

Refund Policy – AOLCC Richmond Campus

A student may be eligible for tuition refund in certain cases under Refund Policy of the institution outlined below. When a refund is due, the institution will provide it within 30 days of:

1. Receiving a notice of withdrawal from a student
2. Receiving a copy of refusal of a study permit
3. Providing a student with a notice of dismissal
4. Receiving notice from the registrar of PTIB to issue a refund because the institution did not provide a work experience to a student (if applicable) or a student was admitted in an approved program without meeting the admission requirements.

If a refund is due and the student has paid for but not received textbooks or other course materials, including equipment or uniforms, the institution will also refund the fees charged for these items.

The table below shows the circumstances in which tuition will be refunded.

The effective contract date for a student enrolment contract is the later of:

- The date the student or representative of the student signed, or
- The date the institution signed.

Circumstances	Tuition Refund Entitlement
<p>A student is enrolled in an approved program:</p> <ul style="list-style-type: none"> • Without having met the admission requirements, and • Without having misrepresented his/her knowledge or skills when applying. 	100% tuition refund and a 100% refund of all fees.
A student does not attend the first 30% of the program.	Institution will retain up to 50% of the tuition.
<p>If applicable,</p> <ul style="list-style-type: none"> • The institution does not provide all 	100% tuition refund.

<p>the work experience hours of a program within 30 days of the contract end date, and</p> <ul style="list-style-type: none"> The student does not attend the work experience. 	
<p>Work experience-related refunds (if applicable); No refund will be issued if institution offers a work experience component and a student does not attend or if a student fails to meet the criteria to complete the work experience program (e.g. by failing a class).</p>	
<p>Institution receives a notice of withdrawal from a student, or an international student delivers a refusal of study permit:</p>	
<ul style="list-style-type: none"> No later than seven days after the effective contract date, and Before the program start date. 	100% tuition refund.
<ul style="list-style-type: none"> Between the date the contract was signed and the start date of the program, where that period is less than seven days 	100% tuition refund.
<ul style="list-style-type: none"> More than seven days after the effective contract date, and At least 30 days before the program start date. 	Institution will retain up to 10% of tuition, to a maximum of \$1,000.
<ul style="list-style-type: none"> More than seven days after the effective contract date, and less than 30 days before the program start date 	Institution will retain up to 20% of tuition, to a maximum of \$1,300.
<ul style="list-style-type: none"> After the program starts, but before 11% of instruction hours have been provided. 	Institution will retain up to 30% of tuition.

<ul style="list-style-type: none"> After the program starts, and after 10% but before 30% of instruction hours have been provided. 	Institution will retain up to 50% of tuition.
<ul style="list-style-type: none"> After completion of 30% of instruction hours. 	Student is not eligible for any refund.
Institution delivers a notice of dismissal to a student:	
<ul style="list-style-type: none"> Before 11% of the instruction hours have been provided 	Institution will retain up to 30% of tuition.
<ul style="list-style-type: none"> After 10% but before 30% of the instruction hours have been provided 	Institution will retain up to 50% of tuition.
Student withdraws or is dismissed from a distance-education-only program:	
<ul style="list-style-type: none"> When the student has received an evaluation for completing up to 30% of the program. 	Institution will retain up to 30% of the tuition.
<ul style="list-style-type: none"> When the student has received an evaluation for completing 30% to 50% of the program. 	Institution will retain up to 50% of the tuition.

Refund required under the Refund Policy will be paid to the student or a person or institution that paid the tuition or fees on behalf of the student.

Where the student withdraws or is dismissed from their program after receiving equipment from institution free of charges;

- The student must return the equipment unopened or as issued within 14 calendar days from the date of withdrawal or dismissal; and
- If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student. If there is no refund available, student will pay cost to institution.