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ACE Community College	ID-04040
Name of Institution	Institution Number

Tuition Refund Policy	2025-09-17	2025-09-17
Name of Policy	Effective Date	Revision Date

All career training programs
Name of Program

REFUND POLICY (Updated as per PTIRU Website, Dec 17, 2024)	
Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	**Refund Due**
Before program start date, institution receives a notice of withdrawal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
• More than seven days after student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
• No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.

After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely asynchronous distance-education-only programs):	
• After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract.
• After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract.
• After the program start date, and after more than 30% but before 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under a contract.
• After the program start date, and after more than 50% of instruction hours have been provided.	No refund due
Student does not attend – "no-show" (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	**Refund Due**
• A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	**Refund Due**
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: a) The program start date in the most recent Letter of Acceptance b) 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.

Approved Programs – Solely Asynchronous Distance Delivery	**Refund Due**
Before program start date, institution receives a notice of withdrawal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
• More than seven days after student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely asynchronous distance-education-only programs):	
• No later than seven days after the program start date	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.

Approved Programs – Solely Asynchronous Distance Delivery	**Refund Due**
• Student has **completed** no more than 10% of the program	Institution may retain up to 10% of tuition paid or payable under a contract.
• Student has **completed** no more than 10% but less than 30% of the program	Institution may retain up to 30% of the tuition paid or payable under a contract.
• Student has **completed** more than 30% but less than 50% of the program	Institution may retain up to 50% of tuition paid or payable under a contract.
• Student has **completed** 50% or more of the program	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
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
Institution does not provide a work experience	
• 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

Refund of Aircraft Utilization Fees
The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply: • Student provides notice of withdrawal • Institution provides notice of dismissal • Student completes the program • Student does not attend any of the first 30% of the hours of instruction of the program