Procedure

Procedure Name	***Cancellation and Withdrawal***		
Procedure #	AD 2.4	Parent Policy	AD 2.0 Academic Progression
Policy Owner	Vice President Academic	Effective Date	October 5, 2026
Procedure Owner	AVP Student Progression & Registrar	Next Review Date	October 5, 2031
Approved by	AVP Student Progression & Registrar	Approval Date	October 5, 2026

1.0 Purpose/ Background

This procedure establishes a clear and consistent framework for how course and program cancellations and withdrawals are managed at NAIT. It supports students to make informed enrolment decisions by outlining key timelines, academic and financial implications, and available pathways to continue or resume their studies. Transparent processes are designed to minimize unintended academic impacts and to be proactive in connecting students to appropriate support when enrolment changes occur.

The procedure applies to all students enrolled in a NAIT degree, diploma, certificate, apprenticeship or non-credit course or program.

2.0 Definitions

Term	Definition
Academic Penalty	The penalty that a student receives when they fail to withdraw from a class by the withdrawal deadline. Most often, this penalty is a grade of 0 for the class that the student was enrolled in.
Administrative Withdrawal	The student is deregistered by the institution due to a lack of registration in any course, or due to non-tuition payment.
Drop Deadline	A defined point in a class by which a student may unenroll from the class with no impact on their GPA or transcript.
Good Standing	A status assigned to a student who has achieved a Term GPA of 2.00 or higher
Immediate Family	Immediate family include the student's spouse or common-law partner; the student's parents and their spouse or common-law partner; the student's child(ren) and the child(ren) of the student's spouse or common-law partner; student's grandchild(ren); the student's siblings; the student's grandparents; the parents of the student's spouse or common-law partner and their spouse or common-law partner; and any relative of the student who resides permanently with the student or with whom the student permanently resides.
Payment Arrangement	An approved plan that lets a student spread their tuition and fee payments over an agreed period, in line with some conditions as may be specified.
Program Leader	A position identified by the Procedure Owner as responsible for supporting students in matters of student progression.
Reactivation	A process where a student who has been away from the program for no more than 12 months is allowed to return to their program.
Shelf-life	Shelf-life refers to the maximum allowable age of a student's previously completed NAIT coursework or credential for it to remain valid towards a new NAIT program. For the purposes of graduation, prior NAIT education is considered current if it was completed within seven (7) years of the student's

Term	Definition
	start date in the new program. Coursework or credentials older than seven (before the start date in the new program) years will not be accepted towards program requirement.
Withdrawal Deadline	A defined point in a class that occurs after the drop deadline, and by which a student may unenroll from the class with no impact on their GPA but with a W notation on their transcript.

3.0 Procedures

3.1 General Procedures

3.1.1 A student who no longer wishes to attend a NAIT course or program must inform NAIT of their intention in writing. Failure to attend classes does not serve as adequate notice.

3.1.2 A student may drop or withdraw from their classes prior to the withdrawal deadline of each class without any impact on the student's GPA.

3.1.3 Program areas are accountable for communicating the impacts of withdrawal to the student and the conditions for a student's eligibility to resume their study.

3.1.4 Students are responsible for ensuring that they understand the impacts of withdrawal and the conditions for their eligibility to resume study. Students should contact their program area to discuss the consequences of dropping or withdrawing from courses or programs prior to making a final decision.

3.2 Course Drop & Withdrawal

<u>For courses that are part of a credit Certificate, Diploma, Degree, or Academic Upgrading program:</u>

3.2.1 A student may unenroll from one or more classes at any time before final grades have been assigned

3.2.2 The drop deadline is at 12% of the class, measured from the first to the last date of the class in the given term. If the student unenrolls before 12% of a class has elapsed, that is, before the drop deadline, the student will be said to have dropped from the class. A grade will not be shown on the student's official transcript, and there will be no impact on the student's GPA.

