



Policy on Refunds, Registration, Adding and Dropping of Courses – Policy: A20

Revised/Reviewed: July 1, 2024

I. Purpose

To outline the policy on refunds related to tuition deposits as well academic and financial consequences of adding and dropping courses.

II. Scope

This policy applies to all applicants and students for any course or program of study at Assiniboine College with the following exceptions:

- i. **Ag Extension:** Specifics are outlined in registration information if different from this policy.
- ii. **Apprenticeship:** Withdrawals and refund policies for apprenticeship programs are determined by the Apprenticeship Branch
- iii. **Contract training activity:** Specifics are outlined in individual funding agreements,
- iv. **Partnership programs:** Specifics are outlined in admission or registration information provided to students associated with individual partnerships.

III. Definitions

- v. **Cohort:** A program offering that is developed and delivered on a cost-recovery basis whereby students are required to pay part or all of their Tuition and Fee amounts in advance of the program commencing. Students in cohort programs are generally not eligible for refunds.
- vi. **Continuing Studies:** At Assiniboine, the Continuing Studies department offers a range of career and professional development training, personal enrichment courses and programs, and college remediation offerings.
- vii. **Distance Education:** A form of programming whereby students are physically separated from their instructors and are able to study where they live and study on a more flexible timeline that fits their personal and professional life better than traditional classes.
- viii. **Regular Programs and Courses:** Programs or courses that have been approved for delivery by the province based on set academic requirements and financial guidelines.
- ix. **Tuition and Fees:** All relevant tuition, course and per-credit fees (e.g., including but not limited to Students' Association Fee, Technology Access Fee, Student Services Fee). Fees may also include outstanding library fees, insurance fees, late payments or any fees in accordance with the Program Calendar.

IV. Policy

Unless specific information relating to withdrawal from a specific course or program is provided in college registration information, the provisions in this policy apply.

1. Regular Programs/Courses:

The following academic and financial rules apply for students in full-time and part-time programs and courses:

a. For courses eight weeks or longer in duration:

From	To	ACADEMIC Grade on transcript	FINANCIAL Refund
Date of registration	Close of business on day 4 of course	WE (Withdrew early) Grade does not appear on the transcript	Full refund of all fees, less non-refundable tuition deposit, where applicable
Day 5 of course	25% of course	VW (Voluntary Withdrawal)	50% refund of tuition, course fees, student services and Students' Association fees, less non-refundable tuition deposit, where applicable
26% of course	50% of course	VW (Voluntary Withdrawal)	No refund
51% of course	End of course	Non-passing grade	No refund

b. For courses less than eight weeks in duration:

From	To	ACADEMIC Grade on transcript	FINANCIAL Refund
Date of registration	Close of business on day 2 of course	WE (Withdrew Early) Grade does not appear on the transcript	Full refund of all fees, less non-refundable tuition deposit, where applicable
Day 3 of course	25% of course	VW (Voluntary Withdrawal)	50% refund of tuition, course fees, student services and Students' Association fees, less non-refundable tuition deposit, where applicable
26% of course	50% of course	VW (Voluntary Withdrawal)	No refund
51% of course	End of course	Non-passing grade	No refund

c. Academic policy related to registration, adding and dropping regular courses:

- i. A student may register for a course up to and including the course start date. A student who wishes to register after the course start date must complete the Registration Change form and

receive approval from the dean or designate of the school offering the course, see assiniboine.net/forms.

- ii. A student who wishes to drop a course after registration has occurred must complete the Registration Change form and receive approval from the dean or designate of the school offering the course, see assiniboine.net/forms.

d. Financial policies related to registration, adding and dropping regular courses:

