

Withdrawal and Refund Procedure

Approved By: Vice President, Student Services, Human Resources and International

Approval Date: May 6, 2026

Replaces: Version 2019

Corresponding Policy: [Student Fees and Refunds Policy](#)

Purpose

To outline the procedures and conditions under which students who voluntarily withdraw from Cambrian College (“the College”) may be eligible for tuition and fee refunds.

Scope

This procedure applies to all Cambrian College students, including domestic, international, sponsored, and OSAP-funded students, who voluntarily withdraw from a program or course. It also applies to applicants who withdraw prior to the start of a program.

Definitions

Applicant: an individual who formally applies for a program offered by the College.

Full-time student: an individual who is enrolled in a college program of instruction for at least 70 percent of the student contact hours or 66 2/3 percent of the courses required for the program of instruction in a given semester or reporting period, as defined by MCURES.

Non-refundable deposit: refers to the portion of tuition fees that will not be returned to the student.

OSAP: a government program that offers financial assistance for post-secondary education in Ontario.

Part-time student: an individual who is enrolled in one or more courses but in less than 70 percent of the student contact hours or 66 2/3 percent of the courses required for a full-time program of instruction in each semester or reporting period, as defined by MCURES.

Operating Procedure

Students who withdraw from Cambrian College by the refund deadline will receive a refund for tuition and compulsory ancillary fees paid for the current academic year, less the non-refundable deposit.

Refunds will be issued as follows:

- **OSAP Students:** Refunds will be directed to the National Student Loans Service Centre, the student, or both, as determined by Financial Aid in accordance with OSAP's tuition refund policies.
- **Sponsored Students:** Refunds will be issued to the sponsoring agency.
- **Wire/Flywire Payments:** Refunds will be returned via the original wire account.
- **All Other Refunds:** Refunds will be issued by College cheque or e-transfer.

Full-time students dropping courses by the refund deadline should note that a change in status to part-time may result in a fee recalculation. If a refund is due, it will be processed accordingly. Any outstanding balances will be deducted prior to the issuance of a refund.

1. Applicant Withdrawals

1.1. Before the Deposit Due Date (Domestic)

If a withdrawal is received before the deposit due date:

- Offer of admission will be cancelled.
- The refund is applied to the individual's account.
- Individuals seeking the refund paid out must apply for a refund using the designated form.
- The expectation is that students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition.

1.2. Before the Deposit Due Date (International)

If a withdrawal is received before the deposit due date:

- Offer of admission will be cancelled.

- The refund is applied to the individual's account less non-refundable tuition
- Individuals seeking the refund paid out must apply for a refund using the designated form.
- The expectation is that students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition

1.3. After the Deposit Due Date but before the Program Start Date (Domestic and International)

- If a withdrawal is received by the after the deposit due date but before the program start date: Offer of admission will be cancelled.
- If student has registered, they will be withdrawn.
- Fees paid less the non-refundable deposit will be refunded. The expectation is that the students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition.

2. Student Withdrawals - After the Program Start Date (Domestic and International)

2.1. Before the Refund Deadline

If withdrawal is received after the program start date but before the program withdrawal refund deadline:

- Student will be withdrawn.
- Fees paid (including any fees paid towards future terms) less the non-refundable deposit will be refunded. The expectation is that the students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition.

2.2. After the Refund Deadline but Before the Academic Penalty Deadline (Domestic and International)

If withdrawal is received after the program withdrawal refund deadline but before the academic penalty deadline:

- Student will be withdrawn from current and future levels.
- No refund will be given, and term fees will still apply.

- Any fees paid for future terms will be refunded. The expectation is that the students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition.

2.3. **After the Academic Penalty Deadline (Domestic and International)**

If withdrawal is received after the academic penalty deadline:

- Student will be withdrawn.
- No refund will be given, and term fees will still apply.
- An academic penalty of F grades will apply
- Any fees paid for future terms will be refunded. The expectation is that the students will apply for a refund no later than 30 days after they have withdrawn unless they are unable to do so due to a documented medical condition.

3. **Documentation Requirements**

- 3.1. The College reserves the right to request additional or circumstance-specific documentation from any student or applicant, to determine eligibility for a refund in accordance with MCURES policy requirements and the College's policies.

4. **Review Process**

4.1. **Exceptions:**

In extenuating circumstances (e.g. unexpected medical problem, death in a student's immediate family, extreme personal crisis), a student may wish to withdraw from the College and request a refund. These requests must be submitted in writing along with supporting documentation as noted below to the Enrolment Centre.

The student's submission must detail facts (i.e. dates, circumstances, and how these circumstances affected the student's ability to continue in their program). Evidence verifying these circumstances must be provided. Incomplete submissions will not be reviewed. Considerations will only be made under the following:

- a. **Medical:** medical reasons, such as illness and/or psychological problems documented by a medical professional and demonstrate that the illness impacted a student's ability to participate in courses. Students with recurring medical conditions should work with a medical professional, the Glenn Crombie

Centre, or their healthcare provider to determine if academic accommodations are required. To request a withdrawal and refund for medical reasons, students must complete the 'Request for Review of Tuition Fees' form and have a qualified medical practitioner complete the "Student Health Certificate" form.

- b. Extenuating Circumstances: for example, the death of an immediate family member, or other circumstance that limit a student's ability to participate in a program and/or meet academic obligations. To request a withdrawal and refund due to extenuating circumstances, students must complete the 'Request for Review of Tuition Fees' form and provide evidence to support their request.
- c. Administrative Error: Delays or experiences caused by the College due to issues beyond a student's control and that have negatively affected a student's ability to participate in a program and/or meet academic obligations. To request a withdrawal and refund due to extenuating circumstances, students must complete the 'Request for Review of Tuition Fees' form and provide evidence to support their request.

4.2. Students who withdraw and request a refund after Day 10 must:

- a. Complete the formal withdrawal process.
- b. Submit the Tuition Fee Review Form with all required documentation (which may include the Student Health Certificate, Verification of Confidential Extenuating Circumstance form, death certificate/obituary or other documentation).

4.3. An initial review of the request will be conducted by the Enrolment Centre. If additional expertise is needed (e.g. withdrawals for medical reasons), additional investigation may be undertaken or an ad-hoc review committee (e.g., Glenn Crombie Centre staff, faculty members, etc.) may be formed to make a recommendation to the Manager, Student Records, who will issue the final decision.

4.4. The Manager, Student Record's decision is final and will be communicated to the student. This decision is not subject to appeal.

4.5. Approved refunds may be prorated based on the length of time the student was registered in the program.

In most cases, refunds due to extenuating circumstances will be pro-rated as follows:

Time Frame	Tuition Charge
Day 11 to Friday of Week 4	10%
Monday of Week 5 to Friday of Week 6	25%
Monday of Week 7 to Friday of Week 8	50%
Monday of Week 9 to Friday of Week 12	75%
After Week 12	100%

Note: Ancillary fees are non-refundable.

4.6. Students who withdraw after Day 10 and whose request for a refund due to extenuating circumstances is not approved will be responsible for any fees owing on their financial account.

Supporting Documents

- [Program Withdrawal Form](#)
- [Request for Review of Tuition Fees Form](#)
- [Student Health Certificate](#)

Related Policies

- [Student Fees and Refunds Policy](#)