

International Withdrawal/Refund Guidelines and Procedures

These guidelines and procedures are in effect from December 1, 2022 to August 31, 2023.

This document was developed in response to the IRCC decision to allow online study while outside of Canada to specifically address circumstances and situations that International applicants and students may encounter resulting from the study permit application process. Before you apply for a withdrawal/refund, it is important that you review this document carefully.

How to Apply for Withdrawal and Refund

If you want to apply for a refund, you must complete and submit an [International Student Withdrawal Form](#). The Withdrawal Form must be filled in completely to ensure that the refund is processed. **You must submit your withdrawal request by the stipulated deadline in order to be eligible for a fee refund.** If you do not have a timetable, this can be submitted directly to OCAS by your Agent. **If you have received a timetable, you will need to submit this yourself to records@flemingcollege.ca. Agent submissions will not be processed after you have received your timetable.**

Students in the Fall 2022 Term

Please follow these steps if you are a new student or applicant for the Fall 2022 term and have received a **Visa Denial prior to receiving a timetable for Fall 2022:**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Fall 2022 and Winter 2023, if paid, minus a \$500 administrative charge. **You must notify the college within 15 days of receiving your Visa Denial.**

Please follow these steps if you are a student for the Fall 2022 term and have received a **Visa Denial after receiving a timetable for the Fall 2022 term (September 6, 2022) and before December 16, 2022:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to records@flemingcollege.ca. **Submissions by your agent will not be considered.**
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for the Fall 2022 term and Winter 2023 term, if paid, minus a \$500 administrative charge.
- You will be withdrawn from the Fall 2022 term with no academic penalty.

You must notify the college within 15 days of receiving your Visa Denial.

Please follow these steps if you are a student for the Fall 2022 term and have received a **Visa Denial after December 16, 2022:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to records@flemingcollege.ca. **Submissions by your agent will not be considered.**
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for the Winter 2023 term, if paid, minus a \$500 administrative charge.
- You will not receive a refund for the Fall 2022 term. You will be withdrawn from the Winter 2023 term.

You must notify the college within 15 days of receiving your Visa Denial.

Students in the Winter 2023 term

Please follow these steps if you are a new student or applicant for the Winter 2023 term and have received a **Visa Denial prior to receiving a timetable for Winter 2023:**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Winter 2023 and Spring 2023, if paid, minus a \$500 administrative charge. **You must notify the college within 15 days of receiving your Visa Denial.**

Please follow these steps if you are a student for the Winter 2023 term and have received a **Visa Denial after receiving a timetable for the Winter 2023 term (January 9, 2023) and before April 21, 2023:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to records@flemingcollege.ca. **Submissions by your agent will not be considered.**
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for the Winter 2023 term and Spring 2023 term, if paid, minus a \$500 administrative charge.
- You will be withdrawn from the Winter 2023 term with no academic penalty.

You must notify the college within 15 days of receiving your Visa Denial.

Please follow these steps if you are a student for the Winter 2023 term and have received a **Visa Denial after April 21, 2023:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to records@flemingcollege.ca. **Submissions by your agent will not be considered.**
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for the Spring 2023 term, if paid, minus a \$500 administrative charge.

- You will not receive a refund for the Winter 2023 term. You will be withdrawn from the Spring 2023 term.

You must notify the college within 15 days of receiving your Visa Denial.

Students in the Spring 2023 term

Please follow these steps if you are a new student or applicant for the Spring 2023 term and have received a **Visa Denial prior to receiving a timetable for Spring 2023:**

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal.
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.

Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for Spring 2023 and Fall 2023, if paid, minus a \$500 administrative charge. **You must notify the college within 15 days of receiving your Visa Denial.**

Please follow these steps if you are a student for the Spring 2023 term and have received a **Visa Denial after receiving a timetable for the Winter 2023 term (May 8, 2023) and before August 11, 2023:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to records@flemingcollege.ca. **Submissions by your agent will not be considered.**
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for the Spring 2023 term and Fall 2023 term, if paid, minus a \$500 administrative charge.
- You will be withdrawn from the Spring 2023 term with no academic penalty.

You must notify the college within 15 days of receiving your Visa Denial.

Please follow these steps if you are a student for the Spring 2023 term and have received a **Visa Denial after August 11, 2023 and before August 31, 2023:**

- Send your International Student Withdrawal Form, the Visa Denial Letter (issued by the Canadian embassy or consulate) and appropriate documents by email to records@flemingcollege.ca. **Submissions by your agent will not be considered.**
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid for the Fall 2023 term, if paid, minus a \$500 administrative charge.
- You will not receive a refund for the Spring 2023 term. You will be withdrawn from the Fall 2023 term.

You must notify the college within 15 days of receiving your Visa Denial.

Withdraw for any reason other than a Visa Denial

If you choose to withdraw from the college for any reason other than a Visa Denial, please follow these steps:

Before receiving a timetable:

- You (or your registered agent if they applied on your behalf) can begin this process through the International Ontario Colleges application portal.
- In the Offer Details screen, choose “Withdraw Acceptance,” provide a reason for withdrawal
- If you wish to request a deferral choose “yes” and then “continue.” If you choose “no” you will be asked if you wish to request a refund. Click “yes” and then “continue.”
- Deferral or refund instructions will then follow.
- Upon receipt of all documentation, your withdrawal application will be processed to refund your fees paid, less the \$2,300 non-refundable tuition deposit.

After receiving a timetable:

- Submit a completed Fleming College International Student Withdrawal Form by email to records@flemingcollege.ca. Submissions by your agent will not be considered.
- Upon receipt of all documentation, your withdrawal application will be processed. You will not receive a refund for the current term, but will receive a refund, minus a \$2,300 administrative charge for any future terms that you have paid

IMPORTANT INFORMATION

Once you have completed a term of study, you will not receive a refund for that term if you receive a Visa Denial at any point in the future.

Your fee refund will be issued in the same manner as the original method of payment regardless of the reason for your withdrawal and to the same person/account who made the initial payment. Example: If you paid via wire transfer, your refund will be issued by wire transfer back to the same account/account holder as the originating payment. Please ensure that you complete the appropriate form for the method of refund.

The student is responsible to ensure that the Office of the Registrar receives all documentation. Failure to do so may delay processing of your withdrawal request submission. You must notify the college within 5 days of receiving your Visa Denial. We will begin processing refunds after the close of the registration period for each term. It can take 4 to 6 weeks to process a refund after this time.

Failure to officially withdraw will negatively reflect on your records.

If you have not received your refund within 60 days once all steps for a refund have been completed and documentation has been submitted, please contact student.accounts@flemingcollege.ca