

## REFUND POLICY/PROGRAM POLICIES/OTHER FEES

### Refunds for Cancellations & Dismissal

a) To initiate a refund, written notice must be provided:

- By a student to the institution when the student withdraws/cancels
- By the institution when a student is dismissed
  - **Dismissal:** When a student is dismissed by Global College due to academic misconduct (i.e. Cheating, plagiarism, etc.)
    - **Reason for dismissal is to the discretion of Global College.** With dismissal, the student can no longer continue with the online program, and any completed exams, assessments will result in a score of **zero**.
    - If a student is found with reason for dismissal **AFTER** completing the online program, the completion will be considered a False Completion, resulting in unsuccessful completion of the on line program (no certification).
- The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

### Refund Policy for Students

Institution receives a notice of withdrawal or dismissal from a student (cancellation):	
<ul style="list-style-type: none"> <li>• No later than seven days after the effective contract date, and</li> <li>• Before the program start date.</li> </ul>	100% tuition refund
<ul style="list-style-type: none"> <li>• Between the date the contract was signed and the start date of the program, where that period is less than seven days</li> </ul>	100% tuition refund
<ul style="list-style-type: none"> <li>• More than seven days after the effective contract date, and at least 30 days before the program start date</li> </ul>	Institution may retain up to 10% of tuition
<ul style="list-style-type: none"> <li>• More than seven days after the effective contract date, and</li> <li>• less than 30 days before the program start date</li> </ul>	Institution may retain up to 20% of tuition
<ul style="list-style-type: none"> <li>• <b>AFTER the program start date</b></li> </ul>	<b>NOT eligible for any refund</b>

### Temporary Leave of Program

- Requests for temporary leave will **only be considered for urgent or special circumstances**. Global College has the **right and authority to approve or decline any requests without further explanation**.
- In order to temporarily leave the program, the student must submit a request for temporary program leave providing the reason and third-party approved evidence supporting the reason (i.e. doctor's note, obituary, company letter, etc.)
- In approval for temporary leave, the leave **cannot exceed** the duration of the program (i.e. if the program duration is for 6 weeks, the leave **must not exceed 6 weeks**).

### Other Fees

- \$200 CAD if a students wants to retake an assessment/test/quiz/assignment due to error to submit or unsatisfactory result.
- \$200 CAD if student wants a reevaluation of an assessment/test/quiz/assignment .
- \$5 CAD for delivery of successful completion documents (certificate/diploma, transcript, LOA).