



<b>Policy No.:</b>	A.1.2
<b>Department</b>	Administration (A)
<b>Category:</b>	Finance (A.1)
<b>Owner(s):</b>	Campus Director
<b>Approval Date:</b>	03/19/2024
<b>Date Last Revised:</b>	03/19/2024

## Tuition Refund Policy

### Context and Purpose

This policy guides the proper handling of tuition refunds while meeting expectations set out by national and provincial legislation.

### Requirements

1. In order to facilitate timely and proper tuition refunds, the college adheres to the following guidelines:
  - a. The college will publish this policy in its entirety on the college website and reproduced in the student handbook.
  - b. To protect students, tuition sponsors, and the college, and to comply with Canada's Proceeds of Crime (Money Laundering) and Terrorist Financing Act and Regulations, all tuition paid to the college through a third party will be refunded to the original sender's account. In this circumstance, no refund will be paid directly to students unless:
    - i. the student signs and submits a withdrawal form AND provides a proof showing the student's rightful ownership of the tuition funds; OR
    - ii. the student signs and submits the colleges permanent Withdrawal Form AND the original sender provides a proof indicating the student can claim the tuition funds.
  - c. If a student has not signed a student contract prior to receiving a letter of acceptance from the college, the letter of acceptance stands as a contract between the student and the college; the date of the letter stands as the effective date of this contract.
  - d. The college will retain the non-refundable \$250 application fee in all refund situations.

### Processes

2. The college will adhere to the following procedure for all tuition refunds for programs requiring approval of the Private Training Institutions Branch (PTIB):
  - a. If the college receives tuition from the student, or a representative on behalf of the student, the college will refund the student, or the representative, the tuition amount that was paid for the program in which the student is enrolled if:
    - i. the college receives a notice of withdrawal from the student no later than seven (7) days after the effective contract date; OR before the contract start date.
    - ii. the college receives a notice of withdrawal from the student between the date the student, or the student's representative, signs the student contract and the contract's start date.
    - iii. the student does not attend a work experience component and the college does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
  - b. The college will refund the tuition for the program and all related fees paid by the student or by the student's representative if the student does not meet the admission requirements and does not misrepresent his or her knowledge or skills when applying for admission.
  - c. If a student does not attend the first 30% of the hours of instruction to be provided during the contract term, the college may retain up to 50% of the tuition paid under the student enrolment contract.
  - d. If the college receives a notice of withdrawal from a student:
    - i. more than seven days after the effective contract start date and
      1. at least 30 days before the program start date, the college may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
      2. less than 30 days before the program start date, the college may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
    - ii. after the contract start date and
      1. before 11% of the hours of instruction to be provided during the contract term, the college may retain up to 30% of the tuition due under the student enrolment contract.
      2. after 10% but before 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition due under the student enrolment contract.

3. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
- e. If the college provides a notice of dismissal to a student and the date the college delivers the notice to the student is:
    - i. before 11% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. after 10% but before 30% of the hours of instruction to be provided during the contract term, the college may retain up to 50% of the tuition due under the student enrolment contract.
    - iii. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
  - f. If the college provides the program solely through distance education and the college receives a student's notice of withdrawal or the college delivers a notice of dismissal to the student and:
    - i. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the college may retain up to 30% of the tuition due under the student enrolment contract, or
    - ii. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the college may retain up to 50% of the tuition due under the student enrolment contract.
  - g. The college will refund fees charged for course materials paid for but not delivered if the student provides a notice of withdrawal to the institution or the college provides a notice of dismissal to the student.
  - h. 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:
    - i. of the date the college receives a student's notice of withdrawal,
    - ii. of the date the college provides a notice of dismissal to the student,
    - iii. of the date that the PTIB registrar provides notice to the college that the college is not complying with the policy, or
    - iv. after the first 30% of the hours of instruction if the student has never attended.
  - i. If an international student delivers an authenticated copy of a refusal of a study permit to the institution before date by which 30% of hours of instruction would have been provided, the college will refund all tuition and related fees, unless:

- i. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
- ii. or the program of study is provided solely through distance education.

