

Tuition Refund Policy

This policy clarifies the tuition fee refunds available to students who enroll at Arbutus College. The policy is mandated by Private Training Institutions Branch (PTIB) and fully reflective of it. This policy is now included in the PTIB enrollment contract provided to all students upon enrollment to the College.

Procedure

- 1) A student may be entitled to a refund of tuition fees in the event that:
 - (a) The student provides written notice to the institution that he or she is withdrawing from the program;
 - (b) An international student delivers a refusal of study permit; or
 - (c) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) Refund policy for students:
 - a) Refunds before the program of study begins:
 - If written notice of is received by the institution for any of the circumstances listed on 1) above, no later than 7 days after the effective contract date, and before the program start date, the institution will refund 100% of tuition;
 - If written notice is received by the institution for any of the circumstances listed on 1) above, between the date the contract was signed and the start of the program, where that period is less than 7 days, the institution will refund 100% of tuition;

- If written notice is received by the institution for any of the circumstances listed on 1) above, more than 7 days after the effective contract date, and at least 30 days before the program start date, the institution may retain up to 10% of tuition to a maximum of \$1,000.00;
 - If written notice is received by the institution for any of the circumstances listed on 1) above, more than 7 days after the effective contract date, and less than 30 days before the program start date, the institution may retain up to 20% of tuition to a maximum of \$1,300.00;
- b) Refunds after the program of study starts:
- If written notice is received by the institution for any of the circumstances listed on 1) above, after the program start date, but before 10% of instruction hours have been provided, the institution may retain up to 30% of tuition;
 - If written notice is received by the institution for any of the circumstances listed on 1) above, after the program start date, and between 10% and 30% of instruction hours have been provided, the institution may retain up to 50% of tuition;
 - If a student withdraws or is dismissed after 30% of instruction hours have been provided, no refund is required.
- c) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract.
- d) Where the institution does not provide all the work experience hours of a program (if applicable) within 30 days of the contract end date, **and** the student does not attend the work experience, the institution must refund all tuition and fees paid under the contract.
- 7) If a refund is due and the student has paid for but not received textbooks or other course materials, including equipment or uniforms, the institution must also refund the fees charged for these items.