

Withdrawal Procedure

Category	Academic & Students	Department	SAS
Procedure Name	Withdrawal Procedure	Approval Date	08/24/2023
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Parent Policy	Withdrawal Policy	Effective Date	09/01/2023
Procedure Owner	Director of SAS	Next Review Date/Mandated Review	08/24/2026
Procedure Lead	Student Records Manager	Revision History	

The procedure explains how to formally withdraw from a College program.

Procedure Purpose

The procedure describes how to formally withdraw from a College program and identify the withdrawal date. It also explains the circumstances in which College withdraws students from their program, and how staff members follow that procedure.

It is important for both College staff and students to know and understand this procedure.

The Withdrawal Policy is the parent policy of this procedure.

Definitions

- **Academic Misconduct:** dishonest actions, such as plagiarism or cheating, which create an academic advantage the student wouldn't normally possess.
- **Non-Academic Misconduct:** when a student's behaviour adversely affects how the College operates, or adversely affects the well-being, rights or property of the College or any member of the MaKami Community.
- **Pilot Program:** the first cohort(s) of a new or updated version of a program curriculum, usually corresponding to a new College program.
- **Student:** a person who is registered in a credit program at the College. This includes people who are registered or who are applicants.
- **SALT:** The Strategic Academic Learning Team is a department of the College that supports students by removing any barriers to their education. This includes academic support, curriculum modifications, accommodations, counselling and funding.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources relevant before they begin school and during school, such as enrolment and student funding.
- **Withdrawal:** discontinuing enrolment in a College program before the student has completed the required coursework. Some (but not all) reasons for withdrawal include student choice, medical

reasons, non-payment of fees or academic misconduct. Either the student or the College can initiate the withdrawal.

Scope

The Withdrawal Procedure applies to:

- All College employees.
- All College students, including those in discounted or pilot programs.

Procedure Details

The process of withdrawing from a College program can be initiated by either the student or the College.

It is important to know that program withdrawal may have academic or financial consequences for the student. Refer to the Enrolment Contract for these details, along with any deadlines or additional regulations.

Students can find information on important dates and deadlines in the Enrolment Contract.

Student-Initiated Withdrawal

The student may choose to withdraw from a College program any time before their program begins or during their program.

1. The student is encouraged to meet in person with a Student Advisor or a member of the SAS or SALT team to discuss the decision prior to submitting the Program Withdrawal Form.
2. The student must give their campus' SAS office written notice of their intention to withdraw via the submission of the Program Withdrawal Form.
3. A member of the SAS team will reach out to the student to set up a mandatory meeting to formally withdraw from the program.

The College accepts the following written notice:

- A signed Program Withdrawal Form, submitted in person to the SAS office. The SAS admin will scan the form and send it via email to the designated withdrawals email address and cc the student.
- Emailing either sas-edm@makamicollege.com or sas-cgy@makamicollege.com from their College email account. This email must include their name, cohort name/code and an electronically or physically signed copy of the Program Withdrawal Form.

NOTE: The College does NOT accept lack of attendance or participation as a student's intention to withdraw.

4. The SAS office will complete the final documentation and acceptance of withdrawal. The date of submission, be it via email or in person, is the official withdrawal date.

- a. The withdrawal date may be backdated at the SAS office's discretion and only for rare and exceptional cases. Exceptions shall be approved and documented by the Director of SAS and included in the student's file.
- b. Withdrawals due to extenuating circumstances, medical or compassionate reasons will be considered on an individual basis and shall be detailed in the Program Withdrawal Form. The student must include a detailed description of the circumstance and evidence for withdrawals due to compassionate or medical reasons at the time of their initial request for withdrawal. The Director of SAS will make the final decision with respect to refunds based on the circumstances, timelines and evidence provided for the withdrawal. Any request for consideration of extenuating circumstances, medical or compassionate reasons submitted after the initial withdrawal request may not be considered.

College-Initiated Withdrawal

The College may choose to withdraw a student from their program when the student is clearly not fulfilling their responsibilities outlined in the Enrolment Contract.

College Roles, Responsibilities and Withdrawal Circumstances

Certain roles or departments at the College have the authority to initiate a withdrawal when a student falls under specific circumstances. These roles may change or be delegated to the most appropriate College staff member or department.

College staff authorized to initiate the withdrawal process:

- Program Head or Manager
- Dean
- Director or Manager of Student Advisory Services
- Director or Manager of Student Academic Learning Team
- Director or Manager of Finance

Reasons for institution-initiated withdrawal, including but not limited to:

- Lack of academic progress
- Failure to pay fees and/or tuition
- Use of false or misleading documentation for admission requirements
- Academic misconduct
- Non-academic misconduct

When the College chooses to initiate a withdrawal, the SAS office will provide any relevant information to the student in writing.

All involved departments and College staff members will be informed about the withdrawal, maintaining appropriate discretion regarding personal privacy, including reasons for the withdrawal, effective withdrawal dates and any possible restrictions, such as restrictions of future enrolment.

The SAS Department will:

- Update the student's record/status with the recommended date of withdrawal, including the Student Database and Student Financial Services.
- Update the student's record with any restrictions against admission or enrolment to the same program or another program.

The official student record will be updated with any information related to withdrawals.

The Finance Department will:

- Obtain a listing of withdrawn students from the database on a semi-monthly basis and review the date of withdrawal.
- Generate any refunds to the student or the funding source directly based on the parameters outlined in the Enrolment Contract. Refer to the Payments and Refunds Procedure document for more information on the processing of any refunds resulting from withdrawal.

Relevant Documents or Legislation

- Enrolment Contract
- Student Initiated Withdrawal Form
- College Initiated Withdrawal Form
- Fee Payments and Refunds Policy
- Fee Payments and Refunds Procedure
- Withdrawals Policy