

REGULATIONS AND POLICIES

Students are subject to the academic regulations of the institution through which each course is taken, as well as to overall regulations established by Thompson Rivers University, Open Learning (TRU-OL). In the absence of other regulations, those of TRU may apply.

A student is defined as anyone who requests and receives educational services from TRU-OL.

1. Student Conduct

This policy and related procedures are under review. Refer to the TRU-OL website or contact Student Services for updates.

2. Formal Transfer Credit

2.1 Certificate, Diploma, and Degree Programs

A. Transfer credit is evaluated for all studies taken through an accredited or similarly recognized educational institution.

In BC, accredited institutions include those listed in the *Online Transfer Guide*, are members of the Association of Universities and Colleges of Canada, or are publicly funded. Outside Canada, institutions that are recognized by accrediting bodies within the country of origin are considered on an individual basis.

B. Transfer credit is awarded to all qualifying courses passed according to the standards of a sending institution that is recognized by TRU-OL.

C. The applicant must declare all formal studies from all previously attended post-secondary institutions and professional associations at the time of initial application for transfer credit. The applicant must arrange for official transcripts from all previously attended post-secondary institutions and professional associations in support of the application to be sent to TRU-OL.

If all formal studies are not declared at the time of initial application, a further documentation fee is charged. Further penalties may be imposed such as: (a) invalidation of the previously issued university program plan; (b) refusal of admission into programs offered through TRU-OL; or (c) requirement to withdraw from a program.

D. Transfer credit is awarded only on the basis of official transcripts sent directly to TRU-OL by the institution, or appropriately authenticated copies. All documents submitted, unless considered irreplaceable, become the property of TRU-OL.

E. Authenticated translation is required of documents (official transcripts) in a language other than English or French.

F. Other formal studies may be considered for credit on an individual basis.

G. Credit may be granted on a course-by-course basis or for a combination of courses. Credit granted for a group of courses or an entire program is known as “block transfer.”

H. Assessed transfer credit is applied on the basis of its applicability to a specific program.

I. Students changing programs or requiring information about how credits earned and transferred apply to another TRU-OL credential must apply in writing for a re-evaluation of their transfer credit. Transfer credit and program planning fees may apply.

J. Normally, there is no time limit on the transfer of courses. However, in some subject areas and for some programs, courses taken over seven years previously are not automatically awarded transfer credit. Currency of the subject matter is taken into account.

K. Programs often change, and students who have declared a program and have had a program plan prepared but have not registered in courses appropriate to their program in any two-year period may be required to fulfill the program’s new requirements, including preparation of a new program plan. In cases where students have had an initial assessment of transfer credit and where the program has changed, current program planning fees will be charged, and the seven-year rule on age of credit may apply.

L. Past courses from another post-secondary institution are given credit provided they were transferable in the year taken.

M. In cases where TRU-OL offers an equivalent course, the current course number is assigned. In cases where TRU-OL no longer offers the course, unassigned credit is given, as appropriate.

N. TRU-OL assesses requests by individuals for transfer credit for college or university courses completed at high schools in the same manner as any other requests. There is no penalty for dual credit, that is, credit that is used toward completion of both a high-school and a college or university program.

O. Grades for courses that have received transfer credit are transcribed on the student’s Thompson Rivers University (TRU) transcript. For block transfer awarded, no grades are transcribed.

REGULATIONS AND POLICIES

2.2 Multiple Certificates and Diplomas

A minimum of 15 credits is required for a certificate (some certificates require 30 or more credits). A minimum of 60 credits is required for a diploma. Credits earned in a preceding credential may not automatically apply to a credential requiring a greater number of credits or a higher-level credential.

2.3 Second Credentials

Credits used to meet the requirements of an undergraduate credential, through TRU-OL or elsewhere, may be used to meet a maximum of 50% of the total requirements of a second undergraduate qualification at the same or lower level provided the second qualification is in a different subject area. All requirements for completion of the second qualification must be met. Regulation 2.1.J does not apply.

2.4 Multiple Undergraduate Degrees

A minimum of 120 credits is required for the first undergraduate degree, and a minimum of 60 additional credits is required for all subsequent undergraduate degrees. The student can use credits only once toward a further degree. The degrees taken must be in different areas and approved by the dean (or designate) accountable for the program. There should be no limit to the number of degrees taken under these rules.

2.5 Letters of Permission

Students applying to take courses at other institutions for credit toward a credential offered through TRU-OL must obtain prior written permission with a Letter of Permission. The form is available on the TRU-OL website and from Student Services.

2.6 Transfer Credit from Master's Degree Programs

There is no limit on the amount of credit that can be used from an uncompleted and expired master's degree program toward the completion of a credential offered through TRU-OL.

2.7 Procedures: Application for Transfer Credit

A. Students applying for transfer credit are required to complete and submit the Program Admission/Transfer Credit form, with applicable fees, and arrange for the submission of supporting documents (official transcripts).

B. Completed Program Admission/Transfer Credit forms may be submitted to TRU-OL electronically, by mail, or by fax. Forms are available on the TRU-OL website, on the Post-secondary Application Service of BC (PASBC) website, and from Student Services.

