

Return & Refund Policy

Circumstances When Refund Available	Amount of Refund
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After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)

<p>No later than seven days after student signed the enrolment contract, and</p> <p>Before the program start date.</p>	<p>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.</p>
<p>At least 30 days before the later of:</p> <ul style="list-style-type: none"> • The program start date in the most recent Letter of Acceptance (international students) • b) The program start date in the enrolment contract. 	<p>Institution may retain up to 10% of tuition, to a maximum of \$1,000.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>More than seven days after the student and institution signed the enrolment contract, and</p> <p>Less than 30 days before the later of:</p> <ul style="list-style-type: none"> • The program start date in the most recent Letter of Acceptance (international students) • b) The program start date in the enrolment contract. 	<p>Institution may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>

After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)

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

<p>After the program start date, and up to and including 10% of instruction hours have been provided.</p>	<p>Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</p>	<p>Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.</p>

Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):

<p>Student does not attend the first 30% of the program.</p>	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
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Institution receives a refusal of study permit (applies to international students requiring a study permit):

<p>Student completed up to 30% of the program.</p>	<p>Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</p>	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</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).