



## Training Tuition Refund Policy

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### Context

Individuals who pay tuition for programs delivered and/or facilitated by Kitamaat Valley Education Society (KVES) are entitled to refunds based on the conditions outlined below. The request for withdrawal must be in writing using the "F014 - Training Withdrawal Request Form" and a self-administered Course Evaluation of the instructor's performance and student comprehension *must be completed by the student* upon the withdrawal from the program of study.

### Procedural Guidelines

The following **Training Tuition Refund Policy** applies to the terms of the enrollment contract, as set out by KVES' Corporate Training Department upon enrollment of training courses and programs with KVES.

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

#### Training Withdrawal/Cancellation

- Tuition fees are refundable provided KVES receives written notification of cancellation before the course/program starts.
- Withdrawal *seven (7)* calendar days after signing this contract – greater of 5% or maximum \$250
- Withdrawal *thirty (30)* calendar days prior to start of the program – 10% of tuition to maximum \$1000
- Withdrawal less than thirty (30) calendar days to start of the program – 20 % of tuition to maximum \$1300

#### Refunds after a Course/Program has commenced

Written notification of withdrawal is required from the training participant prior to withdrawal

- Withdrawal *before 10%* of the period of instruction specified in the contract has elapsed – **70% of the tuition** will be reimbursed.
- Withdrawal *after 10% and before 30%* of the period of instruction has elapsed – **50% of the tuition** will be reimbursed.
- If a student withdraws or is dismissed *after 30%* of the period of instruction specified in the contract has elapsed, **no refund is required.**

#### Cancellation by KVES

- KVES may cancel the course or 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 KVES from conducting operations or offering the program, and which is not within the control of KVES, but does not include a lack of financial resources or available funds or similar financial predicament, then students will be entitled to a minimum refund *equal to* the pro-rated portion of the program which has not been completed.

## Dismissal Policy

A training participant may be dismissed for any of, *but not limited to*, the following reasons:

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

To review KVES' complete Dismissal Policy please refer to **P205 – Training Dismissal Policy**.

Copies of KVES' Policies can be requested at any time by contacting the Human Resources Department.

## Prohibitions

- The institution is prohibited from **guaranteeing** a participant or prospective participant: employment, income or eligibility for a work permit;
- Program admission requirements for programs of study cannot be waived

## Additional Information

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

Training Attendance Policy – P202

Training Dismissal Policy – P205

### ***Related Documents***

Training Withdrawal Request Form – F014

Training Enrollment Form – F015

**\*\*NOTE: The above forms must be updated with any changes in the Student Tuition Refund Policy**