

**Written Notice**

To initiate a refund, written notice must be provided to the institution.

**Tuition Refund Policy for Approved Programs**

Refund entitlement is calculated on the total fees paid or payable under the contract, excluding non-refundable fees (such as application fees), unless otherwise specified.

<b>Refund Policy</b>	
<b>Circumstances when Refund Payable</b>	<b>Amount of Refund</b>
<b>Approved Programs: In-Class, Combined Delivery, or Synchronous Distance Delivery</b>	
<b>Before program start date, institution receives a notice of withdrawal</b>	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<b>After program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all programs)</b>	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<b>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than <u>solely asynchronous distance education</u>)</b>	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30%, but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours, have been provided.</li> </ul>	No refund due
<b>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):</b>	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.
<b>Institution receives a refusal of study permit (applies to international students requiring a study permit):</b>	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
<b>Approved Programs: Solely Asynchronous Distance Delivery</b>	
<b>Before program start date, institution receives a notice of withdrawal</b>	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.

<ul style="list-style-type: none"> <li>• More than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved <u>solely asynchronous distance education</u> )	
<ul style="list-style-type: none"> <li>• No later than seven days after the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> no more than 10% of the program</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> no more than 10% but less than 30% of the program</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> more than 30% but less than 50% of the Program</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> 50% or more of the program</li> </ul>	No refund due
<b>Approved Programs: All Delivery Methods</b>	
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>• If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>• The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control</li> </ul>	100% tuition and all related fees, other than application fee.
Institution must pay the tuition or fee refund <b>within 30 days</b> after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).	

**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

**Payment of refunds**

A refund of a student's tuition must be paid

- (a) to the student, or

(b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

If a college receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.

If a college is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following 30 days from the day the student contract is terminated.

### **Refund for Programs that Do Not Require Approval**

Refund entitlement is calculated on the total fees paid or payable under the contract, excluding non-refundable fees (such as application fees), unless otherwise specified.

If tuition is less than \$4,000:  
There is no refund.

Refund policy if tuition is \$4,000 or more:

The institution will refund 100% of the tuition and all related fees, other than application fees, if both of the following apply:

- The student does not attend the program, and
- The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:
  - a) the start date of the program in the most recent Letter of Acceptance
  - b) the start date of the program in the enrolment contract.

The refund will be paid within 30 days of the date the institution receives the notice of withdrawal or copy of study permit refusal.