



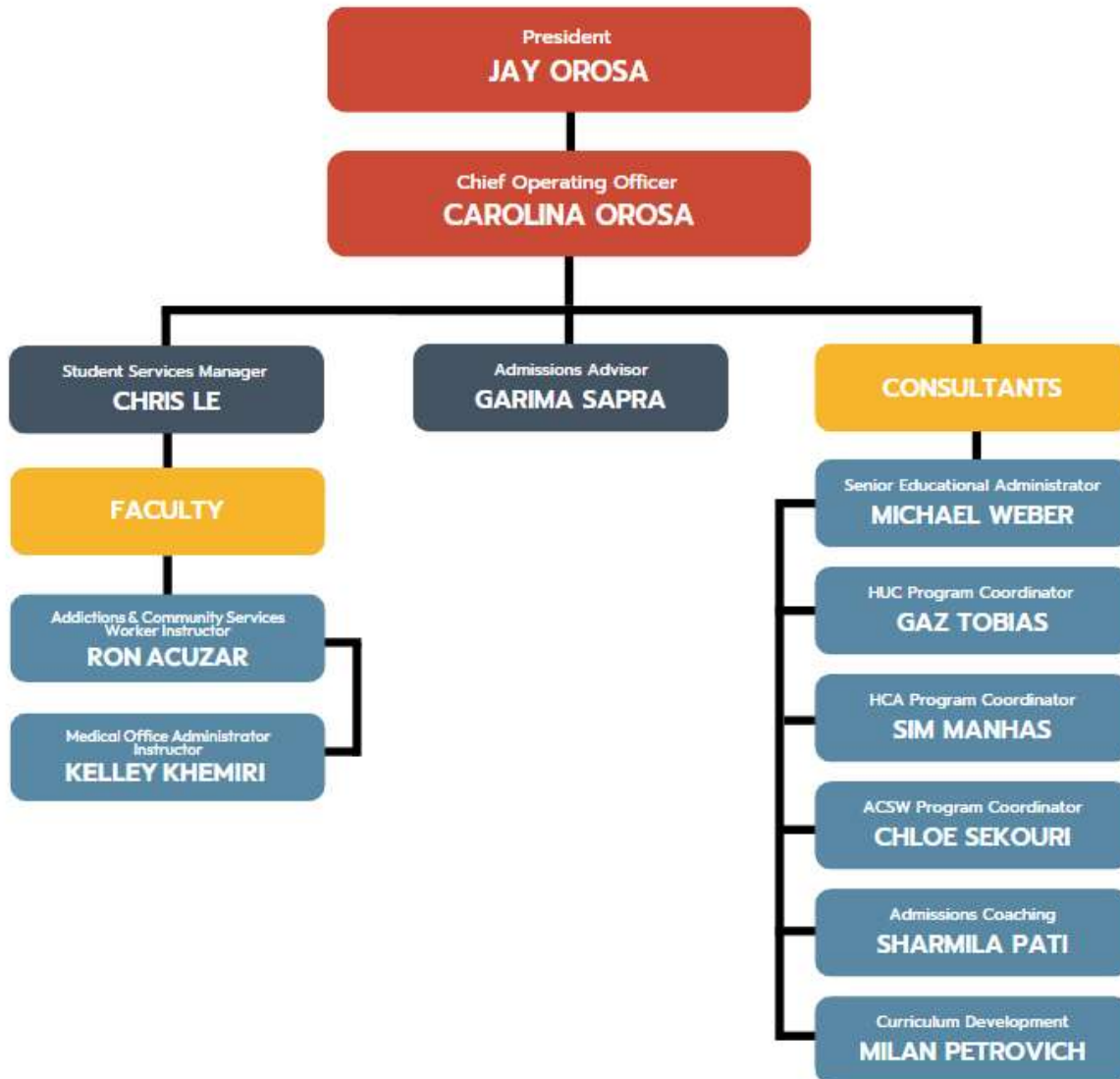
# Student Handbook

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**General Information**

**Organizational Chart**



**Statement of Student Rights**

Before students enroll at the college, they should be aware of their right and responsibilities; a student has the right to:

1. Be treated fairly and respectfully by the college.
2. Receive a student enrollment contract that includes the following information:
  - a. amount of tuition and any additional fee for your program;
  - b. refund policy;

- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided;
- c. whether the program was approved by PTIB or does not require approval.
3. Read the student enrollment contract before signing.
  4. Receive a signed copy of the student enrolment contract.
  5. Access the college's dispute resolution process and to be protected against retaliation for making a complaint.
  6. Make a claim to the Private Training Institutions Branch (PTIB) for a tuition refund within one year of completing, being dismissed, or withdrawing from a program if:
    - a. The college ceased to hold a certificate before the student completed an approved program;
    - b. The student was misled about a significant aspect of the approved program.

Find more information about PTIB and how to be an informed student here:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

## Administration

### Anti-Money Laundering

#### **Context and Purpose**

The purpose of this policy is to ensure that the college's admission, payment, and operational systems are not used by any party for money laundering, terrorist financing, or any other criminal purpose.

#### **Requirements**

1. Cash payments, including payments, deposits, and fees, will be restricted and closely monitored under this policy.
2. The college will identify and report suspicious transactions.

#### **Processes**

3. The college will follow this procedure for all payments:
  - a. The college will encourage non-cash payments from any party and discourage cash payments.
  - b. The college will limit any one or multiple cash payments to be no more than one third of a tuition transaction; totals payments must not exceed \$5000.00.
  - c. The college will not take cash from anyone but the student or their direct family unless the payor is identified.

- d. The college will ensure the proper identification of persons making payments to the Company.
- e. The college will keep a separate ledger for and compilation of all cash transactions so that these can be easily identified by the college and/or reported to law enforcement authorities.
- f. The college will monitor and record suspicious payment activities including, but not limited to, the following:
  - i. Students overpaying for fees and then asking for a refund by cheque.
  - ii. Students paying for multiple semesters at once, then withdrawing before deadlines.
  - iii. Students who request refunds after enrolling for, but not attending classes.
  - iv. Domestic and international students paying cash for tuition fees and other purposes.
  - v. Students who conducted transactions with the college through a third party.
- g. The college will maintain a list of parties, including The Financial Transactions and Reports Analysis Centre of Canada (FINTRAC), that it can contact in the event of a need to report transactions or a need for further information and guidance.

## Tuition Refund

### Context and Purpose

This policy guides the proper handling of tuition refunds while meeting expectations set out by national and provincial legislation.

### Requirements

1. In order to facilitate timely and proper tuition refunds, the college adheres to the following guidelines:
  - a. The college will publish this policy in its entirety on the college website and reproduced in the student handbook.
  - b. To protect students, tuition sponsors, and the college, and to comply with Canada's Proceeds of Crime (Money Laundering) and Terrorist Financing Act and Regulations, all tuition paid to the college through a third party will be refunded to the original sender's account. In this circumstance, no refund will be paid directly to students unless:
    - i. the student signs and submits a withdrawal form AND provides a proof showing the student's rightful ownership of the tuition funds; OR
    - ii. the student signs and submits the colleges permanent Withdrawal Form AND the original sender provides a proof indicating the student can claim the tuition funds.

- c. If a student has not signed a student contract prior to receiving a letter of acceptance from the college, the letter of acceptance stands as a contract between the student and the college; the date of the letter stands as the effective date of this contract.
- d. The college will retain the non-refundable \$250 application fee in all refund situations.

