

**Policy Title:** Tuition Refund Policy

**Policy ID:**

**Approved by:** Campus Director

**Executive(s) Responsible:** Associate Director, Student Services/Registrar; Associate Director, Compliance and Risk Management; Refunds Manager

**Administrator(s) Responsible:** Registration and Enrolment Services Coordinator, Registration Assistant, Financial Aid Officer, Student Finance Manager; Compliance Officer

**Revision Date:** November 28, 2023

**Effective Date:** May 5, 2023

**Next Review Date:** May 5, 2024

**Institution Number:** 4119

## **Background & Scope**

In accordance with the Private Training Act, its regulations and the requirements set out by StudentAid BC, the Canadian College of Technology and Business (CCTB) is committed to protecting its students' interests by creating a policy outlining the refund of the fees paid to the college.

## **Purpose of the Policy**

The purpose of this policy is to outline the guidelines and the process put in place by CCTB for student refunds. This policy applies to all CCTB prospective and current students.

## **Policy Statements**

- 1) All refunds will be return to the original payor(s) through the method of payment by which the payment(s) were made. Students are strongly advised to remit their payments directly to CCTB using the appropriate payment methods unless they are facilitating their payments through their agency.
- 2) Course materials and textbooks/e-books are provided through Canvas LMS. The institution is considered to have provided the course materials to students once the Canvas LMS account has been activated.
- 3) The institution is not liable for refunding ancillary bank charges imposed to disburse refunds through wire transfer or payment platforms (e.g. PayMyTuition, Stripe, CIBC International Student Pay).
- 4) The amounts of refund eligible and circumstances of withdrawal/discontinuation of studies are outlined below.

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
<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 <a href="#">related fees</a> , 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. Institution must refund fees paid for course materials if not provided to the student.
<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. Institution must refund fees paid for course materials if not provided to the student.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, <b>except those enrolled in a program delivered solely by distance education</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. 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.

Circumstances when Refund Payable	Amount of Refund
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</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>

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: <ul 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> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
Student enrolled in a program without having met the admission requirements for the program	
<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>	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	Amount of Refund
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>	100% tuition and all related fees, other than application fees
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	Amount of Refund

After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	Amount of Refund
<ul style="list-style-type: none"> <li>Student has <b>completed</b> up to 30% of the program</li> </ul>	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program (based on evaluation provided to student)</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.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 50% of the program</li> </ul>	No refund due

**\*Completed** means the student has received an evaluation of their performance for the specified percentage of **hours of instruction**. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

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).

### Related Legislation

- Private Training Act

## Related Policies

Policy Name	Policy Number
Student Dismissal Policy	
Withdrawal Policy	

## Document History

Date	Approval/Review/Key Change(s)
28 Nov 2023	Updated policy statements on tuition payment methods, textbook/materials fees, and applicable ancillary charges imposed by international payment platforms (PayMyTuition, Stripe).