

## VAM Refund Policy

REFUND POLICY	
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"> <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 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"> <li>At least 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000.
<ul style="list-style-type: none"> <li>More than seven days after the student and institution signed the enrolment contract, and</li> <li>Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	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"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition.
<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>	Institution may retain up to 50% of tuition.
<ul style="list-style-type: none"> <li>After the program start date, and 30% or more of the hours have been provided.</li> </ul>	No refund due.
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"> <li>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid.
Institution receives a evidence a study permit was denied (applies to international students requiring a study permit):	
<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:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
APPROVED PROGRAMS – DISTANCE DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	
<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 related fees, other than application fee.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 30% of the program.</li> </ul>	Institution may retain up to 70% of the tuition paid.

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• Student has <b>completed</b> more than 30% but less than 50% of the program.	Institution may retain up to 50% of the tuition paid.
• Student has <b>completed</b> 50% or more of the program.	No refund due.
<b>Completed</b> means the student has received an evaluation of their performance for the specified percentage of hours of instruction. 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.	

June 1, 2023