



**PAYMENT METHODS**

- Payments can be made online with a valid credit card.
- Debit payments can be accepted *in person*, Monday to Friday between 8:30am-12:00pm and 1:00pm-4:00pm at the respective offices below:

<p><b>Continuing Education</b> University of Windsor Windsor Hall 167 Ferry St., Suite 300 Windsor ON N9A 0C5 519.253.3000 x 6721 <a href="mailto:continue@uwindsor.ca">continue@uwindsor.ca</a></p>	<p><b>Centre for English Language Development</b> <a href="#">1880 Wyandotte St. West, Windsor ON</a> 519.253.3000 x 3405</p> <p><b>CELD Annex – Vanier Hall</b> University of Windsor – Main Campus 519.253.3000 x 3425 <a href="mailto:celd@uwindsor.ca">celd@uwindsor.ca</a></p>	<p><b>Faculty of Education</b> <a href="#">Leonard &amp; Dorothy Neal</a> <a href="#">Education Building</a> University of Windsor Main Campus 519.253.3000 x 6734 <a href="mailto:aq@uwindsor.ca">aq@uwindsor.ca</a> <a href="mailto:ib@uwindsor.ca">ib@uwindsor.ca</a></p>
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**REFUNDS**

- Unless otherwise stated, all administration or registration fees are non-refundable.
- A full refund less any application fee is available up until 1 week prior to the program start date unless otherwise stated.
- No refund will be issued after classes have begun unless there are special circumstances. Supporting documentation may be required.
- Credit Card refunds are subject to approval. Please allow at least 5 business days to view the processed refund on your credit card account.
- International applicants who have a legitimate study permit or visa denial with support of documentation will receive a full tuition reimbursement less the non-refundable registration fee.
- Refunds will be made via the original payment method. For cash payments, a cheque will be issued.
- The University of Windsor reserves the right to cancel course offerings and to change locations and dates. Candidates will be notified of any cancellations and a full refund including the non-refundable amounts will be issued.



### **PROGRAM DEFERRAL**

- Students who defer their program start date will have forfeited their registration/administration fee.
- Students with deferred fee payments will be required to pay the difference of their program fee if there is a fee change in the subsequent semester.
- It is at the discretion of the department to approve a deferral to the next available course date.

### **WITHDRAWAL**

- Students who withdraw within the first 4 weeks of a program which is a minimum of 8 weeks duration will be given a grade/status of incomplete.
- Students who do not meet all course requirements will not be eligible for completion certificates and will be awarded a grade of F.

### **TAX RECEIPTS**

After you register, a confirmation and receipt will be emailed to you. Receipts may be reprinted by simply logging into your [student account](#) > Tax Receipt.

#### **Tax Receipt for Non-Credit Programs and Courses**

Our non-credit courses (i.e. professional development) are considered non-degree credit and therefore do not qualify as an education tax credit by Revenue Canada. As such a T2202A (Tuition and Education Amounts Certificate) will not be issued. You may be able to claim course fees on your federal income tax, line 320 on schedule 11 (see line 323 of the guide) using your registration receipt. For more information, please visit [Canada Revenue Agency](#) or consult a tax professional.

#### **Tax Receipt for Post-Degree Courses**

A T2202A form (Tuition and Education Amounts Certificate) will be issued by the University for students formally admitted to a post degree programming such as the Additional Qualification courses for educators. Students will be notified via email when the forms are available to print from your [student account](#).



University  
of Windsor

## CONTINUING EDUCATION

## CONTINUING EDUCATION POLICIES

### TRANSCRIPTS

#### Non-Credit Programs and Courses

Grades are available to view and print on your [student account](#) > My Enrollment History.

To order an official Continuing Teacher Education Program Transcript log in to your [student account](#) > Special Requests or call 519-253-3000 extension 6734. A \$10.00 fee will apply.

Requests are processed within five business days, which does not include mailing time via Canada Post. Additional fees will apply for any transcripts that are to be couriered. Please note that we are unable to email copies of transcripts.

### GENERAL POLICIES AND INFORMATION

#### CANCELLATIONS

##### Class cancellations due to unforeseen circumstances:

If an individual class is cancelled because of instructor illness, we will contact each student by email.

##### Cancellations due to inclement weather:

Decisions to close the Department of Continuing Education due to inclement weather follow the University of Windsor's policy on class cancellation. Such decisions will be communicated on the [University of Windsor homepage](#). Every effort will be made to provide similar details on the Continuing Education page and on social media.

If Continuing Education week-end classes are cancelled due to inclement weather or any other circumstances, you will be notified by email by 7 am. Please note you will only receive email notification if classes are cancelled.

If the University remains open, then it is deemed that Continuing Education programming is open and classes will be running as scheduled. Cancelled classes whether due to instructor illness or inclement weather will be rescheduled at a later time. You will be notified by Continuing Education of the rescheduled day and time.

##### Course Cancellation:

Any course for which there is insufficient enrollment will be cancelled. If you enroll in a course that is subsequently cancelled, you may transfer to another course or receive a full refund.



### **UPDATING YOUR RECORDS**

To make sure you don't miss any timely communication from us, please update your contact information on your [student account](#).

### **SCHEDULE CHANGES**

Every effort is made to adhere to the course schedule published online, although courses, dates and times are subject to change: any changes will be communicated to you by email. If you are no longer able to attend as a result of the schedule change, students will have the option to transfer to another course or receive a full refund.

### **TEXTBOOKS**

Information on required textbooks is available on the course section description page and will be included on your receipt at the time of registration. If textbook details are unknown at the time of registration, we will communicate the details by email.

### **FORMAL APPEAL –\*for Additional Qualification Courses**

- The student may formally appeal through the Faculty of Education at a fee of \$35.00.
- The appeal will be referred to the Faculty of Education who will be required to instruct the Instructor responsible for assigning that grade to review all assigned work for the purposes of re-evaluation.
- The Associate Dean or the Continuing Teacher Education Program Coordinator shall inform the student of the result of the appeal. The student will be informed of the outcome, with reasons (if reasons for the appeal were submitted) in writing and if successful, the \$35.00 fee will be refunded.

### **INFORMAL REQUEST - Considerations for Health, Bereavement, or Extenuating Circumstances**

A student who wishes to receive consideration or accommodation due to matters affecting or shown to affect their academic performance, such as, serious health circumstances or bereavement based on medical or compassionate grounds, or unanticipated extenuating circumstances beyond the control of the student should communicate with the Instructor as well as the department as soon as possible. A letter of rationale, requesting alternate evaluation or accommodation, and supporting documents (e.g. the attending physician's letter, the call to jury duty) must be submitted.



**For any and all inquiries, please email support staff based on your program noted below.**

Continuing Education – [continue@uwindsor.ca](mailto:continue@uwindsor.ca)

Additional Qualification Courses – [aq@uwindsor.ca](mailto:aq@uwindsor.ca)

International Baccalaureate Certificate – [ib@uwindsor.ca](mailto:ib@uwindsor.ca)

English Language Improvement Program – [celd@uwindsor.ca](mailto:celd@uwindsor.ca)