C. If application for credit is being made for courses taken outside BC, a course syllabus or calendar from the institution is to be included. Course syllabuses or calendars in a language other than English must be translated to English at the student's expense.

D. Students submitting documents from institutions outside Canada may be required to have their documents evaluated by an accredited international credential evaluation service.

E. The appropriate transfer credit assessment fee must accompany all requests for assessment of transfer credit involving documents originating both within and outside BC.

Documents from Yukon institutions listed in the *Online Transfer Guide* are treated as being from BC. (Permanent residents of BC who have completed secondary/high-school courses in BC and are applying for transfer credit toward an ABE credential are exempt from this fee.)

F. Assessment of transfer credit does not commence until all required fees have been received with all transcripts declared on the Program Admission/Transfer Credit form.

G. Fees are non-refundable and cannot be applied toward any other assessment fee charged by TRU-OL.

H. No further transfer credit assessment fees are charged to registered students who have been issued a Letter of Permission or where prior agreement has been reached between institutions, except for cases in which a student requests to have transfer credit assessed against a different credential.

REGULATIONS AND POLICIES

3. Prior Learning Assessment and Recognition (PLAR)

This policy and related procedures are currently under review and subject to alteration or amendment without prior notice. Refer to the TRU-OL website or contact Student Services for updates. See page 6 for more information on PLAR.

3.1 General Information

A. TRU-OL recognizes that adults acquire skills and knowledge through their life experience, beyond the learning acquired through formal education. TRU-OL offers methods to assess this non-formal or prior learning.

B. Prior learning assessment and recognition (PLAR) methods are available to students in programs offered through TRU-OL and may include challenge examinations, portfolio-assisted assessment, workplace assessment, and/or other types of assessment methods.

C. PLAR credit is not used in graduation grade point average (GPA) calculations.

3.2 Course Challenge

A. Course challenge examination is a method for assessing whether applicants who have acquired knowledge other than by formal study may receive credit for specific courses. Tutorial support is not provided to applicants challenging a course.

Depending on the course, a challenge examination may be a scheduled examination written at an examination centre, or it may be a project completed at the applicant's home or workplace.

Application for course challenge must be indicated at the time of course registration and is considered on an individual basis.

B. TRU-OL courses delivered by SFU or UVic listed in this calendar and on the TRU-OL website are normally not available for challenge.

3.3 Portfolio-Assisted Assessment

Portfolio-assisted assessment allows an applicant to document and demonstrate her/his knowledge of a given discipline or placement-related skills appropriate to an educational goal by presenting a personal learning portfolio—either as a stand-alone document or as a set of documents or in combination with, for example, a performance tape, a demonstration of skills, or a personal interview. The assessment method depends on the subject area and the program requirements.

3.4 Eligibility and Scope

A. Eligibility for PLAR credit varies by the program offered through TRU-OL.

B. Program areas of TRU-OL determine which programs are eligible for PLAR and which PLAR methods are used.

C. Program areas of TRU-OL determine the amount of credit earned through PLAR that may be used to meet the requirements of a credential. Details are provided by program areas of TRU-OL.

3.5 Residency Requirement

The residency requirement for a program offered by TRU-OL may be met with credits earned by PLAR through TRU-OL.

3.6 Credit Transfer

A. TRU-OL accepts credits earned through PLAR from all BC post-secondary institutions that have formally adopted the recommended BC provincial standards. Such credit is applied in the context of requirements of programs offered through TRU-OL.

B. TRU-OL reserves the right to reassess credit awarded by other institutions through PLAR on an individual basis.

C. It is the responsibility of applicants planning to transfer TRU-OL PLAR credits to another institution to check with the receiving institution to ensure that PLAR credits are acceptable.

3.7 Transcription

TRU transcripts identify credit earned through course challenge and other PLAR methods.

REGULATIONS AND POLICIES

3.8 Grading

A. Program areas of TRU-OL determine what is a passing grade for a challenge examination.

B. An “S” (Satisfactory) grade is recorded on the transcripts of students who satisfactorily complete the PLAR process and are awarded credit.

3.9 Challenge Restrictions

A. Students must be admitted to a program offered through TRU-OL to be eligible for the course challenge method of PLAR.

B. Students who are registered in a course and want to obtain credit for the course by challenging the examination are required to withdraw or cancel the course registration within the permitted deadlines and submit a separate application with the required fees to write the challenge examination.

C. Students who are registered in a course and have submitted one or more assignments or have written the final examination are not permitted to write a challenge examination for the course.

D. Students who want to challenge a language course may do so only at the third- or fourth-year university level if the language course coincides with their first language and they have received their secondary education in that language. This restriction does not apply to lower-level literature courses.

E. Applicants may not register for course challenge for any course that they have previously challenged unsuccessfully through TRU-OL.

3.10 Fees and Expenses

A. Course challenge fees include tuition, course administration, and technology fees.

B. The fees vary for portfolio-assisted assessment, workplace assessment, and/or other types of assessment methods, excluding challenge; are dependent on the program; and are provided at the time of application for PLAR.

