

TITLE: Fees Refund/Reversal of Charges Appeal Procedure for Students

Date of Approval: June 27, 2019

**Mandatory Review
Date: June 27, 2022**

**Approved By:
Office of the Registrar**

Effective Date: June 27, 2019

1. Purpose

This procedure provides a framework outlining the circumstances in which The Sheridan College Institute of Technology and Advanced Learning (Sheridan) will grant a fee refund/reversal of charges for Students for circumstances that occur beyond the normal refund period as noted below:

Domestic Students who submit a formal notification of withdrawal from a full-time program of instruction are entitled to a refund of tuition and ancillary fees as follows:

Within 10 business days of the beginning of a semester or the beginning of the period for which the Student paid fees, Students who are eligible for funding under the College Funding Framework are entitled to a refund of the full tuition and ancillary fees for the semester or program period less \$500, and a refund in full of any tuition and ancillary fees paid in advance for subsequent semesters.¹

International Students after arriving in Canada who submit a formal notification of withdrawal from a full-time program of instruction are entitled to a refund of tuition and ancillary fees as follows:

Within 10 business days of the beginning of a semester or the beginning of the period for which the Student paid fees, Students paying international Student fees are entitled to a refund of a portion of the full tuition and ancillary fees paid for the semester or program period as calculated according to the following equation:

$$\text{Refund} = \text{fees paid} - \frac{(\text{international Student tuition fee})}{\text{tuition fee for CFF Students}^*} \times \$500$$

*CFF Students= Students that are eligible for funding under the College Funding Framework

As well, a refund in full is to be paid for any tuition and ancillary fees paid in advance for subsequent semesters.²

¹ Minister's Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 15

² Minister's Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 15.

Sheridan recognizes that extenuating and exceptional circumstances can occur and may impact a Student's ability to remain enrolled in a program and/or course(s). Students may submit an appeal to Sheridan's Fees Refund/Reversal of Charges Appeal Committee for consideration to approve a fee refund/reversal of charges for circumstances that occur outside of the published timeframe when refunds for program withdrawals and course drops will be processed.

This Procedure outlines the circumstances that Sheridan will consider when assessing an individual Student appeal for a:

- Refund of the non-refundable tuition deposit (Domestic Students) for reasonable circumstances (e.g. parental or medical leave)
- Refund of tuition and ancillary fees* (Domestic and International Students) for withdrawals that occur after the 10th business day of the beginning of a semester for which they are withdrawing
- Reversal of charges posted on the Student financial account that have resulted in an outstanding balance owing to Sheridan. (Domestic and International Students)

*Please note compulsory ancillary fees (program fees) are refunded at the discretion of the Academic Faculty.

2. Scope

This procedure applies to Domestic and International Students who are requesting a refund of fees or reversal of charges and are enrolled in a postsecondary program of instruction that leads to a Sheridan Degree, Certificate, Diploma, Advanced Diploma or Graduate Certificate. This includes International Students who have arrived in Canada to begin their studies. Note: Refunds of fees for new International Students that are withdrawing within the first 10 business days of term are considered and processed through the International Centre.

3. Definitions

Ancillary Fee: Fees charged to support services and activities distinct from academic programming or general overhead for the institution. Examples of ancillary fees include convocation fees, Student activity fees, athletic fees, health care and insurance fees, field trip fees and fees associated with the cost of buildings such as Student centre.³

Business Day: The days between and including Monday to Friday, excluding statutory holidays or days that Sheridan campuses are closed for any reason. Also referred to as working day.

Certified Health Professional: An individual who provides preventive, curative, promotional or rehabilitative health care services in a systematic way to people, families or communities.

³ Minister's Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 3.

