

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

2024-25 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.

## I- Transfers and Deferrals:

The following options are available to students

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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

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

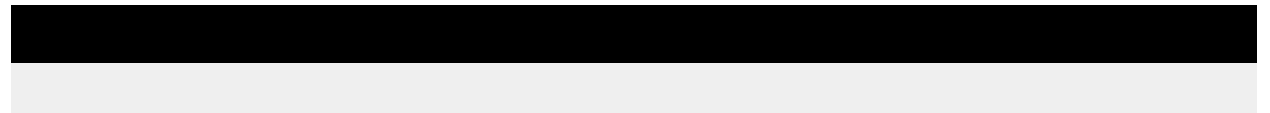
## Withdrawals:

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) 2024-25 Refund Schedules



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Change in admissions conditions/Visa status before the first  
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