C. All costs associated with PLAR for a course or program of study are the responsibility of the applicant. Such costs may include long-distance phone calls to an assessor, travel to an assessment site, and submitting a portfolio to an assessor.

3.11 Cancellation and Withdrawal

As assessment processes vary depending on the learning outcomes being assessed, cancellation and withdrawal opportunities are limited and are determined by program areas.

4. Registration

Students not intending to complete a program through TRU-OL may register directly for most courses. Registration policy and related procedures are under review and subject to alteration or amendment without prior notice. Refer to the TRU-OL website or contact Student Services for updates.

4.1 Credit-free Option

A. Students who plan to pursue the credit-free option must declare their intention at the time of course registration.

B. An “M” grade and 0 (zero) credits appear on a student’s transcript, indicating that the student successfully completed all course assignments but did not write the final examination or complete the project.

C. Students who do not complete course requirements receive a final grade as per 6.2.

D. Students who register for the credit option or the credit-free option and then want to change options must cancel their registration or withdraw from the course (4.2 and 4.4).

4.2 Cancellations—TRU-OL

A. Students may cancel their registration in most TRU-OL-delivered self-paced, independent-study courses by notifying TRU-OL Student Records in writing within five weeks from their registration date, subject to clauses C and D below. The course does not appear on their transcript.

B. Students may cancel their registration in a science lab course by the first day of the month in which the lab begins.

C. A course registration cannot be cancelled if an assignment has been submitted, labs or clinicals have started, or examinations have been written.

D. Registration cancellation deadlines for clinical courses and courses in the Home Support Attendant Certificate program and Management Studies programs are available from the program areas.

REGULATIONS AND POLICIES

E. Details of registration cancellation for paced courses vary by the program and are available on request. When registering for paced courses, students are provided with registration cancellation deadlines.

Procedures

F. Students may request to cancel their course registration by accessing forms on the TRU-OL website and via myTRU, by regular mail, email, or fax. Students may also request to cancel their course registration by phone and confirm their request in writing within 10 calendar days by sending a letter or fax to TRU-OL Student Records.

Tuition Refunds

G. Students who submit their request to cancel their registration within five weeks (for most courses) from their registration date receive a 75% refund of tuition fees. The course administration and technology fees are non-refundable. Refer to 4.6 for materials refund eligibility.

H. Students who cancel their registration in a lab course as per 4.2.B. receive a 75% refund of their tuition fee and a 75% refund of their lab fees. The course administration and technology fees are non-refundable. Refer to 4.6 for materials refund eligibility.

I. Tuition refunds are not processed until the web form or print form to cancel a course registration is received by Student Records.

4.3 Cancellations—SFU, UVic

Students may request to cancel their registration in a TRU-OL course delivered by SFU or UVic by accessing forms on the TRU-OL website and via myTRU, by regular mail, email, or fax. Students must notify TRU-OL Student Records within five weeks from the first day of the month in which the course starts in order to receive a 75% refund of tuition. The course administration and technology fees are non-refundable.

4.4 Withdrawals—TRU-OL

A. Students may formally withdraw from most self-paced, independent-study courses up to the end of week 13 of the course and receive a “W” (Withdrawal) grade.

B. Students who do not formally withdraw within 13 weeks of their course start date and who do not complete all mandatory coursework by the course completion date receive a final grade of “I” (Incomplete) as per 6.2.B.

C. Courses that are less than two months in duration, labs or clinical courses, and courses in which students have written an examination do not qualify for a “W” (Withdrawal) grade. Students receive an “I” (Incomplete) grade if they do not complete the course requirements by the course completion date.

D. Students may apply to the TRU-OL Office of the Registrar for a withdrawal on medical or compassionate grounds provided they do so before their course completion date and include supporting documentation.

E. Withdrawal deadlines for clinical courses and courses in the Home Support Attendant Certificate program and Management Studies programs are available from program coordinators.

F. Details of withdrawal for paced courses vary by the program and are available on request. When registering for paced courses, students are provided with withdrawal deadlines.

Procedures

G. Students may request a withdrawal by accessing forms on the TRU-OL website and via myTRU, by regular mail, email, or fax. Students may also request a withdrawal by phone and confirm their request in writing within 10 calendar days by sending a letter or fax to TRU-OL Student Records.

Tuition Refunds

H. Students who withdraw from a course do not receive a tuition refund.

I. The course administration, technology, and course materials fees are non-refundable.

4.5 Withdrawals—SFU, UVic

Students may withdraw without refund up to the end of week 13 from the first day of the month in which the course begins. A “W” (Withdrawal) grade is entered on their transcript. After that, students who do not complete the course by the course completion date receive an “I” (Incomplete) grade.

Procedures

Students registered in TRU-OL courses delivered by SFU or UVic follow TRU-OL procedures to request a withdrawal.

