

International Students: Frequently Asked Questions (FAQs)

WITHDRAWALS & REFUNDS

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I am considering withdrawing. Who can I contact to discuss my options?

Advisors are available to all students looking for support whether it be for academic or personal concerns.

An Advisor can help you to understand the impact of your decision on your immigration status and academic record. They can work with you to provide alternative solutions prior to you withdrawing from the College completely. To speak with an advisor, contact the Advising Department of your campus:

Timmins campus: advisingtc@northern.on.ca

Haileybury campus: advisingserviceshl@northern.on.ca

Kirkland campus: advisingkl@northern.on.ca

For information on student life and available services at Northern College, visit:

<https://www.northerncollege.ca/students/>

What is the deadline to submit my refund request?

To be considered for a partial refund, withdrawal and refund requests must be submitted by the 10th scheduled day of the semester. Please note that there are different fee deductions depending on your reason for withdrawal - [Click here to view a summary of reasons and associated fees](#).

Withdrawal and Refund Requests received after the 10th scheduled day of the semester will incur academic penalties as per Northern College's Refund Policy. Once your request form is received, along with the required supporting documentation, a refund of tuition and fees will be assessed as per the Northern College Withdraw and Refund Request Policy.

DAY 10 INTAKE DATES FOR MOST PROGRAMS - SEE EXCEPTIONS:

www.northerncollege.ca/students/academics/calendar/

Winter 2024 - January 23, 2024 - 11:59:00 PM

Summer 2024 - May 14, 2024 - 11:59:00 PM

Fall 2024 - September 17, 2024 - 11:59:00 PM

Winter 2025 - January 21, 2025 - 11:59:00 PM

There will be no extension after this deadline. Students who receive visa approval but will not be able to arrive on campus before the class start day/First Day of Classes of that semester will need to submit deferral requests via OCAS IAS portal for next available intake.

If I receive my visa after the start date of classes, will a late arrival be accepted?

Late enrollment and Late arrival after the start date of classes are NOT permitted. Any late arrival after the Semester Start Date/First day of Classes is disruptive to programming for which student work groups have been formed, lessons and projects launched etc.

Students who receive visa approval but will not be able to arrive on campus before the semester start date/First Day of Classes will need to submit deferral requests via OCAS IAS portal for next available intake.

If I miss the refund deadline of that semester due to various factors which are out of my, or my agent's control, can I still be refunded?

Students must pay attention to each of the deadlines the college published and strictly follow these deadlines. They must evaluate their visa processing timeline, the potential risks and then make their own decision whether to submit their refund application or not by the deadlines. The college can review the case but there's no guarantee that a late refund application will be accepted/approved after these deadlines.

Do I need to visit the campus in-person to withdraw?

Students are not required to visit the campus to withdraw.

How do I withdraw and request a refund from Northern College?

Select your reason for withdrawal:

I am choosing to withdraw voluntarily. [Reasons may include: left to attend another school, financial, health, program not suitable, offer was revoked by Northern College, personal, location]

I am choosing to withdraw because my visa application has been denied.

Voluntary Withdrawal Procedure

International students opting for voluntary withdrawal, for reasons other than visa refusal, may be eligible for a partial refund. Please note that voluntary withdrawals are subject to an \$1860 CDN administrative and exit fee deduction (no exceptions).

To request consideration for a refund, follow these steps:

1. Offer Withdrawal:

- Withdraw acceptance of your offer through the OCAS IAS portal.

2. Complete Refund Request Form:

- Access the [Northern College International Student Withdrawal and Refund Request Form](#)
- Sign in using your Northern College Student Email address (Portal ID@northern.on.ca) and password. Your Portal ID and password were sent to your applicant email address linked to your OCAS IAS profile when we sent your tuition receipt. It can also be found on your Confirmation of Registration Letter.
- Have your student ID ready.
- Upload a copy of your passport and Refusal Letter from the IRCC (Immigration, Refugees, and Citizenship Canada).
- Provide your banking details, including account number and routing number. The college will not be responsible for any refund delays due to incorrect form submissions or incomplete documents.

3. Technical Assistance:

- If you encounter difficulty logging in to complete the form, contact StudentITHelp@northern.on.ca or call 1-866-999-0799 for IT support.