3.2.3 The withdrawal deadline is at 75% of the class, measured from the first to the last date of the class in the given term. If the student unenrolls after 12% of a class has elapsed but before 75%, that is, before the withdrawal deadline, the student will be said to have withdrawn from the class. A grade of W will be shown on the student's official transcript. The grade of W does not impact a student's GPA.

3.2.4 If a student wishes to unenroll from a class after 75% of the class has elapsed, that is, after the withdrawal deadline, they must submit a Course Withdrawal Form.

3.2.5 If a student unenrolls from a class after 75% of the class has elapsed, that is, after the withdrawal deadline, a grade of WF will be assigned. The grade of WF has a grade point of 0 and is counted toward the student's GPA.

3.2.6 The Refunds website provides details on eligibility and refund timelines for each type of course.

3.2.7 The MyNAIT Portal provides details on the steps required for a student to withdraw from a class.

3.2.8 If a student unenrolls from every class in which they were enrolled, and no longer has an active enrolment, they would be subject to the timelines described in section 3.4, regarding withdrawal by the program.

For apprenticeship courses:

A student may unenroll from their class through the MyTradeSecrets portal prior to the first day of classes.

3.2.9 A student must inform the program chair or designate in writing if they wish to withdraw from an apprentice course on or after the first day of classes.

3.2.10 The Refunds website provides details on eligibility and refund timelines for each type of course.

For non-credit courses (include Continuing Education and ESL courses):

3.2.11 A student may unenroll from their courses through the myNAIT portal up until the first day of class for each class. Classes dropped prior to the first day of class will not be shown on the student's official transcript. If the class is unenrolled on or after the first day of classes, the student will receive a grade of W for that class.

3.2.12 The Refunds website provides details on eligibility and refund timelines for each type of course.

3.3 Program Cancellation & Withdrawal

For students enrolled in a credit Certificate, Diploma, Degree, or Academic Upgrading program:

3.3.2 A student may cancel their acceptance into a program prior to the first day of classes of their first term in the program by using the Student Service Centre contact form. The student must apply to the program should they wish to return to the program at a later date.

3.3.3 A student who wishes to withdraw from their program on or after the first day of classes of their first term must complete and submit a Program Withdrawal Form.

3.3.4 If the Program Withdrawal Form was received and the student is still enrolled in their classes, the student will be dropped or withdrawn from all classes in the program. The

student may receive a grade of W or WF for those courses, according to the timeline outlined in section 3.2 Course Drop & Withdrawal.

3.3.5 Please refer to the Refunds website for details on eligibility and refund timelines for each type of course.

3.3.6 If the student was in good standing at the time of withdrawal and has successfully completed at least one term of study in the program they withdrew from, they may return to the program by submitting a Program Reactivation Form within 12 months from the date of their withdrawal. To be reactivated, the student must meet with a program leader or designate, who will make the recommendation to the Office of the Registrar, on whether the student can return. Reactivation is dependent on the availability of the courses that the student needs.

3.3.7 If more than 12 months have passed since the date of withdrawal, the student must apply to the program and go through the readmission process. NAIT credits earned prior to the withdrawal will be subject to shelf-life requirements. Admission is not guaranteed and will be based on the availability of space, validity of prior credits earned, and current admission requirements.

For students enrolled in the ESL program:

3.3.8 A student may defer their start date for the ESL program up to one month prior to the first day of classes by emailing esl@nait.ca.

3.3.9 Please refer to the Refunds website for details on eligibility and refund timelines for each type of course.

3.4 Administrative Withdrawal Due to Non-Enrolment

3.4.1 A student who does not enroll in at least one (1) course within a period of twelve (12) months, and who also is not enrolled in any future course, shall be withdrawn from the program.

3.4.2 To return to the program, the student must submit a Program Reactivation Form if they are still within 12 months of their date of withdrawal. If more than 12 months have passed since their date of withdrawal, or if they wish to return to a different program, the student must apply for admission. Readmission is not guaranteed.

