


Administrative Procedure Refund Policy	
	Department: Corporate Services
	Approved by: Leadership Council
	Date Approved: May 13, 2024
	Revision Date(s): March 31, 2025
	Review Date:
	External References • <i>The Education Act, 1995</i>
	Internal References • None

Purpose

- This administrative procedure establishes the guidelines for refunding fees received by Saskatchewan Distance Learning Centre (Sask DLC) for student enrollment in a Sask DLC course.

Scope

- This procedure applies to all students enrolled in courses offered by Sask DLC.

Policy Statement

1. Sask DLC is committed to providing quality educational services to its students. However, circumstances may arise when students need to drop a course. Refunds will be processed in accordance with the guidelines outlined in this procedure.
2. Following the payment for a course during the regular school year, students have a 15-working day grace period from their selected start date to withdraw from the course and receive a full refund, and a 30-working day grace period to withdraw and receive a partial refund. For Summer School, the grace period is four (4) school days.
3. Refunds will be issued in the form of a physical cheque to the entity or individual from which payment was received from the enrollment.

Procedures:

1. Eligibility for Refund – Regular School:
 - a. A student may be eligible for a refund of fees paid to Sask DLC under the following circumstances:
 - i. Withdraw from a course within the first 15 working days from the selected start date of the course.

- ii. Withdraw from a course within the first 30 working days from the selected start date of the course.
 - iii. Course cancellation by Sask DLC.
 - b. Refund eligibility and the amount of refund will be determined based on the date of withdrawal and the terms outlined in the course enrollment agreement.
- 2. Eligibility for Refund – Summer School:
 - a. A student may be eligible for a full refund of fees paid to Sask DLC for summer school under the following circumstances:
 - i. Withdraw from a course within the first four (4) school days from the selected start date of the course to be eligible for a full refund. No refunds are provided for drops after four days. The refund period for Summer School is shorter (4 school days) than for regular school year (15 working days) because summer courses are offered in a condensed timeline.
 - ii. Course cancellation by Sask DLC.
 - b. Refund eligibility and the amount of refund will be determined based on the date of withdrawal and the terms outlined in the course enrollment agreement.
- 3. Refund Process:
 - a. To request a refund, the student must submit a written request to Sask DLC at helpdesk@saskdlc.ca
 - b. The request should include the student's name, course details, reason for withdrawal and any supporting documentation.
 - c. The Finance area of Corporate Services will ensure that all refund requests are processed in a timely manner. The goal is to complete the refund process within 30 working days of receiving a complete refund request.
 - d. The refund will be issued in the form of a physical cheque to the entity or individual from which payment was received from the enrollment.
- 4. Refund Amount:
 - a. Refund amounts will be calculated based on the date of withdrawal and any applicable fees or penalties in the course enrollment agreement.
 - b. Refunds do not include any non-recoverable administrative charges, such as bank processing fees for credit card payments.
 - c. Refunds may be subject to a processing fee as determined by Sask DLC administration.
- 5. Exceptions:
 - a. Sask DLC reserves the right to make exceptions of this policy in exceptional circumstances, such as medical emergencies or extenuating circumstances beyond the student's control.
 - b. Request for exception must be submitted in writing to Sask DLC at helpdesk@saskDLC.ca. This request will be reviewed on a case-by-case basis by Sask DLC administration.

Definitions:

Withdrawal: Refers to the formal process of discontinuing enrollment in a Sask DLC course.

Exceptional Circumstances: Refers to unforeseen events or situations that significantly impact a student's ability to continue with their studies.

Non-Recoverable Administrative Charges: Refers to fees that cannot be refunded once paid, typically associated with the processing of transactions or services fees. These can include costs like bank processing fees for credit card payments.

Start Date: Refers to the start date of the course is not the registration date, it is the day students begin the course.