



Tuition Refund Policy and Procedure

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1 PURPOSE

- 1.1 This policy and procedure outlines the circumstances in which refunds may be provided to international students at the Canadian National Institute of Business ('CNIB'). The refund to be provided varies according to the times and circumstance in which it is sought, and the relevant milestones are delineated in this policy and procedure.

2 SCOPE

- 2.1 This policy and procedure applies to all international students seeking a refund of fees, and to all staff involved in processing requests for a refund at CNIB.

3 POLICY STATEMENT

- 3.1 CNIB is committed to ensuring that all students are treated fairly and informed of their formal relationship with the Institute.

4 PROCEDURES

- 4.1 If CNIB receives tuition from the student, or a person on behalf of the student, CNIB 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:
- a) CNIB receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and CNIB receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - c) the student does not attend a work experience component and CNIB does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
- 4.2 CNIB 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 applying for admission.
- 4.3 If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, CNIB may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.



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- 4.4 Unless the program is provided solely through distance education, if CNIB receives a notice of withdrawal from a student:
- more than seven days after the effective contract date and
 - at least 30 days before the contract start date, CNIB may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - less than 30 days before the contract start date, CNIB may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
- 4.4.1 after the contract start date
- and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, CNIB may retain up to 30% of the tuition due under the student enrolment contract.
 - and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, CNIB may retain up to 50% of the tuition due under the student enrolment contract.
- 4.5 Unless the program is provided solely through distance education, if CNIB provides a notice of dismissal to a student and the date CNIB delivers the notice to the student is:
- equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, CNIB may retain up to 30% of the tuition due under the student enrolment contract.
 - after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, CNIB may retain up to 50% of the tuition due under the student enrolment contract.
- 4.6 If CNIB provides the program solely through distance education and CNIB receives a student's notice of withdrawal or CNIB delivers a notice of dismissal to the student and:
- the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, CNIB may retain up to 30% of the tuition due under the student enrolment contract, or
- the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, CNIB may retain up to 50% of the tuition due under the student enrolment contract.
- 4.7 CNIB will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to CNIB or CNIB provides a notice of dismissal to the student.
- 4.8 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:
- of the date CNIB receives a student's notice of withdrawal,
 - of the date CNIB provides a notice of dismissal to the student,
 - of the date that the registrar provides notice to CNIB that CNIB is not complying with section 4.1(c) or 4.2 of this policy, or
 - after the first 30% of the hours of instruction if section 4.3 of this policy applies.
- 4.9 If an international student delivers a copy of a refusal of a study permit to CNIB, sections 4.1(a), 4.1(b), 4.4, 4.7, **Error! Reference source not found.** and 4.8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
- the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
 - or CNIB is provided solely through distance education.



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4.10 EQA 4.2.7.1(i) requires students to have a formal appeal process for refund disputes. Students may appeal refund decisions through CNIB's dispute resolution process outlined in the Dispute Resolution Policy and Procedure.

5 RELATED DOCUMENTS

Documents

Refund Application form

6 FEEDBACK

6.1 CNIB staff and students may provide feedback about this document by emailing compliance@cnibbc.ca

7 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Director
Administrator	Senior Education Administrator