

## REFUND POLICY

Approved Programs – In-class or Combined Delivery	Refund Due
<b>Before program start date, institution receives a notice of withdrawal:</b>	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>At least 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000.
<ul style="list-style-type: none"> <li>More than seven days after the student and institution signed the enrolment contract, and</li> <li>Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300.
<b>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than distance-education-only programs):</b>	
<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.
<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.
<b>Student does not attend – “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>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid.

Revised October 2023



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Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<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>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ol> </li> <li>• Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

Approved Programs – Distance Delivery	Refund Due
<ul style="list-style-type: none"> <li>• Student has <b>completed</b> no more than 30% of the program</li> </ul>	70% of tuition.
<ul style="list-style-type: none"> <li>• Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	50% of tuition
<ul style="list-style-type: none"> <li>• Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due

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