

WINSTON REFUND POLICY

Name of Policy	Refund Policy
Last Revision	Feb, 2026
Implementation Date	Feb, 2026
Position(s) Responsible	Academic Director, SEA

The Policy

The Winston College refund policy confirms the policy guidelines stipulated by the Private training Institutions Regulatory Unit (PTIRU). This Policy described below is applicable regarding the student's application for a refund of tuition paid to Winston college by the student, or a person who paid on behalf of the student.

1. Written Notice

A written notice of withdrawal by student or dismissal by the College must be provided,

- i. By a student to Winston College that he/she is withdrawing from the program, or
- ii. By the Winston College to the relevant student that he/she has been dismissed from the program.

2. Refund Entitlement

The refund entitlement calculated on the total tuition fees due under the contract. If total tuition fees have not yet been collected, College is not responsible for refunding more than has been collected to date and a relevant student will be required to make up for monies due under the contract.

3. Refund policy: Approved Programs

Circumstances when Refund Payable	Amount of Refund
Before program start date, Winston College receives a notice of withdrawal or provide 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% tuition and all related fees, other than application fee. Related fees include: administrative fees, assessment fees, and fees charged for textbooks or other course material, and unused aircraft utilization fees.

Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> • More than seven days after student signed the enrolment contract, and • Before the program start date. 	Winston college will retain up to 10% of tuition, to a maximum of \$1,000.
After program start date, Winston College provides a notice of dismissal or receives a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> • No later than 7 days after the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal. 	Winston college will retain up to 10% of tuition, to a maximum of \$1,000.
After the 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. 	Winston will 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 due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	Winston College may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	
Winston College 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: <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 Students has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed	
<ul style="list-style-type: none"> Student completed up to 30% of the program. 	<p>Winston may retain up to 30% of the tuition.</p> <p>Winston will refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Winston may retain up to 50% of the tuition.</p> <p>Institution will refund fees paid for course materials if not provided to the student.</p>
All approved programs- All Delivery Methods	
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
Winston 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
Refund of Aircraft Utilization Fees	

<p>Institution must refund unused aircraft utilization fee paid by or on behalf of student if any of the following apply:</p> <ul style="list-style-type: none"> • Student provides notice of withdrawal • Institution provides a notice of dismissal • Student completes the program • Student does not attend any of the first 30% of the hours of instruction of the program. 	
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Refund Policy: Program Dose No Required Approval and was not reviewed by PTIRU. (The student may not file a claim against the fund with the trustee).

Circumstances when Refund Payable	Amount of Refund
If Tuition is less than \$4,000	
<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.
<ul style="list-style-type: none"> • Seven days after student signed the enrolment contract, and • After the program start date. 	No refund
If Tuition if \$4,000 or More	
<p>if both of the following apply:</p> <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: <p>a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract.</p>	100% tuition and all related fees, other than application fee.

Refund Policy: Language Programs less than 6 months and tuition is less than \$4,000

Circumstances when Refund Payable	Amount of Refund
If Tuition is less than \$4,000 Programs less than 6 months	

Circumstances when Refund Payable	Amount of Refund
<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.
<ul style="list-style-type: none"> • Seven days after student signed the enrolment contract, and • After the program start date. 	No refund Student may not make a claim against the Student Tuition Protection Fund, which is managed by the private Training institution Branch (PTIB) of the Ministry of Advanced Education and skills Development Training.

3. International Students

4.1. If an international student’s Study Permit application has not been completed by the start date identified in the College’s Letter of Acceptance (LOA) and the student so notifies the College, at the request of the student the college may issue a second Letter of Acceptance for a later start date.

4.2. In such circumstance, the College will charge a maximum of \$250 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. In case of student’s failure to so advise the College, the College’s refund policy for students will apply.

4.3 Winston College requires that the following documents be returned to the office:

1. The original Letter of Acceptance.
2. The original Receipt.
3. The original Letter of Refusal from Canada Immigration.
4. A written Request for the Refund.

4.4. Refunds will only be processed once all documents have been received. Process will be completed within 30 days of receipt of complete documents.

4.5. The College will retain the lesser of 10% of the total fees due under the contract or \$400 for international students who are denied Study Permit authorization from Citizenship and Immigration Canada. Students denied a Study Permit must provide the institution with a copy of the denial letter prior to the program start date as set out in the College’s most recently issued Letter of Acceptance. Should a student fail to advise the College, or choose to withdraw for other reasons, the refund policy set out in Section 3 will apply.

4. Language Programs less than 6 months

Students who enroll in a language program which is six months and less duration or for which tuition is less than \$4000 may not make a claim against the Student Tuition Protection Fund, which is managed by the private Training institution Branch (PTIRU) of the Ministry of Advanced Education and skills Development Training.