

(Non-Credit) Withdrawal Policy

Number: CCE-NCA-003
Audience: Non-credit Clients (individuals or groups on campus)
Issued: 13 May 2015
Last Revised: 21 December 2017
Owner(s): Assistant Director, Centre for Continuing Education
Approved by: Director, Centre for Continuing Education
Contact: CCE's Director's Office (Tel # 306-585-5801)

Introduction

To withdraw from a group course, private lessons or camp, all requests for CCE non-credit courses must submit a completed [withdrawal form - non-credit courses](#) which is available on our [website](#) or from Student Services (non-credit) office. Please complete all pertaining sections of the withdrawal form along with supporting documentation and forward to Student Services (non-credit) office in person (Palliser Building, 2151 Scarth Street, Room 121), by phone at [306-585-5748](tel:306-585-5748), or by e-mail: SIS.noncredit@uregina.ca.

Policy

Career & Professional Development (CPD):

Refund Policy: All eligible refunds are subject to a \$50.00 administrative fee per class. However, no refunds will be issued after five (5) business days before the first day of the class. In the event of a medical illness, a medical certificate or doctor's note is required and a full refund will be issued. Supporting documentation for medical illness must be received by CCE's Student and Instructor Services Office within 10 business days of notification of the medical withdrawal. If documentation is not received within 10 business days, the refund becomes null and void. Registrants may transfer courses (within the same program area and semester) prior to the start of the course, providing there is availability. A \$25.00 transfer fee will be charged.

Conservatory of Performing Arts (CPA):

CPA Refund Policy: Students may cancel their registration up to 10 business days before a group class or camp begins and they will receive a 100% refund minus a \$25 administration fee. After the 10th business day before the class starts, there are no refunds, however students may transfer their tuition to another camp or class within the same semester; semesters run January-April, May-August, and September-December. Students will be charged the extra cost if the new class or camp is higher in price and there is no refund on the difference in price if the new tuition fee is lower. Please note materials fees are non-refundable.

CPA Drop-in Course Withdrawal/Refund Policy:

For all drop-in courses, students may cancel their registration up to 10 business days before the first drop-in meeting time (example: if three drop-in sessions are offered on a Monday, Wednesday, and Friday it is 10 days before the first class on the Monday), they will receive a 100% refund minus an administration fee worth 10% of the tuition paid before tax (example: if you paid \$45 for three classes, you will be charged a \$4.50 administration fee). After the 10th business day of the first drop-in meeting time, there are no refunds, however, you can transfer and modify tuition once with no penalty by contacting Student Services by phone or email at [\(306\) 585-5748](tel:3065855748) or sis.noncredit@uregina.ca. If you wish to change your registration more than once during the drop-in courses' duration (example: you no longer want to attend on the Monday but wish to transfer all remaining registrations to the Wednesday sessions), a \$25 administration fee will be charged per transfer transaction. Exceptional Refund Requests will be considered under special circumstances such as a prolonged illness at the discretion of the Head of the Conservatory of Performing Arts. See "CPA Private Lessons" for submission details.

CPA Private Lessons, Individual Coaching/Accompaniment and Chamber Music Coaching for Ensembles Refund Policy:

NOTE: Please complete all sections of the withdrawal form including section 2b. A student who notifies the office about withdrawing from private lessons before the fourth scheduled lesson will receive a tuition refund less a \$25 processing fee and the cost of the four lessons. A student who chooses to discontinue lessons after the fourth scheduled lesson is required to provide one month's notice, or in lieu of notice, pay one month's lesson tuition. Instructors may initiate withdrawals at any time with the approval of the Head of the Conservatory. In such cases a refund will be issued for remaining scheduled lessons. Exceptional Refund Requests will be considered under special circumstances such as a prolonged illness at the discretion of the Head of the Conservatory of Performing Arts. To submit an exceptional refund request, it must be:

- Submitted in writing to the Student & Instructor Services (Non-credit) office (CN 119)
- Must be submitted within one month after the first lesson is missed. After one month, requests will not be considered.
- Students will be notified of the Head's decision by mail to the address submitted on the registration form.
- Documentation may be required to support and exceptional request.

Conservatory Creative Preschool and/or Music for Young Children Refund Policy:

To withdraw from the Conservatory Creative Preschool or from Music for Young Children, please contact the Student Services Office by phone or email at (306) 585-5748 or sis.noncredit@uregina.ca. If you choose to withdraw from the Conservatory Preschool or from Music for Young Children, the following policies apply:

- Before August 1, you may withdraw with full refund (excluding material fees).
- Between August 1 and September 1, your one month deposit will not be refunded. Scheduled payments will be cancelled and your child withdrawn.
- After September 1, you must provide notice to Student Services to cancel scheduled payments before the 1st day of the last month you will be attending (for example, if November 30th is your last day of class, scheduled payments must be cancelled on the last business day before November 1st). You pay a last month's deposit when you register. If you do not cancel your scheduled payments before the 1st day of the last month your child will attend, you will be charged an additional month's tuition and your deposit will be kept. If you fail to give notice of withdrawal your deposit will be kept and scheduled payments will continue until you have contacted Student Services to process your child's withdrawal.

Lifelong Learning Centre (LLC):

Refund Policy: Students who withdraw from a course more than 10 business days before the course start date will be charged an administrative fee of up to \$25 unless the withdrawal is for medical or compassionate reasons. Those who withdraw less than 10 business days before the course begins, or after it has started, will be charged the full course fee, but may find a suitable substitute to take their place. Students may also switch to another course offered the same term and will only be charged for making the change if the new course has a higher course fee or a materials fee. Please note materials fees are non-refundable. Medical or Compassion reasons include serious illness such as surgery with extended recovery time or terminal illness, but not minor or day surgery unless they are registered in a short course that is at same time, death of spouse, sibling, parent, or significant other, serious illness for above family member where the student is primary caregiver, and move to nursing home or out of city.

Non-Credit Course Cancellation Refund Policy (CPD, CPA & LLC):

Decisions regarding Withdrawal and/or Refund may be appealed to the Director of the Centre for Continuing Education within 10 business days of receiving the notice. The Director's decision will be mailed to the address submitted on the registration form. No further appeals are available.

The University of Regina reserves the right to cancel classes due to insufficient registration or other unforeseen events. If this occurs, participants will be given every opportunity to transfer into another class or full refunds will be issued.

Non-Credit Right to Refuse Enrolment Policy (CPD, CPA & LLC):

The University of Regina reserves the right to refuse enrolment and/or dismiss a participant if it is in the best interest of the individual and/or program. In the event of a dismissal, a prorated refund will be issued.