REGULATIONS AND POLICIES

4.6 Returning Course Materials—TRU-OL

Materials Refund Eligibility

A. Students are entitled to receive a refund for course materials purchased from TRU-OL that meet the conditions stated below. TRU-OL course material items must:

1. Be returned and received by TRU-OL no later than five weeks after the course registration date using the acceptable method (4.6.B.)
2. Be in resale condition (like new)
3. Be completely unmarked (no markings including: highlighting; names; erasures; grime; and bent pages, covers and spines)
4. Have shrink wrap intact (e.g., software and printed course materials) if shipped (received) shrink-wrapped

Materials Return Method

B. Course materials must be returned using the following method:

Be postmarked prepaid within five weeks of the course registration date to TRU Open Learning, Student, BCCOL Building, 4th Floor, PO Box 3010, Kamloops, BC, V2C 5N3.

Other return methods are not accepted for course materials refunds.

Materials Refunds

C. The materials refund is calculated as the amount paid for each eligible item in the return (4.6.A.) less the restocking fee.

D. Each instance of a materials return is subject to the restocking fee.

E. A refund is processed within four to six weeks of receipt of materials. If the payment was made by credit card, the refund is remitted to the same credit card of the original purchase.

F. No refund is given for items that do not meet all conditions in 4.6.A. Students *should not* return course materials to TRU-OL unless items meet all conditions. Items that are not eligible for refund are not returned to students.

G. Returned course materials become the property of TRU-OL, regardless of whether a refund is issued.

H. It is not necessary to return course materials to receive a tuition refund for a course.

Students may keep any course materials they have purchased.

I. Students are required to return rental and loan items (e.g., videos and equipment). The restocking fee does not apply to returns of rental and loan items.

4.7 Returning Course Materials—SFU, UVic

Textbook fees that were paid to SFU or UVic are refundable, subject to the deadlines and conditions as determined by those institutions. Students are responsible for knowing about the conditions governing textbook refunds at the time of their purchase.

4.8 Extensions—TRU-OL

A. Students are entitled to the normal course completion time. For most self-paced, independent-study 3-credit courses, students have an option to extend their course period. A course designed to be completed in four months has a maximum course completion time of 30 weeks from the date of registration, and a six-month course has a maximum completion time of 47 weeks from the date of registration.

B. Students registered in a self-paced, independent-study course are permitted one course extension of up to 18 weeks for a fee. Full tutorial support is provided throughout the extension.

C. Students are not entitled to additional time to compensate for postal or other delays. If additional time beyond the normal course completion is required, the student must apply for an extension and pay all related fees.

D. Normally, extensions are not permitted for paced courses. Paced courses include those courses that start on a specific date and bring students together in a variety of ways. The courses may, for example, include teleconferences, classroom instruction, clinicals, labs, and computer mediation.

E. Students who have received a Canada student loan or BC student loan are eligible for a course extension as per 4.8.A. but may jeopardize their awards status.

Procedures for Paid Extensions

F. For a paid course extension, students submit their request and the required fee to TRU-OL Student Records by accessing forms on the TRU-OL website and via myTRU, by regular mail, email, or fax. TRU-OL must receive the request and payment before the course completion date. Students receive a letter outlining their extended completion date and examination options (if applicable).

REGULATIONS AND POLICIES

Students who have submitted a request for a course extension may not cancel the request in order to receive a refund.

G. Students who receive an extension and have not already written the final examination for the course are required to submit an examination application form to schedule their examination.

H. Students who have written the examination before receiving an extension may not write the examination again and must complete all assignments before their course completion date.

I. Students who receive an extension have the grade of “XT” (Extension) recorded on their transcript.

If course requirements are not met before the expiration of the extension, students receive a final grade of “I” (Incomplete) as per 6.2.B.

J. Students who do not request an extension before their course completion date receive a final grade of “I” (Incomplete) as per 6.2.B. Students who subsequently want to complete the course are required to register again and pay the full course tuition and course administration and technology fees (4.10).

Procedures for Fee-Waived Extensions

K. Students with exceptional extenuating circumstances (such as a long illness) that prevent them from working on the course for longer than eight weeks may apply in writing to TRU-OL for a course extension with fee waiver. Requests must be supported with documentation (such as a physician’s statement) stating dates and the duration of the illness and prognosis. The form is available on the TRU-OL website and from Student Services.

All applications should be directed to the TRU-OL Office of the Registrar.

Refer to policy 4.4.D. for course withdrawal on medical or compassionate grounds.

L. For a fee-waived extension request to be considered, the extension request must be received by TRU-OL no later than the course completion date stated in the student’s welcome letter.

M. In all cases where a fee-waived extension has been requested, students are required to establish an action plan, outlining a time schedule and support services to enhance their chances of successful completion, prior to approval.

N. Fee-waived extensions are based on the following criteria:

1. Nature of the student’s extenuating circumstances
2. Length of time student may be affected by the stated circumstances
3. Additional supporting information about the stated circumstances
4. Medical diagnosis and prognosis if applicable
5. Progress in the course(s)
6. Other relevant information

O. The TRU-OL Office of the Registrar informs the student in writing that the extension has been approved, and a letter is sent under separate cover to the student indicating the new completion time for the course(s) and available examination sessions.

