



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 at openlearning@dal.ca.

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.

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.

Self-paced course access will only be granted after full payment is received.

Course Transfer

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

Learners can request a transfer by logging in to the [Student Portal](#) or by emailing openlearning@dal.ca. Student Services will contact the learners within two (2) business days of the transfer request.

Learners must pay any additional amount if the new section has a higher fee, and any reduced amount will be credited to their student account.

Course transfers can be requested up to ten (10) business days with no penalty before the start of the course for which the learner originally registered.

A \$100 administrative fee applies for course transfers requested less than ten (10) business days before the start of the course for which the learner originally registered.

Course Withdrawal

Learners can withdraw from a course by logging in to the [Student Portal](#) or by emailing openlearning@dal.ca 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. To avoid an “incomplete” on their course completion record, learners can withdraw from a course until the course end date. In this instance, there will be no refund provided.

If learners are required to withdraw from their course(s) for medical or emergency reasons, they are required to contact Student Services at openlearning@dal.ca 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 and no administrative fee will be charged.

Learners will receive an **80% course fee refund** if they withdraw between **nine (9) and five (5) business days** before the course start date less a \$100 administrative fee.

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

Learners registered in any self-paced course will **not be eligible for a refund** at any time once they are granted access to the course materials.

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 openlearning@dal.ca 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 if there is space available within 12 months; if the new section has a higher fee, learners will be required to pay the difference, and any reduced amount will be credited to their student account
OR
- Leave the remaining amount as a credit on their student account to be used toward a future course
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 to request academic accommodation.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL), 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 RPL if they are completing a certificate that is eligible for RPL* 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 RPL. A note at the bottom of the certificate page will indicate if it has courses eligible for RPL.**

Once all of the documentation required for an RPL application is received, the assessment time is four to six weeks. 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 RPL 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 RPL approval. The fee for the student is a \$350 flat rate per course, regardless of the length of the course.



RPL case assessment is managed by the RPL team and signed off by the program director. Should cases require expert review for equivalency, a subject matter expert may be contracted to conduct an evaluation.

RPL partnership agreements are also common in this service. These articulations are formal contracts between OLC&D and a partner organization. The contract automatically qualifies a course-for-course equivalency without the need for an RPL application and/or an RPL fee from the student. For example, HR1001 from ABC University can be given credit for OLC&D-PALS0018 Human Resource Management.