

WITHDRAWAL AND TUITION REFUND POLICY

Policy Statement

Hanson College of Business Health and Technology (hereinafter 'Hanson') is committed to ensuring a clear and fair process for refunds and withdrawals, designed to protect students' rights and outline the procedures for withdrawing from programs and obtaining refunds. All requests for withdrawal and refund must be submitted in writing. Acceptable methods of communication include email, registered mail, or personal delivery to an official at the college. Students are advised to keep copies of all correspondence related to these requests. Refunds for tuition and other fees will be handled under the guidelines set by the Ministry of Colleges, Universities, Research Excellence and Security. Details of the Refund Policy will be provided to the student at the time of admission.

Withdrawal

Students wishing to withdraw from a program must submit a written request to the Enrollment and Admissions department, including the reason for withdrawal and the effective date.

Student Contract

Hanson College includes its fee refund policy within the student contract. By signing this contract, students confirm they have received and reviewed the refund policy, according to legislative requirements.

Refund Eligibility and Conditions

Cooling-Off Period

Students may cancel their contract within two (2) business days of signing by providing written notice to the college. A full refund of all fees, including application fees, will be issued.

Full Refund

A student is entitled to a full refund of fees paid in the following circumstances:

- The career college collects any fees for the program before the college is registered or before the program is approved under the Ontario Career Colleges Act, 2005.
- Students are expelled from the career college in a manner or for reasons outside the college's expulsion or sexual violence policies.
- The career college collects more than 20% of the total fees for the program, up to \$500, before signing a contract with students.



- A total of more than 10% of the program is taught by unqualified instructors.
- The contract does not include all the mandatory terms required (refer to the Contract section).
- The career college, while still operating, discontinues the program before students can complete the program.
- Students do not receive the required written mid-point evaluation from the career college.
- The program approval is revoked by the Superintendent of Career Colleges.

Partial Refund Before Program Begins

- If a student withdraws more than two (2) business days after signing the contract before the program begins, they are entitled to a refund minus 20% of the fees (up to \$500).
- If a student does not meet admission requirements by the program start date, they are entitled to the same partial refund.

Partial Refund After Program Begins

A registered student is entitled to a partial refund of the program fees paid if they withdraw or are expelled from a program after it begins but before the midpoint evaluation. This depends on how much of the program has been delivered by the career college.

Hanson will keep the service fee, plus the fees for the portion of the training that was provided before the student stopped their studies.

If the student did not attend the first 2 weeks (14 calendar days), Hanson can cancel the contract in writing. In this case, Hanson will refund the student the program fees paid minus only the service fee, without deducting an amount for training delivered.

If a student's program is scheduled to be up to 12 months in duration, the career college shall give a refund for the program as follows:

- If the withdrawal or expulsion occurs before the program mid-point, the college shall give a refund equal to the amount of all fees paid, less the service fee and any earned fees.
- If the withdrawal or expulsion occurs after the program mid-point, no refund is required for the program.

If a student's program is scheduled to be more than 12 months in duration, the career college shall give a refund for the initial 12-month period of the program and any subsequent period as follows:

- If the withdrawal or expulsion occurs before half of the scheduled hours of instruction have taken place for the period, the college shall give a refund equal to the amount of all fees paid for the period,

less the service fee and any earned fees.

- If the withdrawal or expulsion occurs after half of the scheduled hours of instruction have taken place for the period, no refund is required for that period.
- If a period has not yet started at the time of the withdrawal or expulsion, the college shall give a refund of all fees paid for that period.

Refund of Books and Equipment

To receive a refund on books or equipment, students must return them in their original condition within five (5) business days of withdrawal.

International Students

The refund policy applies equally to both international and domestic students. International students may cancel a contract with a career college or withdraw from a program for any reason. Specifically, if an international student is unable to obtain a visa and provides written notice before the midpoint of the program, or before the midpoint of the first 12-month period, this is considered a valid notice of withdrawal.

Furthermore, if an international student provides written notice of inability to obtain a visa before half of the program is completed, they are entitled to a refund minus 20% of the fees (up to \$500).

In such cases, the international student is entitled to a full refund, minus only the service fee, regardless of any instruction hours delivered before the notice of withdrawal. This provision aligns with section 32 (O.Reg 415/06) of the career college's refund policy, ensuring that all international students who cannot secure a student visa are adequately compensated.

Process for Requesting Refunds

Students must submit a written request for a refund to the college. Refunds will be processed within thirty (30) business days of the request.

Refunds will be in Canadian dollars.

Mid-point Evaluation

If students enroll in a program that lasts 12 months or less, or is offered over an undefined period (e.g., a commercial flight program), the career college must provide them with the results of at least one evaluation of their progress before they complete half of the program's instructional hours.



For programs expected to run longer than 12 months, the college must deliver the results of at least one evaluation before the students complete half of the instructional hours planned for each 12-month period.