

# Tuition Refund Policy

**Name of Policy: Refund Policy (Diploma in TESOL Program)**

**Fraser Coastal International College No: 04254**

**Effective Date: Jan 2017**

**Revision Date: Jan 2018**

**Revision Date: Aug 2019**

**Revision Date: Dec 2022**

**Revision Date: Mar 2023**

## Policy:

Fraser Coastal International College provides admission for students in TESOL areas. However, where appropriate, access to programs and courses will be restricted to students who satisfy established admission criteria at both general and program-specific levels. Students have been refunded for fee they have paid if they satisfy criteria mentioned in this policy.

## Principles

Fraser Coastal International College insures that all refunds are completed by authorised designated person, based on refund requirements.

| Circumstances when Refund Payable   | Amount of Refund  |
|---|---|
| <b>Before program start date</b> , Fraser Coastal International College receives a notice of withdrawal (applies to all students)   |   |
| <ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>   | 100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials. |
| <ul style="list-style-type: none"> <li>• At least 30 days before the later of:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ol> </li> </ul> | Fraser Coastal International College may retain up to 10% of tuition, to a maximum of \$1,000. Fraser Coastal International College must refund fees paid for course materials if not provided to the student.          |

| Circumstances when Refund Payable  | Amount of Refund   |
|--|--|
| <ul style="list-style-type: none"> <li>• More than seven days after the student and Fraser Coastal International College signed the enrolment contract, and</li> <li>• Less than 30 days before the later of:               <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance (international students)</li> <li>b) The program start date in the enrolment contract.</li> </ul> </li> </ul> | <p>Fraser Coastal International College may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>Fraser Coastal International College must refund fees paid for course materials if not provided to the student.</p> |
| <p><b>After program start date</b>, Fraser Coastal International College 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"> <li>• After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>   | <p>Fraser Coastal International College may retain up to 30% of tuition.</p> <p>Fraser Coastal International College must refund fees paid for course materials if not provided to the student.</p>                          |
| <ul style="list-style-type: none"> <li>• After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>  | <p>Fraser Coastal International College may retain up to 50% of tuition.</p> <p>Fraser Coastal International College must refund fees paid for course materials if not provided to the student.</p>                          |
| <p>Student does not attend 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"> <li>• Student does not attend the first 30% of the program.</li> </ul>  | <p>Fraser Coastal International College may retain up to 50% of the tuition.</p> <p>Fraser Coastal International College must refund fees paid for course materials if not provided to the student.</p>                      |
| <p>Fraser Coastal International College receives a refusal of study permit (applies to international students requiring a study permit):</p>   |  |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• 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"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>• Student has not requested additional Letter(s) of Acceptance.</li> </ul> | <p>100% tuition and all related fees, other than application fee.</p>  |
| <p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>  |  |
| <ul style="list-style-type: none"> <li>• Student completed up to 30% of the program.</li> </ul>   | <p>Fraser Coastal International College may retain up to 30% of the tuition.<br/>Fraser Coastal International College must refund fees paid for course materials if not provided to the student.</p> |
| <ul style="list-style-type: none"> <li>• Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>   | <p>Fraser Coastal International College may retain up to 50% of the tuition.<br/>Fraser Coastal International College must refund fees paid for course materials if not provided to the student.</p> |
| <p>Student enrolled in a program without having met the admission requirements for the program</p>  |  |
| <ul style="list-style-type: none"> <li>• If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the Fraser Coastal International College to refund tuition and fees.</li> </ul>   | <p>100% tuition and all related fees, including application fees</p>   |
| <p><b>Circumstances when Refund Payable</b></p>   | <p><b>Amount of Refund</b></p>   |
| <p>Fraser Coastal International College does not provide a work experience</p>  |  |
| <ul style="list-style-type: none"> <li>• The Fraser Coastal International College fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the Fraser Coastal International College was prevented from doing so by circumstances beyond its control.</li> </ul>  | <p>100% tuition and all related fees, other than application fees</p>  |

Fraser Coastal International College must pay the tuition or fee refund **within 30 days** after receiving 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).

If an international student delivers a copy of a refusal of a study permit to Fraser Coastal International 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,
- b. or the Diploma in TESOL Program is provided solely through distance education.