- i. Tuition, course fees, student services, and Students' Association fees assessed for courses are due in full no later than the start date of the program term in which the course will be taken. In the case of first-time students accepted to Assiniboine, full fees are due on the date noted in the letter of acceptance.
- ii. A payment plan program may be available to eligible students where current term tuition fees may be paid in instalments by the end of that term. Students may apply for this program and are subject to the terms and conditions of the payment plan agreement, alongside college policy. Payment plan information is available on the college website.
- iii. No additional fees are charged for late registration, but full tuition, course fees, student services, and Students' Association fees are due on the date of registration.
- iv. A request to change from one section of a course to another is treated the same as dropping one course and adding another (i.e., the above-noted tuition, course fees, student services, and Students' Association fees refunds and charges apply). The attachment must be completed to request the course drop and course add.
- v. A full refund of applicable Tuition and Fees is made if the college cancels the course/program.
- vi. When a student is forced to drop a course or courses as a result of college-initiated action, (e.g., academic restriction, academic suspension, failure of prerequisite course, failure of supplemental exam in prerequisite course), the student will receive a full refund for all applicable Tuition and Fees and Students' Association fees. Courses which the student is forced to drop as a result of college-initiated action are deleted from the student's record. If a student chooses to withdraw from a program, the above-noted tuition, course fees, student services, and Students' Association fees refunds apply.
- vii. International applicants whose study permit is denied by Immigration, Refugees and Citizenship Canada (IRCC) may be eligible for a refund of their tuition deposit less a \$150 administration fee. The study permit denial letter must be received by Assiniboine College before the program start date as indicated in the letter of acceptance. Notice to Assiniboine College of an official study permit refusal letter is required no later than six (6) weeks after the date of rejection. Study permit denials dated prior to the applicant applying to Assiniboine College are not accepted as a denial eligible for a refund of tuition. The applicant must have applied for and received a study permit denial *after* being accepted to a program/course at the College in order for it to be the basis of a refund of tuition and fees less a \$150 administrative fee.
- viii. Should an applicant choose not to pay the required tuition deposit and/or apply for a study permit through IRCC by a deadline stated by the College in the applicant's acceptance package, the College reserves the right to cancel the applicant's admission to their program after this stated deadline, and the college will retain the non-refundable tuition deposit.

- ix. Students who, after 15 calendar days from the start of each program term, have an outstanding balance for any tuition fees will be assessed a late payment fee of \$50.00. Additionally, online account services may be suspended, no documents may be obtained, and students will not be registered in any additional courses until their account is paid. Students with an account in arrears may be withdrawn from the following term.
- x. Students who have an outstanding balance for tuition and other fees after 55 calendar days from the start of a program term will have their accounts referred to an external collection agency and reported to a credit bureau for recovery.
- xi. Tuition fee payment extensions and exception requests do not constitute valid grounds for filing an appeal.

e. Authorized Withdrawals

Authorized Withdrawals (AW) are considered on the rare occasion when a student experiences long-term medical or emotional problems or other serious issues in their life that make it virtually impossible for them to complete their studies, and they have missed the normal deadline (the halfway point of the course) for withdrawal from their course(s). This means receiving a grade of AW for courses from which they withdraw, rather than receiving a non-passing grade. Following are the guidelines for authorized withdrawals:

- i. A student whose request for an AW is denied may submit an appeal as outlined in Policy A1 Academic and Disciplinary Appeals. AW should only be considered in extraordinary cases where a student is prevented from completing their courses, and where incompletes or other arrangements are not possible.
- ii. A student cannot apply for AW before the voluntary withdrawal (VW) deadline (the half-way point of courses). If a student is eligible to VW, they must do so rather than applying for AW.
- iii. No credit for any fees is granted to students who obtain an AW.
- iv. A student must be in good academic standing (i.e., have a Weighted Grade Point Average of 2.0 or greater) at the time the problem developed which leads them to apply for an AW.
- v. When an AW is approved, it must be for all courses in which a student is registered. In exceptional cases, this may be overridden, for example, when physical injury may require a student to withdraw from practical courses, but not from theory courses. This exception requires approval of the Vice President Academic.
- vi. Appropriate documentation must be provided to support a request for AW.
- vii. A student must not have attempted to complete all course requirements when applying for an AW.
- viii. A student applying for an AW must complete the attached form in full and provide all required documentation.

2. Continuing Studies Programs/Courses

The following academic and financial rules apply for students in continuing studies programs or courses:

a. Courses three days or longer in duration

From	To	ACADEMIC Grade on transcript	FINANCIAL Refund
Date of registration	Business day before the second class	WE (Withdrew early) Grade does not appear on the transcript	Full refund less a \$25 administration fee or full cost of course, whichever is less.
Second class	50% of course	VW (Voluntary Withdrawal)	No refund
51% of course	End of course	Non-passing grade	No refund

b. Courses two days or less in duration

From	To	ACADEMIC Grade on transcript	FINANCIAL Refund
Date of registration	Five business days before first class	WE (Withdrew early) Grade does not appear on the transcript	Full credit less a \$25 administration fee or full cost of course, whichever is less.
Four business days before first class	50% of course	VW (Voluntary Withdrawal)	No refund
51% of course	End of course	Non-passing grade	No refund

3. Distance Education Courses

The following academic and financial rules apply for students in distance education courses:

a. Distance education courses, regardless of duration:

From	To	ACADEMIC Grade on transcript	FINANCIAL Refund
Date of registration	Day before first class	WE (Withdrew early) Grade does not appear on the transcript	Full refund less a \$25 administration fee
Day 1 of course	Day 10	VW (Voluntary Withdrawal)	80% refund of tuition fee, course fees, Assessment fee and Students' Association fee
Day 11	50% of course	VW (Voluntary Withdrawal)	No refund
51% of course	100% of course	Non-passing grade	No refund

b. Academic policies related to registration, adding and dropping distance education courses:

- i. For courses starting on the first of the month: A student may register up to, and including, the 20th of the month prior. If the 20th of the month falls on a weekend or holiday, the last day to register is the next business day.
- ii. For courses not starting on the first of the month: A student may register up to and including 10 days prior to the course start date. If 10 days prior falls on a weekend or holiday, the last day to register is the next business day.
- iii. In exceptional circumstances, students may be allowed to register after the course start. A student who wishes to register after the course start date must complete the Registration Change form and receive approval from the dean or designate of the school offering the course, see assiniboine.net/forms.
- iii. A student who wishes to drop a course after registration has occurred must complete the Registration Change form and receive approval from the dean or designate of the school offering the course, see assiniboine.net/forms.

c. Financial policies related to registration, adding and dropping distance education courses:

- i. All applicable Tuition and Fees are due at time of registration.
- ii. A request to change from one section of a course to another is treated the same as dropping one course and adding another (i.e., the above-noted Tuition and Fees refunds apply. The attachment must be completed to request the course drop and course add.
- iii. A full refund of tuition, course fees, student services, assessment, and Students' Association fees is made if the college cancels the course/program.
- iv. When a student is forced to drop a course or courses as a result of college-initiated action, (academic suspension, failure of prerequisite course, failure of supplemental in prerequisite course), the student will receive a full refund for all applicable Tuition and Fees. Courses which the student is forced to drop as a result of college-initiated action are deleted from the student's record.
- v. If a student chooses to withdraw from a program, the above-noted Tuition and Fees refunds apply.

4. Cohort and English for Academic Purposes Programs/Courses (cost-recovery):

All Tuition and Fees for cohort programs/courses and English for Academic Purposes programs/courses are non-refundable unless otherwise stated in the letter of acceptance.

- i. International applicants whose study permit is denied by Immigration, Refugees and Citizenship Canada (IRCC) may be eligible for a refund of their tuition and fees less a \$150 administration fee.
 - a. The study permit denial letter must be received by Assiniboine College before the program start date as indicated in the letter of acceptance.
 - b. Notice to Assiniboine College of an official study permit refusal letter is required no later than six (6) weeks after the date of rejection in order to be eligible for a refund.

- ii. Study permit denials dated prior to the applicant applying to Assiniboine College are not accepted as a denial eligible for a refund of tuition and fees. The applicant must have applied for and received a study permit denial *after* being accepted to a program at the College in order for it to be the basis of a refund of tuition and fees less a \$150 administrative fee.
- iii. Should an applicant choose not to apply for a study permit through IRCC by a deadline stated by the College in the applicant's letter of acceptance, the College reserves the right to cancel the applicant's admission to their program after this stated deadline, and the college will retain the non-refundable tuition and fees.
- iv. In the case where a student has been accepted to a cohort or English for Academic Purposes program delivered entirely online (whereby the student does not need a study permit from IRCC to travel to Canada), and who has paid their required tuition and fees, the student is not eligible for a refund.

V. Procedure

In order to drop a course or courses, any registered student, must notify the Registrar's Office in person, by mail, email or telephone. (Appropriate identification will be required if by telephone.) The official date of dropping a course is the date on which such notification is received by the Registrar's Office, or the post-marked date if sent by mail. This form is available [insert here].

VI. Policy Authority

The Vice President, Enrolment is responsible for this policy.

Questions regarding interpretation of this policy should be directed to:

Registrar

Assiniboine College
1430 Victoria Avenue East
Brandon, Manitoba, Canada R7A 2A9
registrar@assiniboine.net

VII. Policy History

Policy Change Date	Details
July 1, 2023	Reviewed/Revised; policy authority updated

VIII. Related Policies

Prior Learning Assessment and Recognition (A06)
Credit for Previous Education (A07)
Credentials Awarded by Assiniboine College (A09)

Students with Registration Restrictions (A14)

Application and Admission to College Programs (A17)

Course Auditing (A21)

June 17/24

Date


President