



<b>TYPE</b>	<b>Qualifying Examination</b>
<b>NAME</b>	<b>Qualifying Examination Withdrawal &amp; Refund Policy</b>
<b>DATE APPROVED BY COUNCIL</b>	<b>December 5, 2025</b>

## INTENT

This policy outlines the guidelines and requirements for the withdrawal from and refunding of fees related to the Multiple-Choice Question (MCQ) Examination and/or the Objective Structured Clinical Examination (OSCE) components of the Qualifying Examination (QE) for the College of Denturists of Ontario (the "College").

## BACKGROUND

The College recognizes that there may be extenuating circumstances that may prevent a candidate from attempting the Qualifying Examination after they have registered and paid the fee(s). An examination candidate who withdraws from one or both components of the Qualifying Examination, and who meets specific criteria and requirements, may be eligible for a refund of fees related to the Qualifying Examination.

## THE POLICY

### Withdrawal Policy

Subject to the exceptions set out below, if a candidate wishes to withdraw from a Qualifying Examination or a component of the Qualifying Examination, they must advise the College at least fifteen (15) business days prior to the scheduled date of the component of the Qualifying Examination.

The candidate is required to send an email to [exams@denturists-cdo.com](mailto:exams@denturists-cdo.com) with the subject line: *Notice of Withdrawal – LAST NAME, FIRST NAME*. Note that the candidate is responsible for sending this email directly. Sending a "Notice of Withdrawal" email alone does not permit a candidate to avoid a forfeited attempt; withdrawal requests are confirmed only when the candidate receives a confirmation email from the College.

If a candidate fails to comply with the withdrawal requirements and does not attend a scheduled component of the Qualifying Examination, the candidate will not be eligible for any refund or carryover of fees.

## Refund Policy

In order to be eligible for a full or partial refund of Qualifying Examination fees, the College must receive the candidate’s “Notice of Withdrawal” on or before fifteen (15) business days prior to the scheduled date of the component of the Qualifying Examination from which a candidate is withdrawing.

Refunds will be determined based on the date of withdrawal as follows:

Date of Withdrawal	Refund Amount
Before the Qualifying Examination Registration Deadline	Full refund  <u>or</u>  Option to apply applicable fees to a future Qualifying Examination administration
After the Qualifying Examination Registration Deadline, but on or before fifteen (15) business days prior to the scheduled date of the component of the Qualifying Examination from which the candidate is withdrawing	Full refund, minus: \$100 administrative fee per Qualifying Examination component  <u>or</u>  Option to apply applicable fees to a future Qualifying Examination administration, minus: \$100 administrative fee per Qualifying Examination component
Less than 15 business days prior to the scheduled date of the component of the Qualifying Examination from which the candidate is withdrawing	No refund or carryover of fees

## Exceptions (Medical Illness & Compassionate Grounds)

A candidate who submits a Notice of Withdrawal less than 15 business days prior to the scheduled date of the component of the Qualifying Examination from which they are withdrawing, with a documented medical illness or on compassionate grounds, may be eligible to receive a full or partial refund of their Qualifying Examination fee, at the discretion of the Registrar and on a case-by-case basis.

Candidates must provide documentation in support of their medical illness or compassionate grounds to the College. Additional documentation may also be requested by the Registrar.

A withdrawal which is granted by the Registrar on medical or compassionate grounds will not count as one (1) of the three (3) attempts at the Qualifying Examination component(s).

## RELATED LEGISLATION AND DOCUMENTS

[Denturism Act, 1991](#)

[Ontario Regulation 183/25 \(Registration\)](#)

[Consent to Release Personal Health Information Form](#)

## REVISION CONTROL

Date	Revision	Effective
December 5, 2025	Combining of Qualifying Examination Withdrawal Policy & Qualifying Examination Refund Policy. Updates to reflect changes within O. Reg. 183/25.	March 1, 2026