



TUITION REFUND POLICY

Institution # ID-04423

Story Institute

PTIB# 4423

DLI#O266418531812

Effective Date: Jan 6, 2018

Revision Date: May 20, 2026

Responsible

Senior Educational Administrator

Policy

Policy Purpose

Story Institute establishes this Tuition Refund Policy in accordance with the Private Training Act and the Private Training Regulation of British Columbia, as administered by the Private Training Institutions Regulatory Unit (PTIRU). This policy sets out the minimum tuition and related-fee refund standards applicable to students enrolled in approved programs of instruction.

Where a provision of this policy conflicts with a current requirement of the Private Training Act, the Private Training Regulation, or a binding direction or determination of the Registrar, the applicable legislation or Registrar's direction prevails.

Providing the Policy Before Tuition Is Accepted

Story Institute will provide the student with a copy of this Tuition Refund Policy before accepting any tuition or related fees for an approved program. The policy will also be posted prominently on the institution's website.

Refund Calculation

- Refunds are calculated using the tuition amount paid or payable, as applicable, under the student's student enrolment contract.
- Where a scholarship, bursary, discount, rebate, or other tuition reduction applies, the refund calculation is based on the tuition amount paid or payable by the student after that reduction has been applied.
- For an enrolment contract covering only a portion of a longer program, the refund calculation is based on the tuition paid or payable under that contract, not automatically on the total tuition for the entire program.
- For purposes of the percentage thresholds below, an hour of instruction is considered completed when the student has received an evaluation of their performance for that hour, as applicable under the Private Training Regulation.

Approved Programs — In-Class, Combined Delivery, or Synchronous Distance Delivery

The following minimum refund standards apply to approved programs other than programs provided solely through asynchronous distance delivery.



Circumstances	Timing / Trigger	Refund / Amount Institution May Retain
Before program start date — withdrawal or dismissal	No later than 7 days after the student or other signatory signs the enrolment contract, and before the program start date.	100% of tuition and all related fees, other than application fees. Related fees include administrative fees, application fees, assessment fees, course-material fees, and unused aircraft utilization fees, where applicable.
Before program start date — withdrawal or dismissal	More than 7 days after the student or other signatory signs 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 the contract.
After program start date — withdrawal or dismissal	No later than 7 days after the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000, paid or payable under the contract.
After program start date — withdrawal or dismissal	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 the contract.
After program start date — withdrawal or dismissal	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 the contract.
After program start date — withdrawal or dismissal	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 the contract.
After program start date — withdrawal or dismissal	After more than 50% of instruction hours have been provided.	No refund is due under the minimum tuition refund standards, except where another refund entitlement under applicable legislation or a Registrar's order applies.
Student does not attend — “no-show”	Student does not attend any of the first 30% of the hours of instruction of the program.	Institution may retain up to 50% of tuition paid under the contract. Applicable course-material fees must be refunded if the student did not receive the course materials.

Approved Programs — Solely Asynchronous Distance Delivery

If Story Institute offers an approved program delivered solely through asynchronous distance education, the following completion-based standards apply:

Circumstances	Timing / Completion	Refund / Amount Institution May Retain
Before program start date	No later than 7 days after the student or other signatory signs the enrolment contract, and before the program start date.	100% of tuition and all related fees, other than application fees.
Before program start date	More than 7 days after signing 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 the contract.
After program start date	No later than 7 days after the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000, paid or payable under the contract.
After program start date	Student has completed no more than 10% of the program.	Institution may retain up to 10% of tuition paid or payable under the contract.
After program start date	Student has completed more than 10% but less than 30% of the program.	Institution may retain up to 30% of tuition paid or payable under the contract.
After program start date	Student has completed more than 30% but less than 50% of the program.	Institution may retain up to 50% of tuition paid or payable under the contract.
After program start date	Student has completed 50% or more of the program.	No refund is due under the minimum tuition refund standards, except where another refund entitlement under applicable legislation or a Registrar's order applies.



International Students — Refusal of Study Permit

For an international student requiring a study permit, Story Institute will refund 100% of tuition and all related fees, other than application fees, where the student is refused a study permit for the program, has not requested an additional letter of acceptance for the same program, and provides the institution with a copy of the refusal before the date on which 30% of the program's hours of instruction would have been provided, calculated from the later of the program start date in the most recent letter of acceptance or the program start date in the student enrolment contract.

Student Enrolled Without Meeting Admission Requirements

If a student is enrolled in an approved program without meeting the program's admission requirements, the student did not misrepresent their knowledge or skills when applying, and the Registrar orders a refund, Story Institute will refund 100% of tuition and all related fees, including application fees.

Course Materials, Equipment, Uniforms and Related Fees

Story Institute will refund fees charged for textbooks or other course materials, including equipment and uniforms, if the student does not receive those materials and the student withdraws, the institution dismisses the student, or the student does not attend any of the first 30% of the hours of instruction. Unused aircraft utilization fees, if applicable, will be refunded in accordance with the Private Training Regulation.

Work Experience

If an approved program includes a required work experience component and Story Institute fails to provide all required hours of that work experience within 30 days after the contract end date, Story Institute will refund 100% of tuition and all related fees, other than application fees, unless the Registrar determines that the institution was prevented from providing the work experience by circumstances beyond its control.

Payment of Refunds

Where a refund is required, Story Institute will pay the refund to the student or other person who paid the tuition or fee within 30 days of the applicable triggering date prescribed by the Private Training Regulation. Applicable triggering dates include receipt of a notice of withdrawal, provision of a notice of dismissal, receipt of a study-permit refusal, a Registrar's refund order, the applicable work-experience deadline, or the date on which the first 30% of instruction hours are provided where a student is a no-show.

Student Records and Refund Documentation

- Story Institute will maintain a refund calculation in the student's record when a refund is due.
- Story Institute will maintain evidence that the refund was issued, such as a cancelled cheque, electronic payment record, or wire-transfer record.
- Refund calculations will account for applicable scholarships, bursaries, discounts, or rebates and will use the tuition paid or payable under the applicable student enrolment contract.

Important Note

This policy establishes the minimum refund standards applicable under the British Columbia Private Training Regulation. Story Institute may provide a refund greater than the minimum required by regulation. This policy does not limit any additional rights or remedies available to a student under applicable law or a decision or order of the Registrar.