

MANITOBA WITHDRAWAL AND TUITION REIMBURSEMENT POLICY

1. POLICY STATEMENT

Sundance College is committed to administering student withdrawals, terminations, and tuition refunds in a transparent and equitable manner. Tuition reimbursement is determined based on legislated requirements, federal and provincial student aid, contractual obligations, and the percentage of program completion at the time of withdrawal or termination.

This policy applies to self-funded students and students receiving third-party funding, including government or private loans.

2. PURPOSE

The purpose of this policy is to establish clear and consistent requirements governing student withdrawal, termination, and tuition reimbursement. This policy ensures compliance with Manitoba Private Vocational Institutions Regulation; National and Provincial Student Aid and outlines student and institutional responsibilities related to enrollment discontinuation and refunds.

3. SCOPE

This policy applies to all students enrolled in the PN Program and governs:

- Student-initiated withdrawals
- College-initiated terminations
- Tuition refunds, including self-paid and funded tuition
- Non-refundable fees and incidental costs

4. DEFINITIONS

Withdrawal: The voluntary decision of a student to discontinue enrollment before program completion.

Termination: The involuntary removal of a student from the program by the College.

Notice of Withdrawal: A dated written communication (email, mailed letter, or hand-delivered document) from the student indicating intent to withdraw.

Date of Determination: The date the College formally determines a student's withdrawal or termination status.

Program Start Date: The scheduled date on which the student's classes officially begin.

Cooling-Off Period: A seven (7) day period following the signing of the enrollment contract during which the student may cancel without penalty.

Last Date of Attendance (LDA): The last date the student participated in a scheduled learning activity as determined by the College.

Effective Date: The date used to determine program completion for refund purposes. The Effective Date is the earlier of: (a) the student's LDA, or (b) the date the College receives the Notice of Withdrawal (student-initiated withdrawals only).

Tuition Refund: The portion of tuition returned to the payer based on the percentage of the program completed.

5. OBJECTIVES

This policy is guided by the following objectives:

- **Fairness:** Ensure students are treated consistently and equitably.
- **Transparency:** Clearly communicate withdrawal and refund requirements.
- **Compliance:** Adhere to Manitoba Private Vocational Institutions Regulation and Student Aid regulations.
- **Accountability:** Define responsibilities for students and the College.
- **Timeliness:** Ensure refunds are processed within established timelines.

6. ROLES AND RESPONSIBILITIES

Students:

- Understand financial obligations and refund eligibility.
- Submit written notice of withdrawal if they choose to withdraw.

Student Services:

- Receive and date-stamp Notices of Withdrawal requests.
- Offer a Withdrawal Advising Appointment and provide information on supports and options.
- Ensure required withdrawal/termination documentation is completed and filed.

Education Manager:

- Confirm withdrawal or termination status.
- Record effective dates and documentation.

Finance Department:

- Calculate tuition refunds.
- Process payments within required timelines.

Compliance and Administration:

- Monitor regulatory alignment.
- Maintain documentation for audit purposes.

7. WITHDRAWAL AND TERMINATION

7.1 Student- Initiated Withdrawal (Voluntary)

Students wishing to withdraw must submit a written notice to Student Services. Non-attendance does not constitute withdrawal, and financial obligations remain in effect until official notice is received.

Prior to finalizing a withdrawal, Student Services will offer the student a Withdrawal Advising Appointment to review available supports, academic options, and potential impacts to funding and progression. Declining the advising appointment does not prevent a student from withdrawing.

The effective withdrawal date is the earlier of:

- The date the College receives written notice, or
- The student's Last Date of Attendance (LDA)

7.2 College - Initiated Termination (Involuntary)

The College may terminate a student's enrollment for reasons including, but not limited to:

- Failure to meet attendance requirements.
- Unsatisfactory academic performance.
- Failure to meet financial obligations.
- Behavior that compromises safety or professional standards.

College will provide the student with written notice that termination is being considered and an opportunity to respond within seven (7) days prior to a final decision. Students absent for 14 consecutive days may be withdrawn administratively.

The effective termination date is the Date of Decision determined by the College.

7.3 Exit Documentation and Program Quality Improvement

For all withdrawals and terminations, the College will document the outcome, Effective Date rationale, and the stated reason category (where available) in the student record.

8. TUITION REFUND ELIGIBILITY AND CALCULATION

8.1 Before Program Start Date and within 7 days of Start Date

A full refund of tuition is issued if:

- The student cancels the contract within the seven-day cooling-off period.
- The College terminates the contract before the program start date.
- The program does not commence as scheduled and the student withdraws.

If a student provides written notice of withdrawal after the 7-day time period after signing the Student Contract but prior to the start of the Program of Instruction, school will refund all money received from the Student for the Program of Instruction, excluding any non-refundable fees.

8.2 After Program Start Date

Tuition refunds are calculated based on the percentage of the program completed at the time of withdrawal or termination, in accordance with Manitoba Private Vocational Institutions Regulation:

Program Completion	Tuition Retained by College
Up to 20%	25%
21% to 50%	50%
More than 50%	100% (no refund)

Please note if the percentage of the program falls above 20%, but does not reach 21%, the percentage falls within the lower percentage. For example, if a student completes 20.85% of the program, they are entitled to 75% of paid tuition fees refunded. Similarly, if the percentage of the program falls above 50%, but does not reach 51%, the percentage falls within the lower percentage.

The percentage of completion is calculated using scheduled instructional time elapsed relative to the total program duration. Scheduled instructional time includes theory, and laboratory, hours as published by the College. Scheduled breaks and statutory holidays are excluded unless otherwise stated in the program schedule. Completion is calculated to the nearest whole percent.

8.3 Administrative Error or Overpayment

Refunds may be issued when:

- An overpayment has occurred
- A clerical or administrative error resulted in excess charges

9. REFUND PROCESSING AND PAYMENT

9.1 Refund Recipient

Refunds are issued to the original payer, which may include:

- The student (self-paid tuition)
- A financial institution or lender
- A government or funding agency

Refund distribution follows applicable funding agreements and regulatory requirements.

9.2 Refund Timeline

All eligible refunds are processed **within thirty (30) calendar days** of:

- The Effective Date of withdrawal or
- The Date of Determination for termination

Documentation of refund calculations and payments is maintained in the student's financial record.

10. POLICY COMPLIANCE AND INTERPRETATION

Students and staff involved must comply with this policy. Questions regarding interpretation or application should be directed to the Education Leadership.