

Policy History
Policy No. ST13
Approving Jurisdiction: President
Administrative Responsibility: Provost and Vice President Academic
Effective Date: October 2006

Compassionate Withdrawal Policy

Purpose

To establish the criteria and process for requesting and granting of a compassionate withdrawal.

Scope

This policy does not apply to a student withdrawing from Kwantlen to accept a new job, in which instance it is assumed that the impact on the student's record of being unable to withdraw without academic penalty was a consideration in deciding whether or not to accept the job offer.

Policy

1. Kwantlen Polytechnic University expects the student to attend the scheduled educational activities for which they have registered and to complete the required course and program requirements.
2. The University recognizes that in some cases this may not be possible due to family, medical or emotional problems.
3. In such cases the student will be treated with compassion and every effort will be made for them to complete their studies.
4. Students with short-term medical, emotional or other problems may request extensions on deadlines or other considerations from instructors or program coordinators. Documentation may be required.
5. Where possible, such requests will be responded to favourably and without prejudice.
6. Students with longer-term medical, emotional or other problems may request a complete withdrawal on compassionate grounds.
7. Withdrawal under such circumstances will normally be without academic penalty provided students notify the University in a timely manner and were in good academic standing at the time the medical, emotional or other problem developed.

8. Kwantlen will ensure that a student who is granted a withdrawal on compassionate grounds will be permitted to re-enroll in the program of studies from which s/he withdrew, provided s/he was in good standing at the time the medical, emotional or other problem developed. This does not guarantee re-enrolment in the exact courses taken at the time of the withdrawal.
9. Where applicable, the student who is permitted to withdraw may be advised of the time period during which an application for re-enrolment will be considered.
10. A medical certificate may be required to help satisfy the University that the student is fit to continue with her/his studies.

Definition

Medical Certificate: A certificate signed by a medical doctor which is written on letterhead and which is specific and detailed with respect to the following:

- a. dates during which the student was under the doctor's care for the particular medical, emotional or other problem
- b. dates on which the student was seen by the doctor for the particular medical, emotional or other problem
- c. a statement regarding the seriousness of the student's medical, emotional or other problem (without compromising the confidentiality of the student's medical record)
- d. a statement outlining the actual or potential impact of the condition on the student's ability to complete her/his program of studies
- e. a statement providing a rationale on medical grounds, where the student is requesting a reduced workload rather than a complete withdrawal, (without compromising the confidentiality of the student's medical record)

Procedures

1. Short-term Medical, Emotional or Other Problems

Person Responsible	Condition	Action
Student	Temporarily absent from a course or program for a short period of time due to medical, emotional or other problems	Must inform the instructor or program coordinator as close as possible to the time that the absence occurs
Instructor or program coordinator	<p>Student's absence resulted in the student missing an evaluation component for the course or program (e.g., test, examination, seminar presentation)</p> <p>Instructor or program coordinator was informed of the absence prior to the evaluation component taking place</p> <p>A medical certificate will not normally be required but may be requested by the instructor or program coordinator at her/his discretion. Repeat absences will be closely examined.</p>	<p>Decide on what action to take, which might include, but is not restrict to, the following:</p> <ol style="list-style-type: none">setting of a different test, examination or assignmentre-scheduling of a seminar presentationcalculating a mark based on the average of other tests or assignments in the courseextending the deadline for submission of an assignmentarranging for an Incomplete Grade contract

2. Long-term Medical, Emotional or Other Problems

Person Responsible	Condition	Action
Student	Unable to continue her/his studies for medical, emotional or other reasons	May make a request for compassionate withdrawal
Student		Must have reported her/his absence to her/his instructor(s) or program coordinator as early in the period of absence as possible
Instructor		Must make every reasonable effort to permit the student to continue her/his studies.

The granting of a compassionate withdrawal is, therefore, a last resort and will be governed by the following regulations.

- a. A request for Compassionate Withdrawal must be submitted to the Enrolment and Registrar Services within twenty (20) working days of the matter giving rise to the withdrawal.
- b. To be eligible for a compassionate withdrawal, a student must be in good academic standing in all courses in which s/he is enrolled at the time the medical, emotional or other problem developed.
- c. Normally, due to the serious nature of the medical, emotional or other problem which would justify a compassionate withdrawal, only complete withdrawals will be considered on compassionate grounds. In unusual circumstances that can be substantiated on medical or related grounds, a partial reduction in workload may be considered.
- d. In order to be considered for a compassionate withdrawal, the student must have missed, or be scheduled to miss (e.g., for surgery), a significant portion of the semester, term or program duration. In general, this will be a minimum of two (2) consecutive weeks of non-attendance which can be attributed to the medical, emotional or other problem.

- e. Compassionate withdrawals will be considered under, but not restricted to, the following circumstances:
 - i. serious and incapacitating injury to the student;
 - ii. serious and incapacitating medical or emotional illness of the student;
 - iii. serious injury to or illness or death of a member of the student's immediate family (child, spouse or spouse equivalent, father, mother, brother, sister) or of a member of the student's extended family residing with the student;
 - iv. posting of the student or the student's spouse to a location outside the Lower Mainland by her/his respective employer in mid-semester or mid-program.
3. A request for a compassionate withdrawal must be submitted to the Manager, Enrolment Services or designate as closely as possible to the time that the student's attendance or performance is adversely affected (no more than one month after the event) and must be accompanied by appropriate supporting documentation (e.g., medical certificate) which is sufficiently detailed and specific enough to support the student's request. The University reserves the right to contact the signatory of a supporting document to confirm or clarify the information presented therein.
4. In considering a compassionate withdrawal, the Manager, Enrolment Services or designate will take into consideration the timing of the request and will ensure that appropriate alternatives (e.g. an Incomplete Grade contract) have been investigated which would permit the student to complete her/his studies without undue loss of time.
5. The Manager, Enrolment Services or designate will render a decision on the request after consulting with the instructor(s) or program coordinator, as appropriate. The student will be notified of the decision by mail.
6. Should the student not be satisfied with the decision of the Manager, Enrolment Services, they may request further consideration by the Registrar or designate. The decision of the Registrar or designate will be final.