Compulsory ancillary fees: Also referred to as program fees, these are ancillary fees that a Student is required to pay in order to enrol in or successfully complete any course or program of instruction. There are two types of compulsory ancillary fees:

1. Program ancillary fees which are compulsory for Students in applicable programs; and
2. Institutional ancillary fees which are compulsory for all Students.⁴

Day 5: means the first 5 business days of the beginning of a semester

Day 10: means the first 10 business days of the beginning of a semester

Domestic Student: a Student who falls into one of two categories:

1. **Canadian Citizen:** a citizen of Canada as defined in the Citizenship Act or a person registered as an Indian as defined in the Indian Act; or
2. **Permanent Resident:** a permanent resident as defined in the Immigration and Refugee Protection Act. This includes:
 - A person who has been granted “permanent resident” status and has not had that status revoked; or
 - A person who has met all the preliminary requirements for permanent resident status and presents a copy of the letter which confirms that Citizenship and Immigration Canada has accepted his or her application for permanent resident status.⁵

Immediate Family: The parents, siblings, spouse, children, grandparents and grandchildren, as well as any relative who lives in the same household, as an individual who is subject to this policy.

Immigration, Refugees and Citizenship Canada (IRCC): Canadian federal ministry responsible for the Citizenship Act of 1977 and shares responsibility with the Minister of Public Safety for the Immigration and Refugee Protection Act (IRPA). The department screens and approves for admission, immigrants, foreign students, visitors and temporary workers who help Canada’s social and economic growth.

International Student: A foreign national who is authorized under the *Immigration and Refugee Protection Act (Canada)* to enrol as a student in an educational institution in Canada.⁶

Postsecondary program of instruction: A group of related courses that conforms to the levels of learning articulated in the Credentials Framework and leads to the awarding of a credential.⁷

Non-refundable Administration Fee: An amount that is paid as part of the International Student’s total fees that would not be returned to the student.

⁴ Minister’s Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 3

⁵ Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 5

⁶ Minister’s Binding Policy Directive, Tuition and Ancillary Fees, Ministry of Training, Colleges and Universities, revised December 2013, page 4

⁷ Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 8

Non-refundable Tuition Deposit: An amount that is paid as part of the Student’s total tuition fees for the academic year to secure a Student’s enrolment at a college and would not be returned to the Student.⁸

Refund: reimbursement of fees already paid to Sheridan.

Reversal: means to remove the posting of the charges that has not yet been paid.

Student: means any individual who is admitted, enrolled or registered for study at Sheridan. Individuals who are active in a program, but not enrolled in classes for a particular term (e.g. on a vacation or coop term) are considered to have a continuing student relationship and are included in the definition of student

Tuition Fees: fees representing the Student’s contribution towards the general costs of program delivery; general operating costs and capital expenditures supported by capital grants.⁹

4. Procedure

4.1 Withdrawal with partial refund

A Domestic and International Student who has either paid a tuition deposit or the full tuition fees for a program or course(s) and who wishes to withdraw from all courses and receive a refund of fees is required to complete the Application for Term or Complete Program Withdrawal. The Chart below illustrates the Sheridan contact associated to each of the withdrawal scenarios:

Withdraw Scenario	Next Step
New Domestic Students prior to Day 5	Contact Domestic Admissions
New Domestic Students after Day 5 up to Day 10	Contact the Centre for Student Success
New International Student prior to Day 10	Contact the International Centre
Returning Domestic and International Students up to Day 10	Contact the Centre for Student Success

4.2 Administrative Refund/Transfer of Non-Refundable Tuition Deposit – Domestic Students

4.2.1 Sheridan will automatically refund the tuition deposit for students admitted full and part-time based on the following circumstances and no further action is required by the Student after completing the Application for Term or Complete Program Withdrawal as noted in 4.1 - Withdrawal:

- A new Student who withdraws from their program of study prior to the May 1 Acceptance Deadline;

⁸ Minister’s Binding Policy Directive, Tuition and Ancillary Fees, revised December 2013, page 7

⁹ Enrolment Reporting and Audit Guidelines, Ministry of Training, Colleges and Universities, revised May, 2015, page 10

- A new Student who is admitted conditionally to a program and is later assessed as not meeting the conditions of admission;
- A new Student admitted late who paid fees on time but is unable to enrol in their required full course load
- Students who pay for two or more terms in advance will receive a full refund of second term fees providing the withdrawal is received prior to the fee payment deadline date of the subsequent term.
- In rare situations, if the Office of the Registrar deems that the refund should be granted based upon the impact/outcome or timing of an administrative decision/process, such as a Student who has earned a SP – Academic Suspension Academic Standing and is to be administratively withdrawn from the College

4.3 International Student Refund

International Students requesting a tuition refund must first officially withdraw in writing. Non-attendance and/or payment cancelation does not constitute a withdrawal.

