

Tuition Refunds Policy

Classification:	Training Centre Policy
Responsible Authority:	Andrew Lowry Title: Training Coordinator
Executive Sponsor:	Andrew Lowry
Approval Authority:	Local 1946 Executive Committee
Date First Approved:	2025-03-05
Date Last Reviewed:	2025-03-05
Date to Complete Mandatory Review:	

PURPOSE

UBC Training Centres are committed to providing high-quality education and ensuring student satisfaction. In line with this commitment, we have established a tuition refund policy to address situations where students may be eligible for a refund of tuition fees.

SCOPE

This policy applies to students who have paid tuition to participate in educational programming at a UBC Training Centre.

POLICY

Eligibility:

1. Students may be eligible for a tuition refund under the following circumstances:
 - a. Withdrawal from a course before the official start date.
 - b. Withdrawal from a course within the designated add/drop period.
 - c. Exceptional circumstances, such as medical emergencies or other valid reasons, will be considered case-by-case.

PROCEDURE

Action	Responsibility
1. Notification Students must notify the Training Centre administration in writing of their intention to withdraw from a course and request a tuition refund.	Student
2. Calculation If a student withdraws before the official start date of the course, 100% of the tuition fees will be refunded. If a student withdraws within the designated add/drop period, a percentage of the tuition fees will be refunded based on the withdrawal date.	Training Centre Staff

- | | |
|---|--|
| <p>3. Exceptional Circumstances
Refunds for exceptional circumstances will be determined based on the specific situation and supporting documentation provided.</p> | <p>Training Coordinator/Area Training Manager</p> |
| <p>4. Refund Disbursement
Approved tuition refunds will be disbursed to the student within 30 days of the refund request, using the original payment method, unless otherwise agreed upon.</p> | <p>Training Centre Staff</p> |
| <p>5. Appeal
Students have the right to appeal a refund decision within 30 days of the initial decision. Appeals will be reviewed by the Area Training Manager, and a final decision will be communicated to the student.</p> | <p>Area Training Manager</p> |

RELATED POLICIES