

Student Withdrawal Policy

Effective Date: December 20, 2024

Purpose of the Policy

The purpose of this policy is to define the process and conditions under which a student may withdraw from TSOM. The policy ensures that all withdrawals are handled in a standardized manner, protecting both the student's and the institution's interests, and clarifying the implications of withdrawal on tuition fees, academic standing, and student records.

Definitions:

Written Warning: A formal disciplinary action where a student is officially notified in writing about a violation of school policies or inappropriate behavior. This communication delivered either via email or letter, outlines the issue, expectations for future behavior, and potential consequences if the misconduct continues.

Student Withdrawal: An act of leaving the school voluntarily by submitting a formal request through an online student portal.

Administrative Withdrawal: The act of removing someone from a school by TSOM administration with the possibility of readmittance/reinstatement. Please refer to the Reinstatement and Readmittance Policy for details.

Withdrawal Interview: A meeting between a TSOM representative with students who request to withdraw from their program to understand the student's concerns, provide potential solutions, and ensure that they are informed about the implications of withdrawal, particularly in relation to their academic record, financial obligations, and, for international student's visa status (if applicable).

Official Date of Withdrawal: The date Withdrawal Form is submitted through an online student portal.

Outstanding Balance: Any unpaid tuition fees or other charges owed by the student to TSOM at the time of withdrawal.

Policy Statements

1. Withdrawal Process

1.1 Students who wish to withdraw from TSOM are expected to submit a completed Withdrawal Form which can be found on the TSOM Student Portal. Failure to attend classes or complete academic

assignments does not constitute a formal withdrawal request. Additionally, until the withdrawal process is finalized, the student maintains their prior status (enrolled) and all related rights and responsibilities.

- 1.2 The Withdrawal Form must include the student's identification information, program details, and the reason for withdrawal.
- 1.3 The official date of withdrawal will be the date the date withdrawal form is submitted through an online student portal.
- 1.4 In the absence of a formal withdrawal request, the student will remain accepted/enrolled in the program and will be responsible for all associated tuition fees and other charges, as outlined in their enrollment contract.
- 1.5 Students considering withdrawal from TSOM are encouraged to attend a withdrawal interview with the student retention officer. For international students, this interview will help clarify the next steps to ensure compliance with the study permit conditions and maintain status in Canada. If necessary, we will refer student to a Regulated certified immigration consultant (RCIC) for further guidance. Additionally, once all conditions are met, the student retention officer will certify student' withdrawal.

2. Conditions for Withdrawal

- 2.1 International students must provide supporting documentation to justify their withdrawal. Examples include a Letter of Acceptance from a new institution (if transferring), a Refusal Letter from IRCC (in cases of Study Permit refusal), a return ticket to their home country (if applicable), or other relevant documents based on the reason for withdrawal.
- 2.2 If withdrawal is due to medical reason, no documents will be requested via student portal. Instead TSOM Accessibility team will connect with the student to collect required documentation.
- 2.3 Students must confirm that there is no outstanding balance on their account. Overdue accounts will be sent to a collection agency if arrangements for payment are not made within 90 days of submitting the Withdrawal Form.
- 2.4 All modules/courses registered for and withdrawn from after the appropriate registration deadline are counted as attempts. Additionally, non-attendance of a module/paper is not considered a withdrawal request.
- 2.5 All modules/courses registered for and withdrawn from after the appropriate registration deadline are considered incomplete, and the student will receive a failing grade.

3. Implications of Withdrawal

3.1 Withdrawal from TSOM is not a request for a refund. The eligibility of a refund, if applicable, will be determined based on TSOM's Refund Policy.

3.2 Withdrawal may affect the student's academic standing, transcript records, and future admissions to other institutions. It is the student's responsibility to understand these implications before submitting a withdrawal request.

3.3 TSOM is required to report students receiving financial aid who are administratively withdrawn or expelled to the Ministry of Colleges and Universities. Student status may affect the student's eligibility for financial assistance.

3.4 TSOM is required to report international student enrolment status to Immigration, Refugees and Citizenship Canada (IRCC). Violating the conditions of a Canadian visa may impact a student's eligibility to remain in the country and could affect the outcome of future immigration applications.

4. Finalizing Withdrawal

4.1 Once the withdrawal conditions are satisfied, students will receive written confirmation of their withdrawal via their registered email address. This confirmation will include any remaining obligations or actions required, along with instructions on how to initiate the refund process.

4.2 An official transcript will be issued within 60 days from the withdrawal date for students who have completed one or more modules/courses.

5. Return of College Property

5.1 Students who withdraw must return any college property (such as ID cards, library books, or equipment) within 10 business days of the withdrawal date.

5.2 Failure to return college property in good condition may result in financial charges, though these charges cannot be deducted from the student's fee refund.

6. Re-instatement/Re-admission

6.1 If a student wishes to continue the program after withdrawal, they may be eligible to apply for reinstatement or readmission. Please contact Registrar Office for the details.

Related Legislation

- Ontario Career Colleges Act, 2005.