4.9 Extensions—SFU, UVic

A. Normally, extensions are not granted to students registered in TRU-OL courses delivered by SFU.

B. Extension policies for TRU-OL courses delivered by UVic vary by program. Students must contact the specific UVic program area for policy details.

4.10 Repeat Registrations—TRU-OL

A. Students who fail to complete a course or who have received a low grade in a course and want to improve their grade may repeat the course if the course is offered.

B. Students must pay the full fees, including the course administration and technology fees.

C. Assignment marks may be brought forward to the new registration if the repeat registration is within 12 months of the original registration date and the course has not been revised. Otherwise, students are required to obtain approval after registering from the course tutor or program coordinator for assignments to be brought forward.

D. Students are required to do whatever work the course tutor requires and, if applicable, write the final examination or project.

E. Final examination marks cannot be brought forward to the new registration.

F. If the course has been revised, students are required to register in the new version of the course and purchase any additional course materials required.

REGULATIONS AND POLICIES

G. Normally, a student may repeat a course only once. Applications for a third registration are referred to the program area for approval. All attempts at a course are included on the student's transcript, but credit is granted only once.

4.11 Repeat Registrations—SFU, UVic

Students who repeat TRU-OL courses delivered by SFU or UVic must pay the full fees and complete all required coursework.

5. Examinations

Examination policy and related procedures are under review and subject to alteration or amendment without prior notice. Refer to the TRU-OL website or contact Student Services for updates.

All regulations and standards governing the final examination are established and enforced by the institution delivering the course and are contained in the institution's calendar or student handbook. For more details, consult the institution delivering the course.

Almost all TRU-OL courses include a final examination as part of the evaluation process. Students are required to successfully pass the final examination to receive a passing grade in the course.

It is strongly recommended that students complete all course assignments to receive tutor feedback prior to and in preparation for writing the final examination.

If students choose to write the final examination before completing assignments and receiving tutor feedback, and then fail the examination, the course is terminated. Additional assignments will not be graded and tutor support will not be available.

Courses without final examinations may have other evaluation tools that require successful completion for students to receive a passing grade in the course.

5.1 Eligibility—TRU-OL

A. A student is eligible to write a TRU-OL examination provided that the student is registered for the course leading to that examination, or provided that the student has been specifically authorized to write the examination under the other sections of these regulations.

B. It is strongly recommended that students contact their tutor to discuss preparedness for an examination before they apply to TRU-OL to write the examination.

5.2 Examination Centres—TRU-OL

A. Examination centres are established at the discretion of TRU-OL, and, wherever possible, students are assigned to centres that are convenient to them.

B. Students may be permitted to change their examination centre provided they make the request of TRU-OL a minimum of 14 days prior to the scheduled start date of the examination session.

5.3 Examination Schedule—TRU-OL

A. Each examination is conducted on the date and time assigned to the student by TRU-OL, Examinations. No departure is made from this scheduled examination time, except under very extenuating circumstances, which must be approved in advance by the examinations administrator.

B. Students may reschedule their examination to another examination session date if there is a session available before their course completion date.

5.4 Examination Supervision—TRU-OL

In each examination centre or for a special examination arrangement, there is an invigilator approved by TRU-OL who is responsible for conducting the examination.

5.5 Examination Time—TRU-OL

A. The time allowed for an examination is specified on the examination paper.

B. Students who arrive late for an examination are not allowed additional time.

5.6 Admission to the Examination—TRU-OL

A. Students are required to identify themselves in the examination room by producing their Examination Confirmation letter. A photographic identification acceptable to the invigilator is also required (e.g., driver's licence, passport). Students who do not produce acceptable photo identification are not permitted to write the examination.

B. Students may take into the examination room only those materials authorized for that examination. Briefcases and other large bags are not permitted in the vicinity of those writing the examination.

REGULATIONS AND POLICIES

C. A student who arrives late is admitted without question during the first half-hour of the examination session.

D. A student who arrives after the first half-hour is permitted to write the examination.

The invigilator is required to prepare and submit a report stating the time of admission and the reason given by the student for lateness. TRU-OL reserves the right to refuse to accept the script submitted by such a student.

E. Students are required to sign themselves in and out of the examination sitting.

5.7 Examination Special Arrangements — TRU-OL

In extenuating circumstances, if a student residing in BC is unable to attend a regular examination centre, she/he may request approval from the examinations administrator to write the examination at another location with an approved invigilator present (5.9.B.). Normally, TRU-OL does not recognize employment commitments or vacation as acceptable reasons for examination special arrangements.

5.8 Examination Accommodations—TRU-OL

Students with a documented disability requesting examination accommodations are required to contact the Disability Services Department 12 weeks prior to the intended course start date to determine their eligibility.

5.9 Students Outside BC or Outside Canada—TRU-OL

A. Students who registered with TRU-OL using a Canadian address must write their examinations in Canada, with the exception of Canadians serving in the Canadian Armed Forces or working abroad in diplomatic services. Other exceptions are granted only under extenuating circumstances.

