



Refund Policy

Effective: 2025-11-01

Responsibility: Senior Educational Administrator, Office Administrator

Date of Last Revision: 2025-11-01

General Note

The following policies follow the guidelines set out by the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills in its General Directives and By-laws.

Considerations

- Where applicable, fees will be refunded in accordance with Student Aid BC (SABC) or other provincial loan regulations. Please refer to the College *Student Enrolment Contract*.
- Metropolitan Community College (the “College”) will refund fees charged for tuition and course materials paid for but not received if the student provides a notice of withdrawal to the College or the College provides a notice of dismissal to the student. Refunds are calculated on the tuition fee of the program. If total fees have not yet been collected, the college is not responsible for refunding more than what has been collected to date and the relevant student may be required to make up for any money due under the contract.
- Students are informed of the refund policy during the admission process.
- Application, administration and assessment fees are non-refundable.
- In the event a student does withdraw or is dismissed from a program, the College is required to report this to the appropriate student assistance office and required to refund tuition fees in accordance with the stated refund policy.
- 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 the College:
 - Receives a student's notice of withdrawal; or
 - Provides a notice of dismissal to the student.



Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> 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.



<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> After the program start date, and after more than 50% of instruction hours have been provided. 	No refund due
Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	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"> 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):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> 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:	



<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> 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
Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
	payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> no more than 10% of the program 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> 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.
<ul style="list-style-type: none"> Student has <u>completed</u> more than 30% but less than 50% of the program 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> 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	
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> 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
Programs that do not require approval – programs that have tuition of \$4,000 or more and that are not solely provided through distance education:	Refund Due
<ul style="list-style-type: none"> The student does not attend the program, and The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of: <ul style="list-style-type: none"> a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract. 	100% tuition and all related fees, other than application fees

Institution must pay the tuition or fee refund **within 30 days** after receiving the Notice of Withdrawal or refusal of study permit; providing a Notice of Dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).



[Additional note for International Students](#)

An international student is a person who is not a Canadian citizen or a landed immigrant or who has been determined under the Immigration Act to be a Convention Refugee. International students require a Study Permit to study in Canada unless they are taking a course or program with a duration of six months or less, are a minor child already in Canada whose parents are not “visitors” in Canada or are a family or staff member of a foreign representative to Canada accredited by the Department of Foreign Affairs and International Trade. In order to meet the requirements of section R219 of the *Immigration and Refugee Protection Regulations*, international students are required to include a Letter of Acceptance with their Study Permit application.

- a) Student Authorization Related Withdrawals
 - The College will retain the registration fee due under the enrolment contract for international students who are denied Study Permit authorization from Citizenship and Immigration Canada.
 - Students denied a Study Permit must provide the institution with a written request for a refund along with a copy of the denial letter, prior to the program start date given on the institution's Letter of Acceptance.
- b) Refund after Study Permit Approval and before the program of study starts: the refund calculation will remain the same as for domestic students
- c) Refunds after the program of study starts: The refund calculation will remain the same as for domestic students.

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 that the registrar provides notice to 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.

Process for Refunds

- Application fees, student fees, textbooks, fines, dues owing, financial penalties and taxes are non-refundable. Outstanding tuition fees will be deducted from the amount refunded.
- All refund requests must be made in writing. Students must submit the completed and duly signed Refund request form and the supporting documents to the Refund department. Students are responsible for providing accurate information on the Refund Form.
- 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 the College:



- Receives a student's completed refund request form with the required supporting documents; or
 - Provides a notice of dismissal to the student.
- An administrative fee of 2% of the total amount paid will be charged for refunds requested by students who paid by credit card.
- Students who discontinue studies are expected to claim refundable funds within one year of discontinuation. Funds that are unclaimed by the end of one year will revert to the College.
- If the student is denied a study permit based on false misrepresentation or submission of false documentation, the first-term deposit for such students will not be refundable.