

BOUCHER INSTITUTE POLICY

Policy Title: Tuition Refund Policy

Date of Initial Board Approval: Pre-September 2001

Date of Last Approved Revision: August 26th, 2013

**Person(s) Responsible for Implementation & Adherence: Dean of Student
Services and the Registrar**

Related Procedures: Tuition payment procedure

The Boucher Institute has adopted the PCTIA refund policy to ensure adherence to industry standards in terms of both fairness to students and fiscal responsibility to the Institute. Our tuition refund policy is clearly stated in the Boucher Institute Calendar, posted on our website and printed on the back of each student's enrolment contract.

REFUND POLICY

Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal, or within thirty (30) calendar days of an institution's written notice of dismissal. The Refund Policy applies only to complete withdrawal from the program and not to a reduced course schedule during the program.

1.) Written notice must be provided:

- (a) By a student to the institution when the student withdraws, or
- (b) By the institution to the student where the institution dismisses a student.

Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date.

2.) Refunds before the program of study starts:

- a) If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made (signed), and before the start of a program of study, the institution may retain the lesser of 5% of the total fees due under the contract or \$250.
- b) Subject to subsection (2) (a), if written notice of withdrawal is received by the institution thirty (30) days or more before the commencement of the period of instruction specified in the contract and more than seven (7) days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
- c) Subject to subsection (2) (a), above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than seven (7) days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

3.) Refunds after the program of study starts:

- (a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.

- (b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
- (c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

3) Consumables and Technical Equipment

Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.

Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:

- (a) The student must return the equipment unopened or as issued within 14 calendar days; and
- (b) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

4) Information for International Students

If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify the institution and the institution may issue a second Letter of Acceptance for a later start date. In that case, the institution may charge an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. Should a student fail to advise the institution that he/she did not complete the Study Permit application, the refund policy set out in Section 1 above will apply.

If a student advises the institution in writing, prior to the start date, he/she was denied a Study Permit and provides a copy of the Study Permit denial letter issued by Citizenship and Immigration Canada, the institution may retain the lesser of 10% of the total fees due under the contract or \$400. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy set out in Part 1 above will apply.

Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.