B. Students residing in Canada but outside BC and within 100 km of one of the centres on TRU-OL's Canadian Invigilator Network (CIN) are required to contact the centre to arrange an examination date and time and then submit the completed CIN Exam Application form to TRU-OL, Examinations, by the examination application deadline. The form is available on the TRU-OL website and from Student Services.

C. Students residing outside Canada or students residing in Canada but outside BC and more than 100 km from one of the centres on TRU-OL's Canadian Invigilator Network must contact TRU-OL Student Services, Examinations a minimum of six-weeks prior to the examination session of their choice to arrange for an examination supervisor (invigilator) to preside over their final examination. These students submit the Statement of Presiding Supervisor form to Student Services, Examinations, by the examination application deadline date. The form is available on the TRU-OL website and from Student Services.

Only examination invigilators who meet the invigilator criteria established by TRU-OL and who are approved by TRU-OL are permitted to invigilate a student's examination.

5.10 Illness During an Examination—TRU-OL

If a student becomes ill while writing an examination, the student should inform the invigilator immediately. Full particulars of the circumstances are taken by the invigilator. A report, the partially completed script and all other examination materials are sent to the examination administrator.

The student must submit, within seven days, to TRU-OL, Examinations, the documentation supporting the illness.

5.11 Misconduct Related to Evaluation — TRU-OL

In instances where TRU-OL has reason to believe that the integrity of an essay, project, assignment, or examination has been violated by misconduct on the part of a student or group of students, or by failure of the invigilator or by any other person associated with the course and/or evaluation process to follow proper procedures, TRU-OL has the discretion to declare the evaluation results void for the student or group of students in question and to require the(se) student(s) to rewrite the work. This does not preclude disciplinary action if deemed appropriate. Refer to student conduct policies 1.1 through 1.5.

REGULATIONS AND POLICIES

5.12 Simon Fraser University

A. Midterm examinations are scheduled based on the course design and therefore some are scheduled as early as week five while others are scheduled as late as week nine. The course package provides complete information regarding examination policies and procedures.

B. All students are required to write examinations at specific dates and times. Rescheduling examinations is subject to approval, and a fee is charged. The examination schedule is provided with each student's letter of registration confirmation.

C. Students who require the information prior to registration should contact the SFU Centre for Online and Distance Education. (Normally, SFU does not recognize employment commitments or vacation as legitimate reasons for rescheduling an examination.)

D. Students residing on the BC Mainland south of Squamish, in Chilliwack, or west of Chilliwack are required to write their examinations at SFU's Burnaby campus.

E. All other students must make arrangements to write their examinations in their community under the supervision of a proctor approved by the SFU Centre for Online and Distance Education. Students living outside Canada may be charged additional fees. Students are to contact the SFU Centre for Online and Distance Education for information.

5.13 University of Victoria

Some TRU-OL courses delivered by UVic require students to successfully complete a written examination. The course package provides complete information about examination policies and procedures.

6. Final Grades

The following policy and related procedures are under review and subject to alteration or amendment without prior notice. Refer to the TRU-OL website or contact Student Services for updates.

6.1 General Information

A. Only the TRU-OL Office of the Registrar is empowered to release final grades.

B. When a final grade is entered on a student's permanent record and the grade appeal period has expired, no changes are made to the grade.

C. Definitions in 6.4 show the grades and numerical equivalents that are used and included when calculating the grade point average (GPA) (6.5).

6.2 Assignment of Final Grade

Courses Delivered by TRU-OL

A. Students who have formally withdrawn from a course as per 4.4.A. are assigned a "W" (Withdrawal) grade.

B. Students who complete some coursework but do not complete all mandatory coursework by the course completion date are assigned an "I" (Incomplete) grade.

C. Students who do not complete any coursework (assignments and final examination) by the course completion date and who do not submit a course withdrawal request with 13 weeks of the start of the course, as per 4.4 (B), are considered to have not started the course. These students are assigned a "W" (Institutional Withdrawal) grade 30 days after the course completion date.

D. Students who complete all mandatory coursework by the course completion date are assigned an overall grade calculated with a zero mark assessed for all coursework outstanding.

TRU-OL Courses Delivered by SFU, UVic

E. Final grades for TRU-OL courses delivered by SFU or UVic are assigned by the delivering institution and appear on the TRU-OL transcript. An "I" (Incomplete) grade is assigned for courses that have not been completed.

6.3 Procedures

A. A final grade is awarded after all components of the course are completed, or a student fails a mandatory component, or the course completion time has expired, or the dean (or designate) assigns a final grade.

B. After the end of each course, an unofficial transcript is mailed to the student's most recent mailing address (students should update their address by accessing myTRU on the TRU-OL website or contacting Student Services). Students may also view their grades on myTRU.

C. All final course grades are entered into, and remain part of, a student's permanent record.

D. Any errors or omissions are to be reported to the TRU-OL Office of the Registrar on receipt of the grades. TRU-OL releases final grades four to six weeks after final examinations.

E. Students should contact the TRU-OL Office of the Registrar if they do not receive their grade within 10 weeks after submitting all assignments and writing the final examination.

