Refund and Deferral Policy

Professional Diploma in Management and Leadership Studies

All refunds for students enrolled in the Professional Diploma in Management and Leadership Studies (DPLS) at Dalhousie University's Faculty of Open Learning & Career Development (FOLCD) are subject to the conditions and exceptions listed below:

Non-refundable Deposit

1. The diploma **tuition deposit** is non-refundable except in cases of visa refusal or Provincial Attestation Letter (PAL) refusal. If a student is refused entry to Canada by Immigration, Refugees and Citizenship Canada, or has a Provincial Attestation Letter (PAL) refused the student will receive a full refund of the deposit and any tuition amount that has been paid.

Fraudulent documents

2. Submission of fraudulent documents, making false claims during the admissions process, or failure to receive a Study Permit or Provincial Attestation Letter (PAL) due to fraud/alleged fraud/dishonesty will result in complete forfeiture of the admissions deposit.

Refunds after the start date

3. Once the program has started, FOLCD will follow the rules as described on the table below:

Faculty of Open Learning & Career Development	
Refund Policy Table	
Duration of the program: 24 months	
Completion	**Refund**
Less than 10% of course completed	Refund of 50% of the total program fees
10-30% of course completed	Refund of 30% of the total program fees
More than 30% of course completed	No refund granted
*Application fee, student service fees, material fees and deposit are non-refundable.	

4. If a new DPLS student or a returning DPLS student fails to cancel in writing and they have a valid study permit or temporary visitors' visa, Dalhousie University will move to collect any tuition fees that are due according to the refund policy table outlined above. For examples of different refund scenarios, please refer to the Refund Scenario Examples included below.

Scenario 1: Withdrawal from program with less than 10% of course completed.

If you withdraw from the program when you have completed *less than 10%* of the courses, you are entitled to a refund of *50% of the Total Program Fees*.

Total Program Fees: $27,600
50% of Total Program Fees: $13,800
If you have paid the Total Program Fees and withdraw before 10% of the program is completed, we will refund you **$13,800**. If you have not paid the Program Fees for the remaining terms, we will cancel any future invoices up to a value of $13,800.

Scenario 2: Withdrawal from program with between 10%-30% of course completed.
If you withdraw from the program when you have completed *between 10%-30%* of the courses, you are entitled to a refund of *30% of the Total Program Fees*.

Total Program Fees: $27,600
30% of Total Program Fees: $8,280

If you have paid the Total Program Fees and withdraw when you have completed between 10%-30% of the program, we will refund you **$8,280**. If you have not paid the Program Fees for the remaining terms, we will cancel any future invoices up to a value of $8,280.

Scenario 3: Withdrawal from program with more than 30% of course completed.
If you withdraw from the program after you have completed *more than 30%* of the courses, ***you are not entitled to a refund***. If you have not paid the Program Fees for any remaining terms, Dalhousie University will move to collect any amounts owing.

Exceptional Circumstances
5. Students who withdraw due to exceptional circumstances may submit a petition for a larger refund. FOLCD retains the right to determine what an exceptional circumstance is and what documentation is required to prove that an exceptional circumstance has occurred.

Deferral Policy
6. If a student is unable to start the program on their selected start date due to a delay in receiving a Study Permit or an exceptional circumstance, a student may apply to defer to a future intake on a **one-time only basis, excluding situations outlined in section 5**. The Deferral Request must be submitted to the DPLS - Senior Program Manager within at least 30 business days (Monday to Friday, excluding public holidays/University closures) prior to the first day of the intake in PDF format along with the following documentation:

a. Completed and signed Deferral/Refund Request Form.
b. Copy of Study Permit, PAL Refusal Letter or other relevant supporting documentation.

Change of fees and dates
7. Tuition fees and dates are subject to change without notice. Students are responsible for checking with DPLS - Senior Program Manager of any changes close to the start of classes or upon arrival to Canada.

Initiate a withdrawal or refund.
8. To initiate a withdrawal or obtain a refund of any application or tuition fees under these circumstances, the student must write to the Senior Program Manager who can be reached at

openlearning@dal.ca. The request must include a copy of the letter of refusal from Immigration, Refugees and Citizenship Canada, DPLS admissions committee or any other supporting documents the student deems necessary.

Any Refunds Due

9. Students will receive any refund due to them within 30 business days of FOLCD receiving written notice of cancellation from them or a notice of dismissal.

Payment through an Agent

10. Students who enrolled or paid through an agent will receive the refund through their agent.

Attendance

11. Attendance is mandatory for all students enrolled in the program. Students are allowed a maximum of **two absences per certificate**. Exceeding this limit will result in an automatic failure for the course, regardless of performance on other assessments or assignments.

12. Exemptions are made for students who present a valid documented excuse, such as a medical emergency or exceptional circumstances. Students must provide proper documentation within 48 hours, for an absence to be considered excused. In cases of prolonged illness or extenuating circumstances, students should communicate promptly with the program manager or designated faculty member to discuss potential accommodations. The program administration reserves the right to review individual cases and exercise discretion in exceptional circumstances that may warrant consideration beyond the outlined attendance policy.

Payment options for International Students

Dalhousie University accepts payment from international students through a partnership with Convera, a Western Union Holdings Inc. company, credit cards (MasterCard or Visa) or Bill Payment.

Please find below the link for international student's payment. This link is exclusive for all tuition deposit payments for new or returning international students:

convera
Link for International Payment

Credit Cards

Students should make payments through credit card on FOLCD website.

Link for Credit Card Payment

Bill Payments

International students with a Canadian bank account
Students who are already in Canada can make their payments using the ***Bill Payment*** functionality on the App of their respective bank. Dalhousie University **DOES NOT** accept e-transfers or direct deposits.
For more information visit:

Link for Bill Payment

Directions for Bill Payment:

- Sign into your online banking.
- Add "DALHOUSIE UNIVERSITY" as a bill payee.
- The account/customer number is your student ID (B00xxxxxx)

By taking the action of paying a deposit, you agree that all terms of the Refund and Deferral Policy for International Students are legal and binding, and you agree to the FOLCD's decision and interpretation of these terms. Additionally, you agree that Dalhousie University may inform Immigration, Refugees and Citizenship Canada (IRCC) and/or Canada Border Services Agency (CBSA) of any information deemed to be important to maintain the integrity of the Canada Study Permit Program.

Electronic Fund Transfer

Electronic Fund Transfer Information
PAYEE
Dalhousie University 6299 South Street, PO BOX 15000 Halifax, Nova Scotia, Canada B3H 4R2
TAX ID #
886806561 RT0001
ACCOUNTS RECEIVABLE CONTACT
Trevor Knocton 902-494-1721
REMITTANCE EMAIL
FINACCT@DAL.CA
BANKING INFORMATION
The Bank of Nova Scotia Business Service Centre 44715 Tahoe Blvd 3rd floor Mississauga, Ontario, Canada L4W 0B4 Bank Number: 002 Transit Number: 33993

Account Number: 70003 00017 16
Swift# NOSCCATTHFX
CANADIAN CURRENCY