

Ridge Meadows College Policies

Our Mission is: Quality, Relevant, Lifelong Learning

Class Sizes are Limited - Register Early!

All certificate programs are designed to allow students to choose between enrolling in entire programs or to select individual courses, however, when classes are full, priority will be given to those registering in full programs. Individual courses may be challenged for a customized program. (Certificate will show course credit as challenged). Transcripts are issued at the end of each term.

Admission Policy

Students must meet the specific requirements for each program of study. Students are responsible for ensuring there are no conflicts in their timetable at the time of registration. Book and course fees must be paid at the time of registration. Full programs include optional work experience unit upon completion. Financial assistance may be available for eligible students. Sponsored students must be assessed prior to registration. To arrange assessment call Ridge Meadows College, 604-466-6555.

Refund Policy

All refunds are subject to a 10% administration fee, except when the school changes the commencement date. When notice of intent not to commence a program of study is received at least one week in advance, tuition will be refunded in full (less the lesser of 10% administration fee or maximum \$100.00). When notice of intent to discontinue a program is received, refunds will be prorated according to elapsed time as follows, and will be processed within 30 days of receipt of notice:

Time of withdrawal	% refund
0-10%	90%
11-20%	80%
21-30%	70%
over 30%	no refund

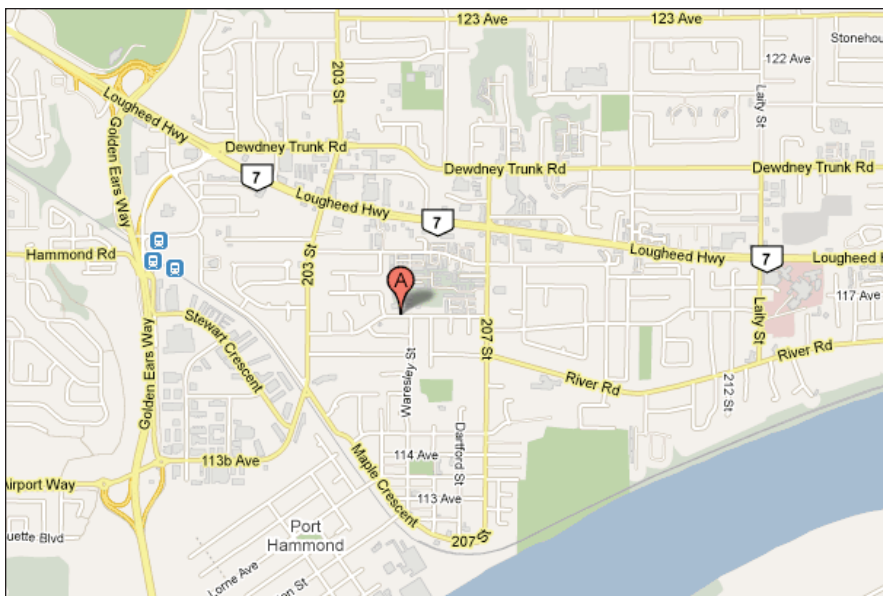
Non attendance does not constitute withdrawal. Notice must be received by the registration office (in writing) by mail, fax, or in person. Books are not refundable. *NOTE: Refund policy does not apply to International Student Registrations.*

Dispute Resolution

Concerns about grades or instructional matters should be expressed, preferably in writing, to the instructor involved. If the matter is not resolved, it should be addressed to the program manager. Non-instructional concerns should be addressed directly to the program manager for implementation of dispute resolution procedure. Where a resolution cannot be found, concerns should be addressed in writing to the Manager of Ridge Meadows College, detailing the student's interpretation of the situation and suggested remedy. The Manager will meet with the student to try and resolve any issues. If the student wishes to appeal the decision, written statements from the student and the CEO will be submitted within 10 days. An appeal hearing involving all parties will be set up within 5 days. The institution's policies on admissions, rules of conduct, dispute resolution and dismissal are available at the school and administration office.

Course Challenge

Should you wish to challenge a course for career upgrading in one of the certificate programs, call our office and make an appointment. The challenge fee is \$40.00 (non-refundable) and covers administration of the test and assessment. Should you be unsuccessful in the results of the test, you may register for the course and apply the \$40.00 to the course fee. Some courses are not challengeable; however, application for transfer credit from recognized institutions may be an option. Time restrictions apply. Application for transfer credit fee of \$40.00/course is non-refundable. There is a 70% residency requirement for all certificate programs.



Ridge Meadows College is located at Riverside Centre:
20575 Thorne Ave, Maple Ridge BC