

WITHDRAWAL POLICY

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<p>GUIDING DOCUMENT(S)</p> <p>By-law 2021-2, s.36</p> <p>Practice Management Education Regulation</p>	<p>DOCUMENT TYPE</p> <p>External</p> <p>Public interest</p>
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PURPOSE

This policy sets out the criteria of the College of Immigration and Citizenship Consultants (the College) for licensees to withdraw from education Programs, including the penalties and deadlines associated with withdrawal, the valid reasons for withdrawal, and the cancellation of education Programs by the College.

OBJECTIVE

The objective of this Policy is to define the penalties and deadlines for withdrawal, cancellation and no-shows regarding education Programs as well as the College's obligations for the scheduling, cancellation and communication related to scheduling of education Programs by the College.

APPLICATION AND SCOPE

This policy applies to all licensees enrolled in the College's Education Programs or individual Courses of those Programs.

DEFINITIONS

In this policy, capitalized terms, unless otherwise defined herein, have the same meaning as they do in the By-law and/or Regulations.

Absence – When a licensee does not attend a scheduled Assessment or does not submit an assignment or required Course component at the prescribed date and time. [*absence*]

Assessment – Refers to any licensee activity in a Course where a grade is to be granted. [*évaluation*]

Cancellation Fee – Refers to the \$100 fee applied in cases where a licensee does not withdraw from a Course or Program by the deadline. [*frais d'annulation*]

Course – A set of classes or a plan of study on a particular subject. Courses may be offered online, face-to-face or as a combination of the two. [*cours*]

Course Fees – Refers to the cost of taking a College education Course, plus all applicable taxes. [*frais de cours*]

Education pathway – Refers to College's specialization education pathway to obtain the RCIC-IRB Class of Licence. [*voie de la formation*]

No-Show Fee – Refers to the \$100 fee applied in cases of Absence of a licensee from a scheduled Course or Program with no prior notification of withdrawal. [*frais de défection*]

Program – A course of study, typically comprised of multiple Courses. [*programme*]

Program Fees – Refers to the cost of taking a College education Program, plus all applicable taxes. [*frais rattachés aux programmes*]

1. POLICY REQUIREMENTS

General

- 1.1 Request for withdrawal from a Program or an individual Course of the Program must be made in the prescribed format and using the [Course/Program Withdrawal Form](#).

2. WITHDRAWAL PENALTIES AND DEADLINES

- 2.1 A licensee withdrawing from a Program or Course within the deadlines specified in this Policy may have their fees applied to a future scheduled date for the Program or Course. Program/Course Fees are non-refundable.
- 2.2 For paid education Programs (e.g. Specialization Program Education Pathway), a licensee who requests to withdraw from the Program or Course will be compensated as follows:
 - 2.2.1 If the licensee withdraws at least five (5) business days prior to the start date, all Program/Course Fees will be applied towards a future scheduled Program/Course; or
 - 2.2.2 If the licensee requests to withdraw less than five (5) business days before or after the start date, Program/Course Fees are not transferrable to a future scheduled Program/Course and the licensee will be required to pay all fees in full should they wish to re-apply or re-enroll in the Program/Course.
 - 2.2.3 An exemption to subsection 2.2.2 can be granted if the licensee has a valid reason to withdraw after the start date. Where a valid reason is provided and verified using the prescribed process, all Program/Course Fees will be applied towards a future scheduled Program/Course.

3. VALID REASON FOR WITHDRAWAL

- 3.1 A licensee may have a valid reason to withdraw from a Program/Course after the deadline if the licensee experiences the following emergency or unexpected event:
 - 3.1.1 **Medical Emergencies:** The medical reason must affect the licensee, their child, or spouse. The medical reason must be serious such as a hospital visit or urgent care visit. A doctor's note and/or medical bill should be submitted. The medical note should be descriptive (date and time of visit) but no personal health information or diagnosis is required.
 - 3.1.2 **Birth:** If the licensee or their spouse goes into labour on the date of the scheduled session.

- 3.1.3 Death: If one of the licensee's immediate family members dies close to the time of the scheduled session.
 - 3.1.4 Other Emergencies: An emergency is something that is out of the individual's control including extreme weather conditions, power outages, accidents, computer hardware failure, etc. Valid documentation for natural disasters, power outages, or accidents may include an official letter from the power provider, an official weather report for the individual's area, or a police report.
- 3.2 An immediate family member includes the licensee's:
- (i) husband, wife or partner;
 - (ii) child or dependent;
 - (iii) parent or guardian;
 - (iv) sibling; or
 - (v) grandparent.

4. PROCESS OF DOCUMENTING VALID REASONS FOR WITHDRAWAL AFTER THE DEADLINE

- 4.1 Appropriate documentation must be provided to the College to demonstrate a valid reason for withdrawal.
- 4.2 The licensee shall notify by email the Director of Professional Standards, Research, Education and Policy, or appointed delegate, within twenty-four (24) hours of the missed deadline, explaining the circumstances of their emergency.
- 4.3 Within fourteen (14) calendar days of the missed deadline, the licensee must provide the Director of Professional Standards, Research, Education and Policy, or appointed delegate, with a copy of the licensee's email notification to the College together with supporting documentation of the emergency.
- 4.4 The Director of Professional Standards, Research, Education and Policy, or appointed delegate, shall verify the validity of an emergency or unexpected event and render a decision.

5. FUTURE SCHEDULED PROGRAM OR COURSE FEES AND PENALTIES FOR PAID EDUCATION PROGRAMMING

- 5.1 A licensee who fails to attend or complete the future scheduled Program or Course without the College's approval to withdraw from the Program or Course will lose all applicable Program/Course Fees.

6. WITHDRAWAL AND COMPLETED COURSE RECOGNITION

- 6.1 A licensee who has successfully completed one or more Courses in a Program prior to withdrawal from the Program will be provided recognition for the completed Course(s) and will not be required to retake the Course(s) unless one (1) year has elapsed since the date of completion or Regulations have changed.

7. COURSE PROGRAM AND SCHEDULING

- 7.1 The College reserves the right to cancel a Course or Program if there is an insufficient number of licensees enrolled (e.g. under 10 licensees).
- 7.2 In the event the College cancels a Course or Program, licensees will be emailed a notice of cancellation a minimum of three (3) business days prior to the scheduled Course or Program start date.
- 7.3 In the event of instructor illness or an emergency on the day of a scheduled Course or Program start date, the College will notify Licensees of the cancellation by phone or email. Licensees will be invited to register for another scheduled date for the Course or Program.

APPROVAL AND REVIEW

Version	Details <i>If relevant, add notes to alert readers about the modifications to the document (ex.: updated wording)</i>	Approval Authority	Date
Original Approval 16/04/2021	Revisions to update relevant terminology	Board of Directors	10/03/2023