

## Refund Policy

<b>Policy Title:</b> Refund Policy	<b>Applies to:</b> Clients who pay for tuition and administration fees	
<b>Approved by:</b> Senior Management Team	<b>Effective:</b> March 1, 2022 <b>Last Review:</b> February 10, 2022 <b>Next Review:</b> February 10, 2024	<b>Total # of Pages - 2</b>
<b>Responsibility:</b> CFO and Director of Finance		

### 1. Purpose of Policy

The purpose of the Refund Policy is to outline terms and conditions for refund of tuition and administration fees.

### 2. Scope

This policy applies to tuition and administration fees paid to the SATCC.

### 3. Policy

Tuition and administrative fees are non-refundable once paid unless the client is unable to attend technical training or event due to one or more of the following circumstances:

- Serious medical situations;
- Death of the client, parent, spouse, or child;
- Serious illness to spouse, parent, or child which requires client to care for their family member; and/or,
- Their employer requires them to work.

There are a few process exceptions to the Refund Policy such as:

- Cancellation or reschedule of the class by the SATCC;
- Duplicate payments made by the client; and/or,
- Examination review fees will be refunded if the appeal is successful.

The refund request must be provided by the client to the SATCC within 60 days of the completion of the event.

The Refund Policy also considers an appeal process to the Chief Executive Officer (CEO).

#### 4. Roles and Responsibilities

Tuition and administrative fee refunds are approved by the Chief Financial Officer (CFO) or delegate. Approval of process exception refunds is delegated to the Director of Finance or delegate.

#### 5. Procedures

The client/apprentice makes a refund request to the SATCC in writing. The refund request can be submitted to [apprenticeship@gov.sk.ca](mailto:apprenticeship@gov.sk.ca). The request may also be submitted through MyATC. Select "Get Help" and submit a general inquiry. Select "Other" from the "How can we help you?" drop-down menu. An SATCC staff member will complete a refund form with the following information to request the refund:

- Refund form with reason(s) for the refund
- Payment details
- Support document provided by the requestor (client) – *doctor's note, death certificate, employer letter, obituary notice with the client's name, etc.*

The CFO or delegate will approve/reject the refund request.

Finance team will process the refund if approved.

#### 6. Refund Appeal Process

- The client requests the CFO's decision regarding the refund be reversed. The client submits the request for an appeal to the CEO in writing via email or letter.
- SATCC staff members provide all pertinent support documents for the case (refund request, support documents, payment, letter, decision, etc.) to the CEO.
- The CEO will approve/reject the refund appeal request after review/consult with the CFO.
- The Executive Assistant (EA) will draft a letter to the apprentice outlining the rationale for approving/rejecting the refund.
- The EA will send the letter to applicable SATCC staff members and a copy is saved.
- If the appeal refund is approved, the CEO will sign the original Refund Request form. The EA will forward the Refund Request form and approval letter to the Finance unit for processing.