### **Processes**

- 2. The college will adhere to the following procedure for all tuition refunds for programs requiring approval of the Private Training Institutions Branch (PTIB):
  - a. If the college receives tuition from the student, or a representative on behalf of the student, the college will refund the student, or the representative, the tuition amount that was paid for the program in which the student is enrolled if:
    - i. the college receives a notice of withdrawal from the student no later than seven (7) days after the effective contract date; OR before the contract start date.
    - ii. the college receives a notice of withdrawal from the student between the date the student, or the student's representative, signs the student contract and the contract's start date.
    - iii. the student does not attend a work experience component and the college does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
  - b. The college will refund the tuition for the program and all related fees paid by the student or by the student's representative if the student does not meet the admission requirements and does not misrepresent his or her knowledge or skills when applying for admission.
  - c. If a student does not attend the first 30% of the hours of instruction to be provided during the contract term, the college may retain up to 50% of the tuition paid under the student enrolment contract.
  - d. If the college receives a notice of withdrawal from a student:
    - i. more than seven days after the effective contract start date and
      - 1. at least 30 days before the program start date, the college may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
      - 2. less than 30 days before the program start date, the college may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
    - ii. after the contract start date and

1. before 11% of the hours of instruction to be provided during the contract term, the college may retain up to 30% of the tuition due under the student enrolment contract.
  2. after 10% but before 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  3. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
- e. If the college provides a notice of dismissal to a student and the date the college delivers the notice to the student is:
- i. before 11% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - ii. after 10% but before 30% of the hours of instruction to be provided during the contract term, the college may retain up to 50% of the tuition due under the student enrolment contract.
  - iii. after 30% of the hours of instruction to be provided during the contract term, no refund will be issued to the student.
- f. If the college provides the program solely through distance education and the college receives a student's notice of withdrawal or the college delivers a notice of dismissal to the student and:
- i. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the college may retain up to 30% of the tuition due under the student enrolment contract, or
  - ii. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the college may retain up to 50% of the tuition due under the student enrolment contract.
- g. The college will refund fees charged for course materials paid for but not delivered if the student provides a notice of withdrawal to the institution or the college provides a notice of dismissal to the student.
- h. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
- i. of the date the college receives a student's notice of withdrawal,
  - ii. of the date the college provides a notice of dismissal to the student,
  - iii. of the date that the PTIB registrar provides notice to the college that the college is not complying with the policy, or

- iv. after the first 30% of the hours of instruction if the student has never attended.
- i. If an international student delivers an authenticated copy of a refusal of a study permit to the institution before date by which 30% of hours of instruction would have been provided, the college will refund all tuition and related fees, unless:
  - i. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
  - ii. or the program of study is provided solely through distance education.

## Fees and Tuition

### Context and Purpose

This policy outlines the application and assessment of fees and tuition paid by students to the college.

### Requirements

1. The college adheres to the following guidelines for fees and tuition:
  - a. The college will not charge more than:
    - i. \$250 for a domestic student application fee (a registration fee is considered to be the same as an application fee);
    - ii. \$1,000 for an international student application fee;
    - iii. \$250 for an assessment fee.
  - b. The college will not charge for an initial Letter of Acceptance for International students.
    - i. For any additional Letters of Acceptance, they will charge no more than a one-time fee of \$250.
  - c. A list of tuition and related fees for programs are to be posted on the college website.
  - d. Tuition includes the following fees, and if charged, will be identified as such in the student enrolment contract:
    - i. Co-op fees or any other fee relating to a work experience
    - ii. Fees for courses offered by a third party (e.g., WHMIS, FOODSAFE, Occupational First Aid);
    - iii. Exam fees;
    - iv. IT services;
    - v. Fees for the use of a lab or clinic.
  - e. Tuition does not include:
    - i. Administrative fees;
    - ii. Application fees;



- iii. Assessment fees;
- iv. Fees charged for textbooks or other course materials (including equipment and uniforms).
- f. Administrative fees may include:
  - i. Non-sufficient funds (NSF) fees;
  - ii. Copy of transcript or student record fees.

## Communication

### Context and Purpose

This policy aims to promote effective communication standards at the college, especially with regards to proper email and phone use.

### Requirements

1. The college will adhere to the following guidelines:
  - a. The Campus Director will maintain up-to-date contact information for all employees and students, which will include the individual's:
    - i. Phone number;
    - ii. Address;
    - iii. Email.
  - b. Although the college will at times send letters and/or make phone calls to employees and students, such communication will be kept to a minimum.
  - c. All employees are assigned a mailbox on campus and a college email that they are to check regularly as part of their job duties.
  - d. All employees and students are to maintain a high professional standard in all communication conducted as part of their respective employment and studies at the college.
  - e. An employee or student must not transmit, promote, and/or disseminate any message that:
    - i. violates a law or school policy;
    - ii. promotes hate, discrimination, or violence;
    - iii. harasses, attacks, or bullies;
    - iv. shows pornographic, violent, or hateful images;
    - v. undermines the school's image or mission statement.
  - f. If an employee or student violates the college's standard for communication, immediate disciplinary action will be taken; depending on the severity of the case, this may result in termination for employees and dismissal for students respectively.

## Processes

2. The college adheres to the following procedure for e-mail use:
  - a. The college uses email as the primary method of communication to employees and students.
  - b. All employees will be assigned a college email.
    - i. Once a college email account is assigned, employees are expected to use this account for all communication conducted as part of their employment at the school.
  - c. A directory of all college email accounts, including the Campus Director, Senior Educational Administrator (SEA), Registrar, instructors, and support staff should be made available for internal communications, preferably on an internal website; this directory must NOT be posted on a public-facing website.
  - d. All employees and students are asked to:
    - i. access their email during and between all semesters;
    - ii. check their email regularly, preferably every day or two;
    - iii. respond to emails in a timely manner, preferably no longer than 48hours after receiving the message.
3. The college adheres to the following procedure for phone use:
  - a. Employees and students should refrain from using personal cellphones while on campus.
    - i. All personal cellphones should remain on silent when in classrooms.
    - ii. While instructors may give their cell phone number to students in case of emergency or other unforeseen circumstances, email should be the primary form of communication between instructors and students.
  - b. All colleges telephones are designated for employee use only; under special circumstances students may be allowed to use the college telephones to make short calls to local numbers.
    - i. Students would be responsible to pay any long-distance charges they incur while using a college telephone.
  - c. When taking or making phone calls, employees are expected to:
    - i. Be courteous and kind;
    - ii. remain confidential all personal information, including contact information, without the express permission of the employee or student;
    - iii. avoid personal calls;
    - iv. and pay any long-distance charges they incur while making personal calls on college telephones.

## Context and Purpose

A website is the public face of an institution and so should reflect the values of the college accordingly. This policy outlines the college's use and management of the website at [www.ameridian.ca](http://www.ameridian.ca).

## Requirements

1. The college adheres to the following guidelines for managing its website:
  - a. The college maintains one official website to ensure continuity of information.
  - b. The website is copyright Ameridian Pacific College with all rights reserved.
  - c. No part of this website may be reproduced, distributed, modified, framed, cached, adapted, linked to, or made available in any form by photographic, electronic, digital, or other means, or incorporated into or used in any information system, electronic, or mechanical, without the prior written permission of the college.
  - d. The website provides accurate and current information about the college and its programming.
  - e. The college will provide links to all relevant regulatory bodies.
  - f. The college will ensure that program information, including the title of the program, tuition, and admission requirements, match what is listed with all relevant regulatory bodies.
  - g. All college policies, including the Tuition Refund Policy, are to be posted on the website.