REGULATIONS AND POLICIES

6.4 Grade/Numerical Equivalent/Definition

Courses Delivered by TRU-OL

A+ 4.33

A 4.00

A- 3.67

Consistently distinguished performance in assignments and examinations.

B+ 3.33

B 3.00

B- 2.67

Above-average achievement, with the student exhibiting consistent mastery of the subject material.

C+ 2.33

C 2.00

C- 1.67

Average performance, with the student demonstrating sufficient mastery of the subject to indicate success in the next higher course in the same field.

D 1.00

Bare passing grade. A student receiving such a grade would be advised not to proceed to the next higher course in the same field without additional preparation.

F 0.00

Fail grade, assigned to a student who has not successfully met the requirements of the course such as failing mandatory coursework (e.g., the final examination) or finishing with a weighted average on coursework that is below the passing level.

6.5 Grade Point Average (GPA)

A. The grade point average (GPA) is a means of expressing the student's performance. For programs offered by TRU-OL, GPAs are used only for determining whether or not a student has met graduation requirements and in the selection for some awards. The GPA of a group of courses is calculated by determining the grade point value for each course, multiplying the course credit value by the numerical equivalent of the grade, then adding up all the grade point values, and dividing by the total number of course credits. PLAR credit is not used in the GPA calculation.

B. Where more than one attempt at courses deemed equivalent and used to fulfill program requirements has been made, the course with the higher grade is chosen for purposes of the GPA calculation.

6.6 Other Grades

The following are used but not included in the calculation of the GPA for TRU-OL courses:

AG Aegrotat

Credit granted. Awarded in exceptional circumstances, though course requirements not met.

I Incomplete

No credit granted. Mandatory course component(s) not completed.

J Non-credit Course

Course requirements met.

K Non-credit Course

Course requirements not met.

M Credit-free Option

Assignments completed. Examination not required.

S Satisfactory

Credit granted. Course requirements met.

U Unsatisfactory

No credit granted. Course requirements not met.

W Withdrawal

No credit granted. Withdrawn from course according to established policy.

XT Extension

No credit granted. Grade deferred.

6.7 Transcripts (Official and Unofficial)

A. An official transcript is a copy of a student's detailed permanent record that bears the registrar's (or designate's) signature on security paper. After completing a course, students automatically receive one unofficial transcript with their grade. Students may order official transcripts by accessing myTRU on the TRU-OL website or by completing and submitting the Transcript Request form, available on the TRU-OL website and from Student Services.

B. Official transcripts are not issued for any student who is in debt to TRU.

REGULATIONS AND POLICIES

7. Academic Appeals

This policy and related procedures are under review and are subject to alteration or amendment without prior notice. Refer to www.truopen.ca or contact Student Services for updates.

7.1 Student Complaints

If a student has a complaint about a particular course, assignment mark, or tutor, the student should discuss the problem with the tutor as the first step. If the problem is not resolved or the problem is such that the student does not wish to approach the tutor, the student should discuss the problem with the director of delivery or designate. If the student is still dissatisfied, she/he should consult with the associate vice-president of Open Learning or the Office of Student Affairs.

7.2 Policy

After going through the student complaints process, students may request a review of a TRU-OL academic decision.

7.3 Procedures: Formal Reviews (Academic Appeals)

A. Students may request a formal review of a TRU-OL academic decision after discussing the decision with the course tutor regarding courses, and with the Manager of Admissions regarding admission decisions. Requests for formal reviews (academic appeals) are accepted only after the student complaint process is complete and final letter grades have been assigned. The first step is to discuss it with the manager of Student Affairs. The student will be given a form to complete if she/he chooses to proceed. A request for a formal review of an academic decision must be submitted in writing, together with relevant information and the appropriate fee, to the TRU Office of Student Affairs within 30 calendar days of the date on which the decision was mailed. The fee is refunded if the student's appeal is successful.

The request must include:

1. A clear and concise statement of the decision that is being appealed.
2. A chronology of events involved in the appeal, including details of attempts to resolve the issue informally.
3. The desired outcome sought.

4. All documentation the applicant wants to be reviewed. Students requesting a review of a decision on work that has been returned to them must submit the original work with their request.

B. The Office of Student Affairs reviews the request for a formal review and supporting information provided. If the manager of Student Affairs decides there is a reasonable basis for a formal review, she/he forwards the request to the Standing Committee on Academic Reviews.

C. The manager of Student Affairs does not proceed with a request made more than 30 calendar days after the date on which the decision was mailed, unless the student explains in writing why she/he was unable to submit the request within the time limit.

D. The manager of Student Affairs may, at her/his discretion, extend the time limit to request a review on any terms the manager of Student Affairs considers appropriate in the circumstances, or may refuse an extension of time and dismiss the request for a review.

E. The manager of Student Affairs appoints a committee chair and two members, one of whom is a tutor or instructor, to serve on the Standing Committee on Academic Reviews.

F. The committee reviews the information submitted by the student and any other information provided.

G. The committee, at its discretion, may hold a meeting with the student. If such a meeting is held, the committee may invite any other person(s) it considers appropriate to attend, other than legal counsel, and the student may attend with a representative of her/his choosing, other than legal counsel.

