

# 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 within 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 a notice of withdrawal from a student
- 1.1.2. Receiving a copy of refusal of a study permit
- 1.1.3. Providing a student with a notice of dismissal
- 1.1.4. Receiving an order from the registrar to issue a refund because a student was admitted in an approved program without meeting the admission requirements.
- 1.1.5. The program end date included in the enrolment contract, if an institution did not provide a work experience to a student within 30 days of the end date.
- 1.1.6. The date on which the first 30% of the program would have been completed, if a student did not attend the first 30% of the program.

1.2. The College must refund fees charged for textbooks or other course materials, including equipment and uniforms, if the student does not receive these course materials and any of the following apply:

- 1.2.1. The student provides a notice of withdrawal to the institution
- 1.2.2. The institution provides a notice of dismissal to the student
- 1.2.3. The student does not attend any of the first 30% of the hours of instruction of the program.

## 2. Fees and Tuition Refunds for Approved Programs:

Approved Programs	Refund Due
<b>Before program start date</b> , the College receives a notice of withdrawal (applies to all students):	
<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 <b>related fees</b> , 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>At least 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	The College may retain up to 10% of tuition, to a maximum of \$1,000.
<ul style="list-style-type: none"> <li>More than seven days after the student and the College signed the enrolment contract, and</li> <li>Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	The College may retain up to 20% of tuition, to a maximum of \$1,300.
<b>After program start date</b> , the College provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education):	
<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>	The College may retain up to 30% of tuition.
<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>	The College may retain up to 50% of tuition.

Approved Programs	Refund Due
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
A student does not attend the first 30% of the program.	The College may retain up to 50% of the tuition paid.
The College receives a refusal of study permit (applies to international students requiring a study permit):	
<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.
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
The College 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 fees

Approved Programs – Distance Delivery	Refund Due
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 30% of the program</li> </ul>	70% of tuition.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	50% of tuition
<ul style="list-style-type: none"> <li>Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction.

### 3. Fees and Tuition Refunds for programs that do not require approval

Programs that do not require approval – programs that have tuition of \$4,000 or more and that are not solely provided through distance education:	Refund Due
<ul style="list-style-type: none"> <li>The student does not attend the program, and</li> <li>The College 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:               <ol style="list-style-type: none"> <li>the start date of the program in the most recent Letter of Acceptance</li> <li>the start date of the program in the enrolment contract.</li> </ol> </li> </ul>	100% tuition and all related fees, other than application fees

#### 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.