

# Toronto Metropolitan University English Language Institute (ELI) (formerly Real Institute) Transfer, Deferral, Cancellation, Withdrawal and Refund Guidelines

2023-24 Academic Year

## Purpose:

This policy provides students, management and staff with guidelines on transfer/deferral/cancellation/withdrawal or/and refund processes. This policy is aligned with other policies in the field of ESL/EAP in a post-secondary education setting.

## Glossary of terms:

- A transfer is the change from one English Language Institute program to another.
- A deferral is the change from one term of an English Language Institute program to the next available offering.
- A cancellation is a decision not to take part in an English Language Institute program a student has enrolled in before it begins.
- A withdrawal is a decision to end participation in an English Language Institute program that is underway.
- A refund is a full or partial return of the English Language Institute program fees.

**\* In order to transfer, defer or cancel enrollment in English Language Institute programs/courses, or to withdraw, students must inform the English Language Institute in writing (by email to [tmueli@torontomu.ca](mailto:tmueli@torontomu.ca))**

**\* A student must submit a transfer/deferral/cancellation/refund request within one week of receiving a confirmation email from the English Language Institute.**

## I- Transfers and Deferrals:

The following options are available to students wishing to transfer or defer their English Language Institute program/course:

1. A student may request a transfer from one program/course to the other up until a week before the program/course start date. The student must be academically qualified to transfer to the program/course of choice.
  - 1.1. Full tuition fees will be applied to the program/course the student is requesting to transfer to.
  - 1.2. Students transferring programs/courses will be required to pay difference in program/course fees upon registration
2. A student may defer their term of study in a program/course to a maximum of two times.
3. After the first deferral, any subsequent request for a refund will be evaluated in reference to the start date of the new session/program/course.
4. Students who provide an English proficiency test score that makes them eligible for a different program/course may transfer up until a week prior to the program/course start date that they are currently enrolled in.
  - 4.1. Students must notify English Language Institute staff by the relevant deadline.
  - 4.2. A refund will be provided for the difference in program

## II- Cancellations and Refund:

A student may cancel their registration, and will be eligible for a refund as per the refund schedule. (Please see refund schedule below)

1. Students will receive a full (100%) refund of their tuition fees prior to the start date of the program/ course where:
  - 1.1. A student's conditional offer of undergraduate admission is rescinded prior to the start date of the program/course.
  - 1.2. A student's Study Permit or Temporary Resident Visa is denied within 30 days before the start date of the program/course.
  - 1.3. Cancellation of the program/course by the English Language Institute.
  - 1.4. A student achieves a sufficient result on IELTS, TOEFL, or other acceptable English language proficiency test to allow them to begin undergraduate studies at Toronto Metropolitan University prior to the start date of the program/course. Proof of the updated language score and admissions to Toronto Metropolitan University need to be submitted along with the cancellation and refund request prior to the start of the program
2. Students will receive a 70% refund of their tuition fees:
  - 2.1 They cancel their program/course at least one week prior to the program/course start date for any other reason other than the ones listed above.
  - 2.2 Dismissal from the English Language Institute/Toronto Metropolitan University due to violation of the Student Code of Conduct one week prior to the program/course start date for any other reason other than the ones listed above.
3. Cancellations will not be accepted once the program/course has begun.

Note: For bundled courses, the refund policy is applied using the start date of the first course in the bundle.

## Withdrawals:

Students may choose to withdraw from the English Language Institute programs at any time.

1. Where possible, students are encouraged to transfer their program/course to the next available program/course.
2. Program refunds will be provided according to the refund schedule below. No refunds will be provided past the deadlines indicated.

Note: For bundled courses, the refund policy is applied using the start date of the first course in the bundle.

# Toronto Metropolitan University English Language Institute (ELI) 2023-24 Refund Schedules

Refund Schedule	
Refund amount per bundled programs/course	Deadlines
100%	Change in admissions conditions/Visa status: before the first date of the course/program. (See section II-1)
70%	Cancellation one week prior to the program start date. See Section II-2)
0%	On or after the first day when the program/course starts