



CAA – Industry Training Program

<u>Refund & Cancellation Policy</u>	<u>May 1, 2010</u>
Name of Policy	Implementation Date
<u>Industry Training Program Manager</u>	<u>June 12, 2019</u>
Position(s) Responsible	Date of Last Revision
	<u>August 29, 2011</u>
	Education Committee Approval

IMPORTANT:

The Refund and Cancellation Policy applies to the tuition and course materials portion of course fees only. The policy does not apply to the non-refundable portion(s) of your fees including the administration fee or hut fees (if applicable).

- 1) If the institution receives tuition from the student (or a person on behalf of the student) the institution will refund the student (or the person who paid on behalf of the student) the tuition that was paid in relation to the program in which the student is enrolled if the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and two weeks before the contract start date.
- 2) The institution will refund the tuition for the program and all related fees paid by the student (or a person on behalf of the student) enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when registering.
- 3) If the institution receives a notice of withdrawal from a student:
 - a) more than seven days after registering and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - b) after the contract start date
 - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the



institution may retain up to 50% of the tuition due under the student enrolment contract.

- 4) If the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a) up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 5) The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
- 6) Refunds required under this policy will be paid to the student (or a person who paid the tuition or fees on behalf of the student) within 30 days:
 - a) of the date the institution receives a student's notice of withdrawal,
 - b) of the date the institution provides a notice of dismissal to the student,
 - c) of the date that the registrar provides notice to the institution that the institution is not complying with section 2 of this policy.
- 7) Refunds due to medical reasons:
 - (a) If written notice of withdrawal due to medical reasons is received by the institution before the commencement of the period of instruction specified in the contract, the institution may retain the administration fee amount. The written notice must be accompanied by a letter from a doctor confirming the medical reason(s) for withdrawal.
 - (b) If written notice of withdrawal due to medical reasons is received by the institution after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% or the tuition fees due under the contract. The written notice must be accompanied by a letter from a doctor confirming the medical reason(s) for withdrawal.
 - (c) If written notice of withdrawal due to medical reasons is received by the institution after 30% of the period of instruction in the contract has elapsed, no refund is required. The written notice must be accompanied by a letter from a doctor confirming the medical reason(s) for withdrawal.
- 8) If a student wishes to withdraw from one course, for which they are registered, in order to register for the same course offered on a different date and within the same season, a \$55 administration fee will apply. Note that this option is not available within two weeks of the course start date.