



**SHORTWOOD TEACHERS' COLLEGE**  
"Growth and Enlightenment"  
**SHORTWOOD TEACHERS' COLLEGE**  
**REFUND POLICY**

---



- I. SCOPE:** Shortwood Teachers' College Refund Policy provides specific guide for the refunding of tuition and related fees to students for programme cancellation, leave of absence, student withdrawal from programme, deferred programme on entry, change in registration status (*full-time to part-time*), cancellation of registration (*undersubscribed courses*), reduction in course load (*part-time students only*), illness and payment in excess of the enrolled programme cost.

The policy governs both new and returning local students as well as international students in all programme of study.

- II. PURPOSE:** The purpose of Shortwood Teachers' College refund policy is to establish firm practices for administering refund of tuition to every category of students; it is to ensure that specific provisions are made for student refund and to aid in clarifying the process of the refund.

**III. GENERAL POLICY**

**A student may be entitled to a refund of, or part thereof, tuition fees in the event that:**

- a. A programme/course is cancelled by Shortwood Teachers' College after a student has paid the full tuition and related fees
- b. The student completely withdraws from a programme of study or from the institution
- c. A student has applied and is approved for a leave of absence from his or her programme of study and has already paid his or her tuition (*conditions applied*)
- d. The student has paid the full **fees for the entire programme** and has an overpayment of fees on his/her account upon completion of programme of study
- e. The student has transitioned from a registration status of full-time to part-time (or vice versa) and has **paid full programme fees** which results in an overpayment due to the change in registration status
- f. The student has prior to entry, paid tuition fees for programme of study, then submits and is approved for deferral.
- g. There is a cancellation of the student registration due to undersubscribed courses, (**this applies to part-time students only**)
- h. The student has a reduction in course load through the approved add/drop process (**this applies to part-time students only**)
- i. In the case of prolong illness, the student needs to submit evidence from attending doctor; a refund may be granted upon approval of medical leave.



# SHORTWOOD TEACHERS' COLLEGE

"Growth and Enlightenment"



## A student will not be eligible for refund if:

- j. The student is still enrolled in a Shortwood Teachers' College programme and additional fees will become due soon. Any excess during a semester of academic year will be applied to future semesters and not refunded
- k. The student fees are paid through donation, scholarship or sponsorship and there is no written authorization from the donor to refund the fee to the student.
- l. The student received a waiver of fees by the college. In this case, the student will not receive a refund, however the account will be credited, and the amount will be used to offset fees.
- m. A student enrolment is cancelled due to behaviour deemed unacceptable; no refund will be made.  
**(Please see student handbook for unacceptable behaviour)**

Shortwood Teachers' College projects its expenditure for the provision of services to students, based on the number of students who have indicated their intention to enrol; this is done prior to the beginning of each programme. When a student withdraws during the Semesters, this denies other prospective students from gaining entry and thereby prevents the College from achieving its income target which will be needed to meet the expenditure for service. Therefore, refunds are based on the assessment of charges incurred. **Auxiliary and miscellaneous fees are non-refundable**

## IV. Refund Policy for Sponsored Students (Scholarship/Grant/Donation/Student Loan)

1. Students who are recipients of scholarships, donation, grant or students' loan can only be refunded the excess amount, after tuition fees (*for entire programme*) are paid in full. ***Excess funds from scholarship/grant/donation remitted to the College will be refunded in accordance with the terms and conditions of the relevant donor.***
2. Where the student receives scholarships, grants, or any other financial assistance through a letter of intent or commitment, no refund will be given for out-of-pocket payment of fees until these funds have been received by the College. Refund will only be processed if Shortwood Teachers' College has received the funds from the committed organization (***conditions apply***).
3. Where student receiving scholarship, grants, students' loan or any other financial assistance, has paid out-of-pocket and upon Shortwood Teachers' College's receipt of the grant/donation/loan/scholarship there is still an outstanding balance on the student's account, this out-of-pocket amount will not be refunded but will remain on the account to cover the existing balance.
4. A refund will only be paid if the student has made out-of-pocket payments that exceed the programme fees, the amount refunded will not exceed the sum-total of fees paid out of pocket.
5. Where there is an overpayment on a sponsored student's account and the student has paid nothing out-of-pocket; a refund will only be paid to the student if the Sponsor/Donor so instructs the College in writing.



# SHORTWOOD TEACHERS' COLLEGE

"Growth and Enlightenment"



## V. Refund Policy for Withdrawal (Programme, Course, Semester or Institution)

1. Approval to withdraw does not remove the students' liability to the College for the fees due for which the withdrawal was approved.
2. Requests for withdrawal from a programme, course, semester or the institution must be done within **10 days** of the starting of the semester 1 & 2; and within **5 days** for the summer session.

*Please see the institution's withdrawal policy in the Student Handbook for the procedure on withdrawal*

## VI. Refund Schedule for Withdrawal

Students will be granted a refund of tuition fees based on the time frame in which the student makes the request to notify the college in writing about withdrawal.

The amount of refund payable to students who have withdrawn will be dependent on the date the application has been received.

