TUITION REFUND POLICY

Multihexa College follows the Tuition Refund Policy mandated by the Private Training Institutions Regulatory Unit (PTIRU):

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	**Refund Due**
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
● No later than seven days after student signed the enrolment contract, and ● Before the program start date.	100% of 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, and unused aircraft utilization fees.
● More than seven days after student signed the enrolment contract, and ● Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
● No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
● After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract.

• After the program start date, and after more than 10% but not more than 30% of instruction hours have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract.
• After the program start date, and after more than 30% but not more than 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under a contract.
• After the program start date, and after more than 50% of instruction hours have been provided.	No refund due
Student does not attend – "no-show" (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
• A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – Solely Asynchronous Distance Delivery	**Refund Due**
Before program start date, institution receives a notice of withdrawal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% of 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, and aircraft utilization fees.
• More than seven days after student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	

• No later than seven days after the program start date	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
• Student has **completed** no more than 10% of the program	Institution may retain up to 10% of tuition paid or payable under a contract.
• Student has **completed** more than 10% but not more than 30% of the program	Institution may retain up to 30% of the tuition paid or payable under a contract.
• Student has **completed** more than 30% but not more than 50% of the program	Institution may retain up to 50% of tuition paid or payable under a contract.
• Student has **completed** more than 50% 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. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	**Refund Due**
Student enrolled in a program without having met the admission requirements for the program	
• If the student did not misrepresent the student's knowledge or skills when applying for admission, the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
• The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% of tuition and all related fees, other than application fees

Programs that do not require approval – programs that have tuition of $4,000 or more and that are not solely provided through distance education:	Refund Due
• 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: 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

Refund Calculation Where a Scholarship or Bursary Applies

Where a student has been awarded an Institutional Scholarship or any other tuition reduction, refunds will be calculated based on the amount paid or payable by the student after the scholarship or tuition reduction has been applied, in accordance with the Private Training Regulation.

Refunds of StudentAid BC-Funded Amounts: Where tuition or fees were paid in whole or in part with StudentAid BC funding, the part of any refund that relates to StudentAid BC-funded amounts will be returned to StudentAid BC or the National Student Loans Service Centre, as applicable, in accordance with their requirements. Any remaining refund will be paid to the student.

Withdrawal Procedure

- A student may withdraw from the program by delivering a written notice of withdrawal to the College by email to student.services@multihexa.ca, by registered mail to 305-333 Terminal Avenue, Vancouver, BC V6A 4C1, or in person at that address. The notice takes effect on the date the College receives it.

- Students are encouraged, but not required, to complete the Withdrawal Request Form and to meet with the Associate Director, who may offer confidential counselling so the student understands the financial implications of withdrawing. Completing the form or attending a meeting is not a condition of withdrawal and does not delay its effective date.

- All withdrawals are subject to the refund policy outlined in the Student Enrolment Contract.

Multihexa 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).

Contact Information

Name	Title	Email
Divya Savaram	Associate Director	divya.savaram@multihexa.ca