
Q COLLEGE

Name of Institution

3010

Institution Number

Tuition Refund Policy

Name of Policy

August 20, 2021

Effective Date

August 20, 2021

Revision Date

Name of Program

Procedures for Request for Withdrawal

1. Complete the Program Change Request Form and arrange for a meeting with the Financial Aid Officer. **Request for withdrawal from the program of study will only be considered when the College receives a written notice from the student with valid reasons for withdrawal.**
2. Upon receipt of such a withdrawal notice from the student, the Director of Operations in consultation with the SEA and Registrar will review the request and the reasons for the withdrawal and offer the student confidential counselling to ensure that the student is making an informed decision about the withdrawal and is aware of the financial implications of such a withdrawal.
3. Any withdrawal requested prior to 30% of program completion is subject to the refund policy found in the enrolment contract.
4. Any withdrawal requested after 30% of program completion is subject to the refund policy found in the enrolment contract. Please note that at this point, all tuition fees, as per the original enrolment contract, are 100% non-refundable. Additional tuition fees owed due to

****Students receiving funding are also subject to the terms and policies of the funding agencies.***

Dismissal and Withdrawal Refund Policy

Rules and procedures are in place at Q College in order to provide a quality learning and working environment for all students and staff/faculty members respectively. Any employee of Q College may initiate disciplinary action whenever a student violates the rules and procedures of the College.

Refund Policies and Procedures in the Case of Withdrawal or Dismissal

1. If Q College receives tuition from the student, or a person on behalf of the student, Q College 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) Q College 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 Q College 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 Q College does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.

2. Q 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, Q College will retain 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 Q 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, Q College will retain 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, Q College will retain 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, Q College will retain 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, Q College will retain 50% of the tuition due under the student enrolment contract.

5. Unless the program is provided solely through distance education, if Q College provides a notice of dismissal to a student and the date Q College 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, Q College will retain 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, Q College will retain 50% of the tuition due under the student enrolment contract.

6. If Q College provides the program solely through distance education and Q College receives a student's notice of withdrawal or Q College 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, Q College will retain 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, Q College will retain 50% of the tuition due under the student enrolment contract.

7. Q College will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to Q College or Q College 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 Q College receives a student's notice of withdrawal,

(b) Of the date Q College provides a notice of dismissal to the student,

(c) Of the date that the Registrar provides notice to Q College that Q College 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 Q 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.