H. After its review, the committee informs the manager of Student Affairs in writing of the decision within 30 calendar days. The committee may rescind or vary any previous academic decisions made.

I. The manager of Student Affairs informs the student of the decision in writing.

J. No further reviews are permitted.

REGULATIONS AND POLICIES

8. Program Completion and Graduation

8.1 Graduation Requirements—Certificate and Diploma Programs

A. There are no minimum grade point average (GPA) requirements for the following Adult Basic Education programs: Intermediate Certificate; Advanced Certificate; BC Adult Graduation Diploma.

B. To qualify for certificates or diplomas offered through TRU-OL, students must have a GPA of 2.00 or higher, calculated on college or university courses taken through TRU-OL or other post-secondary institutions. The GPA calculation includes the grades awarded in required courses of the certificate or the diploma, including those for which transfer credit was awarded. PLAR credit is not used in the GPA calculation.

8.2 Graduation Requirements—Degree Programs

A. To qualify for degrees offered through TRU-OL, students must have a GPA of 2.00 or higher, calculated on the credits used to complete the degree.

B. For students who apply for graduation with a block transfer for a program completed at another institution (with a minimum GPA of 2.00), the GPA is calculated on credit outside the block. PLAR credit is not used in the GPA calculation.

C. The notation “With Distinction” is used on the transcript for those students who have a GPA (as defined under 6.5) of 3.50 or higher.

8.3 Graduation Procedures

A. Upon completion of the requirements for a credential, students must submit a completed Application for Graduation form to the TRU-OL Office of the Registrar. The form is available on the TRU-OL website and from Student Services.

B. All official transcripts for courses taken at other institutions, with a TRU-OL Letter of Permission, must be received by the TRU-OL Office of the Registrar before an application for graduation is taken forward.

C. Graduation applications are reviewed on an ongoing basis. Normally, credential parchments are sent to students approximately six weeks after all graduation requirements, including submission of the Application for Graduation form, have been met and approved. Transcripts with credential notation are available on graduation application approval.

8.4 Graduation Ceremony

Graduation ceremonies are held annually to recognize all students who have completed or graduated from TRU programs. Normally, these ceremonies occur in June and October at TRU in Kamloops. All students who have had their certificates, diplomas or degrees approved and who have completed a program through TRU-OL by March 31 for the June ceremony and August 31 for the October ceremony, will be invited to attend.

8.5 Parchments

A. The notation “With Distinction” is not used on the parchment, only on the transcript.

B. Individuals requesting a duplicate parchment must submit a request in writing to the TRU-OL Office of the Registrar.

TRU issues one duplicate parchment on request.

C. Duplicate parchments are issued in the style of the parchment currently in use. Duplicate parchments indicate the original date of completion of the credential, the replacement date, and that it is a duplicate parchment.

D. Individuals requesting a change of name on the duplicate parchment must submit notarized documentation from Vital Statistics to support a legal change of name.

9. Release of Student Information

9.1 Disclosure to Students of Their Own Records

These provisions for access, retention, and destruction of examinations are in accordance with British Columbia’s *Freedom of Information and Protection of Privacy Act*.

A. Students have the right to access their academic and institutional records. To access their records, students must submit a signed request by mail or fax (emails are not acceptable) to the TRU-OL Office of the Registrar. Access is determined on an individual basis.

B. Students have the right to receive transcripts of their own academic record. However, TRU-OL does not release official transcripts if a student is in debt to TRU.

C. No partial transcripts of a record are issued.

REGULATIONS AND POLICIES

D. Students may access their examinations where information can be blocked if necessary, or where access to the examination as a whole does not compromise the integrity of the examination system. Where access may do the latter, TRU-OL reserves the right to deny access.

TRU-OL examination scripts are normally retained for a one-year period after the examination has been written. Examination scripts are then destroyed.

All other student information is retained and destroyed as per the provincial (BC) records retention practices.

9.2 Disclosure to Tutors and Administrative Officers of TRU

Information about students may be disclosed without consent of the student to designated TRU officials only for purposes consistent with TRU activities.

9.3 Disclosure to Third Parties

A. Personal information is disclosed without student consent for the purpose of complying with a subpoena, warrant, or order issued, or made by a court, person, or body with jurisdiction to compel the production of information.

B. Necessary personal information may be released without student consent in an emergency if the knowledge of that information is required to protect the health or safety of the student or other persons.

C. Information may be released to agencies or individuals conducting research on behalf of a college or university or the educational system. This is done only under signed agreements to maintain confidentiality and to ensure no personally identifying information is made public. Research agreements are based upon *Freedom of Information and Protection of Privacy Act* standards.

D. Information may be shared with those educational institutions that offer programs in association, in partnership, or in collaboration with TRU-OL.

E. TRU-OL provides the TRU Alumni Association with graduates' names, programs, and contact information, unless students request otherwise.

F. Other than in the above situations, information on students is released to third parties only with the written permission of the student.