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## Refund Policy

**All Employees are responsible for administering this policy.**

Implementation Date: February 1, 2005

Date of Last Revision: August 12<sup>th</sup>, 2021

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### Policy:

To issue refunds to those that qualify under the following terms.

### Procedure:

- 1) For students requesting a refund before the program start date, with written notice of withdrawal, and applying to all students:*

If the request is made no later than seven days after the student signed the enrolment contract, and before the program start date the student is entitled to 100% tuition refund and all related fees OTHER than the registration fee. Related fees include administrative fees, assessment fees, textbook fees, and course material fees.

If the request is made at least 30 days before the later of: the program start date in the most recent letter of acceptance (international students), or the program start date in the enrolment contract, then UAPICBC may retain up to 10% of tuition, to a maximum of \$1000. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

If the request is made more than seven days after the student and UAPICBC signed the enrolment contract, and less than 30 days before the later of: the program start date in the most recent letter of acceptance (international students), or the program start date in the enrolment contract, then UAPICBC may retain up to 20% of tuition, to a maximum of \$1300. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

- 2) For students requesting a refund after the program start date, UAPICBC will provide a notice of dismissal or withdrawal after written confirmation from the student that they are withdrawing. This applies to all students, except those enrolled in a program delivered solely by distance education (for distance education, see #5):*

If the request is made after the program start date, and up to and including 10% of instruction hours have been provided, then UAPICBC may retain up to 30% of tuition. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

If the request is made after the program start date, and after more than 10%, but before 30% of instruction hours have been provided, then UAPICBC may retain up to 50% of tuition. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

- 3) *For students requesting a refund if they did not attend the program (“No-Show”). This applies to all students except those enrolled in a program delivered solely by distance education:*

If the student does not attend the first 30% of the program, UAPICBC may retain up to 50% of the tuition. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

- 4) *For students requesting a refund after UAPICBC receives a refusal of study permit. This applies to all international students requiring a study permit:*

If the request is made before 30% of instruction hours would have been provided, had the student started the program on the later of: the program start date in the most recent letter of acceptance, or the program start date in the enrolment contract, or if the student has not requested an additional letter of acceptance, the student is entitled to 100% of tuition and all related fees other than the registration fee.

- 5) *For students that withdraw or are dismissed requesting a refund after the program start date. This applies to students enrolled in a program delivered solely by distance education:*

If the student completed up to 30% of the program, UAPICBC may retain up to 30% of the tuition. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

If the student completed more than 30%, but less than 50% of the program (based on evaluation provided to the student) UAPICBC may retain up to 50% of the tuition. UAPICBC must refund fees paid for course materials if they were not already provided to the student.

**\*FOR ALL REFUNDS\*** UAPICBC 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).