

<b>Procedure Title</b>	<b>Withdrawal from the College Procedure</b>
<b>Procedure Holder</b>	Registrar's Department
<b>Procedure Approver(s)</b>	Senior Team
<b>Related Policies</b>	Ch5-s1-05 Withdrawal from a Course Ch5-s1-08 Program Re-admission Operating Practice Ch5-s5-03 Charter of Students' Rights and Responsibilities Ch5-s5-02 Student Code of Conduct <a href="#">International Refund Policy</a> (links to webpage)
<b>Related Procedures</b>	
<b>Appendices</b>	Appendix 1 Program Withdrawal Form Appendix 2 Exceptional Withdrawal Refund Form
<b>Storage Location</b>	Website - <a href="https://www.confederationcollege.ca/policies-and-procedures">https://www.confederationcollege.ca/policies-and-procedures</a>
<b>Effective Date</b>	2023-Aug-01
<b>Next Review Date</b>	2026-Aug-01

## Purpose

The policy defines the process for students to complete a withdrawal from a post-secondary program of study at Confederation College.

## Scope

This policy applies to all full-time post-secondary students registered at Confederation College.

## Definitions

Word/Term	Definition
Full-time student	Occurs when a student is registered in a college program for at least 70 percent of the student contact hours or 66.66 percent of the courses required for the program in a given semester or a student is registered in a minimum of 147 credit hours in a ministry approved post-secondary program of study.
Part-time student	Occurs when a student is registered in one or more course comprising of less than 70 percent of the student contact hours or 66.66 percent of the courses required for a full-time program in a given semester or a student is registered in less than 147 credit hours in a ministry approved post-secondary program of study.
Refund deadline	The refund deadline date is the 10th business day after the start of classes. The date is published in the Academic Calendar annually.

Withdrawal	Is the removal of a student from a course or program that is initiated by the student.
Withdrawal without academic penalty	Is the removal of a student from a course or program without being academically penalized. This withdrawal is initiated by the student.
Designate	The persons responsible for advising students regarding academic matters. This includes the following individuals Program Coordinator, Dean, Regional Director, Chair, Counsellor or Student Success Advisor.
Exceptional withdrawal/refund	The Exceptional Withdraw/Refund Request process to assist students who have had significant changes in their circumstances that prevent them from continuing their attendance for a particular term and/or to consider reducing the financial hardship experienced by these students. These circumstances generally revolve around students' (or their families') medical conditions, death in the family or military deployment.

## Governing Laws and Regulations

Minister's Binding Policy Directive: Framework for Programs of Instruction  
Ontario Qualifications Framework

## Procedure Statements

Action	Responsibility
1. A student who considers it necessary to withdraw from a Program at the College must:	
1.1 Meet with the Program Coordinator, Designate or Student Success Advisor to attempt to resolve any problems in order to continue in the program. If resolution cannot be achieved, a formal Withdrawal Form will be completed, signed and dated by the student and the Program Coordinator or Designate and submitted to the Registrar's Office.	Student
1.2 International students must also meet with an International Student Advisor to ensure that immigration implications of their decision are considered.	Student
1.3 A copy of the signed Program Withdrawal Form is maintained by the Registrar's Office.	Registration Officer
1.4 Students at regional campuses must complete the Program Withdrawal Form and submit it to the Regional Director who will then forward the form to the Registrar's Office.	Student/Regional Director
1.5 For full-time students registered in courses delivered by Distance Education or alternate modes of delivery, a letter / email to Registration Services notifying the college of	Student

withdrawal will be deemed a suitable substitute for the withdrawal process. The official date of withdrawal will be considered as the date the letter is postmarked / email was sent.

2. If a student believes they are in an exceptional circumstance that prevents them from continuing their attendance for a particular term and/or contributes to financial hardship, the student can complete the request form. Refer to accompanying procedural document and the appendix attached. Student

## Non-Compliance

It is the joint responsibility of the Registrar and Dean to ensure that the guidelines contained in this policy are followed and adhered to in order to effectively and efficiently support student focused learning objectives. Lack of compliance will result in delays in academic operations and student success.

