



POLICY TITLE: Refund Policy for Voluntary Withdrawal and Dismissal
POLICY NUMBER: ED.017
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CATEGORY: Education (ED)
APPROVAL AUTHORITY: Lead Team
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POLICY HOLDER: Academic Office

1. POLICY STATEMENT

This policy outlines the refund categories for students withdrawing from courses.

2. POLICY

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

2.1 Application and Registration fees are not refundable.

2.2 Tuition shall be refunded according to the following schedule:

% of semester completed	% of refund entitlement
0 – 15	75
16 – 30	50
OVER 30	0

Students may withdraw from courses during the first five days of classes with no transcript consequences. Courses dropped after the first five days will be recorded as a “W” on the transcript. If withdrawal occurs after eight weeks, it will be recorded as a “WF” on the transcript.

2.1.1 Tuition Refund Policy for Course Recovery Fees

Course recovery fees are refundable as per the schedule above unless withdrawal is after the event for which the course recovery applies, then it is deemed to be non-refundable (ie testing fees). The one exception to the schedule above is Urban Mission Dynamic (UMD).



Course recovery fees for UMD are refundable up to 1 week prior to the event.

2.1.2 Tuition Refund Policy for ERT/OL Field Course Fees

ERT/OL field course fees are non-refundable

2.1.3 Tuition Refund Policy for Music Lessons/Labs

Students withdrawing from lessons are responsible to pay for the lessons they have received prior to the add/drop date. After the add/drop date, if a student withdraws from lessons after 2 scheduled lessons the student will be required to pay 25% of the lesson fee. If the student withdraws after 4 scheduled lessons the student will be required to pay 50% of the lesson fee. If a student withdraws after 5 scheduled lessons there will be no reimbursement of any fee related to music lessons.

2.1.4 Tuition Refund for PTIB Approved Programs

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • At least 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.



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Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	<p>Institution may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)</p>	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	<p>Institution may retain up to 30% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	



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Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student enrolled in a program without having met the admission requirements for the program</p>	
<ul style="list-style-type: none"> • If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	<p>100% tuition and all related fees, including application fees</p>

Institution does not provide a work experience	
<ul style="list-style-type: none"> • The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees

2.3 Room and board fees will be refunded to students withdrawing from residence, based on their official withdrawal date, according to the following schedule:

2.3.1 Within two weeks of registration: Students may request a fully prorated refund on residence fees and the unused portion of their meal plan less applicable HST charges. The residence confirmation deposited would be forfeited.

2.3.2 After two weeks from registration: One-half of residence fees are refundable at a prorated calculation for the unused portion in residence. A partial week shall be considered a full week in residence for purposes of calculating this refund. The unused portion of their meal plan is fully refundable less applicable HST charges.

2.3.3 Interruptions in residency of three weeks or less: There will be no room or board refunds for interruptions in residency of three weeks or less, including withdrawal during the last three weeks of the semester.

2.3.4 Resident student deposits are refundable, less any assessed amounts.

Note: Students wishing to re-enter after two or more semesters of voluntary withdrawal or suspension are obligated to go through a simplified application process. Re-entry students will be accountable for the program requirements in effect at the time of their re-entry.



3. DEFINITIONS

4. APPLICABILITY

Applies to all students.

5. RELATED POLICIES/REFERENCES

Withdrawal from Courses Procedure

6. APPENDIX