

Tuition Refund Policy – Approved Program and Program Does Not Require Approval

Kaplan International Vancouver

3936

Name of Institution

Institution Number

Tuition Refund Policy

January 1, 2024

January 1, 2025

Name of Policy

Effective Date

Revision Date

All English as a Second Language Courses

Name of Program

1. Payment of refunds

To ensure compliance with all applicable laws relating to the prevention of financial crime, refunds will only be made to:

- (a) The original payer; and
- (b) The account from which payment was originally received.

2. Non-Refundable Fees

The following Service fees (related to tuition) are non-refundable in respect of any bookings, except as specified:

- Application Fees
- Courier Fees
- Medical Insurance
- Accommodation Placement Fees
- Program Supplement Fees
- Airport Transfer Fees
- Materials Fees (if provided to student)
- Program Deposit
- AM Guarantee

3. Terms

- In the event of Kaplan cancelling or terminating a program, a full refund of all unused fees will be made. Tuition fees are non-transferable to other students.
- In all cases where a student terminates their studies the relevant immigration authorities will be informed.
- Kaplan will 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).

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Approved Programs/ Program Does Not Require Approval	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> 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):	
<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 10% of tuition paid or payable under a contract.
<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 30% of tuition paid or payable under a contract.

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Approved Programs/ Program Does Not Require Approval	Refund Due
<ul style="list-style-type: none"> After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> 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):	
<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 under a contract.

Approved Programs/ Program Does Not Require Approval	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: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance 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 / Program Does Not Require Approval	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees

The institution 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).