



TUITION REFUND POLICY

Approved by: Associate Director, Quality Assurance

Revision Date: September 21, 2024

Effective Date: October 1, 2024

Next Review Date: October 1, 2026

Institution Number: ID-03111

Multihexa College follows the Tuition Refund Policy mandated by the Private Training Institutions Branch (PTIB):

Approved Programs – In-class or Combined Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> ● No later than seven days after student signed the enrolment contract, and ● Before the program start date. 	100% tuition and all related fees, 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"> ● At least 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000.
<ul style="list-style-type: none"> ● More than seven days after the student and institution signed the enrolment contract, and ● Less than 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300.

After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than distance-education-only programs):	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition.
<ul style="list-style-type: none"> After the program start date, and after more than 10% but before 30% of instruction hours have been provided. 	Institution may retain up to 50% of tuition.
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid.

Approved Programs – In-class or Combined Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> 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"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.

Approved Programs – Distance Delivery	Refund Due
<ul style="list-style-type: none"> Student has completed no more than 30% of the program 	70% of tuition.
<ul style="list-style-type: none"> Student has completed more than 30% but less than 50% of the program 	50% of tuition
<ul style="list-style-type: none"> Student has completed 50% or more of the program 	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction.

Programs that do not require approval – programs that have tuition of \$4,000 or more <u>and</u> that are not solely provided through distance education:	Refund Due
<ul style="list-style-type: none"> ● The student does not attend the program, and ● The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of: <ul style="list-style-type: none"> a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract. 	100% tuition and all related fees, other than application fees

Procedure for Request for Withdrawal

- All requests for withdrawal from the program of study must be submitted in writing.
- The students must complete the Withdrawal Request Form and arrange for a meeting with the Financial Aid Officer.
- Once the College receives a withdrawal notice from the student, the Manager, Administration will review the request and the reasons for withdrawal. They may offer the student confidential counseling to ensure that the decision is well-informed and that the student understands the financial implications of withdrawing from the program.
- All withdrawals are subject to the refund policy outlined in the Student Enrolment Contract.

Multihexa College must provide a 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).