4. Questions about Withdrawal or Refund:

- For inquiries about the withdrawal or refund process, email wdrequest@northern.on.ca.

5. Follow-up on Request:

- Once your request is submitted along with the required supporting documentation, it can take up to two weeks to process a withdrawal, and up to **eight weeks** to process a refund. If you have not received your refund after this time, email intlpayments@northern.on.ca to check the status of your request.

Visa Denial Withdrawal Procedure

If your visa application is refused, you may apply for a refund (subject to a \$500 fee). To qualify for the refund, please follow these steps:

1. Offer Withdrawal:

- Withdraw acceptance of your offer via the OCAS IAS portal.

2. Report Visa Denial:

- Notify intlpayments@northern.on.ca within 5 business days of receiving notice that your student permit application has been refused by the IRCC (Immigration, Refugees, and Citizenship Canada).

3. Complete Refund Request Form:

- Access the [Northern College International Student Withdrawal and Refund Request Form](#)
- Sign in using your Northern College Student Email address (Portal ID@northern.on.ca) and password. Your Portal ID and password were sent to your applicant email address linked to your OCAS IAS profile when we sent your tuition receipt.
- Have your student ID ready.
- Prepare to provide your banking details, including account number and routing number. The college will not be responsible for any refund delays due to incorrect form submissions or incomplete documents.
- Upload a copy of your passport and Refusal Letter from the IRCC.

4. Technical Assistance:

- If you encounter difficulty logging in to complete the form, contact StudentITHelp@northern.on.ca or call 1-866-999-0799 for IT support.

5. Follow-up on Request:

- Once your request is submitted along with the required supporting documentation, it can take up to two weeks to process a withdrawal, and up to **eight weeks** to process a refund. If you have not received your refund after this time, email intlpayments@northern.on.ca to check the status of your request.

Sample of Confirmation of Registration (COR) Letter



OFFICE OF THE REGISTRAR- CONFIRMATION OF REGISTRATION

AAAA, RRRRR
NEAR PRIMARY SCHOOL, SHAHEED BHAGAT
PUNJAB .
INDIA
151204

Student ID#: 202102748

Issue Date: 12/14/21 Expiry Date: 5/31/22

Start Date: 1/10/22 End Date: 8/16/22

| Program | Version | AAL | Status | Term |
|----------------------------------|---------|-----|-----------|----------------|
| A003WA Early Childhood Education | 2021 | 01 | FULL-TIME | 2021/22 WINTER |

| Course (s) | Course Code | Section# |
|------------------------------------|-------------|----------|
| Communications I - Model B | CM1913 | 220 |
| Outdoor And Nature Play | EC1073 | 202 |
| Child Development | EC1083 | 202 |
| Intro to Early Childhood Education | EC1093 | 202 |
| Observation/Documentation | EC1103 | 202 |
| Pre-School Environment | EC2023 | 202 |
| Infant Toddler Environment | EC4033 | 202 |

Total Assessment: 15,429.90
Total Payment: 15,637.00
Balance Outstanding: 207.10CR

Locker#
Computer ID: AAAARRRR03
Password: 28348WZd

Domain: SIGMA

Payment Today: .00

Student Email: BAAAARRRR2@NORTHERNC.ON.CA

IMPORTANT

Please complete your last enrolment step. Log in to your account on MyNorthern Student Portal at <http://www.mynorthern.ca/> with your Computer ID and Password. Here you will find everything you need to start learning, including your timetable, booklist, access to your Northern College email account, and to your courses through Blackboard. T2202A slips (for tax deductions) are also available through your account for students who have paid \$100.00 or more in eligible fees. Slips are not sent by mail. This form must be kept for future reference.

Student Responsibilities

You are responsible for ensuring that:

1. You alert the Registrar's Office if you have not completed the pre-requisite courses necessary for admission
2. You are registered in all the correct courses and section numbers
3. All courses necessary for graduation are completed successfully

Fees

A late registration fee of \$150 will be added to the fees of any student who has not paid their fees by the pre-determined date. Please refer to MyNorthern.ca for details.

Part Time students enrolled for individual or extra courses are assessed fees on the basis of credit hours and/or contact hours per term.

