

Refund Policy

Name of Policy

January 01st, 2008

Implementation Date

Senior Education Administrator

Position(s) Responsible

January 31st, 2024

Date of Last Revision

Policy on Refund

Introduction:

ACE Community College (ACC) establishes its tuition and fee refund policy in compliance with the minimum requirements outlined herein. In any conflict or silence within the institution's policy, these Bylaws take precedence.

1. Entitlement to Refund

1.1. A student is eligible for a refund of tuition fees when:

1.1.1. The student submits written notice of withdrawal from the program.

1.1.2. The institution provides written notice of the student's dismissal from the program.

1.2 The written notice of withdrawal or dismissal is effective from the date it is delivered, and any method of delivery with receipt verification is acceptable.

1.3 The refund is calculated based on the total tuition fees due under the contract. If total fees are not yet collected, the institution is only responsible for refunding the amount collected to date.

1.4 If the institution has received fees beyond the entitled amount, the excess must be refunded.

2. Refund Policy for Students

2.1 Refunds before the program begins:

2.1.1. If written notice of withdrawal is received within 7 days after contract formation, 5% of the total tuition and fees may be retained to a maximum of \$250.

2.1.2. If withdrawal notice is received 30 days or more before the instruction period, 10% of total tuition may be retained to a maximum of \$1000.



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2.1.3. If withdrawal is within less than 30 days before instruction, and more than 7 days after the contract, 30% of the total tuition may be retained to a maximum of \$1500.

3. Refunds after the program starts

3.1. If withdrawal or dismissal occurs up to 10% of the instruction period, 40% of tuition may be retained to a maximum of \$2000.

3.2. If withdrawal or dismissal occurs between 10% and 30% of the instruction period, 65% of tuition may be retained to a maximum of \$3000.

3.3. No refund will be made if withdrawal or dismissal occurs after 30% of the instruction period.

3.4. Students declining a refund may apply the remaining tuition to other ACE Community College courses/programs within one year.

4. Non-Admission Refund

If a student fails to meet institutional or program-specific minimum requirements, the institution must refund all tuition and fees, minus applicable non-refundable student application or registration fees.

5. Consumables and Technical Equipment

5.1. Students withdrawing or being dismissed are entitled to a 100% refund of pre-paid consumables.

5.2. If technical equipment is provided free of charge and not returned within 14 calendar days, the institution may deduct its reasonable cost from any refund.

6. Timely Refund Payments

Refunds owed to students must be paid within 30 days of the institution receiving written withdrawal notification and supporting documentation or within 30 days of an institution's written notice of dismissal.

7. Home Study or Distance Education

Refunds for programs delivered through home study or distance education will be based on the percentage of the completed program of study as outlined in Section 6.1.



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International Students:

1. Definition:

An international student is a person not a Canadian citizen, permanent resident, or determined under the Immigration and Refugee Protection Act to be a Convention Refugee.

2. Study Permit Application:

2.1. If a student notifies the institution of an incomplete Study Permit application, a second Letter of Acceptance may be issued with a \$200 administrative fee. The prepaid tuition is retained pending the Study Permit outcome.

2.2. If the Study Permit is denied, the institution may retain the lesser of 10% of total fees or \$400.

2.3. Refunds owed to students due to a Study Permit denial must be paid within 30 days of the institution receiving the denial letter.