



Refund Policy

Effective: March 1st, 2019

Responsibility: Senior Educational Administrator, Campus Administrator

Date of Last Revision: May 1st, 2020

General Note

The following policies follow the guidelines set out by the Private Training Institution Branch (PTIB) of the Advanced Ministry of Education, British Columbia in its General Directives and By-laws. The Application/Registration Fee (up to \$250.00 for domestic students and up to \$1,000.00 for international students), Assessment Fee (if applicable, up to \$250.00), Administrative Fee and Textbook purchases are non-refundable.

Tuition Fee Refund Policy (for all PTIB approved programs)

1. If Metropolitan Community College 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:
 - a. the institution 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 the institution 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 the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. Metropolitan Community College 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.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, Metropolitan Community College may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.



4. Unless the program is provided solely through distance education, if Metropolitan Community College receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date 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.

5. Unless the program is provided solely through distance education, if Metropolitan Community College provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a. equal to or before 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.

6. If Metropolitan Community College provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. 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, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. Metropolitan Community College 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.



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:
 - a. of the date Metropolitan Community College receives a student's notice of withdrawal,
 - b. of the date Metropolitan Community College provides a notice of dismissal to the student,
 - c. of the date that the registrar provides notice to Metropolitan Community College that the institution is not complying with section 1(c) or 2 of this policy, or
 - d. after the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to Metropolitan Community College, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - a. 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
 - b. the program is provided solely through distance education.

Tuition Fee Refund Policy (for programs not requiring PTIB approval)

Some programs / courses do not require approval under the Private Training Act, and as such, student cannot file a claim against the fund with the trustee in respect of these programs of instruction. For these programs / courses offered at Metropolitan Community College that do not require PTIB approval, refunds is possible under the following conditions:

1. A properly filled and signed Refund Request Form must be provided by a student to the Senior Educational Administrator or Campus Administrator.
2. Refund entitlement is calculated on the total instruction fees, less the non-refundable application fee, materials fee, textbook fee, registration fee, and / or other fees (if applicable).
3. If Refund Request Form is received by the college, within 30% of the instruction period elapsed after the contract start date, Metropolitan Community College may retain 50% of total fee in the contract.
4. If a student withdraws or is dismissed where more than 30% of the instruction period elapsed, no refund will be provided.
5. It may take up to 30 days to process a refund application and issue refund if determined eligible.