Refund of Fees

Full-time students who withdraw from the College within 10 days after the start of the term may apply for a refund. For International students a non-refundable fee of \$1859.96 will be withheld for all students who request a refund, except in the cases of Visa Denials where an administrative fee of \$500 will apply. For Domestic students an administrative fee of \$500 will be levied against the refund. No refund of fees will take place for any reason after the 10th day of scheduled classes in any term. To effect the official withdrawal and receive a refund, the student must submit a completed Withdrawal Form by the end of the 10th day of scheduled classes of any term.

Part-time students who withdraw prior to the 2nd scheduled class may apply for a refund. An administrative charge will be levied against the refund.

PO Box 3211, Timmins ON Canada, P4N 8R6 Tel: (705) 235-3211 Fax: (705) 235-7279
Website: www.northernnc.on.ca

What documents do I need to withdraw?

You will be asked to provide a copy of your passport (photo page).

Students withdrawing due to visa denial will need to provide a copy of their Refusal Letter from the IRCC.

After I submit my withdrawal and refund request, will I receive a confirmation email?

Students will receive the following notifications:

- Automatic notification with subject "Confirmation of Refund Form Submission" will be sent from intlpayments@northern.on.ca to your personal email address upon submission of the online form
- "Refund Notice" email from intlpayments@northern.on.ca when your withdrawal is processed
- Email notification from Flywire or Convera (depending on your payment method) when your payment is processed

What fees will be deducted from my refund?

There are different fee deductions depending on your reason for withdrawal. See below for a summary of reasons and associated fees:

| Reason for Withdrawal | Scenario | Fees |
|--|--|--|
| Study Visa Refusal Before/After Day 10 of semester | <p><i>Your study permit application has been refused by the IRCC.</i></p> <p><i>Your course of study for that semester has not been completed yet and your original letter from IRCC and other required documents are submitted.</i></p> | \$500 CDN Administrative fee deduction |
| Refund/Withdrawal Request Before Day 10 | <i>You are choosing to withdraw voluntarily and have submitted your request by Day 10.</i> | \$1860 CDN Administrative and exit fees deduction (no exceptions) |
| Refund/Withdrawal Request After Day 10 | <i>You are choosing to withdraw voluntarily after Day 10.</i> | Full fee of that semester deduction |
| No Seat Available/Offer Revoked by Northern College | <p><i>You have received notice from the college that there were no seats available in your selected program and intake.</i></p> <p><i>You do not wish to accept an alternate offer or deferral.</i></p> | Full refund |

*** Please note: Your refund may be reduced due to the bank fees and exchange rates that are beyond the control of Northern College.

How long will my refund take to process?

Once your request is submitted along with the required supporting documentation, it can take up to two weeks to process a withdrawal, and up to **eight weeks** to process a refund. If you have not received your refund after this time, please feel free to contact intlpayments@northern.on.ca for an update.

How will my funds be returned?

If your tuition payment was processed through Flywire, then you can expect the funds to be returned to the originating bank account. If you paid from multiple accounts, your refund will be divided back to both accounts. You must complete the banking information portion of the form regardless of your original payment method.

If you paid via Flywire but do not have access to the originating accounts, please contact Flywire directly at support@flywire.com or by phone: <https://www.flywire.com/company/call-us>.

If your tuition payment was not processed through Flywire, you will be refunded through Convera to the bank account you provide on your refund request form. Only one account will be accepted. You must complete the banking information portion of the form regardless of your original payment method.

Will withdrawing affect my immigration status?

Your status will be reported to IRCC as "No longer registered or enrolled", and you are responsible for ensuring that you meet the conditions of your study permit so that you may remain in Canada legally. Northern College will not provide any future IRCC information on your behalf.

For further guidance, please visit the Government of Canada's website: [Information for International Students](#)

Northern College has revoked my offer. What are my options?

We apologize that we could not provide a seat in your selected program and intake. If you do not wish to accept an alternate offer or deferral, you are eligible to apply for a full refund.

I have an offer from another institution. Will Northern College transfer my tuition fees?

We do not offer the option to transfer your fees to another college. We recommend submitting your refund request as early as possible if you are concerned about meeting tuition payment deadlines at another institution.

Who can I contact if I have questions?

If you have additional questions about the withdrawal or refund process, please contact: wdrequest@northern.on.ca