

# Policy on Refunds

**CATEGORY:** Student – Administrative

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**REVIEW REQUIREMENTS:** Every two (2) years

**APPROVED BY:** President

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## Policy Purpose

The *Policy on Refunds* establishes the standards set by the College for refunds of payments to students and is in accordance with the requirements of the *Private Training Regulation*.

It is the policy of the College to formalize the regulations on the approval and disbursement of refunds on fees charged by the College, as outlined below.

Definitions of the specific terms used in this policy are available in the *Policy Glossary*.

## Scope

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

## Policy

### 1. REFUNDS DISBURSEMENT

- 1.1. The College will pay refunds owing to students within thirty (30) calendar days of:
  - 1.1.1. Receiving written notification of withdrawal from a student; or
  - 1.1.2. Providing a Notice of Dismissal to a student.
- 1.2. If the conditions in section 1.1. are met, the College will refund fees for Course materials that the student has paid for but has not received.

### 2. FULL TUITION AND FEES REFUND ENTITLEMENT

- 2.1. A student who has enrolled in Program is entitled to a refund of paid tuition and related fees if the student:
  - ❖ Has not met the admission requirements; and
  - ❖ Has not misrepresented his or her knowledge or skills when applying to the Program.

**3. TUITION REFUNDS: IN-CLASS PROGRAMS**

Notice of Withdrawal	REFUND ENTITLEMENT
<b>Before the IN-CLASS Program begins:</b>	
<p>3.1. The student submits <b>and</b> the College receives a Notice of Withdrawal <u>no later than</u> seven (7) calendar days after the effective contract date, but before the start date of the Program.</p> <p>3.2. The student has signed the enrolment contract <u>seven (7) or less</u> calendar days before the Program start date and has submitted a Notice of Withdrawal <b>which</b> the College has received between the date on the enrolment contract and the start date of the Program.</p>	<p>Student is <b>entitled to one hundred percent (100%)</b> of <u>paid</u> tuition; other than application fees.</p>
<p>3.3. The student submits and the College receives a Notice of Withdrawal more than seven (7) calendar days after the effective contract date and thirty (30) days or more before the Program start date.</p>	<p>The College will <b>retain ten percent (10%)</b> of the tuition due under the enrolment contract, up to a maximum of \$1000.</p>
<p>3.4. The student submits and the College receives a Notice of Withdrawal <u>more than</u> seven (7) calendar days <u>after</u> the effective contract date and <u>less than</u> thirty (30) calendar days before the Program start date.</p>	<p>The College will <b>retain twenty percent (20%)</b> of the tuition due under the enrolment contract, up to a maximum of \$1300.</p>
<b>After an IN-CLASS Program begins (excludes online programs):</b>	
<p>3.5. After the Program start date, the student submits and the College receives a Notice of Withdrawal before the student has received up to and including ten percent (10%) of hours of instruction.</p>	<p>The College will <b>retain thirty percent (30%)</b> of the tuition due under the enrolment contract.</p>
<p>3.6. The student submits and the College receives a Notice of Withdrawal after the student has been provided more than ten percent (10%) but less than thirty percent (30%) of hours of instruction in the Program.</p>	<p>The College will <b>retain fifty percent (50%)</b> of the tuition due under the enrolment contract.</p>
<p>3.7. 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.</p>	<p>Student is <b>entitled to one hundred percent (100%)</b> of paid tuition.</p>

Notice of Dismissal	REFUND ENTITLEMENT
3.8. The College delivers a Notice of Dismissal to the Student and, as of the date on the notice, has provided less than ten percent (10%) of Program instruction hours.	The College will <b>retain thirty percent (30%)</b> of the tuition due under the enrolment contract.
3.9. The College delivers a Notice of Dismissal and, as of the date on the notice, has provided the student more than ten percent (10%) but less than thirty percent (30%) of Program instruction hours.	The College will <b>retain fifty percent (50%)</b> of the tuition due under the enrolment contract.
3.10. The student does not attend any of the first thirty percent (30%) of hours of instruction of an approved Program.	The College will <b>retain fifty percent (50%)</b> of the tuition due under the student enrolment contract.

#### 4. TUITION REFUNDS: ONLINE PROGRAMS

<b>After an ONLINE Program begins:</b>	
Notice of Withdrawal OR Notice of Dismissal	REFUND ENTITLEMENT
4.1. The College receives the student's Notice of Withdrawal <b>or</b> the College delivers a Notice of Dismissal to the student and the student has completed less than thirty percent (30%) of the Program.	The College will <b>retain thirty percent (30%)</b> of the tuition due under the enrolment contract.
4.2. The College receives the student's Notice of Withdrawal <b>or</b> the College delivers a Notice of Dismissal to the student and the student has completed thirty percent (30%) but less than fifty percent (50%) of the Program.	The College will <b>retain fifty percent (50%)</b> of the tuition due under the enrolment contract.

#### 5. REFUNDS FOR INTERNATIONAL STUDENTS

- 5.1. If an international student is refused a study permit, the student must deliver a copy of the refusal of a study permit to the College.
- 5.2. Once received, the College will apply the requirements and process described in Sections 2 and 3 to assess the student's refund entitlement for tuition only.
- 5.3. Section 5.1 will not apply if the Program is being delivered 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.