



VANCOUVER AVIATION COLLEGE

Institution Number 4475

Dismissal / Refund Policy

15 / OCT / 2020

Dismissal Procedure:

1. All concerns relating to student misconduct shall be directed to the Chief Executive Officer or Senior Educational Administrator. Concerns may be brought by staff, students or the public.
2. The Chief Executive Officer and Senior Educational Administrator will arrange to meet with the student to discuss the concern(s) within five (5) school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Chief Executive Officer and Senior Educational Administrator will meet with the student as soon as is reasonably possible.
3. Following the meeting with the student, the Chief Executive Officer and Senior Educational Administrator will conduct an investigation and determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within five (5) school days of the initial meeting with the student.
5. The Chief Executive Officer and Senior Educational Administrator will meet with the student and do one of the following:
 - ✓ Determine that the concern(s) were unsubstantiated;
 - ✓ Determine that the concern(s) were substantiated, in whole or in part, and either:
 1. Give the student a warning setting out the consequences of further misconduct;
 2. Set a probationary period with appropriate conditions; or
 3. Recommend that the student be dismissed from the VANCOUVER AVIATION COLLEGE.
 - The Chief Executive Officer and Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.
 - If the student is issued a warning or placed on probation, the Chief Executive Officer and Senior Educational Administrator and the student will all sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.
 - If the determination of the Chief Executive Officer and Senior Educational Administrator is to dismiss the student then the Chief Executive Officer and Senior Educational Administrator will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing.
 - If a refund is due to the student, VANCOUVER AVIATION COLLEGE will ensure that a refund is forwarded to the student within thirty (30) days of the dismissal.
 - If the student owes tuition or other fees to the institution VANCOUVER AVIATION COLLEGE may undertake the collection of the amount owing.

Dismissal Procedure for Academic and Non-Academic Reasons

Procedure:

1. Dismissal for Academic Reasons

Students will normally be dismissed if they do not make adequate academic progress according to the timelines and policies set by their chosen program and/or the Senior Educational Administrator. When a student is dismissed, the academic record will indicate "Dismissed".

A student in any program who is dismissed will not be eligible to apply for readmission to the institute for at least one year. After one year, students who have been dismissed from a program may be admitted to the same program provided they meet all admission requirements in effect for that program at the time they apply. Such applications must be accompanied by a statement from the Senior Educational Administrator who recommended the dismissal outlining the reasons for which the student was dismissed. Compelling evidence must be presented that a more successful outcome is likely if the student is to be readmitted. All cases for readmission must be reviewed and approved by the Chief Executive Officer and Senior Educational Administrator. Students dismissed from a program more than once are not eligible to be considered for admission to any program in the institution.

A graduate student may be dismissed if academic progress has not been satisfactory. The Senior Educational Administrator may establish additional criteria for measuring student progress, but when this is done it is essential that:

- the Chief Executive Office be informed of these additional requirements; and
- all students, when they enter the program, be informed in writing of these additional requirements

A student must be informed in writing/email by the Senior Educational Administrator of unsatisfactory progress and given an opportunity to discuss the matter with the Senior Educational Administrator before any recommendation for dismissal is made to the Chief Executive Officer.

A student in any program who is dismissed will not be eligible to apply for readmission to VANCOUVER AVIATION COLLEGE for at least one (1) year. After one (1) year, students who have been dismissed from a program may be admitted to the same program provided they meet all admission requirements in effect for that program at the time they apply. Such applications must be accompanied by a statement from the Senior Educational Administrator who recommended the dismissal outlining the reasons for which the student was dismissed. Compelling evidence must be presented that a more successful outcome is likely if the student is to be readmitted. All cases for readmission must be reviewed and approved by the Chief Executive Officer. Students dismissed from a program more than

once are not eligible to be considered for admission to any program in VANCOUVER AVIATION COLLEGE.

The academic record will indicate "Dismissed".

2. Dismissed – Failure to Attend

A student who fails to register and/or becomes absent without leave from their program for two or more consecutive weeks may be dismissed from the program. The academic record will indicate "Dismissed – did not register". The institute will document that an attempt was made to contact Failure to register for two consecutive weeks may result in the student being dismissed. The program must first make reasonable attempts to contact the student by e-mail, telephone and/or regular mail. If there is no response after repeated attempts, the Senior Educational Administrator may recommend that the student be dismissed. The Senior Educational Administrator must submit copies of the written attempts to contact the student and a memo confirming the non-registration and non-attendance of the student to the Chief Executive Officer.

The academic record will indicate "Dismissed – Failure to Attend".

A student who does not complete formal dismissal/withdrawal procedures will be liable for all assessed fees until such procedures are completed.

3. Dismissed – for Non-academic Reasons

VANCOUVER AVIATION COLLEGE reserves the right to require a student to dismiss from the program if the Senior Educational Administrator, in consultation with the Chief Executive Officer, considers the student to be unsuited to proceed with the study or practice of the chosen course. Request to dismiss for non-academic reasons would not prevent the student from immediately applying for entry into the course again.

The Chief Executive Officer reserves the right to require a student to be dismissed from a program of study if the Senior Educational Administrator, in consultation with the Chief Executive Officer, considers the student to be unsuited to proceed with the course.

The academic record will indicate "Dismissed".

Refund Policy

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - (a) more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - (b) after the contract start date
 - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after more than 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

- (a) equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - (a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
- 7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
- 8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - (a) of the date the institution receives a student's notice of withdrawal,
 - (b) of the date the institution provides a notice of dismissal to the student,
 - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
 - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.
- 9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program is provided solely through distance education.