## Revision History

Version	Change	Author	Date of Change
	New format	Richard Gemmill	2023-04-20

# Appendix 1: Program Withdrawal Form



Thunder Bay Campus  
1450 Nakina Drive  
Thunder Bay, ON P7C 4W1  
F: 807-473-3731

Regional Campus  
Distance Education  
F: 807-473-3731  
E: registrationservices@confederationcollege.ca

## PROGRAM WITHDRAWAL FORM

Name:	Student ID#: 1 0 0 _ _ _ _ _
Address:	
Program:	Semester: 1 2 3 4 5 6
OSAP Recipient? <input type="checkbox"/> Yes <input type="checkbox"/> No	Currently staying in residence? <input type="checkbox"/> Yes <input type="checkbox"/> No

Your feedback allows us to improve our services and to better understand student needs. The following information is collected for statistical purposes only.

Reason for withdrawal (please select one of the following):

ACADEMIC	PERSONAL	EMPLOYMENT
<input type="checkbox"/> Program not what I expected	<input type="checkbox"/> Health reasons	<input type="checkbox"/> To accept employment
<input type="checkbox"/> Did not like program	<input type="checkbox"/> Financial difficulties	<input type="checkbox"/> To seek employment
<input type="checkbox"/> Want to change programs	<input type="checkbox"/> Family responsibilities	
<input type="checkbox"/> Low grades	<input type="checkbox"/> Problem managing time	
<input type="checkbox"/> Applying to another college/university		
OTHER REASON:		

May we contact you regarding your withdrawal?  Yes  No

Email: \_\_\_\_\_

### Refund Information:

Please note the deposit for full-time programs of \$500 is non-refundable. The remainder of tuition paid will be eligible for refund if withdrawal form is completed with signatures within the first ten days of scheduled classes. The Registrar's Office will initiate refunds in accordance with the Withdrawal Policy. Please refer to [www.confederationcollege.ca/academicpolicies](http://www.confederationcollege.ca/academicpolicies) for complete program withdrawal policy and procedure. Refund cheques take approximately 4-6 weeks.

The information on this form is collected under the legal authority of s.15 of the *Ministry of Training, Colleges and Universities Act, R.S.O. 1990*, Chapter M.19. The information is used for the administrative and statistical purposes of the College and/or the Ministry of Training, Colleges and Universities (MTCU). For more information visit [www.confederationcollege.ca/registration/disclosure](http://www.confederationcollege.ca/registration/disclosure).

### SIGNATURES REQUIRED:

Student:	Date:
Coordinator/Student Services:	Date:
Please Print Name:	Extension:

### OFFICE USE ONLY

Admissions:	Withdrawn <input type="checkbox"/>	N/A <input type="checkbox"/>	Completed by:	Date:
Registration:	Withdrawn <input type="checkbox"/>	Withdrawal code: _____	Completed by:	Date:
Refund:	No Refund <input type="checkbox"/>	Refund <input type="checkbox"/>	Requested by:	Date:
Comments:				

## **Policy: Withdrawal from the College**

- 1.1. A formal College Withdrawal is required by full-time students withdrawing from the college.
- 1.2. The effective date of withdrawal is the date the completed and signed Withdrawal Form is received by Registration Services
- 1.3. To withdraw officially without academic penalty, a student must complete the Withdrawal Form prior to November 15<sup>th</sup> (fall), March 15<sup>th</sup> (winter), June 15<sup>th</sup> (spring) or by the specified dates as published in the Academic Calendar.
- 1.4. Withdrawals, after the deadline dates will be processed, however F grades will be assigned to each course registration at the time of withdrawal.
- 1.5. A properly completed, dated and signed Withdrawal Form will be the only item used to determine allowable tuition fee refunds for full-time students.

### **What withdrawing student should know**

**OSAP Recipients** – if you are in receipt of OSAP funding, you will need to be aware of the following:

You will enter repayment of your student loans within 6 months of withdrawing from full time studies

Any refund for tuition will be returned to the National Student Loan Service Centre to be paid on your student loan

You will be re-assessed for funding for the current academic year and will most likely have an overpayment

You will be reviewed for academic progress and will most likely be placed on academic probation or academic restriction (if already on academic probation).

For further information regarding your responsibilities please refer to the OSAP website at <https://ontario.ca/osap>

### **Students Planning to Return to College**

If you intend to return to a **new** program or retake first semester of your current program you will reapply through [ontariocolleges.ca](http://ontariocolleges.ca)

Please make sure you are informed of application deadline dates and admission requirements

If you are returning to your current program but in a semester other than first semester you will need to fill in a 'Readmission Form'.

