**Policy re: Integration of requirements to completion of programs and earning Certificate of Completion and Digital Credential**

March 24, 2022 – updated on July 12

**Messaging for Learners on all HLLN public/learner interfaces**

As of May 1, 2022, the criteria to achieve the Certificate of Completion AND the Digital Credential **will be the same.** Therefore, all students must complete all sections of the program, and any assessments, tests, and projects as may be assigned by the program instructor AND attend all sessions in the program. **All requirements must be completed by the program end date. No exceptions**.

All assessments are governed by University academic honesty policies and there fore must be completed within the program start and end date.

**Internal policy**

*For extenuating circumstances only. Do not publicise that this is available (HLLN will decide on a case-by case situation) :*

* **If a student has not completed and handed in their assessment**. Within 2 weeks post course only, they can upload the assessment for review by the instructor. Payment for this is required and is outside of the program fee already paid. No discounts apply.

Fee for instructor to assess post course - $150 min charge/ $150 per hour plus HST

* **If the student fails the program, due to any of the circumstances listed below.** Student must retake the course for a discounted fee = 35%
  + Student did not meet the program attendance requirement
  + Student failed the program assessment
  + Instructor informs HLLN, student did not meet program outcomes**.**
* **For Lifestyle & Wellness, Chronic Disease and Advanced Patient Navigation:**
  + **Students must attend the first Legal webcast available**
  + **If students miss their Legal webcast, they must attend the next one available and pay $275+HST .** Payment for this is required and is outside of the program fee already paid. No discounts apply.