



**UNIVERSITY OF THE
COMMONWEALTH
CARIBBEAN**
Fostering Leadership & Innovation



Refund Policy

August 2013, Revised June 2020

Undergraduate and Graduate Programmes

**Jamaican/ Organisation of Eastern Caribbean States (OECS) and International Students
Student Financial Services (SFS)**



Policy/Procedure Title:	Tuition Fee Refund Policy
Policy/Procedure Number:	SFT-06-2019
Date Developed/Revised:	August 2013, June 2019, June 2020
Date Approved by Academic Council:	June 2019
Date Approved by Executive Council:	June 2019
Date of Next Revision:	June 2022
Contact:	SFS Supervisor and Director of Finance
Appendices:	Appendix I- Schedule of Tuition and Fee Appendix II- Refund Request Form
Related Policies/Procedures:	<ul style="list-style-type: none"> ▪ Student Handbook ▪ Add/Drop Policy ▪ Tuition and Fee Schedule
Position(s) Responsible for Adherence to Policy:	Cashier Supervisor, SFS Supervisor, Director of Finance and Deputy Chairman
APPROVED BY: UCC Academic Council Name: Professor Bernadette Warner, Executive Vice President For Academic Affairs  Signature: Date: June 2019	APPROVED BY: UCC Executive Council Name: Professor Dennis J. Gayle, President/Executive Chancellor  Signature: Date: June 2019

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Refund Policy

August 2013, Revised June 2020

Objective: Refunding of tuition fee and request for refund available to students are guided and processed subject to the specific provisions set out therein.

Scope: The ambit of the policy shall include programme cancellation, cancellation of registration before add/drop, leave of absence and student withdrawal from a programme and payment in excess of the enrolled programme cost. The policy governs both new and returning Jamaica/Organisation of Eastern Caribbean States (OECS) and International students in both undergraduate and graduate programmes.

Responsibilities: The authorized authorities responsible for adherence of this policy are the Programme Advisor/Coordinator, Student Financial Services (SFS), Student Council Representative, Quality Assurance Manager, Heads of Departments, Director of Student Affairs, Registrar, Dean, Head of Schools and Executive Vice President of Academic Affairs (EVPAA)

Section A- Jamaican/Organisation of Eastern Caribbean States (OECS) Students

Refund Procedure For Jamaican Students - Students must familiarize themselves with UCC's refund policy prior to submitting payment for their studies. Students are encouraged to ensure that they pay the correct amount for tuition, less any available discounts or scholarships; as such amounts will normally be applied to future semesters and not refunded. Refunds will not be processed for students still enrolled in a UCC programme, where additional tuition will become due prior to completion of programme of study.

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

1. A programme/module is cancelled by the University after a student has paid fees;
2. A student completely withdraws from his/her programme of study;
3. Payments that have been made beyond the FULL programme fee for persons still enrolled in a UCC Programme.

Programme/Course Cancellation-The UCC reserves the right to cancel a scheduled programme or module if the registration is insufficient to meet the minimum class size

requirements. In such instances, student may opt to select another programme/course of study or defer the start time to the next intake. If neither option is feasible the student may apply for a refund (see Section D) which after processing will result in all monies already paid being refunded.

Cancellation of Registration for a Semester- Students who wish to cancel their registration for a given semester must use the Leave of Absence process. No record of attendance will be made on the student's transcript for the given semester if done before add/drop. The last day for cancellation by any student is the end of the **Add/Drop** period. Any fees already paid for the Semester will be credited to the subsequent Semester the student registers. Only in extra-ordinary circumstances will partial or full refunds be considered. Application for refund must be made as described in Section D and if discretion is applied to allow the refund, then an administrative fee of J\$3,500 will be retained.

New Students Cancellation- A new student may cancel his/her enrolment contract, provided UCC is notified by the end of the Add/Drop period for the Semester or Academic Session. If a student applies for a refund then the \$3,500 is applicable along with the non refundable application fee. All other monies will be refunded, less any relevant administrative fees and bank transfer charges.

Mandatory Cancellation- UCC reserves the right to cancel the enrolment of any student if, in our opinion, the student's behaviour is deemed unacceptable. No refund will be made in these circumstances.

Student Withdrawal- The date on which the withdrawal request is received by the Programme Coordinator or Campus Manager will be used as the withdrawal date for computing any refund in accordance with the Institution's current tuition refund policy. Where no request for programme withdrawal is received in writing, the student is deemed to have abandoned the programme of study.

New Students Withdrawal- New Students withdrawing from the programme of study in the first semester AFTER the close of the Add/Drop period, **irrespective of attendance**, will be charged the tuition payable for any modules for which the student registered for the semester/academic session. Any funds remaining on the students account thereafter will be refunded, subject to the retention of an Administrative Fee of J\$3,500.00.

Returning Students Withdrawal- If the participant withdraws after the close of the Add/Drop period, **irrespective of attendance**, the UCC will retain the tuition payable for any modules for which the student registered for the semester/academic session. Any funds remaining thereafter will be refunded, subject to an Administrative Fee of J\$3,500.00.

Leave of Absence or Deferral- Students applying for a Leave of Absence or Deferral are not eligible for refunds. Any monies paid for tuition will be held and applied to the student's account on return.

Miscellaneous Fees- The miscellaneous fee is payable at the beginning of the academic year or upon acceptance of an offer from the UCC. Once the semester has started and the student has commenced studies the miscellaneous fee is non-refundable. If a student transfers to another University the miscellaneous fee is non-refundable once the semester has started and the student had commenced studies.

