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Document Owner:	Institute Manager
Practice Applies to:	Program Coordinators, Administrative Support, Finance
Process Responsibility:	Comptroller
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### Context (Background Information)

Students who pay tuition for programs are entitled to refunds based on the conditions outlined below. The request for withdrawal must be in writing and a final assessment of the student's learning must be completed up to date of withdrawal from the program of study.

### Procedural Guidelines

The following refund policy applies to the terms of the enrollment contract.

### *Refunds in Cases of Withdrawal or Dismissal*

#### Student Withdrawal / Cancellation

- Tuition fees are refundable provided KVI receives written notification of cancellation before the program starts.
- Withdrawal seven (7) calendar days after signing this contract – greater of 90% or \$100
- Withdrawal thirty (30) calendar days prior to start of the program – 90% of tuition
- Withdrawal less than thirty (30) calendar days to start of the program – 80 % of tuition fees

#### Refunds after a program has commenced

Written notification of withdrawal is required from the student prior to withdrawal

- Withdrawal within the first 10% of program duration – 70% of tuition fees only
- Withdrawal after 30% of program duration – **NO Refund**
- Students who are dismissed from KVI – **NO Refund**

#### Cancellation by KVI

- KVI may cancel the program prior to its scheduled commencement due to insufficient registration, in which case the tuition fees in relation to such cancelled program will be fully refunded.
- If the program is cancelled due to any event the occurrence or subsistence of which prevents KVI from conducting operations or offering the program, and which is not within the control of KVI, but does not include a lack of financial resources or available funds or similar financial predicament, then KVI may provide a refund in an amount it determines in its sole discretion.
- If the program instructor resigns or is dismissed or leaves KVI for any reason, KVI will use commercially reasonable efforts to find and obtain a replacement instructor. If KVI is unable to find a qualified and suitable replacement program instructor, then:
  - If the student has completed 50% of the program, such student will be entitled to a refund of 50% of tuition fees
  - If the student has not completed 50% of the program, such student will be entitled to a refund equal to the pro-rated portion of the program which has not been completed.



### Dismissal Policy

A student may be dismissed for any of the following reasons

- Providing false application or enrolment information
- Inappropriate behaviour in classes or with the administration,
- Cheating or helping others to cheat on course work, exams, assignments or written papers
- Unable to meet attendance policy.

### Prohibitions

- The institution is prohibited from guaranteeing a student or prospective student employment, income or eligibility for a work permit;

### Additional Information

#### ***Related KVES Policies***

Attendance Policy – P202

Dismissal Policy – P205

#### ***Related Documents***

Withdrawal Form

Student Enrolment Contract

***\*\*NOTE: This form must be updated with any changes in the Student Tuition Refund Policy***

#### ***Related External Resources/References***

If you have questions, comments or suggestions regarding this document, contact Institute Manager.

Institute Manager: \_\_\_\_\_

Date: \_\_\_\_\_



## Document Control Sheet

<b>Document Title</b>	Student Tuition Refund Policy
<b>Author(s)</b>	Karen Osadchuk, Samantha Stone
<b>Document Status</b>	approved

## Document Amendment History

Version #	Date	Reviser Name(s)	Approver	Description
1	June 2004		Inherited from previous owner	Creation of Student Enrolment Contract for PPSEC Accreditation
2	9 Feb 2007		Karen Osadchuk	Refund Policy put into new Policy Template
3	10 July 2008  20 Aug 2008	Denise Walter	Roger Leclerc	<ul style="list-style-type: none"> <li>revised to match wording from PCTIA's new Student Enrollment Contract</li> <li>replaced job title MTSJR to Manager Technical Programs &amp; Services</li> <li>changed policy #</li> <li>added approval signing lines</li> </ul>
4	21 July 2009	Molly Baruta	Roger Leclerc	<ul style="list-style-type: none"> <li>revised to match wording from PCTIA new By-laws.</li> </ul>
5	22-June-2011	Lynn Stevenson	Kelley Williams	<ul style="list-style-type: none"> <li>Changed KVIC to KVES including the logo</li> <li>Revised policy to match the refund policy being used on the revised Student Enrolment Contract</li> </ul>