## Processes

2. The college adheres to the following procedure for managing user information:
  - a. The college takes user privacy seriously and so does not collect personally identifiable information about users, unless:
    - i. Users volunteer contact information, such as their name, email, address, or telephone numbers, when requesting information from the college;
    - ii. Users opt in for online notifications, such as mailing lists or newsletters;
    - iii. Users access student-specific services, such as bookings for library, counseling, or orientating sessions;
    - iv. Users access any associated learning management systems.
  - b. When personally identifiable information is entered into the website, the college will only use this information for the intended purpose and will not otherwise distribute, store, or use this data.
  - c. The college may identify and track user IP addresses.

- d. The college may use cookies and track the activity associated with user IP addresses.
- e. The college may use third-party service providers to place advertisements about the college on the Internet and to drive traffic to the college website.
- f. The college may use third-party analytics to collect and analyze information related to its website use; such analytics:
  - i. collect data using cookies;
  - ii. collect anonymous information;
  - iii. may collect location and/or demographic information.

## Instructors, SEA, and Student Support

### Context and Purpose

This policy outlines the requirements for educational staffing, including instructors, the Senior Educational Administrator (SEA), and Student Support.

### Requirements

1. The college adheres to the following general guidelines for educational staffing:
  - a. The college will have a current organizational chart.
  - b. The college will have adequate staffing and an adequate number of qualified instructors.
  - c. Each position title will accurately reflect the main job duties.
2. The college adheres to the following guidelines for instructors:
  - a. An instructor of a vocational or practical course must have at minimum one of the following qualifications:
    - i. A certificate, diploma or post-secondary degree relevant to the subject matter and two (2) years of full-time work experience in a career occupation relevant to the subject matter of the course;
    - ii. A combination of three (3) years of full-time work experience in a career occupation relevant to the subject matter of the course AND two (2) to three (3) years teaching experience in a college setting.
  - b. An instructor of a language course, other than an Indigenous language course must have at minimum one of the following qualifications:
    - i. A post-secondary degree in language instruction;
    - ii. A certificate or diploma in language instruction and two years of full-time work experience teaching a language.
  - c. The instructor of an academic course, other than a language course or an Indigenous culture course, must have a relevant post-secondary degree in the subject area.

- d. For programs leading to employment in a regulated career, where the regulator stipulates minimum instructor qualifications, the above instructor standards do not apply. Instead, instructors – including substitute instructors – must meet the standards set by the regulator.
  - e. The college may use substitute instructors who do not meet the instructor standards as long as those instructors provide no more than 10% of the instruction hours for the program.
  - f. The college will keep a record for each instructor that includes:
    - i. evidence the instructor meets the required qualifications;
    - ii. a copy of each performance evaluation.
  - g. The college will keep instructor records for two years after an instructor leaves the college.
  - h. All instructors will have a written performance evaluation at least once every two years, conducted by the Senior Educational Administrator or an appropriately qualified delegate (See the Instructional Standards Policy for more details).
3. The college adheres to the following guidelines for the SEA:
- a. The college will have a SEA who holds a degree, diploma, certificate, or comparable education or work experience in adult education.
  - b. The SEA is responsible for:
    - i. Ensuring that the course outline(s), curriculum, and program outline of an approved program are relevant to the learning objectives of the program;
    - ii. Overseeing a performance evaluation process for instructors.
4. The college adheres to the following guidelines for Student Support:
- a. The college will designate a staff member whose responsibility it is to provide students with information relating to the following:
    - i. Student enrolment contract;
    - ii. Program outline for each approved program;
    - iii. Housing and transportation services for students;
    - iv. Medical insurance, the Pharmacare program, and similar government health care programs for students;
    - v. Child care services available to students;
    - vi. Community and cultural services available to students, such as family support, addiction treatment, and services for immigrants;
    - vii. Available academic support, such as tutoring services, literacy support and library services;

- viii. Employment resources for students, including resources in relation to preparing a resume.

## Education Support

## Admissions

### Context and Purpose

This policy aims to establish the eligibility and suitability of students interested in pursuing academic studies at the college. The college welcomes all qualified applicants to apply.

### Requirements

1. Applicants must have at minimum a High School Diploma or international equivalent or apply as mature student (19+).
  - a. High School Diplomas should be written in English.
  - b. High School Diplomas that are written in a language other than English will be required to be (1) translated and (2) notarized.
2. International applicants are required to provide ONE of the following proofs of English proficiency:
  - a. English 12: minimum grade of 50%
  - b. Communications 12: minimum grade of 67%
  - c. LPI: minimum score of 4
  - d. IELTS: overall band of 6.5 or higher, with no band below 6.0
  - e. TOEFL iBT: minimum score of 80
  - f. Achieving a minimum score of 60 on Versant English Placement Test
3. The college adheres to the mandates instituted in the Private Training Act (PTA) Policy Manual of the Private Training Institutions Branch (PTIB). Therefore,
  - a. No student can be enrolled in a program without having met all the admission requirements.
  - b. No student can be enrolled in two different programs within a study term, whether the programs are part of the same pathway or not.
  - c. The college cannot charge fees other than those that correspond to the program into which a student has been admitted.

### Processes

4. The college follows the following procedure for applications and admissions:
  - a. Upon receipt of a completed application, the Campus Director will issue an Offer Letter to the applicant.

- b. Upon meeting all admission requirements and paying tuition as set out in the application, the applicant will be issued an Enrollment Verification Letter.
- c. An individual is considered enrolled at the college when an Enrollment Verification Letter is issued in the student name, with the date of the letter being the effective date.
- d. The college reserves the right to revoke the Enrollment Verification Letter and/or terminate student admission at any time if the applicant is found inadmissible because:
  - i. The applicant misrepresents his or her supporting documents, including any assessments.
  - ii. The applicant refuses to oblige to the college's policies.
  - iii. The applicant breaches one or more of the college's policies.
- e. Upon the withdrawal of the Enrollment Verification Letter, the applicant is no longer considered a student at the college; the applicant may not use the revoked Enrollment Verification Letter as proof of admission under any circumstances.

## Prior Learning Assessment

### Context and Purpose

The college recognizes that students may have attained academic credit at other post-secondary institutions. This policy outlines how transfer credit for relevant courses may be granted by the college and applied to the completion of a program credential.

### Requirements

1. For students to have their prior learning assessed by the college, they must understand and acknowledge the following expectations:
  - a. The college operates on a course credit system. As such, transfer credit will be evaluated on an individual course-by-course basis.
  - b. In order to qualify for transfer credit, applicants must submit course descriptions and an official, sealed academic transcript from any institution that they have previously attended or are currently attending.
    - i. Course descriptions should be limited to either course outlines or syllabi, but detailed entries in a program calendar, course catalogue, or suitable alternative may be accepted at the discretion of the college.
  - c. In the event that a student cannot obtain suitable course descriptions but has supplied an official, sealed academic transcript, the college may provide the student with the opportunity to write challenge exams for any equivalent courses.

- i. Students may write a challenge exam only once for each equivalent course.
    - ii. Students may write a challenge exam only while enrolled in good standing at the college.
  - d. Any course considered for transfer credit must meet the following minimum requirements:
    - i. Have a final grade of 60% or higher for an elective course in a program.
    - ii. Have a final grade of 65% or higher for a required course in a program.
    - iii. Have a final grade equal to or greater than the minimum grade required for a course in a program.
  - e. Transfer credit will be assigned as “credit” on the college transcript and will have no grade attached to it.
  - f. The college will only accept transfer credits for a course if an equivalent course is offered by the college.
  - g. The college will not accept transfer credit for more than 50% of the course credit in a program.
  - h. Equivalency will be determined through a comparison of breadth, depth, and duration between the classes.
  - i. The assignment of transfer credits will be made jointly at the discretion of the Program Co-ordinator and/or Senior Educational Administration (SEA).