4.3.1 New International Students

a) Officially withdraw prior to arriving in Canada and prior to Day 10 of the term:

International students must request to withdraw by emailing the International Centre at international@sheridancollege.ca Additional documentation is required as outlined in 4.3.4.

b) Officially withdraw after arriving in Canada and prior to Day 10 of the term:

International students must complete the International Student (Non-Domestic) Application for Term or Complete Withdrawal Form and meet with an International Manager or an International Services Coordinator-Admissions to be advised on the withdrawal process and IRCC regulations. Additional documentation is required as outlined in 4.3.4.

c) Admission Deferrals

Admission Deferrals are only considered within the first 10 business days of classes and awarded at the discretion of the International Centre. If approved, all fees will be transferred to the next term. Applicants can defer fees only once and will be provided a new letter of acceptance. No administrative fee will be charged when deferring fees to a later term.

4.3.3 All Other International Students

Officially withdraw prior to Day 10 of the term through completing the International Student (non-Domestic) Application for Term or Complete Program Withdrawal form and meet with an International Services Advisor to be advised on the withdrawal process and IRCC regulations.

4.3.4 Additional Documentation Required for Withdrawal:

Reason for Withdrawal	Additional Documents Required
Study Permit Refusal	Copy of the refusal (Immigration document)
Extenuating Circumstances for new International Students withdrawing prior to Day 10	Completed Student Health Certificate or death certificate, medical documentation or equivalent as determined by International Centre
Extenuating Circumstances for returning Students or new students withdrawing after Day 10 of the term.	Application for Fees Refund/Reversal of Charges and Health Certificate, as appropriate

4.3.5 International Withdrawal Fees:

- a) Visa Denial – the International Student will receive a refund of tuition fees paid less a Non-refundable Administrative Fee of \$200 provided proof of the study permit refusal (copy of official refusal letter issue to student) is received with the first 10 business days of the term.
- b) Applicants with conditional offers whom Sheridan determines do not meet their conditions on time will be issued a refund of tuition fees paid, less a non-refundable processing fee of \$200.
- c) All other fee refund requests are subject to a Non-refundable Administrative Fee. This non-refundable fee is a portion of the full tuition and ancillary fees paid. The Non-refundable Administration Fee varies by program and is calculated by the Financial Services Office as per the Binding Policy (Policy may be referenced in 5. Related Documentation/Links/Forms).
- d) Health insurance fee is non-refundable after the first day of the term.
- e) Any outstanding balances owing on the student account will be deducted from any refund e.g. library or parking fines.

4.4 Domestic Student Deferrals/Change of Program

Sheridan will transfer the tuition deposit (for Students admitted full and part-time) to a future term within the academic cycle (Fall, Winter, Spring) for new and returning Students who either do not enrol in classes or have decided to delay their study term. Failure to enrol in classes or deciding to delay a study term does not warrant a refund.

Prior to the start of term, a Domestic Student who has accepted an offer of admission and has paid the tuition deposit, may accept an offer of admission into another program at Sheridan in the same application cycle (Fall, Winter, Spring). In these circumstances, the tuition deposit will automatically be applied to the new program.

4.5 Extenuating Circumstances Refunds – Domestic and International Students

4.5.1 The following criteria constitute extenuating and exceptional circumstances:

- a) **Health grounds:** (e.g. unanticipated onset of health-related illness, condition, crisis or surgery) The Student Health Certificate form must be completed by a Certified Health Professional.
- b) **Personal grounds:** (e.g. accident, critical illness or death of Immediate Family member or an unexpected life changing event that is at no fault of the Student). Documentation must be based on the nature of the event. In the case of bereavement, an obituary notice or death certificate will be acceptable forms of proof.
- c) **Sheridan Administrative Error:** The details of the error are to be included in the Application for Fees Refund/Reversal of Charges.

4.5.2 Students who wish to be considered for a fee refund/reversal of charges based upon the extenuating circumstances shall complete the Application for Fees Refund/Reversal of Charges and, if applicable, the Student Health Certificate form. If a letter is provided in replace of the Student Health Certificate, the Student is responsible for assuring that the information requested in the form is contained in the letter supplied by the health professional

4.5.3 A request for a fee refund/reversal of charges will not be considered for courses that the Student has completed and/or intends to complete and expect to retain course credit.

