

## **Private Vocational Institutions – Refund Policy**

### **Definitions**

'Materials' means the learning aids that are required by a student to meet the expectations of the program of instruction. Materials include, but are not limited to, digital or physical books, supplies, tools, uniforms, instruments, computer software and/or hardware.

'Materials Fee' means the fee paid by a student to a Private Vocational Institution for materials as listed above.

'Tuition fee' means a fee payable by a student to a Private Vocational Institution for a course/program of study.

'Registration fee' means a non-refundable fee paid by a student for the purpose of enrolling into a Private Vocational Institution.

'International student administration fee' means a non-refundable fee paid by an international student of up to CAD\$1500.00 for the purpose of enrolling into a Private Vocational Institution.

'Other fees' means any other additional fees students are required to pay to the institution i.e.: certification exam fees, CPR fees, and lab fees.

'Failure to attend' means when a student does not attend their program for 14 consecutive calendar days the institution must withdraw a student and record the withdrawal date as 14 days from the last date of attendance.

### **Introduction**

Registered Private Vocational Institutions (PVI) are required to abide by the following refund policy. This refund policy has been enforced by the Private Vocational Institutions Act and Regulation. This is to ensure that institutions are providing transparency to students, funders, and/or government agencies responsible for the payment of fees.

### **Enrolled Students and Refunds**

A student is considered to have entered a contract with a Private Vocational Institution on the day the student signs a contract for a program of study.

Items on the enrollment contract pertaining to refunds should include:

- A statement in Canadian currency itemizing all fees to be charged to a student in the program, including application, administrative, tuition, materials, exam fees, and identifying any fees that are non-refundable
- Institution payment schedule
- Date(s) in which a student's refund eligibility period changes or ends
- Total program hours

### **Refunds Within 7 Days of Signing a Contract**

The student has 7 days from the date they signed their contract to cancel their contract by providing written notice to the institution. If the institution receives notice of a cancellation during the 7-day time period, the institution must refund all money received including the registration fee, and material fees regardless of the condition of materials.

### **Refunds Prior to the Start of the Program but after the 7-day Cancellation Period**

If a student provides written notice of withdrawal prior to the start of the program of instruction but after the 7-day cancellation period, the institution must refund all money received for the program of instruction, except any non-refundable fees.

Non-refundable fees could include registration fee, international student administration fee, and materials that are not in the same condition as when they were received.

### **Refunds After a Program Starts**

Institutions should use the refund calculator found on the Private Vocational Institutions branch website to process all student refunds. Once refund calculators are complete, a copy needs to be shared with the student and kept in the student's file.

If a student does not provide written notice of a withdrawal and has failed to attend the institution after 14 consecutive calendar days, they must be withdrawn at the 14-day mark, and the refund should be processed. When completing the refund calculator, an institution must add 14 consecutive calendar days after the student's last day of attendance to determine the withdrawal date.

When a student withdraws from a program, the student has 10 days to return all materials in the same condition as when they were received to be eligible for a materials fee refund. A materials fee is not refundable for materials that have been used, removed from their original packaging or digital materials once the access code is activated.

The institution must refund fees received from the student, funder and/or government agency according to the percentage of program completed as at time of withdrawal as shown below:

<b>Percentage of paid tuition fees refunded</b>	<b>Percentage of program completed at time the student ceases to be enrolled</b>
75% of paid tuition fees refunded	20.99% or less
50% of paid tuition fees refunded	More than 21% to 50.99%
No tuition fees refunded	More than 51%

**All refunds must be issued within 30 days of receiving written notice from a student or 30 days after a student has been withdrawn due to failure to attend.**

### **If an Institutions Registration is Cancelled**

If an institutions registration is cancelled by the Private Vocational Institutions Branch, or by the Institution, the institution must refund all fees including non-refundable fees that have been paid by currently enrolled students with respect to the training provided under that registration.

An institution who provides training without an approved Private Vocational Institution registration must refund all fees that have been paid in respect to the training.

### **Where to Direct Payment of refunds**

If a student is entitled to a refund, the institution must issue the payment to the original funder such as government program, agency, or the student.

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