### **Processes**

2. The college will adhere to the following procedure to assess prior learning:
  - a. The student will submit to the Registrar course descriptions and an official, sealed academic transcript from any institution that they have previously attended or are currently attending.
  - b. The Registrar and SEA will determine the transferability of a course by determining if its course learning outcomes significantly match a course that the college offers.
    - i. When possible, relevant instructors and/or the BC Transfer Guide will be consulted to determine a course’s transferability.
  - c. Once completed, the Registrar will update the student’s record and notify the student about the results of the prior learning assessment.
3. If a challenge exam is required, the college will adhere to the following procedure:
  - a. The student will pay a non-refundable fee equal to one-third (1/3) of the course’s tuition cost.
  - b. The Registrar will document the challenge exam attempt in the student’s file and set a deadline for the student to write the challenge exam.



- c. The SEA will ensure that the appropriate challenge exam has been prepared and that a suitable evaluator (e.g., an instructor of the course) will be available to grade the challenge exam.
- d. The student will write the challenge exam on campus and be monitored by a suitable invigilator (e.g., a member of the staff or faculty).
- e. The evaluator will grade the challenge exam and return it to the Registrar.
  - i. The student must meet or exceed the minimum grade requirements for the course or order to receive transfer credit.
  - ii. If a student fails to meet the minimum passing grade, no transfer credit will be assigned for the course.
  - iii. The Registrar will document the result of the challenge exam and relay this information to the student and SEA.

## Student Status

### Context and Purpose

This policy outlines full-time and part-time student status. The college encourages all students to maintain full-time studies in order complete program requirements in a timely fashion or to fulfill guidelines set out by Immigration, Refugees and Citizenship Canada (IRCC).

### Requirements

1. The college adheres to the following guidelines regarding student status:
  - a. Domestic students may pursue either part-time or full-time studies at the college.
  - b. International students are to maintain a full-time student status during their enrollment at the college unless:
    - i. the college identifies a scheduling conflict and an alternative course cannot be arranged.
    - ii. the college cannot provide a course due to an emergency or other unforeseen circumstance.
    - iii. the student is completing the final term of a multi-term program.

### Processes

2. The college adheres to the following procedure for determining student status:
  - a. To maintain full-time student status, a student must meet one of the following minimum standards set by a program:
    - i. Be enrolled in at least four 3-credit courses each term;
    - ii. Be enrolled in 80-100% of program courses offered in each term.

- b. A student whose enrollment is under the minimum standards set by a program would lose full-time student status and so be assigned part-time student status.

## Credentials

### Context and Purpose

This policy outlines the requirements and processes for assessing a student's graduation eligibility and awarding credentials at the college.

### Requirements

1. The college adheres to the following guidelines regarding student graduation and credentials:
  - a. Program Guides outline the minimum credit, course, and grade requirements for successful completion of programs.
  - b. Students are expected to complete all requirements in the allotted time provided for each program.
  - c. All credentials are approved and awarded by the Registrar's Office.
  - d. As soon as practicable after a student meets the requirements of a program, the college will grant:
    - i. for a Class A program (Career-related programs with 40 or more hours of instruction, for which tuition is at least \$4,000), a certificate or diploma that confirms the completion of a career training program.
    - ii. for a Class B program (Career-related programs other than Class A programs, for which tuition is at least \$1,000), a credential other than a career training credential.
    - iii. for a Class C program (Language programs that are longer than six months or for which tuition is at least \$4,000), a credential other than a career training credential.

### Processes

2. The college adheres to the following procedure for assessing eligibility for graduation from a program:
  - a. At the end of their penultimate term, which is the term before their last term, students should notify the Registrar's Office of their intent to graduate.
  - b. Once notified, the Registrar's Office will arrange for the student to meet with an academic counsellor who will ensure that the student can complete in one term all remaining requirements of the program.
  - c. A student who competes the minimum requirements of a program will be eligible for graduation.

3. The college adheres to the following procedure for granting credentials:
  - a. The Registrar's Office confirms that the student has completed the minimum requirements of the program as outlined in its program guide.
  - b. The Registrar's Office prepares and issues the appropriate credential which will include:
    - i. the full name of the college
    - ii. the full name of the student as it appears in the student's record;
    - iii. the full name of the certification to be awarded;
    - iv. the full name of the program of study;
    - v. the date that the certification was issued;
    - vi. the signatures and full names of the President, a program head (e.g. a dean or department leader), or a college administrator (e.g. the Senior Educational Administration, a vice president, or the president).
    - vii. credentials are conferred via post mail after an online convocation.

## English Proficiency

### Context and Purpose

This policy outlines the college's standard for determining a student's proficiency in English. Knowing a student's English proficiency, as measured through prior learning and/or standardized assessments, allows the college to determine a student's suitability for a given course or program.

### Requirements

1. The college adheres to the following guidelines:
  - a. All instruction at the college is conducted in English.
  - b. All International students must demonstrate a level-appropriate English proficiency in the four major dimensions of language: reading, writing, speaking, and listening.

### Processes

2. Students who apply to the college must submit the results of one of the following assessments:
  - a. BC High School Grades: English 12 or Communications 12;
  - b. Standardized Language Tests: LPI (Language Proficiency Index), IELTS(International English Language Testing System), TOEFL (Test of English as a Foreign Language), or Versant English Placement.

## Student Records

## **Context and Purpose**

This policy outlines the requirements and processes for information management at the college. The college is committed to maintaining student records in such a way that data can be accessed when needed and that all required documentation is stored safely and privately.

## **Requirements**

1. The college adheres to the following guidelines for student records:
  - a. The college stores student records electronically; these records are:
    - i. in a format that provides for copies of the student record to be made;
    - ii. backed up at least once a month;
    - iii. stored in a secure manner;
    - iv. in a format that is not created using proprietary software;
    - v. accessible, on request, by appropriate regulatory bodies.
  - b. Should paper records be generated, they will be stored securely in a location that is accessible, on request, by appropriate regulatory bodies.
  - c. The college will maintain up-to-date information about the student in the student record.
  - d. The college ensures that all documents received from students all documents related to the student are placed in the student record.
  - e. The college will keep a student record that includes the following:
    - i. A copy of the signed student enrolment contract;
    - ii. Evidence of payments for tuition and related fees;
    - iii. Evidence that the student has met the admission requirements for the approved program;
    - iv. A copy of the attendance record for the student;
    - v. The student transcripts issued by the college;
    - vi. If applicable, a copy of a complaint made by the student to the college, all documents in relation to the complaint, and an account of the participation by the student in the dispute resolution process;
    - vii. If applicable, copies of a notice of withdrawal or a notice of dismissal and documents in relation to the withdrawal or dismissal, including in relation to a refund of tuition and related fees
    - viii. If the student is an international student who has been issued a study permit under the Immigration and Refugee Protection Act (Canada), a copy of the letter of acceptance and a copy of the study permit;
    - ix. If applicable, a copy of the credential granted to the student,
    - x. If applicable, documents in relation to the participation of a student in the grade appeal process;

- xi. If a refund is due, evidence that the refund was issued.
- f. If a student is enrolled in a program with a work experience component, the student record must also include:
  - i. a copy of a work experience agreement with a host organization and the student;
  - ii. evidence that the student has met the requirements for participation in work experience;
  - iii. a copy of the evaluation of the performance of the student in the work experience.
- g. Students can request to view their student records at any time free of charge.
- h. Students can request a copy of their student records for a fee of \$25.