4.5.4 A request for a fee refund/reversal of charges will only be considered for completed courses where the Student has support from their Faculty/program and/or the Registrar for retroactive withdrawal from the course(s).

4.5.5 Students are required to complete the following steps to submit a request for a fee refund/reversal of charges:

Step 1: Complete the Application for Term or Complete Program Withdrawal (if appropriate)

A Student who has either paid a tuition deposit or the full tuition fees for a program or course(s) and who wishes to withdraw from all courses is required to complete the Application for Term or Complete Program Withdrawal as outlined in 4.1.

Step 2: Complete the Application for Fees Refund/Reversal of Charges

The Student is required to complete the application form and provide relevant supporting documentation. The following documentation is considered acceptable:

Appeal Grounds	Student Must Provide:
Health	Student Health Certificate that has been authorized by a Certified Health Professional. Students are not required to submit separate documentation that discloses the nature of their illness.
Personal	Supporting documentation from a 3 rd party that substantiates the claims made in the appeal
Procedural	Students must provide a written explanation that clearly outlines the error made by Sheridan.

Step 3: Submit your completed appeal package to the Office of the Registrar. Note: Appeals from New International Students with Extenuating Circumstances prior to Day 10 of the term will be addressed by the International Centre.

- 4.5.6 The composition of the Fee Refund/Reversal of Charges Appeal Committee is as follows:
- a) Associate Registrar, Records and Registration
 - b) Assistant to the Registrar
 - c) Managers, Records and Registration representing the Davis, HMC, Trafalgar Campus
 - d) Manager of Admissions
 - e) Manager of Contact Centre
 - f) Manager, Financial Aid and Awards
 - g) Manager, Financial Services
 - h) Associate Director, International Services and Study Abroad
- 4.5.7 The committee will review all completed applications and will notify the Student of the outcome through written/email correspondence. The decision rendered through this established process is deemed final and binding and not subject to further appeal unless new, pertinent information is provided to the Committee.
- 4.5.8 The Committee can decide to defer decisions if it has questions for the appellant, or others related to the appeal or wishes to request additional documentation. In these cases the appeal will be brought forward to the next committee meeting.
- 4.5.9 The Committee members will be provided with the appeal materials before the meeting for review in a format that is password protected and adheres to appropriate guidelines that protect privacy.

4.6 Refund Processing

4.6.1 Refunds – Domestic Students

Refunds will be issued by cheque to the registered student and may take up to six weeks from receipt of the Application for Term or Complete Withdrawal form or six weeks after the fees refund appeal is processed.

4.6.2 Refund Processing – International

Refunds will be paid by cheque to the registered student and for international students can take up to 8 weeks of receipt of the International Student (non-Domestic) Application for Term or Complete Program Withdrawal form and all required supporting documentation. The process may take longer during peak processing/holiday period.

If the International student is eligible for a refund and the student requests the refund to be paid to a third party (a person other than the student or another institution) who paid fees on the student's behalf, and the country of residence is subject to economic sanctions, Sheridan requires a completed and signed

Student Refund Request Form – by Wire Third Party Authorization to issue the refund to the third party.

OR,

If the student is eligible for a refund and the student requests the refund be paid to a their party (other than the student or another institution) who paid fees on the student's behalf, Sheridan requires a completed and signed Student Refund Request Form – by Cheque Third Party and/or Agent Release Authorization to issue the refund to the third party.

5. Related Documentation/Links/Forms

[Admission Policy](#)

[Application for Fee Refund/Reversal of Charges](#)

Bank Details Form for Wire Transfer

[Enrolment Reporting and Audit Guidelines](#)

[Fees Refund/Reversal of Charges Appeal Policy for Students](#)

Minister's Binding Policy Directive, Tuition and Ancillary Fees, Revised December 2013

Term and/or Complete Withdrawal Form – Domestic

Term and/or Complete Withdrawal Form - International

[Student Health Certificate](#)

Student Refund Request Form – by Cheque Third Party and/or Agent Release Authorization

Student Refund Request Form – by Wire Third Party Authorization