

**Tuition and fee refund policy:**

- 1) A student may be entitled to a refund of tuition fees in the event that:
  - a) The student provides written notice to the institution that he or she is withdrawing from the program; or
  - b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) Refund policy for students:
  - a) Refunds before the program of study begins:
    - i) If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, 100% of any tuition and fees paid are to be refunded;
    - ii) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000;
    - iii) Subject to Section i above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300;
  - b) Refunds after the program of study starts:
    - i) If written notice of withdrawal is received by the institution or a student is dismissed up to and including 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract;

- ii) If written notice of withdrawal is received by the institution, or a student is dismissed where more than 10% and up to and including 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract;
  - iii) If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the contract has elapsed, no refund is required;
  - iv) If a student does not attend the first 30% of the program, the institution may retain up to 50% of the tuition due under the contract;
  - v) If the institution does not provide all the work experience hours of a program within 30 days of the contract end date and the student does not attend the work experience, 100% of any tuition and fees paid are to be refunded.
- 7) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract.
- 8) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- 9) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
- a) The student must return the equipment unopened or as issued within 14 calendar days; and
  - b) 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.
- 10) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, within 30 days of receipt of refusal of study permit, or within 30 days of an institution's written notice of dismissal.
- 11) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.
- 12) If an international student delivers a copy of a refusal of a study permit to the institution, sections 6, 8, 9, 10 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of the study permit, or the program is provided solely through distance education.