


Administrative Procedure Refund Policy	
	Department: Corporate Services
	Approved by: Leadership Council
	Date Approved: May 13, 2024
	Revision Date(s):
	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 the 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, students have a 15 days grace period from their selected start date to withdraw from the course and receive a full refund. Students that withdraw from the course within 30 days from their selected start date will receive a 50% refund. There is no refund provided for students who withdraw after 30 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:
 - 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 days from the selected start date of the course.
 - ii. Withdraw from a course within 30 days from the selected start date of the course.
 - iii. Course cancellation by Sask DLC.
 - iv. In exceptional circumstances as determined by Sask DLC administration.
 - 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. 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 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.
3. 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 may be subject to a processing fee as determined by Sask DLC administration.
4. 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.

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