

Section:	Finance (FN)
Subject:	Refunds
Legislation:	<i>Post-Secondary Learning Act (SA 2003 cP-19.5); Proceeds of Crime (Money Laundering) and Terrorist Financing Act (S.C. 2000, c.17). Unclaimed Personal Property and Vested Property Act (S.A. 2007 cU-1.5).</i>
Effective:	June 24, 2020
Revision:	September 4, 2020; June 16, 2021; September 27, 2021

APPROVED: _____
President and CEO

POLICY

The policy of the Board of Governors is to ensure that SAIT accurately and efficiently reviews and repays refunds.

PROCEDURE

DEFINITIONS

Academic Calendar

SAIT’s official document that describes its approved academic, apprenticeship, and pre-employment programs. It includes information about admission, selection, tuition fees, important dates and deadlines, student services, international students, financial assistance and academic and institutional regulations. The online calendar is SAIT’s official Academic Calendar.

Ancillary fees

Fees that students may be charged that are not tuition. These include but are not limited to tuition deposit fees, technology fees, program fees, application fees, student association fees, campus recreation fees, Universal Transit fees, etc.

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GOVERNING PRINCIPLES

1. This procedure provides a framework of accountability for the effective oversight of SAIT resources in the payment of any refund, regardless of how the payment was originally made or how the refund is to be reimbursed.
2. A refund or a portion of a refund shall not be claimed or approved more than once or by multiple processes.
3. The Office of the Registrar and the Finance department share the responsibility for the student refunds that are set out in Schedule A, an Associated Document to this procedure. The Office of the Registrar is responsible for making decisions on student refunds. Finance is responsible for implementing those decisions.
4. Refunds requested that do not comply with this procedure and/or related procedures are generally not eligible for reimbursement. Exceptions must be approved by the applicable Vice President or designate.
5. A credit balance or reimbursement that does not comply with federal money laundering legislation will not be refunded until the transaction is compliant with that legislation.
6. To be considered eligible for reimbursement, a refund must be authorized in accordance with FN.12.1.1 Signing Authority-Revenue Generating, Expenditure and Other Contracts/Agreements.

PROCEDURE

A. Tuition and Fee Refunds

1. A student who has been suspended or expelled from SAIT for any reason is not eligible for a refund of tuition and/or ancillary fees.
2. Tuition and ancillary fee refunds will be made in accordance with the Academic Calendar or as set out at <https://www.sait.ca/admissions/tuition-and-financial-aid/tuition-and-fees>.
3. All requests for refunds require sufficient and appropriate supporting documentation, as determined by SAIT, for approval and audit purposes.

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4. Tuition and ancillary fees are generally non-refundable after the Academic Calendar payment deadline has passed, subject to paragraph 5 below. Students who have not paid these fees in full must pay the outstanding balance on their student account for the term or be subject to the collections process.
5. A tuition refund may be considered outside the normal timeframes in exceptional circumstances. These include but are not limited to medical reasons, bereavement or significant extenuating personal circumstances. If a refund is granted, it may be a prorated calculation that is based on the student's length of attendance. Students must submit their request for a tuition refund with supporting documentation and/or other evidence as determined by SAIT through the Freshdesk ticketing system.
6. Tuition adjustments are only refundable if students have followed and met formal cancellation procedures and deadlines.
7. Students who submit formal notification of their withdrawal from a full-time program, within the deadline as set out in the Academic Calendar or before the start of the term, are entitled to a refund of tuition and ancillary fees as follows:
 - a) Domestic students will receive a full refund of tuition and ancillary fees, with the exception of the non-refundable tuition deposit.
 - b) International students:
 - i) International students who withdraw before the start of classes because their study permits have been denied and who have presented supporting documentation from Canadian immigration authorities will receive a full refund of tuition and ancillary fees less an administration fee.
 - ii) International students who withdraw before the start of classes for other reasons will receive a full refund of tuition and ancillary fees, but not the non-refundable tuition deposit.
8. a) Continuing Education and Professional Studies students are responsible for managing their courses. This includes registering in their courses, making payments for their courses, and withdrawing from their courses by the drop deadline provided in the course information.

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- b) Continuing Education and Professional Studies students who wish to drop from their courses within the deadline will receive a refund of tuition (less an administration fee).
- c) SAIT will not give refunds to students who withdraw after the drop deadline.
- d) Students requiring additional information must contact the Continuing Education and Professional Studies Centre.
- e) To initiate a refund, students are directed to their Continuing Education and Professional Studies portal.

B. Initiation of a Refund

1. A refund may be initiated either by a student's request or issued automatically by SAIT.
2. A student who has a credit balance may request a refund by submitting a refund request ticket in Freshdesk.
3. Credit balances will be assessed at the end of each term, upon receipt of a refund request, or automatically at the end of the academic year. However, credit balances for students who are registered in a future term will be carried forward and applied as appropriate to that future term.
4. Student accounts with sponsorship or scholarship payments on account will be reviewed and may be adjusted accordingly as per the agreements in place.
5. Refunds requested to be sent to another post-secondary institution will be refunded to the student or agency. SAIT will not transfer refunds to another institution.

C. Overpayments

1. Overpayments made by government third parties, such as overpayments associated with government loans, sponsorship payments, bursaries and scholarships, or duplicate payments made in error, may be exempted from automatic refunding. Refunds will be reviewed after the final fee deadline each term and issued when deemed appropriate.

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2. Students are expected to pay as they are billed. Intentional overpayments received in excess of the billed amount will be applied to the next academic term, where applicable.

D. Processing Refunds and Methods of Payment

1. Approved refund requests will typically be processed within four to six weeks upon request or from the end of the academic term, where applicable. Approved international refunds may take longer.
2. SAIT will return credit balances on account only to the student according to procedure FN.16.1.1 Payment Handling.
3. Refunds for credit programs will be issued by email money transfer (e-Transfer) or electronic fund transfer options directly to the student regardless of the original method of payment. All refunds will be issued in Canadian dollars.

E. Unclaimed Refunds

1. Unclaimed refunds will be managed in accordance with provincial unclaimed property legislation.

ASSOCIATED DOCUMENTS

Schedule A Student Refunds

POLICY/PROCEDURE REFERENCE

FN.18.1 Student Tuition and Fee Refunds policy

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