P23 Program changes withdrawal and re enrolment

Effective date: November 1, 2026.

Requests and responsibility

Students submit written program-change requests to Alano at studentservice@cacbc.ca. Alano coordinates the process from request to completed enrolment. Bote assesses training suitability and credited hours; Susan reviews the account.

Diploma to Certificate

A voluntary move from a Diploma to a Certificate is a withdrawal from the Diploma. Alano records the written request and receipt date, confirms the withdrawal, obtains Bote's training information and Susan's account review, and applies the refund policy before processing the Certificate enrolment.

Do not describe this change as an automatic transfer of the remaining Diploma tuition. Give the student the withdrawal account summary and new program terms before the new enrolment is completed. Retain both records in EMS.

Upgrade to a Diploma

The withdrawal requirement is waived for upgrades to a Diploma. Bote confirms training and hours credited, Susan reviews the account and Alano completes the replacement agreement. The waiver of withdrawal does not waive the need for a signed contract or financial review.

Ordinary withdrawal

Withdrawal requests must be in writing. The date CAC receives the request is used for refund assessment. Alano provides written confirmation and coordinates the process; Susan applies the applicable refund policy and retains the calculation and payment record. A student need not obtain an instructor's permission to submit a withdrawal.

Records and student information

Retain the written request, receipt date, old and new agreements, training-credit assessment, account review, withdrawal confirmation and any refund records in EMS. Provide students with clear information about their academic and financial position. CAC provides requested institutional documents to the student; students submit their own immigration applications to IRCC.