

# **REFUND POLICY FOLLOWED AT CANADA AVIATION ACADEMY**

## **EXTRACT FROM PRIVATE TRAINING REGULATIONS:**

### **Tuition refund policy compliance standards**

**30**

1. A certified institution must establish a written tuition refund policy that complies with this Division.
2. A certified institution must not accept any tuition payable for a program of instruction unless the institution has done one of the following:
  - (a) Posted the institution's tuition refund policy on the institution's website, if the institution has a website;
  - (b) Provided the student with a copy of the tuition refund policy.
3. A certified institution that receives tuition from a student, or a person on behalf of a student, must refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to an approved program of instruction in which the student is enrolled in the following circumstances:
  - (a) if the certified institution receives a notice of withdrawal from the student no later than 7 days after the effective contract date and before the start date referred to in section 24 (4) (d);
  - (b) if the student, or other signatory, signs the student enrolment contract 7 days or less before the start date referred to in section 24 (4) (d) and the certified institution receives a notice of withdrawal from the student between the date the student, or other signatory, signed the student enrolment contract and the start date referred to in section 24 (4) (d);
  - (c) If
    - (i) The student does not attend a work experience component, and
    - (ii) The certified institution does not provide all of the hours of instruction of the work experience component of a program of instruction within 30 days of the end date referred to in section 24 (4) (d).
4. Subsection (2) does not apply if the effective contract date is a date before the date this section comes into force.

## **Tuition and fee refund compliance standards**

### **31**

1. A certified institution must refund the tuition for a program of instruction and all related fees paid by a student or a person on behalf of a student enrolled in an approved program of instruction, if both of the following apply:
  - (a) The student is enrolled in the program of instruction without having met the admission requirements for the program;
  - (b) The student did not misrepresent the student's knowledge or skills when applying for admission.
2. If a student does not attend any of the first 30% of the hours of instruction, referred to in section 24 (4) (c), of an approved program of instruction, a certified institution may retain up to 50% of the tuition paid under the student enrolment contract.
3. Subsection (2) does not apply in relation to a program of instruction that is provided solely through distance education.

## **Tuition refund compliance standards: withdrawal and dismissal from approved program of instruction**

### **32**

1. If a certified institution receives a notice of withdrawal from a student more than 7 days after the effective contract date and at least 30 days before the start date referred to in section 24 (4) (d), the institution may retain up to 10% of the tuition due under the student enrolment contract, up to a maximum of \$1000.
2. If a certified institution receives a notice of withdrawal from a student more than 7 days after the effective contract date and less than 30 days before the start date referred to in section 24 (4) (d), the institution may retain up to 20% of the tuition due under the student enrolment contract, up to a maximum of \$1300.
3. If a certified institution receives a notice of withdrawal from a student
  - (a) After the start date referred to in section 24 (4) (d) but before 11% of the hours of instruction, referred to in section 24 (4) (c), of the program of instruction have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

- (b) After the start date referred to in section 24 (4) (d) and after 10% but before 30% of the hours of instruction, referred to in section 24 (4) (c), of the program of instruction have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
4. If a certified institution provides a notice of dismissal to a student and the date the certified institution delivers the notice to the student is
- (a) Before 10% of the hours of instruction, referred to in section 24 (4) (c), of the program of instruction have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - (b) After 10% but before 30% of the hours of instruction, referred to in section 24 (4) (c), of the program of instruction have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.