

Title	Professional & Continuing Studies Refunds		
Classification	Administrative	Oversight & Responsibility	Office of the VP & CFO; Finance
Category	Financial Management	Effective Date	2021 Aug 01
Approval	Executive	Policy No	1084

This policy is applied in a manner consistent with applicable statutory and legal obligations, including university collective agreements and terms of employment.

NOTE: The most up-to-date versions of our policies are posted on the policy & procedure website. If you've printed this policy, check the website to be sure you have the current version.

Application Fees

The application fee is non-refundable except in the case of a course/program cancellation by Royal Roads University.

Tuition Deposit

A deposit is required upon acceptance to some programs/courses to secure a seat. The deposit is a prepayment towards tuition and fees and will be applied to the first invoice. The non-refundable portion of the deposit is \$550. Exceptions for a full refund of the deposit are outlined in this policy under headings: Denied Study Permit, Minimum English Language Requirements and Courses Cancelled by Royal Roads University.

Tuition

Tuition paid may be refunded if a student withdraws from a program or course prior to completion as outlined below.

A. Programs and Courses Delivered by Professional and Continuing Studies

A student may withdraw from a program or course by notifying Professional and Continuing Studies in writing.

The amount of tuition refunded for each course is as follows:

1. For synchronous courses (classroom or online)
A full refund at the student's request or a refundable credit will be granted up to seven (7) full calendar days prior to the course start date. No refunds or refundable credits will be provided beyond this point.
2. For asynchronous courses (online or blended online)
For courses that run longer than seven (7) full calendar days, a full refund at the student's request or a refundable credit will be granted up to the end of the third (3rd) calendar day of the course. No refunds or refundable credits will be provided beyond that point.

For courses that run seven (7) full calendar days or less, full refund at the student's request or a refundable credit will be granted up to the end of the first (1st) calendar day of the course. No refunds or refundable credits will be provided after the course start date.

3. Courses cancelled by Royal Roads University
A full refund at the student's request or a refundable credit will be granted.

B. Programs and Courses Delivered by the Global Learning and Language Centre

A student may withdraw from a program or course by notifying the Global Learning and Language Centre (GLLC) in writing. The amount of tuition refunded for each program or courses as follows:

On Campus - Short Term Language Programs

1. Course Withdrawals

Withdrawals more than 14 calendar days before the start of the course:

- A full refund at the student's request or a refundable credit less the non-refundable portion of any tuition deposit (\$550) and application fee.

Withdrawals less than 14 calendar days before the start of the course:

- No refund.

2. Denied Study Permits

If a study permit is denied a student may obtain a full refund at the student's request or refundable credit, if the following conditions apply:

- The student provides the Global Learning and Language Centre (GLLC) with a letter of rejection by Immigration, Refugees and Citizenship Canada (IRCC) prior to the start date of the program/first course verifying the denial of the study permit,
- The IRCC letter of rejection is dated no more than 12 months prior to the start date of the registered program,
- The study permit is not denied due to misrepresentation or by providing false or misleading information or documentation, and
- Royal Roads University reserves the right to contact IRCC to verify the status of a visa and/or study permit application and/or to verify the contents of the refusal letter.

3. Minimum English Language Requirements

Students must complete a placement test on the first day of the program.

If a student does not meet the GLLC's minimum English language requirements for admission to a specific program after completion of the placement test, the GLLC will transfer fees paid to another available GLLC program at the appropriate level.

- If the transferred program has a lower tuition rate, the student will be refunded the difference.
- If a student is transferred to a GLLC program with a higher tuition rate, the student will be responsible to pay the difference in tuition.
- If a student declines the transfer to a new GLLC program, fees paid become non-refundable.

If a student does not meet the GLLC's minimum English language requirement and another GLLC program is not available at the level required, the student will be referred to another school which offers programs at the appropriate level and a refund will be granted.

4. Courses cancelled by Royal Roads University

A full refund at the student's request or a refundable credit will be granted.

