

Tuition Refund Policy

Revised: December 2024.

DCC’s student refund policy meets the standards established in the Private Training Regulation. This policy is stated in the student enrollment contract and copied here. Each student is given a copy of their signed student enrollment contract when they enroll; the original is kept on the student file.

The following refund policy applies to the terms of the enrollment contract:

REFUND POLICY	
APPROVED PROGRAMS – IN CLASS, COMBINED DELIVERY, OR SYNCHRONOUS DISTANCE DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> ▪ 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.
<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 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.
<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 is due.
<p>Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):</p>	
<ul style="list-style-type: none"> ▪ Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid under a contract.
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<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: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) 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.
<p>APPROVED PROGRAMS – SOLELY ASYNCHRONOUS DISTANCE DELIVERY</p>	<p>REFUND DUE</p>
<p>Before program start date, institution receives a notice of withdrawal:</p>	
<ul style="list-style-type: none"> ▪ 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.
<p>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely asynchronous distance education only programs):</p>	
<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ Student has completed no more than 10% of the program. 	Institution may retain up to 10% of the tuition paid or payable under a contract.

<ul style="list-style-type: none"> ▪ Student completed 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.
<ul style="list-style-type: none"> ▪ Student completed more than 30% but less than 50% of the program. 	Institutions may retain up to 50% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ Student has completed 50% or more of the program. 	No refund due.
APPROVED PROGRAMS – ALL DELIVERY METHODS	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.
Institution does not provide a work experience	
<ul style="list-style-type: none"> ▪ 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.

Excerpted from the Student Handbook 2024