



# Ashton College

## Policy 1023

**Title:** Student Refund Policy

**Responsibility:** President

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### *POLICY*

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**CATEGORY:** Student

**APPROVED BY:** President

**EFFECTIVE:** January 1, 2008

**REVISED:** December 12, 2008; September 15, 2009

**RELATED POLICIES:**

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#### **Purpose:**

- The purpose of this policy is to set out the College's policy on student refunds.

#### **Policy Statement:**

- The College's policy on Student Refunds, is set in accordance with the Bylaws of the Private Career Training Institutions Agency of British Columbia (PCTIA) dated November 19, 2009.

#### **Refunds:**

- **Student Refunds BEFORE the Commencement of Program of Study:**
  1. If written notice of withdrawal is received by the College less than seven (7) calendar days after the contract date, and before the commencement of the period of instruction specified in the contract, the College will retain the lesser of 10% of the total tuition and fees due under the contract, or \$250.00.

2. If written notice of withdrawal is received by the College thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, the College will retain the lesser of 10% of the total tuition and fees due under the contract, or \$750.00.
  3. If written notice of withdrawal is received by the College less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, the College will retain the lesser of 20% of the total tuition and fees due under the contract or \$1000.00.
- **Student Refunds AFTER the Commencement of Program of Study:**
    1. If a ***“Notice of Cancellation / Refund Form”*** (Form AC 101) is received by the Office of the Registrar, or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the college will retain 30% of the total tuition and fees due under the contract.
    2. If a ***“Notice of Cancellation / Refund Form”*** (Form AC 101) is received by the Office of the Registrar, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the college will retain 50% of the total tuition and fees due under the contract.
    3. If a ***“Notice of Cancellation / Refund Form”*** (Form AC 101) is received by the Office of the Registrar, or a student is dismissed after 30% of the period of instruction specified in the contract has elapsed, there will be no refund.

### **International Student Denied Study Permit:**

1. In the event that an International Student is denied a Study Permit by ***Citizenship and Immigration Canada*** (CIC), they must submit the original Study Permit denial letter from CIC at least seven (7) calendar days prior to the start date of their program in order to receive a full refund minus a \$400.00 CAD administrative fee.
2. To initiate a refund, the ***“Notice of Cancellation / Refund Form”*** (Form AC 101) must be submitted along with the ***CIC Study Permit Denial Letter*** (if applicable) to the Office of the Registrar when the student withdraws from their program of study or by the Registrar when a student is dismissed.
3. If the above document(s) are submitted subsequent to the start date of their program, the refund will be based upon the date of submission of these documents, and the applicable percentage stated under “Student Refunds AFTER the Commencement of Program of Study:” will be in effect.

**Refund Entitlement:**

- The refund entitlement is calculated on the total tuition and fees due under the contract, less the applicable non-refundable application fee. When the total tuition and fees have not yet been collected, the college 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.

**Refund When Admission Requirements Not Met:**

- Where a student is deemed to have **NOT** met the minimum admission requirements of the college or a specific program, the college will refund all tuition and fees paid under the contract, minus the applicable non-refundable application fee.

**Date of Refund:**

- The applicable refund will **NOT** be processed until “*Notice of Cancellation / Refund Form*” and the *Citizenship and Immigration Canada* (CIC) Study Permit Denial Letter (if applicable) have been received. The effective date of refund will be the **last** date of submission of these documents.
- A refund owing to a student must be paid within thirty (30) calendar days of the college receiving the “*Notice of Cancellation / Refund Form*” and the *Citizenship and Immigration Canada* (CIC) Study Permit Denial Letter (if applicable), or within thirty (30) calendar days of the Ashton College’s written notice of dismissal.