

### Written Notice

- a. To initiate a refund, written notice must be provided:
  - i. By a student to the institution when the student withdraws, or
  - ii. By the institution to the student where the institution dismisses a student.

### Tuition Refund Policy

Refund entitlement is calculated on the total fees due under the contract, less non-refundable (registration/application) fees.

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
  - a. more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - b. after the contract start date
    - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
    - iii. and after 30% of the hours of instruction to be provided during the contract term have been provided, no refund is required.
5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

- a. before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  - c. after 30% of the hours of instruction to be provided during the contract term have been provided, no refund is required.
6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
- a. the student has completed and received an evaluation of his or her performance for at least 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

### **Refund of Consumables**

Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as yet to be received consumables that have been prepaid.

Where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge: The student must return the equipment unopened or as issued within 7 calendar days; and If the student fails to return the equipment as set out above, the College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

### **Refund of application/registration fee - before training begins**

If a student terminates a student contract before the vocational training begins, the college is entitled to any application/registration fee paid by or on behalf of the student. The college must refund any application/registration fee that has been paid by or on behalf of the student if

- (a) a college terminates a student contract before the vocational training begins, or
- (b) the vocational training does not begin on the commencement date set out in the student contract.

### **Refund of non itemized resources and materials**

Will be based on the same calculations as per tuition refund policy