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Withdrawals

The CSCB requires written notice of course withdrawals. Please email your notice to ctcs@cscb.ca.

Withdrawal from enrolment in one module

There is a CDN \$100 administrative fee if the CSCB receives written notice of withdrawal from a module prior to accessing the course materials. A refund of the tuition fees, minus a CDN \$100 administrative fee per module will be issued. Students may withdraw from a module at any time; however, there will be no refund of tuition fees when notice of withdrawal is received after the student has gained access to course materials.

Withdrawal when bundle of 3 modules has been purchased

There is a CDN \$100 administrative fee if the CSCB receives written notice of withdrawal from a module, purchased as part of a bundle of three, prior to gaining access to course materials of one or more modules. A refund of the tuition fees, minus a CDN \$100 administrative fee will be issued. Students may withdraw from a module, purchased as part of a bundle of three, at any time; however, there will be no refund of tuition fees when notice of withdrawal is received after gaining access to course materials of one or more modules.

Course Format and Completion

All courses are offered online. Once a student's registration has been processed and payment received, the student will receive course access information. Access to each module is provided for **180 days** from the date a student gains access to course materials.

Each module includes self-checks and quizzes. These self-checks and quizzes are for study purposes only and are not considered as part of the student's final grade. At the end of each module, there is a final examination, which needs to be completed within 180 days from starting the course.

Final Examination

Examinations are offered regularly. Please review the [exam schedule](#) for details. Students are encouraged to book an exam well in advance of the module's completion date since spaces are limited and are booked up quickly.

Examinations are open-book, online and monitored by the CSCB via webcam. Students must have a working webcam and a gmail account. Each exam consists of approximately 40 multiple choice and short-answer questions and is 2 hours in length.

Students must achieve a mark of 70% or greater on the final examination to successfully complete the module. Students will be advised of their mark via email within 2 weeks of completing the exam. Completed examinations will not be returned to the student.

Should a student be unsuccessful, a second exam may be requested at a fee of CDN \$40 plus applicable taxes. A student must [register](#), provide payment and book a date of the second exam within 3 weeks of receiving results of the first exam.

Re-Enrolment

If a student fails a second attempt at the final examination, they may re-enrol in the module. If re-enrolment takes place within two weeks of being advised of the results of the second exam, tuition will be one-half the posted amount. For students who re-enroll at a reduced cost, there will be only one opportunity to write the final examination. If the student is unsuccessful, any future enrolment will be at the regular cost.

Students who have paid for a bundle of three modules who re-enrol in one of the modules may re-enrol at one-half the cost of a single module. For details, please refer to the [re-enrolment registration](#) page.

Source URL (modified on 2021-05-18 13:42): <https://cscb.ca/content/academic-policy-and-conditions-trade-courses>