

TUITION AND FEE REFUND POLICY

Date Policy Written or Last Modified: December 2024

Position(s) Responsible for Administering this Policy: Vice President of Admissions

In accordance with Private Training Regulation, the Tuition Refund Policy, in cases of withdrawal or dismissal, is as follows:

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 and all related fees, 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, including the application fee, 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 their knowledge or skills when applying for admission.
3. If the institution receives a notice of withdrawal or dismisses the student within seven (7) days of the program start date, the institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under the enrolment contract.
4. If a student does not attend any of the first 30% of the hours of instruction, the institution may retain up to 50% of the tuition paid under the student enrollment contract unless the program is provided solely through asynchronous distance education.
4. Unless the program is provided solely through asynchronous distance education, if the institution receives a notice of withdrawal from a student or the institution provides a notice of dismissal to the student:
 - a) after the program start date:
 - i) and up to and including 10% of the hours of instruction have been provided, the institution may retain up to 10% of the tuition paid under the contract. after more than 10% but before 30% of the hours of instruction have been provided, the institution may retain up to 30% of the tuition due under the contract.
 - ii) After more than 30% but before 50% of the of the hours of instruction have been provided the institution my retain up to 50% of tuition due under the contract
 - iii) After more than 50% of the hours of instruction have been provided no refund is due.

5. If the institution provides the program solely through asynchronous 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) before the program start date and no later than seven (7) days after the student signed the enrolment contract then 100% of tuition and all related fees other than application fees will be refunded.
 - i. after the program start date: And no later than seven (7) days after the program start date, the institution may retain up to 10% of tuition, to a maximum of \$1,000.00 paid or payable under the contract.
 - ii. And the student has completed¹ no more than 10% of the program then the institution may retain up to 10% of tuition paid or payable under the contract.
 - iii. And the student has completed more than 10% but less than 30% of the program then the institution may retain up to 30% of the tuition paid or payable under the contract.
 - iv. And the student has completed more than 30% but less than 50% of the program then the institution may retain up to 50% of the tuition paid or payable under the contract.
 - v. And the student has completed 50% or more of the program, then no refund is due.

6. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

7. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

- a) of the date the institution receives a student's notice of withdrawal,
- b) of the date the institution provides a notice of dismissal to the student,
- c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy.
- d) receiving a copy of refusal of a study permit, or
- e) the date on which the first 30% of the program would have been completed, if the student did not attend the first 30% of the program

8. If a refund is due, the student's record must include evidence that the refund was issued, either in the form of a cancelled cheque or copy of the wire transfer. Student records must also include a refund calculation.

9. If an international student delivers a copy of a refusal of a study permit to the institution, sections before 30% of the hours of instruction would have been provided, had the student started the program, and if the student has not requested additional Letter(s) of Acceptance then 100% of tuition and all related fees, other than application fees will be refunded, on the later of the following:

- a) the program start date in the most recent Letter of Acceptance
- b) the program start date noted in the enrolment contract

¹ Completed is defined as the student having received an evaluation of their performance for the specified percentage of the hours of instruction. If a student completed a portion of a program for which they did not receive an evaluation, then that portion of the program should not be included in the calculation of the percentage of the program completed,