Procedure

Procedure Name	***Deceased Student***		
Procedure #	AD 2.6	Parent Policy	AD 2.0 Academic Progression Policy
Policy Owner	VP Academic	Effective Date	November 26, 2025
Procedure Owner	AVP Student Progression and Registrar	Next Review Date	November 26, 2030
Approved by	AVP Student Progression and Registrar	Approval Date	November 26, 2025

1.0 Purpose/ Background

In the event of a student's death, the student's record must be transitioned to reflect the passing of the student. NAIT understands that appropriate and orderly clearance procedures are essential for the wellbeing of the next-of-kin, impacted individuals and the Institute. Clearance of records and files, refund of tuition fees, return of personal effects and notification of insurance policy must all be conducted in a sensitive and efficient manner.

This procedure is intended to address any incident that occurs outside the NAIT premises and off NAIT property. In the event of a death on NAIT property or during a NAIT event, staff will adhere to the NAIT Integrated Emergency Management Plan.

NAIT is committed to creating a respectful and compassionate environment for students and their families during their time at the institution. Every effort will be made to ensure that there are minimal interactions and process barriers for the next-of-kin while efficiently providing service during a difficult time.

2.0 Definitions

Term	Definition
Administrator	Where a student has died without a valid will, an Administrator is the person appointed under the *Estate Administration Act* (Alberta) or similar legislation to be the personal representative of the student's estate.
Apprenticeship Student	Any student in an apprenticeship program or a journeyman registered in a technical enrichment program.
Credit Student	A person enrolled in any NAIT program or course leading to a credit certificate, diploma or degree.
Deceased Student Liaison	A NAIT staff member who has been designated and trained to act as a liaison between NAIT and the next-of-kin or designate.
Executor	Where a student has died with a valid will in place, an Executor is the personal representative appointed in the will to manage the student's estate, whether or not a grant is issued.
International Student	A student who is not a Canadian resident or Landed Immigrant and who possesses a valid student visa or becomes eligible for a student visa upon acceptance to NAIT.
Matriculation	Upon receipt of the deposit, the applicant is matriculated into their chosen program, and a letter of acceptance is sent through the student's portal.
Next-of-Kin/Designate	In the context of this Procedure, Next-of-Kin refers to a family member that the student had indicated would be an emergency contact, or the family member that notified NAIT of the death, or other family members that NAIT has contact

Term	Definition
	with, and could be a spouse or domestic partner, parents/guardians, adult children, siblings or other family members. Designate refers to non-family members that the next-of-kin have asked to represent them in this procedure, such as a family friend.
Non-Credit Student	A student registered in a non-credit program/course offered through the Department of Corporate International and Continuing Education.
Open Studies Student	A student enrolled in designated credit courses prior to being admitted into a specific program of studies.
Proof of Death	Documentation that confirms the passing of the student (e.g. death certificate, funeral certificate, obituary).

3.0 Procedures

There is no common way in which NAIT becomes aware of a student's death. However, once the fact is known, the listed procedures will be followed by the recipient of the information:

3.1 The first point of contact will vary depending on the entry point of the next-of-kin/designate. The employee who receives notification (regardless of department or position) of a student's death will forward the information to the Office of the Registrar. Once proof of death has been confirmed, the Registrar or their designate will initiate the withdrawal process for the student.

3.2 There are three components that the Registrar or their designate must follow: initial communication to alert all relevant areas, coordination of the student record, and appointing a "Deceased Student Liaison (DSL)" (i.e. Records Coordinator, Associate Registrar of Enrollment, or their designate) to the student file.

3.2.1 Initial Communication – The Registrar or designate will take the lead in communicating the information regarding the deceased student to the program and other related areas. Program Areas are responsible for contacting all organizations that they use for outside sources.

3.2.2 In the case of a Credit student (domestic or international) who has been matriculated and/or enrolled into classes, where the death occurs before the commencement of classes, the Office of the Registrar will arrange a tuition refund and perform record clearance. This will include flagging the students' accounts in the Student Administration systems.

3.2.3 In the case of a Credit student (domestic or international) who is matriculated, where the death occurs after classes have commenced, the Office of the Registrar will be notified, which in turn will:

a. Assign a DSL.
b. Clear the student records and arrange permanent storage of records. This will include flagging the student account in the Student Administration systems and arranging a tuition refund if applicable.

