



#101-102, 9486 120 St, Surrey, BC V3V 4B9  
 604-603-ACE1 (2231)  
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**Ace Community College**

Name of Institution

**September 1, 2021**

Effective Date

**Tuition Refund Policy**

Name of Policy

**Campus Director or**

**Campus Administrator**

Position(s) Responsible

**November 1, 2021**

Revision Date

**Circumstances when Refund Payable**

A student may be entitled to a refund of tuition fees in the event that:

The student provides written notice to the institution that the student is withdrawing from the program or, the institution provides written notice to the student advising that the student has been dismissed from the program.

The written notice of withdrawal or dismissal must include an effective date.

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 the student may be required to make up for monies due under the contract.

Where a student withdraws or is dismissed from their program after receiving tools and/or technical equipment from the institution free of charge, the student must return the tools and/or technical equipment unopened or as-issued within 14 calendar days. If the student fails to return the tools and/or technical equipment within 14 calendar days, or the student does not return the tools and/or technical equipment unopened or as-issued, the institution may deduct the reasonable cost of the tools and/or technical equipment from any amount to be refunded to the student.

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
No later than seven days after student signed the enrolment contract, and Before the program start date.	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.

Circumstances when Refund Payable	Amount of Refund
At least 30 days before the later of: The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract.	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
More than seven days after the student and institution 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) The program start date in the enrolment contract.	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Student does not attend program – “no-show”</b> (applies to all students except those enrolled in a program delivered solely by distance education):	
Student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

Institution receives a refusal of study permit (applies to international students requiring a study permit):	
Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
Student completed up to 30% of the program.	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Student enrolled in a program without having met the admission requirements for the program	
If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	Amount of Refund
Institution does not provide a practicum placement	
For the students that are attending a program with mandatory practicum component if the institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% tuition and all related fees, other than application fees

Institution 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).



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#### International Students:

- An international student is a person who is not a Canadian Citizen, Permanent Resident or who has been determined under the Immigration and Refugee Protection Act to be a Convention Refugee.
- If an international student's Study Permit has not been issued by the start date identified in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student, the institution may issue a second Letter of Acceptance for a later start date. In such a circumstance, the institution may charge the student an additional \$200.00 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. Should the student fail to advise the institution, the institution's tuition refund policy will apply.



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