

Procedure for WesternIC Non-Credit Student Academic Requests for Relief

Governing Policy:	Requests for Relief from Academic Decisions
Subsections:	Introduction; Requests for Relief Submission Process; Timelines
Officers Responsible for Procedures:	Executive Director, Western International College
Effective Date:	September 1, 2026

1.0 INTRODUCTION

This Procedure applies to non-credit programming taken by undergraduate and graduate students enrolled at Western International College. This programming is not otherwise governed by the academic regulations of a Western University Faculty or the School of Graduate and Postdoctoral Studies.

A decision or ruling remains in effect unless overturned or modified through the request for relief process outlined in this Procedure.

2.0 REQUESTS FOR RELIEF SUBMISSION PROCESS

All requests for relief must be supported by evidence. A detailed description of the evidence supporting the request, including any supporting documentation, must be presented in writing as part of the request for relief.

2.1 Informal Resolution

Students should first attempt to resolve their concern informally with the instructor, program lead, or staff member responsible for the decision, ruling, assessment, or requirement in question.

Informal discussion may resolve the matter without the need for a formal request for relief.

2.2 Submitting a Formal Request for Relief

If the matter is not resolved through informal consultation, the student may submit a written request for relief to the Executive Director, Western International College.

A request for relief must include:

- the decision, ruling, or requirement being challenged;
- the grounds for the request;
- a clear and detailed explanation of the facts supporting the request;
- all relevant supporting documentation; and
- the desired outcome or remedy.

2.3 Grounds for Relief

A request for relief may be made on one or more of the following grounds:

- medical circumstances;
- compassionate circumstances;
- circumstances beyond the student's control;
- procedural error;
- new information that was not reasonably available at the time the original decision was made; or
- other exceptional circumstances that warrant consideration.

2.4 Review and Decision

The Executive Director shall review the materials submitted by the student and may obtain any additional information deemed relevant to the request.

Where the request for relief in a non-credit offering involves academic assessment, progression, course requirements, academic standing, or other academic matters, the Executive Director shall consult with the Senior Academic Lead before issuing a decision.

The Executive Director will provide the student with a reasonable opportunity to meet and may consult with other individuals as deemed necessary.

After considering the request, the Executive Director shall issue a written decision, with reasons.

2.5 Examples of Relief

Examples of relief that may be granted include, but are not limited to:

- an extension of a deadline;
- approval of a deferred assessment;
- approval of a make-up assessment;
- waiver of a program requirement;
- reconsideration of a decision;
- modification of a progression requirement;
- other remedies that are reasonable and appropriate in the circumstances.

Not all forms of relief are suitable in every case. Requests will be assessed on their individual merits and supporting evidence including retroactive requests.

3.0 TIMELINES

3.1 Submission Deadlines

A request for relief must be submitted within three (3) weeks of:

- the issuance of the decision or ruling giving rise to the request; or
- the date on which the student became aware, or ought reasonably to have become aware, of the circumstances giving rise to the request.

3.2 Requests for Extension of Time

Before the applicable deadline, a student may submit a written request to extend the deadline for filing a request for relief.

The request must:

- explain the reason for the extension;
- provide any supporting documentation; and
- propose a new submission deadline.

Requests submitted after the deadline will normally not be considered except in cases involving medical, compassionate, or exceptional circumstances beyond the student's control.

The decision whether to grant an extension is at the discretion of the Executive Director.

3.3 Late Requests for Relief

A request for relief submitted after the applicable deadline, or after an approved extension deadline, will not be accepted.

The denial of a request for relief because procedural deadlines have not been met is final.

4.0 FINALITY OF DECISION

The decision of the Executive Director shall remain in effect unless modified by the Executive Director.

Because this procedure applies to Western International College non-credit programming, decisions made under this Procedure are final and are not subject to appeal through a Faculty, the School of Graduate and Postdoctoral Studies, or the Senate Review Board Academic Appeals process, unless otherwise required by University policy or applicable law.

To learn more about the request for relief process, students may contact Western International College Academic Advising.