

## TUITION REFUND POLICY

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 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, or provides a notice of dismissal, 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, or provides a notice of dismissal, 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 institution fails to provide a work experience component within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.
2. The institution will refund the tuition for the program and all related fees 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 the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract.
4. For programs provided through in-class, combined, or synchronous distance delivery, if the institution receives a notice of withdrawal from a student or provides a notice of dismissal:
  - a) More than seven days after the effective contract date and
    - i. Before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
  - b) After the contract start date
    - i. And up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 10% of the tuition paid or payable under the student enrolment contract.
    - ii. And after more than 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition paid or payable under the student enrolment contract.
    - iii. And after more than 30% but before 50% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition paid or payable under the student enrolment contract.
    - iv. And after the program start, and after 50% of the instruction hours have been provided, no refund is due.

5. For programs provided through asynchronous distance delivery, if the institution receives a notice of withdrawal from a student or provides a notice of dismissal:
  - a) More than seven days after the effective contract date and
    - i. Before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
  - b) After the contract start date
    - i. And no later than seven days after the program start date, the institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under the student enrolment contract.
    - ii. And no more than 10% of the program completed, the institution may retain up to 10% of the tuition paid or payable under the student enrolment contract.
    - iii. And after more than 10% but before 30% of the program completed, the institution may retain up to 30% of the tuition paid or payable under the student enrolment contract.
    - iv. And after more than 30% but less than 50% of the program completed, the institution may retain up to 50% of the tuition paid or payable under the student enrolment contract.
    - v. And more than 50% of the program completed, 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:
  1. Of the date the institution receives a student's notice of withdrawal,
  2. Of the date the institution provides a notice of dismissal to the student,
  3. Of the date the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
  4. After the first 30% of the hours of instruction if section 3 of this policy applies.
8. If an international student delivers a copy of refusal of a study permit to the institution, meeting the conditions below, the international student must be refunded 100% of tuition and all related fees, other than the application fee:
  - a) It is provided before 30% of instruction hours would have been provided, had the student start the program on the later date of the following:
    - i. The program start date in the most recent Letter of Acceptance
    - ii. The program start date in this enrolment contract.
  - b) The international student requests an additional Letter of Acceptance for the same program that was the subject of the refusal of a study permit.

If an international student delivers a copy of refusal of a study permit to the institution outside of the conditions in 8(a) and 8(b), sections 4(b)(iii), 4(b)(iv), 6, and 7 of this policy apply as if the refusal were a notice of withdrawal.