The refund schedule for withdrawal, deferral or leave of absence is as follow:

PERIOD	PERCENTAGE
Week 1-2 of the start of the semester	85%
Week 3 of the start of the semester	65%
Week 4 of the start of the semester	45%
Week 5 of the start of the semester	25%
After Week 5	0%

### Administrative Charge

Refund requested due to Withdrawal attracts an administrative charge of \$2,500.00.

## VII. Refund Policy Leave of Absence and Deferral

1. Leave of Absence is granted prior to the start of the academic year/semester for which the leave of absence is being sought. Such a student would not have commenced the registration process, which means that no fees would have been generated. Therefore, a refund is not applicable in the case of leave of absence from a programme.
2. Students who apply for a deferral and have paid fees will not be eligible for refunds, unless a complete withdrawal has been made from the programme of studies or the institution. Any payment of fees will be held and applied to the student's account on return. *(Provision will be made for special cases; in these cases, a written request outlining the circumstances should be submitted to the Vice Principal of Academic Affairs via the Bursar)*

*Please see the institution's Leave of Absence and Deferral policy in the Student Handbook for the procedure on withdrawal*



# SHORTWOOD TEACHERS' COLLEGE

"Growth and Enlightenment"



## VIII. Graduation Refund

1. Students applying for graduation ceremony must pay as part of the package, a refundable precautionary fee for failure to return their gown. Students are required to return each gown on the day of the ceremony completion. After which they are required to apply for a refund of the precautionary fees no later than 7 working days after the graduation ceremony.

Failure to return the gown by the stipulated deadline and submitting the refund request from the gown precautionary fee will be included as miscellaneous fees as such the fee will no longer be refunded.

## IX. Refund for Accommodation Fees

Students who pay accommodation fees are eligible for refund if:

1. They do not take up residence during the semester (100% refund)
2. If a student discontinues his or her residence before the Semester ends, no refund will be given if a suitable candidate is not identified to replace the loss in budgeted revenue. Special consideration may be given to students at the discretion of the institution for discontinuation of accommodation mid-semester however, students will be billed according to the daily accommodation rate (not subsidized).
3. Refunds of accommodation fees **will not** be granted for the last **5 weeks of the semester**.

## X. Process for Refund

- a. Students who have overpaid on their account are required to submit receipts and complete and submit a Refund Request Form to the Accounts Department to initiate the refund process. All applications for refund are to be submitted in writing using the official Request for Refund Form.

***The Refund Form is available on ISIMS Student Management or at the Accounts Department; all forms should be accompanied by copies of the receipts for payments made.***

- b. Student's request will be reviewed for eligibility of refund; review is 14 business days (from the date request is received by the Account Department) process to accommodate an audit of the student's account.
- c. Students who are eligible for refund may receive same through direct bank transfer or by cheque. Refund cheques or transfers will normally be processed and be available within 30 business days from the date of receipt of the refund request.
- d. Refunds to students who have paid out-of-pocket and will be receiving scholarship, grants, students' loan or any other financial assistance will not be processed **until the funds have been received** by the College from the assisting organization. The refund is then subject to the process in a. and b.



# SHORTWOOD TEACHERS' COLLEGE

"Growth and Enlightenment"



- e. Where tuition payment is from a donor, sponsor or loan and is applicable for a full Academic Year, a refund will not be processed on that payment **until the end of the Academic Year** when all fees have been charged. The refund is then subject to the process is a. and b.

## **XI. Information on Refund Policy**

Additional information on student refund is available via the STC Registry manual, the student handbook and the institution's ISIMS Student Management.



# SHORTWOOD TEACHERS' COLLEGE

"Growth and Enlightenment"

## Refund Request Form



*Please ensure that you have read the Refund Policy before completing this form*

### Student Data

Last Name	First name	Middle Name	Title: (Mr. Miss. Mrs.)
Student ID Number	Mobile Telephone	Work Telephone	Home Telephone

### Enrolment Data

Programme of Study	Year
--------------------	------

Please Indicate the applicable section

Sponsored Student  Self Sponsored  Other Please state

Please state the name of the Sponsor (if any)

### Refund Request

Kindly Refund the sum of : \_\_\_\_\_ (\$ \_\_\_\_\_ )

Date of Fee Payment	Receipt Number
---------------------	----------------

State Reason for Refund

Programme Cancelled  Withdrawal  Deferral  Leave of Absence  Other

If other, Please state:

### Student Banking Information

Name on Account	Account Number
Name of Bank	Branch
Student Signature	Date of Request
Type: Savings <input type="checkbox"/> Current <input type="checkbox"/> Chequing <input type="checkbox"/>	

### For Official Use Only

Date Received	Received By
Bursar's Comment:	Refund recommended <input type="checkbox"/> Amount: \$ _____ Not Recommended <input type="checkbox"/>

Principal Comment:	Approved <input type="checkbox"/>	Amount: \$ _____	Not Approved <input type="checkbox"/>
--------------------	-----------------------------------	------------------	---------------------------------------