

## TUITION REFUND POLICY

**Kootenay Columbia College**

*Name of Institution*

**1365**

*Institution Number*

**Tuition Refund Policy**

*Name of Policy*

**September 01st, 2021**

*Effective Date*

**December 30th, 2025**

*Effective Date*

**All Kootenay Columbia College Programs**

*Name of Program*

**NOTE:** Refund entitlement is calculated on the total fees due under the contract, less the applicable nonrefundable application fee. Where total fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract. The following refund policy of the Kootenay Columbia College (KCC) applies to the terms of the enrolment contract.

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 college receives a student's notice of withdrawal,
- B. Of the date the college provides a notice of dismissal to the student,
- C. Of the date the college receives a copy of the refusal of a study permit, as applicable.
- D. Of the college receiving an order from the registrar to issue a refund because a student was admitted to an approved program without meeting the admission requirements.
- E. Of the program end date included in the enrolment contract, if an institution did not provide work experience to a student within 30 days of the end date.
- F. Of the date on which the first 30% of the program would have been completed, if a student did not attend the first 30% of the program.

### TUITION REFUND POLICY – APPROVED PROGRAM

Approved Programs	Refund Due
In-class, Combined Delivery, or Synchronous Distance Delivery	
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	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.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	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):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	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):	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.

### TUITION REFUND POLICY

Approved Programs	Refund Due
In-class, Combined Delivery, or Synchronous Distance Delivery	
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hour have been provided.</li> </ul>	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):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.

<b>Approved Programs</b>	<b>Refund Due</b>
In-class, Combined Delivery, or Synchronous Distance Delivery	
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

<b>Approved Programs</b>	<b>Refund Due</b>
Solely Asynchronous Distance Delivery	
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date. application fee. Related fees</li> </ul>	100% 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.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	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):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has completed no more than 10% of the program</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has completed no more than 10% but less than 30% of the program</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has completed more than 30% but less than 50% of the program</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has completed 50% or more of the program</li> </ul>	No refund due

**TUITION REFUND POLICY – APPROVED PROGRAMS**

**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.

<b>Approved Programs</b> All Delivery Methods	<b>Refund Due</b>
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>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.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>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.</li> </ul>	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