The Miscellaneous Fee covers:

- Jamcopy
- Group Personal Accident Insurance
- Library and Information services
- Graduation Processing Fee
- Information and communication technologies
- Seminars, Workshop, Conference
- Student Sports and Culture Development

Section B- International Students

Refund Procedure For International Students- International students are classified as non-Jamaican and non-Caribbean students. Students must familiarize themselves with UCC's refund policy prior to submitting payment for their studies.

Refunds are processed where:

1. A programme/course is cancelled by the University after a student has paid tuition fees;
2. A student completely withdraws from his/her programme of study under the conditions stated below.

Programme or Course Cancellation- The UCC reserves the right to withdraw a scheduled course/programme of an international student if the registration is insufficient to meet the minimum class size requirements. In such instances, student will be encouraged to select another programme/course, failing which; all monies will be refunded (including the non-refundable application fee) less any relevant bank charges (where such bank charges have been deducted during a transfer of funds).

Mandatory Cancellation- UCC reserves the right to cancel the enrolment of any international student if, in our opinion, the student's behaviour is deemed unacceptable. No refund will be made in these circumstances.

Student Withdrawal- An international participant may cancel his enrolment contract, provided UCC is notified no less than **30 days** prior to commencement of the course. In such cases, UCC will retain the application/registration fee only and an **administration fee** of US\$250.

The International student who:

1. Withdraws **after** instructions have begun, **irrespective of attendance**, within the first two weeks of the term (the Add/Drop period), will receive a refund of 50% of tuition fees due to have been paid. The balance of the tuition fee and general fees (including medical insurance fees) will be forfeited.
2. Withdraws after the second week of instruction but within the first four (4) weeks, will receive 25% of the total tuition fees due to have been paid. The balance of the tuition and general fees will be forfeited.
3. Withdraws after the fourth week of instruction, will receive no refund of tuition.
4. Fails to notify the Student Financial Services that they will not be participating in the programme after the start date, will forfeit all fees paid.
5. Withdraws due to a failure to obtain a student permit prior to arrival at UCC will be entitled to a full refund of tuition and general fees invoiced less a **US\$250 administration fee (per person)**. Such students must notify UCC in writing and provide documentation prior to the start of the semester stating the Jamaican Embassy's reason the visa was denied. Total non-refundable amount includes application fee of US\$100 and the administration fee of US\$250 = US\$350.

Leave of Absence or Deferral- International students applying for a Leave of Absence or Deferral are not eligible for refunds. Any monies paid for tuition will be held and applied to the student's account on return. Students who, after starting a programme, must return home due to illness or other personal reasons must consult with their Head of Department at UCC to discuss options and possible refunds.

Section C- Graduation Refund

Graduation Processing Fee- Students applying to receive their certificate of completion (July or December) must pay a processing fee by the stipulated deadline before their applications are processed. After July 2019, the graduation processing fee was included in the miscellaneous fees; as such the graduation fee is no longer applicable.





Once the semester has started and the student has commenced studies the miscellaneous fee is non-refundable. If a student transfers to another University the miscellaneous fee is non-refundable once the semester has started and the student had commenced studies.

Section D- General Refund

Request For Refund- All applications (from Jamaican and International students) for refund are to be submitted in writing using the official **Request for Refund Form**. Requests for refunds are processed within 6-8 weeks of receipt of the Refund Form.

Refund Form- The Refund Form is available from the Cashier and the Website. It is also set out in Appendix II of the Refund Policy. The Form must be accompanied by copies of the receipts for payments made.

Appendix II- Refund Request Form

 <p>UNIVERSITY OF THE COMMONWEALTH CARIBBEAN (UCC) <i>Fostering Leadership & Innovation</i></p>	University of the Commonwealth Caribbean (UCC) <h1>Refund Request Form</h1>		
	<p>Students must familiarize themselves with the Refund Policy before completing this form.</p>		
Student Name:		Title: (Mr. Ms. Mrs.)	
Student ID.:	Name of Programme:		
Mobile number:	Home Telephone:	Work Telephone:	
Please indicate applicable section:	Company Sponsored: <input type="checkbox"/>	Individual: <input type="checkbox"/>	
State name of payee: (Company/Individual)			
The refund is being sought for the reason(s) outlined below. Please tick applicable section:			
Programme cancelled: <input type="checkbox"/>	Personal reasons: <input type="checkbox"/>	Other reason: <input type="checkbox"/>	
<u>State reason:</u>			
Date tuition payment(s) made (Date Month Year)			Receipt No:
Kindly refund the sum of: (\$) .00			
Name on the Bank Account:	Name of Bank: :	Branch:	
	Bank Account No.:	Savings:	Chequing:
Sign Here 	Student's Signature:		Date:
FOR OFFICIAL USE ONLY			
Date Discussed With Student	(Date Month Year)	Refund (Amount) Recommended	Refund Not Recommended
Coordinator's Comments:			
Sign Here 	Coordinator's Signature:		Date:
Chief Financial Officer's Comments:			
SFS Supervisor Comments:			
Refund approve: Amount \$:		Refund Not Approved: Reason	
Sign Here 	Chief Financial Officer's Signature:		Date:
<i>Refund Form, Revised Apr 3, 2016, June 2019</i> <i>Tuition Fee Refund Policy, Aug 2013, June 2019</i>			