Online Short-Term Language Programs

1. Course Withdrawals

Withdrawals more than 14 calendar days before the start of the course:

- A full refund at the student's request or a refundable credit less the non-refundable portion of any tuition deposit (\$550) and application fee.

Withdrawals less than 14 calendar days before the start of the course:

- No refund.

2. Courses cancelled by Royal Roads University

A full refund at the student's request or a refundable credit will be granted.

International Pathway Programs:

Students admitted to a University Pathway Program delivered by the GLLC are subject to the following Royal Roads University Refund policies:

- Tuition Deposit Refund
- Tuition and Other Fee Refund

Non-Refundable Credits for Extenuating Circumstances

Students who are not able to participate in current course(s) due to extenuating circumstances beyond their control (e.g., medical conditions, family, employment related or personal reasons) and are who are not eligible for a refund or refundable credit may be eligible for separate consideration for a non-refundable credit which can only be used for another future course offering. Students requesting a non-refundable credit must submit an Application for a Non-Refundable Credit Due to Extenuating Circumstances to Student Accounts for review and processing. Students will receive notification of the decision by email from Student Accounts.

Processing of Refunds

Refundable credits can be held on account for a maximum of one year from the date of issuance; after one year if the refundable credit has not been used, it will be automatically refunded. To protect students, funders, and the university, and to comply with Canada's anti-money laundering and anti-terrorist financing regulations, refunds will only be paid to the original sender by the original payment method.

Definitions

The following definitions are applicable to this policy:

Asynchronous - Asynchronous means learning that does not take place live. Students will not be required to have set class meeting times and, instead, students will be provided with learning material and assignments to complete within set deadlines. Online learners can access coursework anytime they choose using our Learning Management System. Asynchronous learning uses discussion forums, multi-media and collaborative activities to foster student connection in delayed time.

Blended Online Courses - Blended Online courses integrate both synchronous and asynchronous learning methods. Students pursuing blended courses may be asked to attend pre-set synchronous sessions, such as a webinar, in addition to working on most course activities and assignments asynchronously.

Classroom Courses - Students will be expected to participate in scheduled facilitator-led session(s) based on a previously established schedule. Session(s) are in-person (face-to-face) and take place on site at Royal Roads University or another previously determined location.

Deposit - A financial payment during the admission and registration process to secure a seat in the course or program. Where applicable, deposits will be required to complete admission and trigger a letter of acceptance needed to secure a student visa.

Fees - Depending on the program or course, fees may include application, registration, student services, learning support fees or other ancillary fees related to the program or course delivery.

Language Programs - Open enrolment programs designed for students to gain international experience and cross-cultural skills while improving English written and spoken communications to help meet their personal, professional, or academic goals.

Non-Refundable Credit - A financial credit approved under the Application for Non-Refundable due to Extenuating Circumstance process for medical, compassionate, or administrative reasons. This financial credit can be used towards payment of future course(s) tuition.

Refund - Students can request a refund for any refundable credit on account. All refunds will be refunded to the original payor and form of payment.

Refundable Credit - A financial credit resulting from the withdrawal from a course/program for which a financial credit is issued, and the financial credit remains on account for use towards payment of future course(s) tuition. The refundable financial credit will remain on account for 12 months from date of issuance at which time if unused will be automatically refunded to the original form of payment.

Synchronous Online Courses - Synchronous means “at the same time.” In synchronous courses, students are expected to participate in scheduled facilitator-led sessions based on a previously established schedule. Similar to webinars, synchronous online courses invite learners to interact through web conferencing tools (such as Zoom). Synchronous courses will expect students to be online at pre-established dates and times and may require that they have (or purchase) headsets, webcams and/or microphones.

Tuition - The price of or payment for instruction of a program or course, regardless of credit value.

Related Documents and Information

Related RRU policies

- [Tuition Deposit Refund](#)
- [Tuition & Other Fee Refund](#)

Review and Revision History

Date	Action
2021-Aug-01	Approved by Executive; current published version
2021-Oct-21	Transfer to new template – no content change
Next Review	
2024-Aug-01	For review