3.2.4 In the case of a Non-Credit/Open Studies student (domestic or international) who has registered and paid, the Office of the Registrar will be notified, which in turn will:

a. Assign a DSL.
b. Clear the student records and arrange permanent storage of records. This will include flagging the student account in the Student Administration systems and arranging a tuition refund if applicable.

3.2.5 In the case of an Apprenticeship student who is enrolled in classes, the Records Coordinator (Office of the Registrar) will:

a. Assign a DSL.
b. Notify the Alberta Apprenticeship and Industry Training (AIT) office.
c. Be responsible for all clearance activities within the Office of the Registrar.

3.3 The DSL will be responsible for contacting the next-of-kin or designate and acting as a liaison for NAIT. The DSL's responsibility is to manage institutional clearance activities for the students, regardless of their campus location. The DSL will collaborate with the relevant departments at NAIT to complete the clearance activities.

3.4 The DSL must consider the following:

3.4.1 Executive Office notification: executive to prepare a card and mail it.
3.4.2 Program Area notification: Communication with the program chair/instructor to provide messaging for next-of-kin, either in person or in writing.
3.4.3 NAIT Media and Communications: External media personnel may be looking for information about the student; the DSL will alert the NAIT media areas to ensure preparations/statements are ready.
3.4.4 Locker (academic/gym) clearance - shall be performed in the presence of a NAIT Protective Services staff member. All items in the locker (academic/gym) shall be documented, and a copy of the listing(s) shall accompany the return of the locker's (academic/gym) contents to the next-of-kin or legal representative. The recipient shall acknowledge, in writing, the receipt of all items.
3.4.5 Refund of Parking Stall payment (where applicable).
3.4.6 Waive outstanding library fees (where applicable).
3.4.7 Access to T2202A tax receipts (manual or automatic mail-out to next-of-kin in February of the next year).
3.4.8 Refund of NAITSA membership fees (percentage of fees refunded will equal that of NAIT's percentage of refunded monies).
3.4.9 Refund of U-pass fee (where applicable, determined by NAITSA).
3.4.10 Removal from NAITSA/NAIT Student Club(s).
3.4.11 Removal/Deactivation from the OrgSync Portal System (NAITSA).
3.4.12 Refund of Athletic fees.
3.4.13 Removal from Athletic Club(s)/Team(s).
3.4.14 Removal from NAIT Marketing mail-outs (newsletters, TechLife magazine, subscriptions, notifications, etc.).
3.4.15 Notify Counselling Services to provide student and staff support, if required.

3.4.16 When a deceased student is eligible for a posthumous Ministry-approved credential, an invitation to attend the convocation ceremony and cross the stage will be extended to the family representative.

3.5 Student Insurance (Health and Dental Benefits – Nonrefundable)
The NAITSA office shall advise next-of-kin regarding the students' Health and Dental policy.

4.0 Refund Policy

In the event of a student's passing, any applicable refunds shall be remitted by cheque to the estate of the student. The cheque will be issued in accordance with the institution's financial procedures and delivered to the Administrator/Executor of the estate upon verification of appropriate documentation.

The institution reserves the right to require proof that the Administrator/Executor has the legal authority to manage the student's estate before processing the refund. All refunds will be calculated based on the student's account balance at the time of withdrawal and will comply with existing refund schedules and regulations.

5.0 Exceptions to the Procedure

6.1 Exceptions to this procedure must be documented and formally approved by the Policy Lead. 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.

6.0 Related Documentation

6.1 Checklist for Deceased Student Liaison (DSL)
6.2 Checklist template for Departments
6.3 Process Flowchart
6.4 AD 2.0 Academic Progression Policy
6.5 AD 4.1 Credential Framework Procedure
6.6 EMBC.PLN.1 - Integrated Emergency Management Plan

Document History

Date	*Action/ Change*
June 1, 2015	Replaces AR 6.3: Student Clearance Procedure Due to Death or Injury (2005)
March 4, 2019	Changed procedure owner to Registrar. Added 3.3.15
November 2023	Addition of 3.3.16 to clarify the process for inviting a family representative to participate in the convocation ceremony.
November 26, 2025	Added definitions – Administrator and Executor. Added "Refund Policy for Deceased Students" – Section 5. Removed Section 2 'Guiding Principles'.
July 21, 2026	Procedure was moved under AD 2.0 Academic Progression Policy for better alignment and renumbered from AD 3.2 to AD 2.6. No content changes or revisions were made.