### **Processes**

- 2. The college adheres to the following procedure for archiving student records:
  - a. The college will maintain an agreement with an approved third-party vendor (e.g., Cube Global or Datawitness) to archive student records.
  - b. No later than sixty (60) days after a student withdraws, is dismissed, completes the program, or is no longer enrolled at the college, the college will upload a copy of the final transcript, the student enrollment contract, and any applicable credentials (e.g., certificate, diploma) to the approved archive vendor.
  - c. These records will be stored for at least 25 years and can be accessed only by the college and appropriate regulatory bodies.
  - d. The college will not archive records containing sensitive personal information, such as:
    - i. unmasked credit card numbers (including the 3 to 4-digit security code found on the back of a credit card);
    - ii. social insurance numbers;
    - iii. bank account numbers;
    - iv. driver's license numbers;
    - v. permanent resident card numbers;
    - vi. whether the student is receiving provincial income assistance;
    - vii. scanned images showing a cheque or any ID documentation.

## **Student Withdrawal**

### **Context and Purpose**

The college recognizes that, on occasion, students may wish to withdraw from a course and/or program. This policy outlines the requirements and processes for student withdrawals.

## Requirements

1. The college adheres to the following guidelines for handling student withdrawals:
  - a. Students must complete the following documentation in order to withdraw from a course and/or program offered by the college:
    - i. A drop or withdraw form for a course;
    - ii. A permanent withdrawal form for a program;
    - iii. A notification in writing of decision to withdraw from a program.
  - b. Dropped courses:
    - i. remain a part of the student record and appear on transcripts;
    - ii. appear on transcripts as a “W.”
    - iii. may be assigned a final grade if more than 75% of the course hours have been completed.

## Processes

2. The college adheres to the following procedure for all course and/or program withdrawals:
  - a. The college will establish withdrawal deadlines for all programs and courses.
  - b. The college will post all withdrawal deadlines on the college website.
  - c. Prior to the respective withdrawal deadline, a student may withdraw from a course or from a program by completing a form available from Student Services Manager
  - d. In order to be processed, withdrawal documents must be completed and submitted to the college prior to the withdrawal deadline.
  - e. A student can be required to withdraw from a course for failure to meet educational and non-educational standards outlined in the college policies(e.g., Attendance Policy, Dismissal Policy); this could include, but is not limited to, the following:
    - i. a breach of college policy;
    - ii. unsafe and/or unprofessional demeanor;
    - iii. a breach of contract between the student and college.
  - f. The Dismissal Policy will appear if a student is required to withdraw from a program.
  - g. If a student is required to withdraw from a course, the college will:
    - i. notify the student in writing providing the reason(s) for the withdrawal;
    - ii. include the notification and any supporting documentation in the student’s record.

- h. At the discretion of the registrar, a student who has been required to withdraw from two or more courses in the same term may be put under academic contract and/or be subject to the Dismissal Policy.

## Dispute Resolution

### Context and Purpose

This policy provides the framework for students to make a complaint regarding the college, its employees, and any aspect of its operations. This policy does not include complaints regarding assigned grades (see instead Grade Appeal Policy), discrimination and/or harassment (see instead Respectful and Fair Treatment of Students Policy), or sexual misconduct (see instead Sexual Misconduct Policy).

### Requirements

1. The college takes all complaints seriously and, as such, mandates that the following guidelines be ensured before a formal complaint is filed:
  - a. A student should attempt to resolve the issue(s) informally before lodging a formal complaint.
    - i. To accomplish this, a student should make all attempts to communicate the issue(s) directly to the offending party.
  - b. A student must make any formal complaint in writing.
  - c. All formal complaints should be addressed to the Campus Director.
    - i. If the Campus Director is absent and/or named in the complaint, the Registrar is the alternate contact in these circumstances.
    - ii. The name and contact information of the Campus Director and Registrar will be made available and accessible to all students.
  - d. A student may choose to be represented by an agent or a lawyer during the dispute resolution process.
  - e. A student must be currently enrolled at the college in order to make a formal complaint under this policy.

### Processes

2. Once the Campus Director has received a formal complaint, the following procedure will apply:
  - a. The Campus Director will conduct whatever enquiry or investigation is necessary to substantiate the concern(s).
    - i. If the alleged conduct is of such a serious nature that an immediate action is warranted (e.g., a student has been subjected to abuse), the Campus Director may expedite this process.

- b. Once a determination has been made, the Campus Director will communicate with all involved parties that either:
  - i. The concern(s) were unsubstantiated;
  - ii. The concern(s) were substantiated, in whole or in part, and set out a reasonable resolution.
- c. The Campus Director will give the student written reasons for the decision as soon as possible and no later than 30 days after receiving a formal complaint.
  - i. The written reasons will also advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the appropriate authority (e.g., PTIB); such complaints must be filed within one year of the date a student completes, is dismissed from, or withdraws from the program.
- d. The college will retain a single file of all complaints made by students and decisions issue under this policy for five (5) years.

## Respectful and Fair Treatment of Students

### **Context and Purpose**

The college is committed to providing all members of the college community with a safe environment. This policy outlines the requirements and processes for handling the respectful and fair treatment of all students.

### **Requirements**

1. The college adheres to the following guidelines for the respectful of fair treatment of students:
  - a. This policy follows the BC's Human Rights Code, which prohibits discrimination and harassment based on: the race, color, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, or age of a person, a group, or class of persons.
  - b. It is the responsibility of the entire college community to create and maintain a positive working and learning environment that is free from discrimination and harassment.
  - c. The college does not condone and will not tolerate any behavior that is deemed discriminatory and or harassing.
  - d. Any member of the college community being found to have harassed or been discriminatory towards others will be disciplined.
  - e. This policy is not intended to interfere with the natural course of education and is not meant to infringe upon the right of the college community to discuss



controversial and/or sensitive topics, such as religion, age, race, sex, gender, and sexual orientation, in an academic manner.

- f. This policy does not include complaints made against the college or its employees for issues other than discrimination and harassment (see instead Dispute Resolution Policy).

#### Processes

2. The college adheres to the following procedures for the respectful of fair treatment of students:

- a. The college encourages any individual who may have been discriminated against to contact the Campus Director.
- b. The college understands the importance of confidentiality.
- c. The college will respect the rights of the accused and the complainant and will keep all proceedings private.
- d. The college will, however, divulge information to the appropriate authorities when legally obliged to do so.
- e. If the complainant would like to bring forth witnesses, the complainant will be asked to sign a release form.
- f. The college encourages anyone who feels harassed or discriminated against to talk to the alleged harasser and to tell the person that the behavior is inappropriate and that he/she wants the person to stop this behavior.
- g. If the complainant does not feel comfortable doing this, the complainant may seek advice from a school counsellor and/or the Campus Director without filing a formal report.
  - i. The school counsellor and/or Campus Director will counsel the complainant and suggest some informal options for resolving the situation.
- h. A formal process would occur under the following circumstances:
  - i. The complainant decides after the initial meeting to pursue a formal complaint
  - ii. The school counsellor and/or the Campus Director feels that the nature of the harassment deems a formal complaint
- i. The formal complaint process will follow these steps:
  - i. The complainant will be asked to provide the Campus Director with a written statement providing as many factual details as possible.
  - ii. The Campus Director will meet with the complainant, the accused and any witnesses. The accused will have an opportunity to provide his/her interpretation of the situation; all discussions will be documented.

