

Student Withdrawal Policy

This policy establishes the formal procedures for the withdrawal of students from LATAM Global School, either by direct request from the student's representative or by the school. The goal is to ensure a clear and structured process for handling these situations, respecting students' rights and complying with school regulations.

The cancellation of the program will result in the deactivation of the student's account on the platform and the institutional email, as well as the suspension of monthly fees following the withdrawal from the institution.

Withdrawals Requested by the Student's Representative:

- **Withdrawal Request:** The student's representative must contact the Admissions Department to request the withdrawal form. This form must be fully completed and sent to the email address admissions@latamglobalschool.com.
- **Form Review:** The Admissions Department will review the form to ensure it is correctly filled out and will respond to the received email, copying the Payments Department pagos@latamglobalschool.com.
- **Financial Disengagement Process:** The Payments Department will proceed to stop the automatic billing generation and any related payment data (automatic debit, linked debit/credit cards). The information will be recorded in the payment panel in the LMS.

Note: For student withdrawal requests involving automatic debit, it is essential to notify the school at least five days prior to the billing cut-off date. This notification is necessary to prevent the upcoming automatic debit from being processed. If the automatic debit transaction occurs because the school was not notified in time, no refund will be issued.

Similarly, students who do not have automatic debit set up must also notify the school at least five days before the billing date to ensure that no further billing charges are generated.

For refund cases or requests see the "[Refund Policy](#)".

Withdrawals by the School:

1. Non-compliance with Terms and Conditions

The cancellation of a program by LATAM Global School (LGS) can occur in cases of non-compliance with the policies and requirements established by the institution in any required process. In such situations, LGS will proceed to withdraw the student autonomously, notifying the decision through the admissions department.

Circumstances that may lead to the withdrawal of the student include:

- **Cancellation of the Program due to Lack of Communication and Academic Progress:** LGS reserves the right to cancel a student's academic program if there is no continuous progress in their courses and no regular records of login activity in the LMS. Before taking this measure, the school will conduct a thorough follow-up process for students with low academic performance. This process will include at least five attempts to communicate with the representative and the student. If these contact attempts are unsuccessful and communication cannot be established, LGS will proceed with the cancellation of the student's academic program.
- **Expulsion of the Student from the Institution:** Expulsion is a sanction that can be imposed when a student violates any of the policies or codes of conduct established in the LGS Policy Manual, as well as the terms and conditions outlined in the [Disciplinary Actions and Procedures for Violations Described in the Student Code of Conduct](#). In cases of expulsion, the institution will not provide any refund of the money paid.

2. Payment Defaults

For the continuous delay of two (2) months in the payment of the monthly fee, as agreed in the educational service contract, the student will be disabled from the platform until the corresponding payments are made. The payment department will manage this process following these steps:

- **Review of Inactive Accounts:** The Payments Department will monthly review the accounts of inactive students to contact their representatives and offer payment arrangements. Students with more than two outstanding monthly payments will be offered two reinstatement options:
 - **Option 1:** Cancel the outstanding payments with a payment agreement that maintains the initial cost agreed upon at the start of the cycle at LGS, allowing the student to academically resume where they left off.
 - **Option 2:** Re-enroll with the Admissions Department by paying the cost of the chosen plan for the current year plus the enrollment fee, which allows the student to resume academically where they left off and without any debt to LGS.
- **Automatic Disengagement:** If no response is received from the representative, or they indicate they are not interested, the following steps will be taken:
 - Billing will be disengaged, and payment information from debit or credit cards will be removed.
 - The student's CRM and LMS status will be updated and the student email will be deactivated.
 - Status changes will automatically generate emails to students and representatives to notify them of the change.

All communications and status changes will be properly documented to maintain a clear record of actions taken and ensure the transparency of the process.