

Refund Policy

TOM LEE COLLEGE

Name of Institution

Institution Number

Effective Date

Revision Date

| | |
|---|-------------------------|
| <p>Application Fee</p> <p>The domestic student application fee is \$150. The international application fee is \$250. The application fee will not be eligible for a refund to reflect the college's investment in time and resources to handle an application.</p> | <p>No Refund</p> |
| <p>Assessment Fee</p> | <p>No Refund</p> |

| Circumstances when Refund Payable | Amount of Refund |
|---|---|
| <p>Before the program start date, the institution receives a notice of withdrawal (applies to all students):</p> | |
| <ul style="list-style-type: none"> No later than seven days after the student signed the enrolment contract, and Before the program start date. | <p>100% tuition and all <u>related fees, other than application fee</u>. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.</p> |
| <ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. | <p>The institution may retain up to 10% of tuition, to a maximum of \$1,000. The institution must refund fees paid for course materials if not provided to the student.</p> |
| <ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. | <p>The institution may retain up to 20% of tuition, to a maximum of \$1,300. The institution must refund fees paid for course materials if not provided to the student.</p> |
| <p>After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education):</p> | |
| <ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. | <p>The institution may retain up to 30% of tuition. The institution must refund fees paid for course materials if not provided to the student.</p> |

| Circumstances when Refund Payable | Amount of Refund |
|---|--|
| <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. | <p>The institution may retain up to 50% of tuition. The institution must refund fees paid for course materials if not provided to the student.</p> |
| <p>The student does not attend the program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p> | |
| <ul style="list-style-type: none"> Student does not attend the first 30% of the program. | <p>The institution may retain up to 50% of the tuition. The institution must refund fees paid for course materials if not provided to the student.</p> |
| <p>The institution receives a refusal of study permit (applies to international students requiring a study permit):</p> | |
| <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: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. | <p>100% tuition and all related fees, other than application fee.</p> |
| <p>After the program start date, the student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p> | |
| <ul style="list-style-type: none"> Student completed up to 30% of the program. | <p>The institution may retain up to 30% of the tuition. The institution must refund fees paid for course materials if not provided to the student.</p> |
| <ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). | <p>An institution may retain up to 50% of the tuition. The institution must refund fees paid for course materials if not provided to the student.</p> |
| <p>Where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge:</p> | |
| <ul style="list-style-type: none"> Student must return the equipment unopened or as issued within 7 calendar days. | <p>100% refund of any as yet to be received consumables that have been prepaid.</p> |
| <ul style="list-style-type: none"> If the student fails to return the equipment as set out above. <u>Tom Lee College</u> 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. | <p>College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.</p> |
| <p>A student enrolled in a program without having met the admission requirements for the program</p> | |

| Circumstances when Refund Payable | Amount of Refund |
|---|--|
| <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. |
| The 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, including application fees. |

The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered. The institution must pay the tuition or fee **refund within 30 days** after receiving notice of withdrawal or refusal of study permit; providing notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution 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.