If you are returning to the same program in any semester it is recommended you speak with your Program Coordinator and/or Student Success Advisor about returning

### **Students leaving to seek employment**

If you are leaving to seek employment you are encouraged to connect with Northwestern Employment Works (on campus in the Shuniah Building). Northwestern Employment Works provides career counselling and other employment services free of charge.

Students wishing to access services are encouraged to ask for a referral to an Employment Advisor or can contact the Northwestern Employment Works Resource Centre at (807) 473-3829.

# Appendix 2: Request for Exceptional Withdrawal/Refund Review Form



## REQUEST FOR EXCEPTIONAL WITHDRAWAL/REFUND REVIEW FORM (Please submit your completed form to the Registrar's Office)

Student Number: \_\_\_\_\_ Name: \_\_\_\_\_  
Phone #: \_\_\_\_\_ Email: \_\_\_\_\_  
Program: \_\_\_\_\_  
Term: \_\_\_\_\_ Last date attended: \_\_\_\_\_  
Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### EXTENUATING CIRCUMSTANCE FOR REVIEW/EXCEPTION

**(Requests will not be considered unless supporting documentation is attached i.e. doctor's note.)**

- Serious medical condition of student-indicate with attached documentation  
Dates: From ..... To .....
- Death of student, parent, sibling, spouse or child – specify your relationship below.
- Life-threatening illness to spouse, parent or child.
- Other: Specify

If you haven't already done so and if the committee does not grant your request for refund or exceptional withdrawal, would you like to remain in the program and/or course(s).

- Yes I will continue with the program.
- No, please withdraw me.

### EXPLANATION OF EXTENUATING CIRCUMSTANCES (you may attach additional pages if necessary):

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### PLAN FOR RETURN (IF APPLICABLE - you may attach additional pages if necessary):

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## EXCEPTIONAL WITHDRAWAL/REFUND

The Withdrawal from the College operating practice at Confederation College is developed in accordance with the Ministry of Training, Colleges and University's Tuition and Ancillary Fees Minister's Binding Policy Directive, which states in part: Students who submit formal notification of withdrawal from a full-time program of instruction, are entitled to a refund of tuition and ancillary fees within 10 business days of the beginning of a semester or the beginning of the period for which the student paid fees. Students that are eligible for funding under the College Funding Framework are entitled to a refund of the full tuition and ancillary fees for the semester or program period less \$500 (deposit amount), and a refund in full of any tuition and ancillary fees paid in advance for subsequent semesters.

The Exceptional Withdraw/Refund Request process is set in place in order to assist students who have had significant changes in their circumstances that prevent them from continuing their attendance for a particular term and/or to consider reducing the financial hardship experienced by these students. These circumstances generally revolve around students' (or their families') medical conditions, death in the family or military deployment.

### ADDITIONAL INFORMATION REGARDING EXCEPTIONAL WITHDRAWAL/REFUND REQUESTS

1. Submission of the request does not guarantee grade change or refund. Academic status, payment, late fees, etc. remain the responsibility of the student. Students will be notified via their email provided on the Request for EXCEPTIONAL WITHDRAWAL/REFUND REVIEW FORM of the outcome of the request.
2. Academic difficulty, disagreement on instruction, change in major, etc. are not considered exceptional circumstances.
3. Approval of each instructor is required if there is a request to withdraw past the term's last day to withdraw without Academic Penalty. If you have been unsuccessful in contacting the instructor(s), please contact the Coordinator, Chair, Dean of the School, Regional Director or Registrar's Office for assistance.
4. Request to review past "F" grade(s) must be made within two years of the end of the requested term. Grades assigned for over two years are not available for consideration for a withdrawal due to exceptional circumstances.
5. Third-party documentation may be required and needs to show that the exceptional circumstances occurred immediately prior to or during the requested term. If you have difficulty in identifying the type of documentation needed, please contact the Registrar's Office for assistance.
6. Students who have received orders to report for active duty (military service) can request a "withdrawal" of all requested courses and a 100% reversal of tuition and fees will be processed. Confirmation of the orders is required.
7. In some situations a student may receive a credit applied to their student account. If a refund is issued the payment will be processed by cheque to the student (some exception apply with respect to International students). Cheques will be issued approximately 6 weeks after receipt of the withdrawal form. For OSAP funded students, refunds will be issued to the National Student Loans Service Centre (NSLSC). Refunds for sponsored students will be sent to the sponsoring agencies.