



Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</b>	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

<b>Institution receives a refusal of study permit (applies to international students requiring a study permit):</b>	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of</li> </ul>	100% tuition and all related fees, other than application fee.
<b>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</b>	

<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Student enrolled in a program without having met the admission requirements for the	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	<p><b>100% tuition and all related fees, including application fees</b></p>
<b>Circumstances when Refund Payable</b>	<b>Amount of Refund</b>
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	<p><b>100% tuition and all related fees, including application fees</b></p>

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

In the unlikely event that a course is cancelled by the College, the course will be rescheduled to a later date.

### **REFUND POLICY - programs NOT requiring PTIB approval**

Some Programs/courses of instruction do not require approval under the Private Training Act; and, as such, students cannot file a claim against the fund with the trustee in respect of these programs of instruction.

For programs not requiring approval, refunds may be possible under the following conditions:

- 1) A properly filled and signed Refund Form must be provided by a student to the College administration.
- 2) Refund entitlement is calculated on the total tutoring fees, less the non-refundable application fee, materials fee, textbook fee and other fees.
- 3) If a withdrawal / refund Form is received by the school within 2 days of signing the contract, the institution may retain 10% of the total fee.
- 4) If a withdrawal / refund Form is received by the school, outside of clause 3, and prior to the first day of class the institution may retain 50% of total fee due under the contract.
- 5) If a student withdraws or is dismissed where more than 20% of the period of instruction specified in the contract has elapsed, no refund is provided.
- 6) If the program/course is canceled for any reason, students will receive a 100% refund.
- 7) It may take up to 14 days to process a refund application.

Students have the responsibility to attend class on time and on prescheduled dates. For any reasons, if the absent rate is higher than 30%, the student will not qualify for the issuance of the Certificate.