

REFUND POLICY for INTRO PROGRAMS

Refunds before the contract start date:

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 no later than seven days after the effective contract date and before the contract start date or
 - 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 between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date.
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 met 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 unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a written notice of withdrawal from a student more than seven days after the effective contract date and:
 - i. at least 30 days 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.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

Refunds after the contract start date:

5. Unless the program is provided solely through distance education, if the institution receives a written notice of withdrawal from a student:

- a. before 26% 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 due under the student enrolment contract. 30% of hours of instruction are equal to before the first day of the second week of the in-person period of instruction).
 - b. and after 25% but before 34% 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 due under the student enrolment contract.
7. Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
8. Where the delivery of the program of study is through home study or distance education, refunds must be based on the percentage of a program the student has received an evaluation for at the rates as set out in Sections 5 and 6 above.
9. Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:
 1. Sexual assault.
 2. Physical assault or other violent acts committed on or off campus against any student.
 3. Verbal abuse or threats.
 4. Vandalism of school property.
 5. Theft.
 6. Academic dishonesty/Cheating.

Chart showing refunds for withdrawals after the program of study starts:

HOURS OF INSTRUCTION	% HOURS OF INSTRUCTION	WEEK	% REFUND DUE IF STUDENT IS DISMISSED OR WITHDRAWS
9	25%	Up to (but not including) Class 4	70% Refund Due (not including admin fee)
12	33%	Up to (but not including) Class 5	50% Refund Due
		Class 5 - 12	No Refund Due