

Policy on Refunds

CATEGORY: Student – Administrative

ISSUE DATE: July 27, 2018

LAST REVISION DATE: April 3, 2019

REVIEW REQUIREMENTS: Every two (2) years

APPROVED BY: President

Policy Purpose & Summary

This policy, entitled “*Policy on Refunds*”, has been created to establish the standards set by the College for refunds of payments to students, in accordance with requirements stipulated in the *Private Training Act*.

It is the policy of the College to formalize the regulations surrounding the approval and disbursement of refunds on fees charged by the College, as outlined below. Definitions of specific terms used in this policy can be found in the *Policy Glossary*.

Scope

This policy applies to all individuals applying for admission to the College, all students enrolled at the College, all individuals employed by the College, and any other individuals acting as representatives, or hold a titular position, of the College.

Policy

1. REFUNDS DISBURSEMENT

- 1.1. Refunds owing to students must be paid within thirty (30) calendar days of the College receiving written notification of withdrawal from the student or providing a Notice of Dismissal to the student.
- 1.2. The College must refund fees charged for Course materials paid for but not received if the student provides a Notice of Withdrawal to the College or the College provides a Notice of Dismissal to the student.

2. FULL TUITION AND/OR FEES REFUND ENTITLEMENT

- 2.1. A student will be entitled to a full tuition and/or fees refund if any of the following circumstances occur:

CIRCUMSTANCE	REFUND ENTITLEMENT
A student is enrolled in an approved Program: <ul style="list-style-type: none"> • Without having met the admission requirements; <u>and</u> • Without having misrepresented their knowledge or skills when applying. 	One hundred percent (100%) tuition refund and a 100% of all fees.
The student does not attend an applicable work experience component and the College does not provide all the hours of instruction of the work experience component of a Program within thirty (30) calendar days of the end date of the Program.	One hundred percent (100%) tuition refund.
The College receives a Notice of Withdrawal from the student no later than seven (7) calendar days after the effective contract date but before the start date of the Program.	One hundred percent (100%) tuition refund.

The student signs the enrolment contract seven (7) calendar days or less before the start date and the College receives a Notice of Withdrawal from the student between the date the student signed the enrolment contract and the start date of the Program.	One hundred percent (100%) tuition refund.
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3. OTHER TUITION REFUNDS

CIRCUMSTANCE	REFUND ENTITLEMENT
Institution receives a Notice of Withdrawal from a student, <u>before the Program begins</u>:	
The College receives a Notice of Withdrawal from a student more than seven (7) calendar days after the effective contract date and at least thirty (30) before the Program start date.	The College will retain ten percent (10%) of the tuition due under the enrolment contract, up to a maximum of \$1000 .
The College receives a Notice of Withdrawal from a student more than seven (7) calendar days after the effective contract date and less than thirty (30) calendar days before the Program start date.	The College will retain twenty percent (20%) of the tuition due under the enrolment contract, up to a maximum of \$1300 .
Institution receives a Notice of Withdrawal or delivers a Notice of Dismissal, <u>after the Program begins</u> (excluding online Programs):	
The College receives a Notice of Withdrawal from a student after the Program start date and up to and including the date on which ten percent (10%) of the hours of instruction of the Program have been provided.	The College will retain thirty percent (30%) of the tuition due under the enrolment contract.
The College receives a Notice of Withdrawal from a student after the Program start date on which is more than ten percent (10%) but before thirty percent (30%) of the hours of instruction of the Program have been provided.	The College will retain fifty percent (50%) of the tuition due under the enrolment contract.
The College provides a Notice of Dismissal to a student and the date the College delivers the notice to the student is ten percent (10%) or less of the hours of instruction of the Program have been provided.	The College will retain thirty percent (30%) of the tuition due under the enrolment contract.
The College provides a Notice of Dismissal to a student and the date the College delivers the notice to the student is more than ten percent (10%) but before thirty percent (30%) of the hours of instruction of the Program have been provided.	The College will retain fifty percent (50%) of the tuition due under the enrolment contract.
The student does not attend any of the first thirty percent (30%) of the hours of instruction of an approved Program	The College will retain fifty percent (50%) of the tuition paid under the student enrolment contract.
Institution receives a Notice of Withdrawal or delivers a Notice of Dismissal, <u>after the Program begins</u> (online Programs):	
The College receives a student's Notice of Withdrawal or the College delivers a Notice of Dismissal to the student and the student has Completed up to thirty percent (30%) of the Program.	The College will retain thirty percent (30%) of the tuition due under the enrolment contract.

The College receives a student's Notice of Withdrawal or the College delivers a Notice of Dismissal to the student and the student has Completed thirty percent (30%) or more but less than fifty percent (50%) of the Program.

The College will retain **fifty percent (50%)** of the tuition due under the enrolment contract.

4. REFUNDS FOR INTERNATIONAL STUDENTS

- 4.1. If an international student delivers a copy of a refusal of a study permit to the College, the policy will apply as the copy of refusal were treated as a Notice of Withdrawal and the requirements in Sections 2 and 3 will apply to process a refund is on **tuition** only.
- 4.2. Section 4.1 does not apply if an international student requests an additional letter of acceptance for the same Program that was the subject of the refusal of the study permit, or if the Program is provided solely through online study

Policy Notes

This policy consolidates the measures included in, and replaces, the following archived policies of the College:

- Policy #1023 – Student Refund Policy

ACCOMPANYING POLICIES: This policy is a part of a suite of administrative oriented policies under the Student Policies category.