
Title	Professional and Continuing Studies Refunds		
Classification	Administrative	Oversight Responsibility	Office of Vice-President, Finance and Operations
Category	Financial Management	Responsible Office	Professional and Continuing Studies
Approval	Executive	Effective Date	2024-Apr-15
		Document No.	1084

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

The most up-to-date versions of the University's policies are posted on the policy and procedure website. If you have printed this policy, please check the website to ensure you have the current version.

The first appearance of terms in Bold in this document (except titles) are defined terms – refer to the Definitions section.

1.0 Application Fees

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

2.0 Ancillary Fees

Any ancillary fees, including the Student Services Fee, are non-refundable unless the student drops from the course or program prior to the course start. Please consult ancillary fees for a list of ancillary fees and their current rates.

3.0 Tuition Deposit

A deposit may be required upon acceptance to some programs or courses to secure registration. The deposit is a prepayment towards tuition and fees and will be applied to the first Professional and Continuing Studies invoice for the respective program or course. The deposit amount, if applicable, is listed under Course Fees for each course and under the Dates and Fees tables for programs. A tuition deposit is non-refundable, to a maximum of \$5,000.00 per course or program offering. Exceptions for a full refund of the deposit are outlined in this policy under headings: Denied Study Permit, Minimum English Language Requirements, Language Requirement Met, Consecutive Programs and Courses Cancelled by Royal Roads University.

4.0 Tuition

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

4.1 Programs and Courses Delivered by the Workforce Development and Lifelong Learning department

A student may drop or withdraw from a program or course by notifying the Workforce Development and Lifelong Learning (WDLL) department in writing.

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

- a. For synchronous courses or programs (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 or program start date. No refunds or refundable credits will be provided beyond this point.
- b. For asynchronous courses (online or blended online)
 - i. 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.
 - ii. For courses that run seven (7) full calendar days or less, a 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.
- c. For asynchronous programs (online or blended online)
 - i. For programs 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 first course in the program. No refunds or refundable credits will be provided beyond that point.
 - ii. For programs 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 first course in the program. No refunds or refundable credits will be provided beyond that point.
- d. For 1:1 course
A full refund will be provided until the schedule has been confirmed by the student, instructor and the Workforce Development and Lifelong Learning program office. No refund will be provided once that schedule has started. Students have up to a maximum of seven (7) full calendar days from the date of registration to confirm their schedule with the instructor and the Workforce Development and Lifelong Learning program office
- e. Courses and programs cancelled by Royal Roads University
A full refund at the student's request or a refundable credit will be granted.

4.2 Programs and Courses Delivered by the Global Learning and Language Centre

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

- a. Dropping a Course or Program
 - i. Dropping 14 calendar days or more before the start of the program: A full refund at the student's request or a refundable credit less the non-refundable deposit and application fee.
 - ii. Dropping less than 14 calendar days before the start of the program: No refund.
- b. Withdrawing from a Course or Program
No refund once the course or program has started.

4.3 Exceptions

a. Denied Study Permits

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

- i. The student provides the Global Learning and Language Centre with a letter of rejection by Immigration, Refugees and Citizenship Canada prior to the start date of the program/first course verifying the denial of the study permit;
- ii. The Immigration, Refugees and Citizenship Canada letter of rejection is dated no more than 12 months prior to the start date of the registered program; and
- iii. The study permit is not denied due to misrepresentation or by providing false or misleading information or documentation.

Royal Roads University reserves the right to contact Immigration, Refugees and Citizenship Canada to verify the status of a visa and/or study permit application and/or to verify the contents of the refusal letter.

b. Minimum English Language Requirements

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

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

- i. If the transferred program has a lower tuition rate, the student will be refunded the difference.
- ii. If a student is transferred to a Global Learning and Language Centre program with a higher tuition rate, the student will be responsible for paying any additional tuition.
- iii. If a student declines the transfer to a new Global Learning and Language Centre program, fees paid become non-refundable.

If a student does not meet the Global Learning and Language Centre's minimum English language requirement and another Global Learning and Language Centre 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.

c. English Language Requirement Met

A student enrolled in an International Pathway Program may be able to transfer funds paid for programs in WDLL to a credit on account with RRU to be used towards payment of future tuition in their degree programs, if the following condition applies:

- i. The student provides the Global Learning and Language Centre with an official English language proficiency score report which meets the English language requirement for admission to their Royal Roads University credit program 14 calendar days or more before the start of the Global Learning and Language Centre program.

If the student provides the Global Learning and Language Centre with an official English language proficiency score report with meets the English language requirement to their Royal Roads University credit program LESS than 14 days prior to the start of the Global Learning and Language Centre program, there is no refund.

d. Consecutive Programs

A student enrolled in 2 or more consecutive programs may drop their second or subsequent program and obtain a full refund or refundable credit for their second or subsequent program(s) if the following condition is met:

- i. The student notifies the Global Learning and Language Centre in writing 14 calendar days or more prior to the start of the second or subsequent program.

e. Courses and programs cancelled by Royal Roads University

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

5.0 Processing of Refunds

- 5.1 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.
- 5.2 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.
- 5.3 Eligible refunds under this policy will be automatically processed by RRU Student Accounts within 4 weeks.
- 5.4 Any appeals to this policy should be submitted via email to Student Accounts for review and decision.

6.0 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.

Drop – Student initiated removal of course(s) or program(s). Course or program drops are subject to the timelines in the applicable refund policy.

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.

International Pathway Programs – Programs for students who have been conditionally admitted to a degree program at Royal Roads University and are using these programs to demonstrate proficiency in English.

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.

Withdraw - Student initiated removal of course(s) or program(s) after the drop deadlines (reference Drop definition).

7.0 Related Documents and Information

Royal Roads University Documents and Information

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

Review, Revision and Approval History

<u>Date</u>	<u>Activity</u>
2021-Aug-01	Approved by Executive; current published version
2021-Oct-21	Transfer to new template – no content change
2023-Apr-20	Revisions made by Professional and Continuing Studies to reflect changes to process.
2024-Apr-15	Revision to non-refundable tuition deposit amount; approved by Executive
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2024-Apr-15	Next Review