	UNIVERSITY OF PASADENA (UPAS) Operational Procedures		
	Doc # :PO-AC-09.1	Title: Refund Policy	
	Rev # : 03	Approved By: Chief Executive Officer (CEO)	Date : 09 Oct 2017

1. Purpose

1.1 This refund policy applies to any student request for cancellation or withdrawal from University of Pasadena if such request is made in accordance with the cancellation policy.

2. Scope

2.1 This policy applies to all students enrolled at University of Pasadena.

3. Definitions

3.1 Cancelling your registration means you are dropping all your courses before the first day of the term.

3.2 Refund means the balance tuition fee that is returned to students when they cancel or withdraw in writing from a course.


3.3 Withdrawing from the university means that you are dropping all your classes on or after the first day of the term.

4. Responsibility

4.1 The Chief Academic Officer (CAO) is responsible for the effective implementation of the policy.

5. Procedure/Process

- The student has the right to cancel from University at any time. If the student cancels from the course of instruction after the cancellation period, the university will remit a pro-rata refund for the unused portion of the tuition and other refundable charges.
- The amount of the refund is determined by deducting the non-refundable fees from the total tuition charge, then dividing the number of hours in the course to calculate the hourly charge.
- The refund is the amount in excess of what the student owes for total hours of instruction completed, excluding the non-refundable \$250 for the Application and Registration fees.


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- HYPOTHETICAL REFUND EXAMPLE:

- Students have a right to a full refund of all charges, less the \$50 application fee and the \$200 registration fee, if the student cancels the enrollment agreement on the first day of class or within the seventh day after signing this agreement. The amount retained by the university will not exceed the \$50 (fifty dollars) Application Fee and the \$200 (two hundred dollars) Registration Fee for a total of \$250 (two hundred and fifty dollars).
- If a student withdraws from the program after instruction has begun, the student will receive a pro rata refund for the unused portion of the tuition minus non-refundable charges.
- The date of withdrawal is the date of cancellation and is determined as the date the student notifies the university of the decision to cancel, or the last date of attendance, if the student fails to notify the school. The student will be charged for all hours attended.
- For example, if the student completes 50 hours of a 100-hour course, and paid \$2,000 for tuition-in-full, the student would receive a refund of \$1,000.

\$2000	/ 100	= \$20	/ 50	/ \$1000	/ \$1000
Tuition	/ Total	Hourly	/ Hours	/ Total Due	/ Total Due
Paid By	/ Hours	Charge	/ Completed	/ to University	/ to
Student					
Student					

- The University will refund money collected from a third party on the student's behalf, if the university cancels or discontinues the course in which the student is enrolled, or if the student drops out.
- If any portion of the tuition was paid from the proceeds of a third party, the refund will be sent to the lender or agency that guaranteed the funds.
- Any remaining amount will first be used to repay any student financial aid programs from which the student received benefits, in proportion to the benefits received.

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- Any remaining amount of money will be paid to the student. If the student receives federal student financial aid funds to pay for an educational program, the student is entitled to a refund of the money not paid from federal financial aid funds.
 - If the student obtains a loan the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.
 - If the student defaults on a federal or state loan, both of the following may occur: (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and (2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.
- UPAS will make all refunds within 30 days of written cancellation.
 - If the University sent the first lesson and materials before an effective cancellation notice was received, the University shall make a refund within 45 days after the student returns all materials.
 - If the student is not eligible for any refund and he has paid the tuition-in-full, the student is eligible to receive all materials, kits and equipment as applicable.
 - All requests for withdrawal or dropping of courses must be submitted in writing for a refund to the following address or by email to admissions@upasadena.org:

University of Pasadena
 1600 E. Francisquito Av,
 West Covina,
 CA 91791
 Phone: 626.600.8727

6. Review

The refund policy is reviewed every year by University of Pasadena.