



# Tuition and Fee Refund Policy

**Role(s) Responsible for Enforcement:** Senior Educational Administrator

## POLICY

Jura Institute's Tuition and Fee Refund policy follows the mandated policy of the Private Training Institutions Branch (PTIB). This policy is included as a mandatory requirement and found within all enrolment contracts for Jura Institute.

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
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.
At least 30 days before the later of:  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.  Institution must refund fees paid for course materials if not provided to the student.
More than seven days after the student and institution signed the enrolment contract, and  Less than 30 days before the later of:  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.  Institution must refund fees paid for course materials if not provided to the student.



After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)

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.

Institution must refund fees paid for course materials if not provided to the student.

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.

Institution must refund fees paid for course materials if not provided to the student.

Student does not attend program — “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):

Student does not attend the first 30% of the program.

Institution may retain up to 50% of the tuition.

Institution must refund fees paid for course materials if not provided to the student.

Institution receives a refusal of study permit (applies to international students requiring a study permit):



<p>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:</p> <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> <p>Student has not requested additional Letter(s) of Acceptance.</p>	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<p>Student completed up to 30% of the program.</p>	<p>Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</p>	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student enrolled in a program without having met the admission requirements for the program</p>	
<p>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.</p>	<p>100% tuition and all related fees, including application fees</p>

APPROVED PROGRAMS – DISTANCE DELIVERY	REFUND DUE
<p>Before program start date, institution receives a notice of withdrawal:</p> <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>	<p>100% tuition and all related fees, other than application fee.</p>
<ul style="list-style-type: none"> <li>• Student has <b>completed</b> no more than 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition paid.</p>
<ul style="list-style-type: none"> <li>• Student has <b>completed</b> more than 30% but less than 50% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition paid.</p>



- 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. 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.

**NOTE:** Jura Institute of Technology 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).

Jura Institute of  
Technology

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