
Undergraduate Course Withdrawal and Refund Procedures – Individualized Study (148a)

Policy Sponsor:	Office of the Registrar
Name of Parent Policy:	Undergraduate Course Withdrawal and Refund Policy – Individualized Study
Policy Contact:	Coordinator, Enrolment, Records and Examination Services
Procedure Contact:	Coordinator, Enrolment, Records and Examination Services
Effective Date of Procedures:	June 17, 2015
Review Date:	Annually

Purpose

These procedures explain how to withdraw from an undergraduate Individualized Study Course offered by Athabasca University (the University) and how to receive a refund of fees paid if eligible.

Definitions

Appellant	The individual making an appeal. An Appellant can be a student or an authorized representative of a student.
Course Contract Period – Individualized Study	The time that students are actively registered in an Individualized Study Course. The course begins on the Course Contract Start Date (usually the first day of a month) and runs until the Course Contract End Date. The contract period can be lengthened by applying for course extensions in an Individualized Study Course only.



Health Administration Practicum Course

A Health Administration Practicum Course includes both project proposal and field placement components and is offered within a designated four-month timeframe. Project proposal components are online, while field placement components are at varied locations and times.

Individualized Study Course

The University's term for courses delivered in either a print-based or online environment that students complete at their own pace within the Course Contract Period, using the learning resources and support services provided by the University.

Nursing Practicum Course

Nursing Practicum Courses include both theory and clinical components and are offered within a designated four-month timeframe. Theory components are online, while clinical components are at varied locations and times.

Procedure

1. Athabasca University students may submit a request for course withdrawal and a potential refund, as outlined in the [Undergraduate Course Withdrawal and Refund Policy – Individualized Study](#), through any of the following methods:

- a. Online through the Office of the Registrar Online Services ([OROS](#)). A student will be notified immediately of the result of the request.

The date reflected for the withdrawal will be based on the date of completion of the online transaction.

- b. By completing and submitting a [Course Withdrawal Request Form](#). Notification of the result of the request will be provided by either letter mail or e-letter. Submit the Course Withdrawal Request form via:

- i. fax to 1-780-675-6174.

The date reflected for the withdrawal will be based on the date the fax is received.

- ii. mail/courier to:

Athabasca University



Office of the Registrar
Enrolment Services and Academic Records
1 University Drive
Athabasca AB T9S 3A3
1-780-675-6288 (telephone number to be listed on courier waybill)

The date reflected for the withdrawal will be based on the date of the post-mark or shipment.

- iii. in person at [Athabasca University](#).

The date reflected for the withdrawal will be based on the date the completed form is received.

2. In instances of disciplinary proceedings, withdrawal requests will only be accepted and processed as allowed under the [Student Academic Misconduct](#) and [Non-Academic Misconduct Policy](#).
3. Students withdrawing from a Nursing Course Practicum
 - a. In order to withdraw from a Nursing Course Practicum, students must first contact the Centre for Nursing and Health Studies Program Director, Undergraduate Programs, and discuss the reasons for requesting the withdrawal.
 - b. Students must complete a [Course Withdrawal Request Form](#) and submit it to the Program Director, Undergraduate Programs.
 - c. The Program Director, Undergraduate Programs, will notify the student in writing of the Centre's decision regarding the registration status and grade to be assigned. The Program Director, Undergraduate Programs, will send this information, along with the completed [Course Withdrawal Request Form](#), to the Office of the Registrar, Enrolment Services and Academic Records Unit (enrol@athabascau.ca) in order for the request to be processed.
 - d. The Program Director, Undergraduate Programs, will notify the Course and/or Clinical Instructor/Preceptor of a withdrawal if granted.
4. Students withdrawing from a Health Administration Course Practicum
 - a. In order to withdraw from a Health Administration Course Practicum, students must first contact the Program Director, Health Administration, and discuss the reasons for requesting the withdrawal.
 - b. Students must complete a [Course Withdrawal Request Form](#) and submit this to the Program Director, Health Administration.



- c. The Program Director, Health Administration, will notify the student in writing of their decision regarding the registration status and grade to be assigned. The Program Director, Health Administration, will send this information, along with the completed [Course Withdrawal Request Form](#), to the Office of the Registrar, Enrolment Services and Academic Records Unit (enrol@athabascau.ca) in order for the request to be processed.
- d. The Program Director, Health Administration, will notify the Course and/or Field Placement Supervisor/Preceptor of a withdrawal if granted.

5. Appeals

All appeals to the Undergraduate Course Withdrawal and Refund Policy – Individualized Study must be made using the Office of the Registrar’s [Online Appeals Form](#). The Appeals Officer, designated by the Registrar, has the final decision making authority on all appeals to this policy.

If the Appeals Officer has received an appeal in error, it will be redirected accordingly. All decisions will be communicated in writing to the Appellant.

Applicable Legislation and Regulations

N/A

Related References, Policies, Procedures and Forms

[Undergraduate Course Withdrawal and Refund Policy – Individualized Study \(148\)](#)

[Undergraduate Grading Policy \(129\)](#)

[Student Academic Misconduct Policy \(087\)](#)

[Non-Academic Misconduct Policy \(088\)](#)

[Student Appeals Policy \(079\)](#)

[Student Academic Appeals Procedures \(079a\)](#)

Office of the Registrar [Online Appeals Form](#)

[Undergraduate Course Withdrawal Request Form](#)

Office of the Registrar [Online Services \(OROS\)](#) - for online withdrawal requests.

History

General Faculties Council, June 17, 2015, Motion # 26-05 (revised)

Athabasca University Academic Council, June 15, 2011 Motion # 230-4 (associated policy approved)