- iii. The Campus Director will make and submit a decision in writing to the parties involved.
- iv. If the accused is found to have harassed or discriminated against the complainant, disciplinary action will be taken including but not limited to suspension or dismissal; the level of disciplinary action will be determined on the merits of each individual case.
- v. If the complainant or accused is not satisfied with the results of the internal investigation, a third-party arbitrator may be elected.
- vi. If it is determined that the harassment or discrimination requires more severe sanctions, the Campus Director will notify the appropriate authorities who will be asked to conduct their own investigation.
- j. At any point during the formal process, the Campus Director and the parties involved may decide to resolve the situation informally.
- k. If the Campus Director is either the complainant or the accused, the college will find a suitable proxy in all of the aforementioned steps.

## Student Enrollment Contract

### Context and Purpose

This policy outlines the requirements for the college's student enrollment contract.

### Requirements

1. The college adheres to the following general guidelines for student enrollment contracts:
  - a. The college will sign a written contract with each student they enroll, unless the program is employer provided (meaning all students enrolled are funded by a single employer or third party).
  - b. The student enrolment contract must set out accurate information about the program.
  - c. The college will provide the student a copy of the signed enrolment contract as soon as practicable.
  - d. The contract must be dated and signed by:
    - i. The student or, if the student is under the age of 19, by a parent or legal guardian;
    - ii. An individual who has legal authority to act on behalf of the college.
  - e. Contracts for programs that do not require approval by the Private Training Institutions Branch (PTIB) must include:
    - i. A statement that the program of instruction does not require approval under the Private Training Act;

- ii. A statement that a student may not file a claim with the trustee against the Fund in respect to the program of instruction.
  - f. Contracts for approved programs must:
    - i. Be written in a clear and comprehensible manner in not less than 10-point type;
    - ii. Be for a term no longer than 18 months;
    - iii. Include all required information as outlined below.
- 2. The college will ensure that student enrollment contracts include the following
  - a. College information:
    - i. The full legal name and the operating name of the college;
    - ii. A mailing address, telephone number, email address, and, if applicable, fax number for the location where, or from which, the college provides the program;
    - iii. Whether the college holds a registration certificate, interim designation certificate, or designation certificate with PTIB.
  - b. Student information:
    - i. The full legal name, usual first name, mailing address, telephone number, and email address of the student;
    - ii. If the student is an international student, the mailing address for the student in Canada if the student has a mailing address in Canada;
    - iii. If the student has a personal education number, the personal education number assigned to the student;
    - iv. The date of birth and gender of the student.
  - c. Program information:
    - i. The title of the program;
    - ii. The program outline;
    - iii. The number of hours of instruction of the program that will be provided during the term of the student enrolment contract;
    - iv. The start date and end date of the program or part of the program that will be provided during the term of the student enrolment contract;
    - v. The number of weeks of the program during which students enrolled in the college receive instruction;
    - vi. The language in which the program will be provided;
    - vii. The method of delivery of the program;
    - viii. If applicable, a description of the course materials and technological resources that are not provided by the college but are required to meet the learning objectives of the program;
    - ix. If applicable, information about work experience, including:

1. the requirements for participation in the work experience;
  2. an estimate of the costs for a student to complete the work experience, if any;
  3. the geographic area or region of the province where the work experience will be provided;
  4. the date or dates on which the college plans to provide the work experience;
  5. the number of hours of instruction of the work experience.
- x. The credential granted on completion of the program;
  - xi. The admission requirements for the program.
- d. Fee and refund information:
- i. The amount of tuition for the program that is payable during the term of the student enrolment contract;
  - ii. A list of the following fees, as applicable:
    1. Administrative fees;
    2. Application fees;
    3. Assessment fees;
    4. Fees charged for course materials.
  - iii. The method of payment by which a student may pay tuition and other fees listed above;
  - iv. A list of other compulsory/mandatory fees the college may require a student to pay not in respect of an approved program;
  - v. The Tuition Refund Policy established by the college
- e. Regulatory Body information:
- i. The email address, telephone number, and website address for any relevant regulatory bodies (e.g., PTIB).
  - ii. If the program leads to employment in a career occupation that is regulated by a regulator, the requirements of the regulator for employment in the career occupation;
  - iii. Student enrolment contracts for PTIB approved programs must also include the following two statements:
    1. “Please be advised that under section 61 of the Private Training Act, the registrar is authorized to collect, use and disclose personal information in accordance with the regulator duties of the registrar under that Act. Accordingly, this institution is authorized to disclose your personal information to the registrar for regulatory purposes.”

2. "I consent to the sharing, in accordance with applicable Provincial privacy legislation, of my enrolment and reporting information between this institution and Immigration, Refugees and Citizenship Canada, as necessary, for the purposes of the International Student Program."
- f. Additional information (voluntary disclosure):
    - i. Whether the student identifies as an Indigenous person that is, First Nations, Métis, or Inuit;
    - ii. Whether the student has a disability.

## Sexual Misconduct

### Context and Purpose

The college is committed to the prevention of and appropriate response to sexual misconduct. This policy sets out the requirements and processes for making and responding to a complaint or report of sexual misconduct involving a student.

### Requirements

1. The college adheres to the following guidelines for sexual misconduct:
  - a. The college does not tolerate any form of sexual misconduct.
  - b. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
    - i. sexual assault, sexual exploitation, sexual harassment, stalking, indecent exposure, and/or voyeurism;
    - ii. the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
    - iii. the attempt to commit an act of sexual misconduct; and
    - iv. the threat to commit an act of sexual misconduct.
  - c. A "complaint" of sexual misconduct is different than a "report" of sexual misconduct.
    - i. A person may choose to disclose or complain of sexual misconduct without making a formal report.
    - ii. A report is a formal notification of an incident of sexual misconduct to someone at the college accompanied by a request for action.
  - d. It is contrary to this policy for the college to retaliate, engage in reprisals or threaten to retaliate in relation to a complaint or a report.

- e. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness; all parties involved will be treated with dignity and respect.
- f. The college addresses complaints and reports through internal investigation and adjudication processes.
  - i. These processes are not subject to the same burden of proof or standards of evidence as a criminal process, but they must be consistent with other applicable legislation (e.g. privacy, human rights) and other college policies.
- g. All information related to a complaint or report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:
  - i. If an individual is at imminent risk of severe or life-threatening self-harm.
  - ii. If an individual is at imminent risk of harming another.
  - iii. There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
  - iv. Where reporting is required by law.
  - v. Where it is necessary to ensure procedural fairness in an investigation or other response to a complaint or report.
- h. Complaints and reports should be made to the Campus Director.
  - i. If the Campus Director is absent and/or named in the complaint, the Registrar is the alternate contact in these circumstances.
  - ii. The name and contact information of the Campus Director and Registrar will be made available and accessible to all students.
- i. Anyone making a complaint or report may do so with or through a trusted person (e.g., a friend, family member, roommate, classmate, coach, staff, or faculty member).

