

### **Enrolling in a Course**

Provided there is availability, learners can enroll in a course up to and including the start date of the course. Late registrations may be accepted on a course-by-course basis by contacting Student Services.

PLEASE NOTE: Learners enrolling in online or blended courses less than **three business days** before the scheduled start date may experience delays accessing course materials.

Learners should be sure to choose the appropriate section code when enrolling. They should check the start and finish dates for the course section to make sure it is the correct section.

Learners should provide the phone number(s) at which they can be reached during the day and evening, and a regularly monitored email address when enrolling so that Student Services can contact them if necessary.

### **Payment of Fees**

Learners or the organization sponsoring their course participation are responsible for the payment of all course fees on or before the first day of their class(es). Registration is not complete until payment is received in full.

### **Course Deferral**

Learners can transfer their enrollment to a later section of the same course if the section is open for enrollment and there is space available.

Learners can request a deferral by logging in to the [Student Portal](#). Student Services will contact the learners within two (2) business days of the deferral request.

Course deferrals can be requested up to ten (10) business days before the start of the course for which the learner originally registered.

There is no fee to complete a course deferral.

### **Course Transfer**

Learners can transfer their enrollment to a section of a different course with the same fee if the section is open for enrollment and there is space available. Learners can request a transfer by logging in to the [Student Portal](#). Student Services will contact the learners within two (2) business days of the transfer request.

Course transfers can be requested up to ten (10) business days before the start of the course for which the learner originally registered.

There is no fee to complete a course transfer.

### **Course Withdrawal**

Learners can withdraw from a course by logging in to the [Student Portal](#) to officially request to withdraw. Student Services will contact the learners within two (2) business days of the request with any questions or to confirm the withdrawal. See below for the refund policy for course withdrawals.

PLEASE NOTE: Notifying the instructor of the intention to withdraw from a course or not attending live sessions or completing course work does not constitute an official withdrawal. However, we strongly urge learners to inform Instructors and Program Managers of their withdrawal from a course as a courtesy.

Learners who do not withdraw from a course and who do not attend live sessions or complete the course work will be assigned “incomplete” on their course completion record. Learners cannot return after the end of a course to complete any remaining assignments or to complete the course.

If learners are required to withdraw from their course(s) for medical or emergency reasons, they should complete the withdrawal request through the [Student Portal](#) and contact Student Services at 1-800-565-8867 to discuss their options.

### **Refunds**

Learners will receive a **full course fee refund** if they withdraw ten **(10) business days** or more before the course start date.

Learners will receive an **80% course fee refund** if they withdraw between **nine (9) and five (5) business days** before the course start date.

Learners will **not receive a refund** if they withdraw **less than five (5) business days** before the course start date.

Refunds will be made the same way that the payment was made. Refunds to a credit or debit card may take up to five (5) business days to process. Note that there is a maximum refund amount per refund transaction with credit and debit. If the refund amount is more than \$1,600.00 your refund will be split into multiple refund transactions.

Refunds requiring a cheque may take up to thirty (30) days to process. Learners should contact Student Services at 1-800-565-8867 for clarification on course refunds if required. If a course has an application fee, the application fee is non-refundable.

Please note that our English Language Studies courses have a different refund policy due to federal, provincial and industry association policies they need to follow. Please click [here](#) for these policies.

### **Changes to Course Information**

While every effort is made to adhere to the course information provided on the Faculty website, courses, fees, days, hours of instruction, or instructors are subject to change without prior notice.

### **Cancelled Courses**

The Faculty of Open Learning and Career Development reserves the right to cancel or reschedule courses that do not reach minimum enrollment requirements or in other unforeseen circumstances. Learners will be notified of a course cancellation no later than three business days before the start of the course. If it is necessary for the Faculty of Open Learning and Career Development to cancel a course, every effort is made to contact enrolled learners and offer the following options:

- Transfer to another section of the same course within 12 months  
OR
- Transfer to a section of a different course with the same fees if there is space available within 12 months  
OR
- Receive a full refund.

### **Cancelled Live Sessions**

Cancelled live sessions, either online or in person and whether due to instructor illness or inclement weather, are rescheduled to a later date. Student Services or Program Managers will notify learners of the new date(s) for the live session(s).

### **University Holidays**

Live sessions, either online or in person, will not be held on holidays observed by Dalhousie University. For holidays observed by Dalhousie University, consult [Important Dates](#).

### **Request(s) for Academic Accommodation**

Requests for academic accommodation (related to classroom participation, the writing of tests and examinations and/or class evaluation, etc.) while attending courses at the Faculty of Open Learning and Career Development are made under Dalhousie University's Accommodation Policy for Students. Requests for academic accommodation must be made no later than four weeks in advance of the start date of the course for which accommodation is requested.

Learners should complete a [Request for Accommodation Form](#) and make an appointment with an Accessibility Advisor at the Student Accessibility Centre at 902-494-2836 or [access@dal.ca](mailto:access@dal.ca) to request academic accommodation.

### **Prior Learning Assessment and Recognition (PLAR)**

Prior Learning Assessment and Recognition (PLAR), also known as equivalency, advanced standing or course exemption, may be granted for prior experience or formal learning that demonstrates the learner has the competencies taught in the course.

Learners can apply for PLAR if they are completing a certificate that is eligible for PLAR\* and the course for which they want equivalency is either a required or elective course for the certificate.

**\* Please Note: not all certificates are eligible for PLAR. A note at that bottom of the certificate page will indicate if it has courses eligible for PLAR.**

If PLAR is approved, please note that the course approved for equivalency will not appear on the Official Academic Transcript.

Learners can apply for PLAR through the PLAR link at the bottom of the certificate information page for the certificate they are interested in taking.

Once all of the documentation required for a PLAR is received, the assessment time is up to ten (10) business days. Learners should take this timeline into consideration when planning course registration. If the course for which a learner is seeking equivalency is a prerequisite course, they

may register for subsequent courses immediately upon notification of their PLAR approval. If the course for which a learner is seeking equivalency is not a prerequisite course they may register for other courses in the certificate while awaiting their PLAR approval.