### **Context and Purpose**

This policy guides the proper handling of tuition refunds while meeting expectations set out by national and provincial legislation.

### **Requirements**

3. In order to facilitate timely and proper tuition refunds, the college adheres to the following guidelines:
  - e. The college will publish this policy in its entirety on the college website and reproduced in the student handbook.
  - f. To protect students, tuition sponsors, and the college, and to comply with Canada's Proceeds of Crime (Money Laundering) and Terrorist Financing Act and Regulations, all tuition paid to the college through a third party will be refunded to the original sender's account. In this circumstance, no refund will be paid directly to students unless:
    - iii. the student signs and submits a withdrawal form AND provides a proof showing the student's rightful ownership of the tuition funds; OR
    - iv. the student signs and submits the college's permanent Withdrawal Form AND the original sender provides a proof indicating the student can claim the tuition funds.
  - g. If a student has not signed a student contract prior to receiving a letter of acceptance from the college, the letter of acceptance stands as a contract between the student and the college; the date of the letter stands as the effective date of this contract.
  - h. The college will retain the non-refundable \$250 application fee in all refund situations.

### **Processes**

4. The college will adhere to the following procedure for all tuition refunds for programs requiring approval of the Private Training Institutions Branch (PTIB):
  - j. If the college receives tuition from the student, or a representative on behalf of the student, the college will refund the student, or the representative, the tuition amount that was paid for the program in which the student is enrolled if:

- iv. the college receives a notice of withdrawal from the student no later than seven (7) days after the effective contract date; OR before the contract start date.
- v. the college receives a notice of withdrawal from the student between the date the student, or the student's representative, signs the student contract and the contract's start date.
- vi. the student does not attend a work experience component and the college does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
- k. The college will refund the tuition for the program and all related fees paid by the student or by the student's representative if the student does not meet the admission requirements and does not misrepresent his or her knowledge or skills when applying for admission.
- l. If a student does not attend the first 30% of the hours of instruction to be provided during the contract term, the college may retain up to 50% of the tuition paid under the student enrolment contract.
- m. If the college receives a notice of withdrawal from a student:
  - iii. more than seven days after the effective contract start date and
    - 3. at least 30 days before the program start date, the college may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - 4. less than 30 days before the program start date, the college may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - iv. after the contract start date and
    - 4. before 11% of the hours of instruction to be provided during the contract term, the college may retain up to 30% of the tuition due under the student enrolment contract.
    - 5. after 10% but before 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition due under the student enrolment contract.
    - 6. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
- n. If the college provides a notice of dismissal to a student and the date the college delivers the notice to the student is:

- iv. before 11% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - v. after 10% but before 30% of the hours of instruction to be provided during the contract term, the college may retain up to 50% of the tuition due under the student enrolment contract.
  - vi. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
- o. If the college provides the program solely through distance education and the college receives a student's notice of withdrawal or the college delivers a notice of dismissal to the student and:
- iii. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the college may retain up to 30% of the tuition due under the student enrolment contract, or
  - iv. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the college may retain up to 50% of the tuition due under the student enrolment contract.
- p. The college will refund fees charged for course materials paid for but not delivered if the student provides a notice of withdrawal to the institution or the college provides a notice of dismissal to the student.
- q. 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:
- v. of the date the college receives a student's notice of withdrawal,
  - vi. of the date the college provides a notice of dismissal to the student,
  - vii. of the date that the PTIB registrar provides notice to the college that the college is not complying with the policy, or
  - viii. after the first 30% of the hours of instruction if the student has never attended.
- r. If an international student delivers an authenticated copy of a refusal of a study permit to the institution before date by which 30% of hours of instruction would have been provided, the college will refund all tuition and related fees, unless:
- iii. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
  - iv. or the program of study is provided solely through distance education.



## Related Legislation, PTIB Compliance Standards, and Policies

### Legislation

Proceeds of Crime (Money Laundering) and Terrorist Financing Act

### PTIB Compliance Standards

3.2.2