

International Student Program ("ISP") Tuition Refund Guideline

Tuition Fee Refund Guidelines¹

This Guideline outlines the terms under which a request for a refund of some or all of the tuition paid by or on behalf of an international student may be granted.

Refunds shall be determined by the Halton District School Board, at its sole discretion, taking into account the following:

Grounds	Condition(s)	Process
1. Study Permit Denial	The student's application to Immigration Refugee and Citizenship Canada ("IRCC") for a study permit has been refused. Note that a request will be refused if a study permit has been denied due to incomplete or missing paperwork/ documentation.	Within 30 days of IRCC notice of refusal, and in any case prior to the first day of the school year, the following must be submitted to HDSB's ISP department: • Copy of the original letter of refusal from IRCC. • Written request for a tuition fee refund by agency or parent/guardian. • Proof of tuition fee paid to HDSB.
2. Change in Immigration Status	The Immigration status of either the student or their parent has changed, such that the student qualifies for tuition fee exemption under Section 49(7) of the Education Act. Refunds are prorated for the remainder of the school year, calculated from the date complete supporting	Immediately upon receipt of notice from the IRCC, the following must be submitted to HDSB's ISP department: • Written request for a tuition fee refund by agency or parent/guardian. • Written confirmation of change of status from IRCC. • Proof of tuition fee paid to HDSB.

¹ This Guideline has been prepared in accordance with the Education Act, Ministry of Education Memo 2024:SB16, and O.Reg. 20/10 - Fees for Non-permanent Residents - Exemptions, as amended from time to time.

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	documentation is received.	
3. Medical/Compassionate Grounds	The student has withdrawn from the program for medical or compassionate grounds. The notice of withdrawal must be submitted by October 15 for a student attending only Semester 1, or for the full year, and by March 15 for a student attending only Semester 2.	As soon as reasonably practical upon learning of the medical or compassionate grounds, the following must be submitted to HDSB’s ISP department: • Copy of notice of student’s withdrawal. • Written request for a tuition fee refund by agency or parent/guardian, including reason(s). • Medical and/or other supporting documentation verifying the circumstances pursuant to which the student has withdrawn. • Proof of tuition fee paid to HDSB.

Where, upon applying the foregoing, the Board determines that a full or partial tuition fee refund is warranted, the amount refunded shall be subject to the following deductions:

- an administration fee of **\$500** for a student attending for one semester, or **\$1,000** for a student attending for a full year;
- an orientation fee of **\$500** for students who receive a refund after the start of the school year; and
- a **15%** recruiter fee for a new student, or a **10%** deduction for a returning student.

A tuition fee refund shall be paid in Canadian dollars. Overseas refunds are subject to the exchange rates of our payment processor.

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A tuition fee refund will NOT be granted where:

- The student has been directed by HDSB to withdraw from the program for failing to comply with expectations outlined in the Student Participation Agreement; or
- HDSB is affected by a labour dispute or other unforeseen disruption.

The Application Fee is 100% non-refundable.

Dispute Resolution Process

In the event of a dispute regarding a determination made under this Guideline, the student and/or parent/guardian may submit their concern in writing to the HDSB International Student Program department. The Superintendent responsible for the ISP department and the Superintendent for Business Services will conduct an internal review and make every effort to resolve the matter fairly and expediently.

At the request of the parent/guardian or student, the outcome of the Dispute Resolution Process shall be directed to the attention of the Chief Education Officer, who shall make a final determination.

ISP Department Contact Information

Submissions to the HDSB International Student Program Department may be sent c/o

2050 Guelph Line, Burlington ON, or
[International Student Inquiries External
isp@hdsb.ca](mailto:isp@hdsb.ca)

Agreement

By enrolling in HDSB’s ISP program, and signing below, the participating student and their parent/guardian acknowledge and agree that all requests for tuition fee refunds will be determined in accordance with the terms outlined in this Guideline.

Name of Student	Signature of Student	Date
Name of Parent	Signature of Parent	Date
Name of Parent	Signature of Parent	Date

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