

## **TUITION REFUND POLICY**

### **WORKING HOLIDAY JUMPSTART 403 PROGRAM**

Classification: Finance

Responsible: Vice-President, Operations and Academics

Approval Authority: Robertson College Leadership Team

Applicable Jurisdiction: Calgary

Date First Approved: June 2, 2025

Date Last Reviewed: N/A

Scheduled Review Date: June, 2027 or as needed.

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#### **A. PURPOSE**

The purpose of the Tuition Refund Policy is to establish and communicate the framework for the refund of fees for international students enrolled in the Working Holiday Jumpstart 403 program at the college.

#### **B. SCOPE**

This policy applies to tuition and fee refunds for all students enrolled in the Working Holiday Jumpstart 403 program at the college.

#### **C. DEFINITIONS**

<b>Term</b>	<b>Definition</b>
Working Holiday Jump Start Student	A student attending Robertson College on a valid working holiday visa, who is not a Canadian citizen, nor a person with permanent resident status.
Fees	Funds owed to Robertson College before registration, including the registration fee, tuition deposit, tuition payment, and settlement service fee.

Non-Refundable Fees	Fees are established as being excluded from refunds.
Refundable Fees	Fees established as being eligible for refunds within the refund eligibility period.
Deferral	A program deferral is the act of postponing the start date of an accepted enrollment in an academic program or course of study to a later intake period. It allows an individual who has been offered admission to delay their commencement without having to reapply.
Refund Eligibility Period	It represents the defined period during which a refund request must be submitted following a program cancellation or withdrawal to be considered for a full or partial refund. Beyond this period, the right to a refund is forfeited. The refund eligibility period for the Working Holiday Jumpstart.

## D. POLICY

### 1. General Guidelines

- Non-refundable fees and refundable fees are explicitly identified at the time of application and/or within relevant partnership agreements:
  - Non-refundable fees are those established as being excluded from refunds.
  - Refundable fees are those eligible for refunds within the refund eligibility period.
- Refundable fees are refundable up to one week (7 seven calendar days) prior to the program start date.
- Refund processing may take 4-6 weeks from the date the refund is approved by the college.

### 2. Program Withdrawal

The College reserves the right to terminate the student's enrolment if one of the following occurs:

- The student submits a written notice of withdrawal.
- The student is expelled from the program due to a violation of college policy.

In both cases above, no refund is provided by the college as the refund eligibility period will have passed.

### **3. Exceptional Circumstances**

The college may consider partial or full refunds outside of this policy in documented exceptional circumstances, such as:

- Serious illness or injury preventing program completion (requires medical documentation).
- Death of the student or immediate family member (requires supporting documentation).

Requests for refunds due to exceptional circumstances will be reviewed on a case-by-case basis by the Leadership team, and their decision will be final. Supporting documentation must be submitted with the refund request.

### **4. Program Intake Deferral**

Students are eligible to defer to a future program intake date at no cost. All deferral requests are subject to review and approval by the college.

### **5. How to Request a Refund**

To request a refund, students must complete and submit the Working Holiday Voluntary Withdrawal Form. The date of the email or form submission will be considered the official withdrawal date

## **E. SUPPORTING DOCUMENTATION**

[Voluntary Withdrawal Form](#)

## **F. RELATED POLICIES**

Payment Policy  
Admissions Policy

## **G. POLICY AUTHORITY**

The Vice-President, Operations and Academics is responsible for this policy. Questions regarding the interpretation of this policy should be directed to [robertsonpolicies@robertsoncollege.ca](mailto:robertsonpolicies@robertsoncollege.ca).

## H. POLICY HISTORY

Change Made	Version Number	Signing Authority	Date of Signature
Policy first approved.	1.0	 Terena Caryk VP, Operations and Academics   Julian Hallett, VP, Workforce   Scott Murray, VP, Growth	