



Withdrawal Policy

Community Wellness Foundations Certificate — Older Adult Focus

Policy Title	Effective Date	Revision Date
Withdrawal Policy	Upon Institutional Certification	Initial Version

This policy is provided to every student before the program start date and is available in the Student Handbook and on the institutional Learning Management System (Tutor LMS).

1. Purpose

This policy explains how a student may voluntarily withdraw from the program, when a withdrawal takes effect, and what happens after a student withdraws. Withdrawal is initiated by the student; it is different from dismissal, which is initiated by the institution under the Student Dismissal Policy.

2. Scope

This policy applies to all students who choose to withdraw from the Community Wellness Foundations Certificate — Older Adult Focus before completing the program.

3. How to Withdraw

To withdraw, a student must give the institution written notice of withdrawal — by email to the institutional email address on the student enrolment contract, by registered mail to the institutional mailing address, or in person. The institution will not impose a formality that prevents a student's notice of withdrawal from being recognized.

4. Effective Date of Withdrawal

The effective date of withdrawal is the date the institution receives the student's written notice of withdrawal. This date is used to determine the student's refund under the Tuition Refund Policy.

5. Refunds

Any refund owing on withdrawal is calculated and paid in accordance with the institution's Tuition Refund Policy, based on the effective date of withdrawal and the proportion of the program provided at that date. Refunds are paid within the time required under that policy. Where the amount the institution may retain exceeds the tuition the student has paid, the difference is payable by the student to the extent the student enrolment contract establishes that obligation.

6. Effect of Withdrawal

On the effective date of withdrawal, the student is no longer enrolled, and access to synchronous sessions and to the student's learning materials in Tutor LMS ends. The institution updates the student's record to reflect the withdrawal and the effective date.

7. Students Who Stop Attending Without Notice

A student who stops attending or participating without giving notice of withdrawal remains responsible under the student enrolment contract until the institution receives a notice of withdrawal or the institution ends the student's enrolment. Continued absence is addressed under the Student Attendance Policy and may lead to dismissal under the Student Dismissal Policy; in that case, the refund is determined under the Tuition Refund Policy using the date of the notice of dismissal.

8. Returning to the Program

A student who has withdrawn and later wishes to return must re-apply for admission. If admitted, the student enters into a new student enrolment contract for the intake in which they are enrolled.

9. Records

Records related to a withdrawal, including the notice of withdrawal and the refund calculation, are maintained as part of the institution's student records and are retained in accordance with the institution's Privacy and Records Policy, which provides for retention of Class A student records for at least eight years.

10. Related Policies

This policy operates alongside the institution's Tuition Refund Policy, Student Enrolment Contract, Student Attendance Policy, Student Dismissal Policy, Privacy and Records Policy, and Dispute Resolution Policy.

11. Contact and Approval

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Approved by: Senior Educational Administrator · Review cycle: Annual