



Pacific Link College

Refund Policy

Name of Policy

March 1, 2017

Implementation Date

Campus Director

Position(s) Responsible for Administering this Policy

December 30, 2024

Date of Last Revision

Policy:

Pacific Link College is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

Tuition must be paid in full before the program starts. Late registration penalty: \$200.

For all Visa Refusal cases, there will be deductions of up to CAD \$500 application fee plus CAD \$50 bank service charge.

Procedure:

Student may apply to the Institution for tuition refund, with all necessary documents. The Institution will examine the case of the documents in the order of which it was received and will get back to the student within a reasonable time frame as per the PTIRU guidelines.

For tuition refund disputes, contact the Private Training Institutions Regulatory Unit ([www. privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

Approved Programs – In-class, or Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	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.
<ul style="list-style-type: none"> More than seven days after student signed the enrolment contract, and Before the program start date. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all programs):	
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.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<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: <ol 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.
Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% of tuition and all contract, and 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"> • More than seven days after student signed the enrolment contract, and • Before the program start date. 	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 only approved solely asynchronous distance-education-only programs):	
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 completed no more than 10% of the program	Institution may retain up to 10% of tuition paid or payable under a contract.



Student has completed 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 completed more than 30% but less than 50% of the program	Institution may retain up to 30% of tuition paid or payable under a contract.
Student has completed 50% or more of the program	Institution may retain up to 50% of tuition paid or payable under a contract.
Programs that do not require approval – programs that have tuition of \$4,000 or more and that are not solely provided through distance education:	No refund due
<ul style="list-style-type: none">• The student does not attend the program, and• The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:<ol style="list-style-type: none">a) the start date of the program in the most recent Letter of Acceptanceb) the start date of the program in the enrolment contract.	100% tuition and all related fees, other than application fees
