

**STUDENT TUITION AND FEE REFUNDS/CREDITS**

Section: Finance (FN)

Subject: Refunds

Legislation: *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).

June 24, 2020

Revision: September 4, 2020; June 16, 2021; September 27, 2021; May 6, 2022; March 12, 2025

**APPROVED:** \_\_\_\_\_**President and CEO****POLICY**

The policy of the Board of Governors is to ensure that SAIT accurately and efficiently reviews tuition and fee credits and refunds credit balances.

**PROCEDURE****DEFINITIONS****Academic Calendar**

SAIT's official document that describes its approved academic, apprenticeship, and pre-employment programs. It includes information about admission, 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 technology fees, program fees, application fees, student association fees, campus recreation fees, universal transit pass fees, etc.

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<b>Concurrent course</b>	A course that is taken concurrently with another course in the same term.
<b>Credit</b>	A reduction in the tuition and fees that have been assessed on a student account.
<b>Credit balance</b>	A negative student account balance that exists when a student account has more funds applied than the amount of fees owing.
<b>Refund</b>	Reimbursement of a credit balance.
<b>Sequential course</b>	A course that is taken after another course.

## GOVERNING PRINCIPLES

1. This procedure provides a framework of accountability for the effective oversight of SAIT resources for tuition and fee credits/refunds, regardless of how the payment was originally made or how the credit balance is to be reimbursed.
2. SAIT's practice is to apply a credit balance to a future academic term. This procedure applies when a student requests a refund of a credit balance on their account.
3. A refund or a portion of a refund of a credit balance shall not be claimed or approved more than once or by multiple processes.
4. The Office of the Registrar, the Continuing Education and Professional Studies (CEPS) department and the Finance department share the responsibility for the student refunds set out in Schedule A and Schedule B, Associated Documents to this procedure. The Office of the Registrar is responsible for making decisions on student refunds for credit and apprentice students. CEPS is responsible for making decisions on refunds for CEPS students. Finance is responsible for implementing those decisions.
5. 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.

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6. 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.
7. To be considered eligible for reimbursement, a refund must be authorized in accordance with procedure [FN.12.1.1 Signing Authority–Revenue Generating, Expenditure and Other Contracts/Agreements](#).

## PROCEDURE

### A. Tuition and Fee Credits

1. A student who has been suspended or expelled from SAIT for any reason is not eligible for a credit of tuition and/or ancillary fees unless the credit is not related to the suspension/expulsion.
2. Tuition and ancillary fee credits will be made in accordance with the Academic Calendar or as set out in Schedule B, an Associated Document to this procedure, for sequential and concurrent courses.
3. All tuition and fee credit requests require sufficient and appropriate supporting documentation, as determined by SAIT, for approval and audit purposes.
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. Students who do not pay their tuition and fees by the deadline will be dismissed from SAIT and may be subject to external debt collection processes. For more information, see procedure [FN.13.1.3 Doubtful Accounts Receivable – Student](#).
5. A tuition credit may be considered outside the normal timeframes in exceptional circumstances. These circumstances include but are not limited to medical reasons, bereavement or significant extenuating personal circumstances. If a tuition credit 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 credit with supporting documentation and/or other evidence as determined by SAIT by using the Program Withdrawal Form.
6. Tuition adjustments are only processed if students have followed and met formal cancellation procedures and deadlines.

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7. Students who submit formal notification of their withdrawal from a full-time program within the deadline set out in the Academic Calendar or before the start of the term are entitled to a credit of tuition and ancillary fees as follows:
  - a) Domestic students will receive a full credit 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 credit of tuition and ancillary fees less an administration fee.
    - ii) International students who withdraw before the start of classes for reasons not related to the denial of a study permit will receive a full credit of tuition and ancillary fees, but not of the non-refundable tuition deposit.
    - iii) Students should contact the International Centre for full details on their tuition and fee credit eligibility and requirements.
8. Continuing Education and Professional Studies students who wish to drop their courses within the deadline will receive a full tuition credit (less an administration fee). A student may view their course specific deadlines in the Enrolment History tab in their Continuing Education Student Account. Students requiring additional information must contact the Continuing Education and Professional Studies Centre.

## **B. Initiation of a Refund**

1. A refund of a credit balance may be initiated by a student's request or issued automatically by SAIT.
2. Students, with the exception of CEPS students, who have a credit balance may request a refund by submitting a refund request ticket in Freshdesk. CEPS students must initiate a refund request through their Continuing Education and Professional Studies portal.
3. Credit balances will be assessed upon receipt of a refund request. Confirmed credit balances will be refunded provided that the credit balance has not been applied to a future term in which the student has been registered.

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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, will be refunded in accordance with the third party's requirements. Refunds will be reviewed after the final fee deadline each term and issued when deemed appropriate.
2. Students are expected to pay as they are billed. Funds transferred to SAIT should be for tuition, fees, and other charges on the student account and should not exceed the annual amount. Funds should not be sent for living expenses. Overpayments received in excess of the billed amount will be applied to the next academic term unless the student submits a refund request.

### **D. Processing Refunds and Methods of Payment**

1. Approved refund requests will typically be processed within two to four weeks. Approved international refunds may take longer. Once the refund request has been processed, the student's account balance will be adjusted and the credit balance will no longer appear.
2. SAIT will return credit balances on account only to the student according to procedure [FN.16.1.1 Payment Handling](#), unless third party payment provisions apply.
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.

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## ASSOCIATED DOCUMENTS

Schedule A [Student Tuition and Fee Refunds](#)

Schedule B [Student Tuition and Fee Credit Process for Sequential and Concurrent Courses](#)

## POLICY/PROCEDURE REFERENCE

FN.18.1 [Student Tuition and Fee Refunds policy](#)

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