
POLICY TYPE:	Administrative
POLICY TITLE:	Withdrawals and Refunds
POLICY NO.:	ADMIN-011
RESPONSIBLE BODY:	Board of Directors
POLICY SPONSORS:	<input checked="" type="checkbox"/> Risk Management and Policy Committee <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> OMC <input checked="" type="checkbox"/> Board of Directors
EFFECTIVE DATE:	October 2014 (January 2000)
REVISED:	February 2019
REVIEW DATE:	October 2022

Introduction

Course fees must be paid before course access is granted. The College where the student is registered collects all fees, processes the registration and provides OntarioLearn with the data necessary to arrange course access or remove course access for their student. In the event a student must withdraw from their course, the student must initiate this action with their registering college.

Purpose

This policy articulates a framework by which students and registering colleges address student course withdrawals and refunding of fees for students.

Definitions

Registering college: The College where the student is registered.

Policy statements

1. The OntarioLearn withdrawal deadline is typically two weeks after the intake start date and is communicated in advance on “intake critical path” documents that are available to all partner colleges.
2. Facilitator costs, service provider fees, host fees and OL fees are incurred by the registering college as of the OntarioLearn withdrawal deadline for each intake. Registering colleges are not required to pay these fees in the event that the withdrawal is processed by the OntarioLearn withdrawal deadline.
3. Students must follow their registering college’s withdrawal and refund policies and procedures.
 - a) The registering college determines refund eligibility for their students
 - b) The registering college determines “academic penalty withdrawal deadlines” for their students.

4. The registering college provides student withdrawal information to the OL Administrator for processing and the OL Administrator arranges for the deactivation of the student account/course access.

Accessibility for Ontarians with Disabilities Act (AODA) considerations

OntarioLearn's commitment to accessibility and AODA standards has been considered in the development of this policy.

Roles and responsibilities

It is the responsibility of each registering college to reconcile all of their student registration and withdrawal data and communicate any discrepancies to the OL Administrator prior to the intake withdrawal deadline.

Non-compliance implications

Non-compliance puts the individual college at risk of inequitable treatment of students and potential legal action. Non-compliance may result in complaints and appeals and may have a negative impact on the reputation of the registering college.

Communications Plan

Each college is responsible for publishing/communicating details related to their course withdrawal policy and refund of fees process to their students. This policy will be posted on the OL Portal and Web.

Related policies, procedures and directives

Registering college withdrawal and refund of fees policy/procedures.