3.5 Administrative Withdrawal Due to Non-Payment of Tuition

3.5.1 A student will be withdrawn from a course if they have not paid the full tuition for the course by the published tuition payment deadline, and if they have no active payment arrangement. The student will also be withdrawn from associated co-requisite courses.

3.5.2 A new student who has not made any payment beyond their tuition deposit and who has no active payment arrangement will be withdrawn from their program after the tuition deadline, and their program seat may be offered to another applicant on a waitlist.

3.5.3 A student on sponsorship, or whose payment is arranged by a third party, may request

a payment arrangement to be able to continue in the unpaid courses.

3.5.4 The student is responsible for ensuring that all tuition and fees are paid by the deadline, or as arranged. If a sponsor or third party fails to make payment as scheduled in a payment arrangement, the student's account will be placed on financial hold.

3.5.5 A student who has paid their full tuition fee but has not paid applicable mandatory non-instructional fees will have their account placed on financial hold.

3.5.6 A student whose account has been placed on financial hold will not be able to make future enrolments until the holds are removed. If the financial hold is not removed prior to the tuition deadline of the subsequent term, the student will be withdrawn from all their future term course enrolments.

3.6 Compassionate Withdrawal

3.6.1 When extraordinary circumstances beyond the student's control prevent a student from following the drop or withdrawal timelines outlined in sections 3.2 and 3.3, a student may submit a Compassionate Withdrawal Form to request a withdrawal for individual courses without academic penalty and a pro-rated refund.

3.6.2 Extraordinary circumstances may be an incapacitating illness, death in the immediate family, or caring for an immediate family member with a critical illness.

3.6.3 The compassionate withdrawal must be approved by the registrar or designate. Their decision is final and cannot be appealed.

3.6.4 In the case where a student applies for compassionate withdrawal in more than three (3) terms during their program, the registrar may request a review and recommendation from the program leader prior to making a decision.

3.6.5 Please refer to the Refunds website for details on eligibility and refund timelines for each type of course.

3.6.6 If a student is granted compassionate withdrawal from a program, they may seek to return to their studies under the conditions described in 3.3.6 and 3.3.7.

4.0 Exceptions to the Procedure

4.1. There may be circumstances where an exception to this procedure is warranted. All exceptions to this procedure must be documented and formally approved by the Procedure Owner.

4.1.1 Exception recommendations must be initiated by program leaders.

1. Program leaders recommending an exception should approach each case with a commitment to fairness, transparency, and the overarching goal of supporting student success.
2. Decisions should be guided by equity, the student's demonstrated effort to engage with available support, and any extenuating factors that may have impacted a student's ability to comply with cancellation and withdrawal processes.

3. Recommendations for an exception should reflect thoughtful consideration of the student's circumstances, the evidence provided, and the likelihood that the exception will enable meaningful progress toward program completion.
4. When making a case for an exception, leaders are encouraged to weigh the potential impact on both the individual student and the integrity of the academic program.

4.1.2 All recommendations for an exception should be documented by associate deans and forwarded to the Procedure Owner. An exception form must be completed by the associate dean and forwarded to the Procedure Owner.
Procedure exceptions must include:

- The nature of the exception.
- A reasonable explanation for why the procedure exception is required.
- Confirmation that the exception aligns with the general principles.
- Any risks created by the procedure exception and how they will be managed.

4.1.3 The program will communicate the status of the exception request to the student.

5.0 Related Documentation

5.1 AD 2.2 Grades Procedure
5.2 Application for Authorized Leave of Absence Form
5.3 Compassionate Withdrawal Form
5.4 Course Withdrawal Form
5.5 Program Withdrawal Form
5.6 Program Reactivation Form

Document History

Date	*Action/ Change*
July 1, 2026	Major periodic revision from the previous version of AD 2.4
October 5, 2026	Added the shelf-life definition.