due to direct or indirect misrepresentation or providing false or misleading information or documentation will not be eligible for a refund of their first term’s deposit.
- Students who are expelled or dismissed during a term of study will not be eligible for a refund for the fees under contract.

Definitions

These definitions apply to terms as they used in this policy.

Word/Term	Definition
International Student	A student who is not a Canadian citizen or a permanent resident or who has been determined under the Immigration Act to be a Convention Refugee. International students require a Study Permit to study in Canada unless they are taking a course or program with a duration of six months or less, are a minor child already in Canada whose parents are not “visitors” in Canada or are a family or staff member of a foreign representative to Canada accredited by the Department of Foreign Affairs and International Trade. In order to meet the requirements of section R219 of the <i>Immigration and Refugee Protection Regulations</i> , international students are required to include a Letter of Acceptance with their Study Permit application.
Domestic Student	A student who is a Canadian citizen or a permanent resident.
Enrolment Contract	The document signed on-line or in paper by students during their registration every term. This document contains information about ASM Academic Calendar, ASM’s financial liability, registration for courses; withdrawal & course drop/add procedures, cancellation of courses, academic policies, rules, and regulations, medical insurance and refund policy.
Effective Withdrawal Date	The date reported by the Registrar’s Office and not the date the student stops attending classes.
Technical Equipment	Technical equipment such as laptop, tablet, any computer device including software, etc.

Related Policies

Policy Number	Policy Title
9058	Student Records
9068	Course Changes and Program Withdrawals

Responsibilities

A. Refunds Prior to Enrolment (Visa Rejection)

Applications for refunds as a result of a visa/study permit rejection or prior to registration will be processed through the Admissions Office.

Initiating the Refund Process – Either the student, the Recruitment Officer or the Admission’s Officer can initiate the withdrawal process:

- 1) The **student** who upon receipt of a notice of rejection for their application for a study permit/visa or;
- 2) The **Recruitment Officer** who, is advised that the student has received a notice of rejection for their application for a study permit/visa, or;
- 3) The **Admissions Officer** who is advised that the student has received a notice of rejection for their application for a study permit/visa.

B. Refunds After Enrolment

Initiating the Refund Process – Either the student or the Registrar’s Office can initiate the withdrawal process:

- 1) The **student** who finds it necessary or desirable to drop or withdraw from courses, or withdraw completely from Acsenda School of Management (ASM) or;
- 2) The **Registrar** who, based on existing academic and withdrawal policies, provides written notice to the student advising that the student has been dismissed/withdrawn from the program.

Procedures

A. Refunds Prior to Enrolment (Visa Rejection)

- Applications for refunds as a result of a visa/study permit rejection or prior to registration will be processed through the Admissions Office;
- The Associate Registrar Admissions (AR Admissions) will review the application for withdrawal;
- The AR Admissions will evaluate the reason for withdrawal, and in cases of visa/study permit rejection, the authenticity of the immigration rejection notice to determine eligibility for a refund;
- The AR Admissions will update the status of the student in the Student Information System.

B. Refunds After Enrolment

Facilitating the Refund Process:

- 1) A withdrawal form will be initiated by either the student, the Enrolment Services Officer or the program Dean/Director.
- 2) The **Enrolment Services Officer** or designated person to advise the student (e.g., Director) provides advice on the consequences of withdrawing from a course or program.
- 3) The **Enrolment Services Officer** helps students complete the required withdrawal form, reviews the implications of a withdrawal on future educational plans with the student and the amounts that the student could claim as refund.
- 4) The Registrar will review the withdrawal and determine the eligible refund amount and forward to the Financial Administrator.
- 5) The **Financial Administrator**:
 - a) Prepares the required calculations and supporting documents and makes the necessary postings in SIS;
 - b) Gets authorization from the President or designate;
 - c) Submits the required refund/withdrawal form to the Accounting Office (Corporate) for further processing.
- 6) **Approval** of the Refund – The Accounting Office obtains the Controller approval for approval for payment of the refund.
- 7) **Finalization** of the Refund Process – The Accounting Office (Corporate) prepares the Refund transfer in accordance with refund method procedures.

- 8) The ASM Financial Administrator contacts the student of the wire transfer date.
- 9) The ASM Financial Administrator keeps a log of all refunds submitted and reviews the log on a weekly basis to ensure that all refunds are processed in a timely manner.