

**Approval Authority:** Board of Governors

**Last Approved:** November 26, 2024

**Administrative Responsibility:** Office of the Registrar

**Next Review:** October 2027

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## **PURPOSE**

This policy sets clear, consistent procedures, guidelines, and deadlines for learners who want to withdraw from their program, courses, or institution. It also explains refund principles, eligibility deadlines, and the required documentation for processing refund requests.

## **SCOPE**

This policy applies to learners enrolled at NVIT in courses or programs. Community Education and Continuing Studies courses and programs do not apply to this policy.

## **POLICY & PROCEDURES**

### **PAYMENT OF TUITION AND FEES:**

Tuition and Fees are due by the following dates each year:

- **Fall term:** September 30
- **Spring term:** January 31
- **Summer term:** May 31

Payments must be made by 4:00 pm on the due dates (or on the preceding workday if the due date falls on a holiday or weekend). Online bill payments through Canadian banks will be accepted until midnight on due dates.

Written confirmation of sponsorship from an NVIT-approved community, agency, and/or organization for tuition and fees must be provided by the tuition and fee deadline. In the absence of sponsorship, NVIT tuition and fees can also be paid by the published tuition and fee deadline by Passport to Education, cash, Interac, direct payment, credit card, money order, and cheque. Cheques are acceptable only upon prior approval from the Chief Financial Officer. Payment plans must be arranged with the Registrar's Office before the tuition and fee deadline.

Tuition and Fees for all course registration through Directed Studies and/or Prior Learning Assessment Recognition are due at the time of registration.

If a learner's tuition or fees are overdue, a hold will be placed on their account, preventing access to grades, transcripts, and course registration. Any learners with unpaid accounts who have left the

institution and would like to return must acknowledge in writing to the Registrar's Office that they have read and understood the fee policy and payment deadlines.

### **REFUND POLICY**

#### **Tuition Refunds:**

- 1. Withdrawal before the first day of classes:**
  - 100% of tuition will be refunded.
- 2. Withdrawal within 14 days following the first instructional day of the term:**
  - 100% of tuition will be refunded.
- 3. Withdrawal between 15 and 28 days following the first instructional day of the term:**
  - 50% of tuition will be refunded.
- 4. Withdrawal after 28 days following the first instructional day of the term:**
  - No refund will be issued.

#### **Lab Fee Refunds:**

- 1. Withdrawal before the first day of classes:**
  - 100% of lab fees will be refunded.
- 2. Withdrawal during the first week of classes:**
  - 75% of lab fees will be refunded.
- 3. Withdrawal during the second week of classes:**
  - 50% of lab fees will be refunded.
- 4. Withdrawal after the second week of classes:**
  - No refund will be issued.

### **Directed Studies and/or Prior Learning Assessment Recognition Refund Policy**

Once coursework or assessment has commenced, no refunds will be provided.

### **NVIT Student Society Fees, UPASS BC Fees, and Student Health and Dental Insurance Refund Policy**

- 1. Student Society Fees:**

100% of fees will be refunded if the learner withdraws before the first day of classes. No refunds will be issued after classes start. Student Society Fees apply to all learners registered in transcriptable classes within 100 KM of the Merritt and Vancouver campuses.
- 2. UPASS Fees:**

Fees will not be refunded once the learner requests their UPASS BC benefit or once classes start.

Refunds may only be granted for future months if the learner withdraws and is no longer eligible for the UPASS BC program.

The UPASS BC program applies to all learners registered in courses connected to the Vancouver campus that are at least 21 days in duration, they are assessed NVIT Student Society fees, and the course(s) are either a minimum of 3 credits or 12 hours per week. If you meet the criteria for exemption, fill out the NVIT Application for UPASS Exemption Form and submit it to the Associate Registrar - Vancouver for approval with any supporting documents by the 2nd week of classes (add/drop date). PLEASE NOTE: Do not access the U-Pass BC website to request a U-Pass BC if an exemption refund has already been requested from NVIT. By not applying for the exemption or by requesting a U-Pass BC, you are assuming all costs for the U-Pass BC.

### **3. Student Health and Dental Insurance:**

Learners have 30 days from the start of their program to opt out of or opt into this plan, provided they meet the criteria. After this period, learners are enrolled in the plan for one year. No refunds are issued after the 30-day program freeze date from the start of the first term of their program year.

To qualify for Student Health and Dental, a learner needs to meet the following criteria:

- Be assessed Student Society Fees.
- Be registered in at least 117 contact hours in the term.

Please note: First Nations, Status learners are automatically opted out due to coverage with First Nations Health Authority. The opt-in option is applicable for those learners who meet the above qualifications and notify the Registrar's Office by the 30-day program freeze date.

### **MEDICAL AND COMPASSIONATE WITHDRAWALS:**

Learners who experience significant life events, such as medical or compassionate situations, may request a full or partial tuition refund by submitting a withdrawal form and supporting documentation from a certified medical professional to the Registrar's Office. Requests must be submitted by the second week of the following semester and will be reviewed by the Registrar.

Refunds for medical and compassionate withdrawals only apply to tuition. No refunds for lab fees, Directed Studies courses, Prior Learning Assessment and Recognition courses, Student Society Fees, UPASS Fees, or Student Health and Dental will be granted. All approved refunds will be sent back to the method of payment (sponsor, credit card, Student Aid BC etc).

### **RELATED POLICIES**

- C.3.4 Course Changes
- C.3.6 Course Withdrawal
- C.3.8 Prior Learning Assessment & Recognition and Directed Study
- C.3.14 Tuition Waiver, Continuing Employees
- C.3.15 Institute Fees, Senior Citizens
- C.3.16 Institute Fees, Youth-In-Care
- C.3.17 Fees and Charges for Instruction

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