



Refund Policy

Effective Date: January 1st, 2025

Canadian Southwestern College is designated by the [Private Training Institutions Branch](#) and complies with the refund policy of this registration process in progress body.

1. **Full Refunds** The institution will refund the student or the person who paid on behalf of the student 100% of tuition and all related fees (including administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials) if under:
 - A. **Approved Programs- In-class, Combined Delivery, or Synchronous Distance Delivery Program:**
 - i. The institution receives a notice of withdrawal no later than seven days after the student signed the enrolment contract, and before the program start date.
 - B. **Approved Programs- Solely Asynchronous Distance Delivery Program:**
 - i. The institution receives a notice of withdrawal no later than seven days after the student signed the enrolment contract, and before the program start date.
 - C. **Approved Programs – All Delivery Methods Refund:**
 - i. The institution does not provide a 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.
 - ii. The student is enrolled 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.
2. **Withdrawal Before Program Start Date** If the institution provides a notice of dismissal or receives a notice of withdrawal from a student more than seven days after the effective contract date.
 - A. **Applies to all approved programs, other than solely asynchronous distance-education-only programs:**
 - i. The institution may retain up to 10% of the tuition due under the enrolment contract, to a maximum of \$1,000 paid or payable under a contract.



3. **Withdrawal or Dismissal After Program Start Date**

A. Applies to only In-class, Combined Delivery, or Synchronous Distance Delivery Program:

- i. After the program start date, and up to and including 10% of instruction hours have been provided, the institution may retain up to 10% of tuition paid or payable under the enrolment contract.
- ii. After the program start date, and after more than 10% but before 30% of instruction hours have been provided, the institution may retain up to 50% of tuition paid or payable under the enrolment contract.
- iii. After the program start date, and after more than 30% but before 50% of instruction have been provided. The institution may retain up to 50% of the tuition paid under the enrolment contract unless the program is provided solely through distance education.
- iv. After the program start date, and after more than 50% of instruction hours have been provided, no refund is due.

B. Applies to only Solely Asynchronous Distance Delivery Programs:

- i. No later than seven days after the program start date, the institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under the enrolment contract.
- ii. If the student has completed no more than 10% of the program, the institution may retain up to 10% of tuition paid or payable under the enrolment contract.
- iii. If the student has completed no more than 10% but less than 30% of the program, the institution may retain up to 30% of the tuition paid or payable under the enrolment contract.
- iv. If the student has completed and received more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition paid or payable under the enrolment contract.
- v. If the student has completed more than 50% of the program, no refund is due.

4. **Student No-Show- Applies to all approved programs, other than solely asynchronous distance-education-only programs** If a student does not attend the first 30% of the program, the institution may retain up to 50% of the tuition paid under the enrolment contract.

5. **Refund Timeline** Refunds required under this policy will be paid within 30 days:

- A. Of the date the institution receives a student's notice of withdrawal.



- B. Of the date receiving a copy of refusal of a study permit.
 - C. Of the date the institution provides a notice of dismissal to the student.
 - D. Of the date receiving an order from the registrar to issue a refund because a student was admitted in an approved program without meeting the admission requirements.
 - E. Of the program end date included in the enrolment contract, if an institution did not provide a work experience to a student within 30 days of the end date.
 - F. Of the date on which the first 30% of the program would have been completed, if a student did not attend the first 30% of the program.
6. **International Students** If an international student delivers a copy of a refusal of a study permit to the institution for in-class, or combined Delivery, or synchronous distance education programs, 100% tuition and all related fees, other than application fee, will be refunded, given the following conditions are met:
- A. Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:
 - i. The program start date in the most recent Letter of Acceptance.
 - ii. The program start date in the enrolment contract.
 - B. The student has not requested additional Letter(s) of Acceptance.