## **Processes**

- 2. The college adheres to the following procedure for complaints about sexual misconduct involving a student:
  - a. Complaints can be made in any form, including phone call, email, or face-to-face meeting.
  - b. The college will acknowledge receipt of the complaint as soon as possible; this should be no later than 24 hours.
  - c. The college will provide any necessary resources including but not limited to:

- i. emergency numbers for campus security, law enforcement, medical care, mental health services, and other support services as required/appropriate;
    - ii. options for medical treatment/assistance to address injuries, preventative treatment for sexually transmitted diseases and for other health services, and to preserve evidence;
    - iii. contact information for qualified on and/or off campus counsellors or other similar victim/survivor support service providers who can offer an immediate confidential response.
  - d. The college will work with the individual who lodged the complaint to reach a suitable resolution; this may include:
    - i. Collecting and reviewing documents that may contain relevant information.
    - ii. Interviewing individuals, including witnesses, who may have relevant information.
    - iii. Conducting additional interviews with the victim/survivor or the alleged perpetrator.
    - iv. Consulting with other institution departments (e.g. Human Resources, Disability Services, International Programs, Security), police, community-based victim services programs, or other experts as required.
  - e. A resolution should be made within five (5) business days.
  - f. The college will retain a confidential record of the complaint.
  - g. A student making a complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a report.
  - h. Should the complaint indicate that a crime (i.e., felony, misdemeanor, or infraction) has occurred, the appropriate authority will be contacted.
3. The college adheres to the following procedure for reports about sexual misconducts:
  - a. Reports must be made in writing.
  - b. The college will acknowledge receipt of the report as soon as possible; this should be no later than 24 hours.
  - c. The college will provide any necessary resources including but not limited to:
    - i. emergency numbers for campus security, law enforcement, medical care, mental health services, and other support services as required/appropriate;

- ii. options for medical treatment/assistance to address injuries, preventative treatment for sexually transmitted diseases and for other health services, and to preserve evidence;
  - iii. contact information for qualified on and/or off campus counsellors or other similar victim/survivor support service providers who can offer an immediate confidential response.
- d. The college will work with the individual who lodged the complaint to reach a suitable resolution; this may include:
  - i. Collecting and reviewing documents that may contain relevant information.
  - ii. Interviewing individuals, including witnesses, who may have relevant information.
  - iii. Conducting additional interviews with the victim/survivor or the alleged perpetrator.
  - iv. Consulting with other institution departments (e.g. Human Resources, Disability Services, International Programs, Security), police, community-based victim services programs, or other experts as required.
- e. A resolution should be made within five (5) business days.
- f. All decisions and actions related to the resolution will be documented in writing and shared with all parties involved.
- g. Should the report indicate that a crime (i.e., felony, misdemeanor, or infraction) has occurred, the appropriate authority will be contacted.

## Student Conduct

### Context and Purpose

The college community is composed of individuals with varied interests and diverse opinions. Students are expected to work respectfully in this environment and uphold a positive professional standard while studying at the college. This policy outlines the requirements and processes for proper student conduct and consequences for poor conduct.

### Requirements

1. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy.
2. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community.



3. Students are expected to meet and adhere to a code of conduct that includes, but is not limited to, the following points:
  - a. Comply with all applicable school policies.
  - b. Be respectful of others and their property.
  - c. Ensure the appropriate use of school property.
  - d. Help keep all spaces clean and organized.
  - e. Maintain good personal hygiene.
  - f. Participate meaningfully in all classes.
  - g. Follow all expectations set out by instructors.
4. Students must abide by all laws as mandated by the municipal, provincial, and federal governments that includes, but is not limited to, the following:
  - a. Do not engage in physical altercations with others.
  - b. Do not threaten, harass, or discriminate.
  - c. Do not consume, possess, or distribute controlled substances (e.g., drugs and alcohol).
  - d. Do not steal, destroy, or deface any property.
5. The college reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the college.
6. Any and all students in violation of federal, provincial, or other regulations, including this Student Conduct Policy, may face both criminal prosecution and disciplinary action including, but not limited to, immediate expulsion from college, or college classroom, or college building.
7. In all cases of drug use for medical purposes, the student has an obligation to inform and provide their instructor(s) applicable written medical documents from their doctor prior to consuming it at the college.
8. For student misconduct involving sexual misconduct, the Sexual Misconduct Policy will apply.

### **Processes**

1. The college adheres to the following procedure for complaints about student misconduct:
  - a. Complaints can be made in any form, including phone call, email, or face-to-face meeting.
  - b. The college will acknowledge receipt of the complaint as soon as possible; this should be no later than 24 hours.
  - c. The college will provide any necessary resources including but not limited to:

- i. emergency numbers for campus security, law enforcement, medical care, mental health services, and other support services as required/appropriate.
  - d. The college will work with the individual who lodged the complaint to reach a suitable resolution; this may include:
    - i. Collecting and reviewing documents that may contain relevant information.
    - ii. Interviewing individuals, including witnesses, who may have relevant information.
    - iii. Conducting additional interviews with involved persons.
    - iv. Consulting with other institution departments (e.g. Human Resources, Disability Services, International Programs, Security), police, or other experts as required.
  - e. A resolution should be made within five (5) business days.
  - f. The college will retain a confidential record of the complaint.
  - g. A student making a complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a report.
  - h. Should the complaint indicate that a crime (i.e., felony, misdemeanor, or infraction) has occurred, the appropriate authority will be contacted.

## Copyright

### Context and Purpose

This policy outlines the rights and obligations of the college with respect to copyright law in Canada.

### Requirements

1. The college complies with the provisions of the Copyright Act and is committed to the fair use of copyrighted materials by adhering to the following guidelines.
  - a. All members of the college community are responsible for:
    - i. informing themselves about the parameters of Canada's Copyright Act;
    - ii. ensuring that any copying they do complies with these guidelines.
  - b. "Print and Digital Copying Guidelines" are to be posted above and/or adjacent to every photocopier.

### Processes

2. The college adheres to the following procedure for fair dealing with regards to copyright:

- a. “Fair dealing” describes a user’s right to use short excerpts from a copyright protected work without payment or permission from the copyright owner, if the use is for one of eight purposes:
  - i. Education
  - ii. Research
  - iii. Private study
  - iv. Criticism
  - v. Review
  - vi. Parody
  - vii. Satire
  - viii. News reporting
- b. A “short excerpt” means:
  - i. up to 10% of a copyright-protected work (including a literary work, musical score, sound recording, and an audiovisual work);
  - ii. one chapter from a book;
  - iii. a single article from a periodical;
  - iv. an entire artistic work (including a painting, print, photograph, diagram, drawing, map, chart, and plan) from a copyright-protected work containing other artistic works;
  - v. an entire newspaper article or page;
  - vi. an entire single poem or musical score from a copyright-protected work containing other poems or musical scores;
  - vii. an entire entry from an encyclopedia, annotated bibliography, dictionary, or similar reference work.
- c. A single copy of a short excerpt from a copyright protected work may be provided or communicated to each student enrolled in a class or course:
  - i. as a class handout;
  - ii. as a posting to a learning or course management system that is password protected or otherwise restricted to students of a school or post secondary educational institution;
  - iii. as part of a course pack.
- d. Copying or communicating multiple short excerpts from the same copyright-protected work, with the intention of copying or communicating substantially the entire work, is prohibited.
- e. Copying or communicating short excerpts from a copyright-protected work should mention the source and, if given in the source, the name of the author or creator of the work.

- f. Any fee charged for communicating or copying a short excerpt from a copyright-protected work must be intended to cover only the costs of the school, including overhead costs.

## Work Experience

### Context and Purpose

This policy outlines the requirements and processes for work experience at the college. The college views work experience as an effective means of giving students hands-on experience in their field of study.

### Requirements

1. The college follows the following guidelines regarding all work experience associated with professional programs:
  - a. Students who meets the minimum requirements of a program, including but not limited to minimum course grades and attendance, may be eligible to complete related work experience offered in a program.
  - b. Host sites may set additional requirements for work experience placements, including but not limited to criminal record checks or medical testing.
  - c. Work experience must not exceed 50% of the class hours in the program.
  - d. A program that offers work experience will clearly indicate whether it is a clinical placement, cooperative placement, practicum, or preceptorship.
  - e. Any student that enrolls in a program that includes a work experience component will receive a copy of this Work Experience Policy before the start date of the program.
  - f. Student enrolment contracts will include the following information related to work experience:
    - i. the requirements for participation in the work experience;
    - ii. an estimate of the costs for a student to complete the work experience, if any;
    - iii. the geographic area or region of the province where the work experience will be provided;
    - iv. the date or dates on which the institution plans to provide the work experience;
    - v. the number of hours of instruction of the work experience.
  - g. Any fee charged to a student in relation to a work experience component, including a placement fee, is considered tuition and will be listed in the student enrolment contract as tuition.

