

Withdrawal from a Part-time/Online Programme Procedure

Area Code:	ADM
Author:	Stephen Flemming / Deirdre Johnson
Head of Function responsible:	Student Affairs Manager
Approving Authority:	VP Academic Affairs & Registrar

1. Purpose of Document

The purpose is to outline the process which students must follow in order to formally withdraw from a programme of study.

2. Scope

The procedure covers all students registered on online and part time programmes.

3. Reference Documents

IT Sligo Online Programme Fee Schedule

4. Procedure

The procedure outlines the process students should follow to withdraw from a programme, the refund rules that apply to moneys paid and the tuition fees payable on re-registration.

4.1 Withdrawal from a Programme

Where a student wishes to withdraw from a Programme they should complete the Withdrawal Form see ADM034_001 (available on the Moodle General Support Page or by emailing Admissions Office admissions@itsligo.ie). Please email completed forms to odlforms@itsligo.ie

4.2 Refund of Fees Paid

The following refund rules shall apply where **full fees** for the full Academic year (Semester 1 and 2) have been paid by the student:

Before 31 st October	100% refund of fees paid less €250 non-refundable deposit
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Between 31 st October to 31 st January	50% refund of fees paid less €250 non - refundable deposit
After 31 st January	No refund

Where a student only commences a programme in January they are entitled to a refund (less the deposit) if full fees have been paid for the semester and if they formally withdraw before the end of February. Students will be advised of any refund of fees paid that are due to them.

4.3 Re -entry to a Programme

Applicants for re -entry to a new programme should be made online to IT Sligo through onlineapplications@itsligo.ie.

4.3.1 Tuition fees applicable on Re -registration

In certain circumstances there may be a fee liability on re -entry to IT Sligo. Please contact admissions@itsligo.ie to confirm the status.

4.4 Appeal

If a student is unhappy with a decision made under this procedure, they may appeal against it by writing to the Registrar setting out the facts and contentions on which they wish to base their appeal. The decision of the Registrar or his/her nominee in the matter will be final.

4.4.1 Ombudsman

A student who is dissatisfied with the outcome of the appeal under this Procedure has the right to recourse to the Ombudsman.

The Ombudsman is fair, independent, and free to use.

The Ombudsman will ask you for details of your complaint and a copy of the appeal response.

The best way to contact the Ombudsman is by:

- Clicking on the 'Make A Complaint' link at www.ombudsman.ie
- Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

5. Records generated by this Procedure and their Location.

The following documents to be stored by the admissions office:

- Completed withdrawal form
- Written notice of the decision of refund of fees

6. Revision History

Revision No	Description of Change	Issue Date	Status
000	New procedure	21/02/2018	Approved by Academic Council 16/03/2018
001	Revised to new Format. No change to content, update to Ombudsman address.	30/06/2021	Approved Head of Student Affairs