

Refund Policy for International Students

Alpha College encourages all International students to carefully choose their program of study before selecting and making any payments to Alpha College directly. If students have questions regarding this refund policy, they should contact us at frontdesk@slc-alpha.ca.

For payments made outside of Canada, please note that if a refund is required, the funds will be returned to the originating source (i.e. person making the payment). In accordance with industry best practices and to abide by the Government of Canada's guidelines, Alpha College will only return funds to the original payer and payer account. The funds will not be transferred to another institution. **Therefore, it is advisable for students not to make payments through an agent.**

Students who do not receive a visa or meet prerequisites

Alpha College will provide a refund of any prepaid tuition (less a \$200 refund processing fee and any expensed ancillary fees) if the applicant is denied a student visa under the condition that the applicant provides Alpha College an authentic visa denial letter issued by the Canadian High Commission within the first ten (10) days of the applicant's first semester. Requests must be submitted within 10 business days of receiving the Visa denial letter.

If a student does not meet the conditions of acceptance, the refund processing fee will be \$200 plus any ancillary fees. Students must provide evidence* of failure to meet the conditions of acceptance. For example, if a student doesn't meet the IELTS requirement, the student must provide the IELTS test results.

Students who wish to transfer to another institution

International students who complete the full withdrawal process within the first 10 days of the beginning of the term are entitled to a refund of prepaid tuition and fees less 1) the non-fundable portion (\$2,350), and 2) any expensed ancillary fees. The refundable portion of tuition and ancillary fees is calculated in accordance with the Ontario Ministry of Colleges and Universities' Policy on Tuition and Ancillary Fees. **If a request for transfer is not completed within the timeline, no refund of semester fees will be issued.**

Students who request a transfer to another institution must meet the following criteria:

1. Meet the withdrawal deadline.
2. Apply through OCAS portal if they are a first semester student or apply in person at the Alpha College campus if they are a returning student.
3. Complete all of the refund documents provided.
4. Provide a valid letter from the receiving institution (must be an approved Designated Learning Institution) indicating start date and program of study. **Program must be for the same semester as accepted to attend at Alpha College. As stated above, we will require two days to confirm the validity of the letter from the receiving institution.**
5. Students transferring to the province of Quebec must provide a valid Certification of Acceptance for Quebec (CAQ), along with the Letter of Acceptance for the approved Designated Learning Institution.

6. Provide **proof of full tuition payment for first semester of studies** (official receipt) made to the receiving institution. **A receipt for an application deposit or down payment will not be accepted.**
7. Provide a copy of valid passport.
8. Provide a copy of valid study permit.

Students who withdraw (Other Reasons)

Students that have entered Canada on a study permit must remain enrolled as students. If a student is not intending to study as a full-time student, they must return to their home country.

Students who withdraw and return home must submit the withdrawal application documents including, a copy of their passport and valid study permit, flight ticket and re-entry stamp upon return to home country.

Only students who have withdrawn within the first 10 days of the semester will be eligible for a refund of prepaid tuition and fees less 1) the non-fundable portion (\$2,350), and 2) any expensed ancillary fees.

Refund request handling

First semester students: Request their withdrawal and refund through the OCAS portal.

Returning students: Request their withdrawal and refund in the student services office. Appointments can be made by contacting our student services team at frontdesk@slc-alpha.ca. To verify the identity of the student and to safeguard prepaid tuition deposited by students, all international students must request a transfer and refund **IN-PERSON** at Alpha College. **E-mail requests will not be processed.**

Return of tuition and ancillary fees

The non-refundable portion of tuition and ancillary fees will be withheld by Alpha College for students who transfer or withdraw within the specified deadlines. Students who withdraw afterwards will not be eligible for a refund.

- Any wire transfer fees or other bank charges associated with returning the funds will be subtracted from the amount returned.
- Alpha College will require up to 45-60 days to complete the return of funds once Alpha College has received all documentation required to support the refund request.
- Alpha College bears no responsibility for funds that do not reach their destination due to inaccurate or obsolete financial information provided by the student. Applicants/students are responsible for all banking and foreign exchange charges associated with their payment/refund.

Student signature

Date