



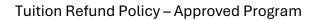
ISS Language and Career College of BC		0473
Name of Institution		Institution Number
	January 1, 2025	December 31, 2024
Tuition Refund Policy		
Name of Policy	Effective Date	Revision Date
Class A (Career and Co-op	Programs), Class B, and Class	s C
Name of Program		

Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:		
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.		
Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid of payable under a contract.		



Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due	
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 before 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 before 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 – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	





•	 Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: 		100% tuition and all related fees, other than application fee.
	a)	The program start date in the most recent Letter of Acceptance	
	b)	The program start date in the enrolment contract	
•	Studer	nt has not requested additional Letter(s) of Acceptance.	

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. More than seven days after student signed the enrolment contract, and 	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. Institution may retain up to 10% of tuition, to a	
Before the program start date.	maximum of \$1,000 paid or payable under a contract.	
After program start date, institution provides a notice of dismissal or re (applies to only approved solely-asynchronous distance-education-only		
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 <u>completed</u> no more than 10% of the program	Institution may retain up to 10% of tuition paid or payable under a contract.	



Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Student has <u>completed</u> no more than 10% but less than 30% of the program	Institution may retain up to 30% of the tuition paid or payable under a contract.
Student has <u>completed</u> more than 30% but less than 50% of the program	Institution may retain up to 50% of tuition paid or payable under a contract.
Student has <u>completed</u> 50% or more of the program	No refund due

<u>Completed</u> 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 <u>not</u> 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 and 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% tuition and all related fees, other than 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).