- h. If a work experience is a required component of a program, the college is responsible for finding and securing work experience placements for students
- i. While a student may be encouraged to find their own placement, the college is ultimately responsible for ensuring an adequate availability of placements.
- j. The college is not expected to accommodate a student who refuses, for no valid reason, a work experience placement that meets the work experience standards set out in this policy and/or by related regulatory bodies.

### **Processes**

- 2. The college adheres to the following procedure for placing students in work experience:
  - a. Work experience placements are sought through networking and direct contact by the college and/or Work Experience Coordinator.
  - b. The Work Experience Coordinator must perform a site visit in order to determine the suitability and safety of a potential work experience training site("Host").
  - c. During this approval process, the Work Experience Coordinator will communicate to the Host:
    - i. the college's expectations with respect to joint evaluation of student performance;
    - ii. provide the Host with copies of all related work experience forms and documentation.
  - d. Once the Host site has been approved, the Host's name and contact information are entered on the college's list of host sites.
  - e. Once a student is ready for a work experience placement, the Work Experience Coordinator contacts the Host to arrange an interview for the student.
  - f. Should the student and Host be suitably matched, the Work Experience Coordinator will discuss the placement and training plan with the Host and student.
  - g. The Work Experience Coordinator will ensure that the work experience:
    - i. is supervised by someone qualified in a relevant career occupation and employed or retained by the Host;
    - ii. includes activities directly related to the learning objectives of the program or meets the requirements of a regulatory body for that career occupation
    - iii. consists of no more than the hours of instruction for a clinical placement, cooperative placement, practicum, or preceptorship, as

- applicable – except where a higher number of hours is required by a regulatory body for that career occupation, such as Transport Canada.
- h. The Work Experience Coordinator prepares the Work Experience Agreement which describes:
    - i. the respective responsibilities of the host organization, the institution and the student;
    - ii. the work experience activities the student will undertake.
  - i. The Work Experience Coordinator meets with the student and Host to sign the Work Experience Agreement and any other relevant documentation.
    - i. The original copies of these documents are placed in the student file;
    - ii. Copies of the documents are distributed to the student and Host before the work experience starts.
  - j. The Work Experience Coordinator informs the Registrar of the placement dates.
3. The college adheres to following procedure for monitoring a student's perform in awork experience placement:
- a. Work experience hours and progress will be monitored/recorded by:
    - i. the student at the end of each day;
    - ii. the student's direct supervisor at the end of each week;
    - iii. the Work Experience Coordinator at the end of each month.
  - b. The Work Experience Coordinator will perform checks as agreed upon by the student and the student's direct supervisor; such checks should:
    - i. be performed every 30 days;
    - ii. ensure that the student is attending the work experience and meeting the learning objectives of the program.
  - c. The student and Host are responsible for notifying the college of any changes to the work experience.
  - d. At least one written evaluation of the student must be produced by the Host and/or Work Experience Coordinator during the work experience.
  - e. The work experience must be provided before the student's program of study ends.

## Academics

## Attendance

### Context and Purpose

This policy outlines the college's expectations about regular attendance and ensures students, instructors, and program assistants understand the steps that will be taken to monitor and enforce regular attendance.

### **Requirements**

1. Enrolled students must adhere to the following guidelines regarding their attendance:
  - a. Upon registering for any course at the college, students are subject to the attendance policy.
  - b. Regular attendance is essential for students to understand course material, participate in class activities, and successfully complete assessments.
  - c. Regular attendance is mandatory for all students at the college.
  - d. Students are encouraged to arrive 10 to 15 minutes prior to the start of class.
  - e. Students are expected to communicate with their instructors prior to the start of class in the event of any absence or lateness.
  - f. Students who do not meet the minimum standards for attendance will be considered unable to meet the learning outcomes of the course.
2. Instructors will monitor student attendance by applying the following guidelines:
  - a. Instructors may dismiss students who miss three consecutive days without medical documentation or proof of a family emergency.
  - b. Instructors may dismiss students who miss 70% or more of a module.
  - c. Instructors may choose not to allow late students to enter the classroom until a scheduled break.
  - d. Instructors will count three (3) late arrivals as one absence.
  - e. Instructors will mark absent a student who is both late for a class AND late returning after a break during the same class.
  - f. Instructors will mark absent a student who leaves class early without permission.

### **Processes**

3. To monitor attendance, program assistants and instructors will maintain the following procedure:
  - a. Instructors monitor student attendance at the start of each class, during class, and after any scheduled class breaks; instructors document all student absences, late arrivals, early departures, and extended breaks.
  - b. Instructors alert program assistants to any concerns with student attendance.
  - c. Instructors maintain a complete record of student attendance in their classes and submit these records to the Student Services Manager at the end of each class.

4. In the event that the student does not meet the minimum guidelines for attendance, the following process will be initiated:
  - a. The instructor informs the student in writing that the student will be dismissed from the class.
  - b. The instructor sends supporting documentation to the Registrar's Office
  - c. The Registrar's Office assigns a W for the course.
  - d. The dismissed student forfeits all tuition and fees for the course.
  - e. The dismissed student may not return to the class as an auditing student unless allowed by the instructor.

## Grade Appeal

### **Context and Purpose**

This policy provides clear information regarding the appeal of individual course assessment grades and final course grades.

### **Requirements**

1. The college understands the importance of ongoing assessment. As such, instructors and students will be continually discussing expectations, grading, and performance throughout the semester.
2. Students are strongly encouraged to review the criteria for course assessments with their instructors during this time.
3. To be eligible for an appeal under this policy, a student must prove that one of the following has occurred:
  - a. A human error of miscalculation of the grade;
  - b. The grade awarded does not fairly reflect the student's academic performance.

### **Processes**

4. The following process will be followed for grade appeals of course assessments:
  - a. With the exception of the final examination grade, appeals of course assessment grades must be made within five (5) business days of receiving the course assessment grade.
  - b. With the exception of the final examination grade, students may not appeal individual course assessment grades after the release of final course grades.
  - c. Upon the release of final course grades, students have five (5) business days to appeal the grade of a final examination.
5. After final examinations are graded by the instructor, students are permitted to request these examinations through the following process:



- a. Prior to final course grades being released, final examinations may be viewed only with the presence and consent of instructor within five (5) business days of writing the examination.
  - b. Following the release of final course grades, final examinations may be viewed by scheduling a time within five (5) business days of the release of final course grades; this schedule must be organized in writing with the instructor.
6. Grade appeals of final course grades will follow this process:
  - a. Upon the release of final course grades, students have fifteen (15) business days to appeal a final course grade.
  - b. In order to successfully appeal a final course grade, students should be able to provide all previously marked course assessments for the class.
  - c. In order to limit appeals of final course grades:
    - i. Students are expected to monitor their performance in the class and maintain a record of all course assessments.
    - ii. Instructors are expected to make available all graded course assessments to students prior to submitting final course grades.
7. If a student finds within the allowed window of time any grounds for appeal in a course assessment grade or final course grade, the procedure for appealing the grade is as follows:
  - a. If a student is dissatisfied with a grade and can provide evidence that a higher grade is warranted, he/she should discuss with his/her instructor; the instructor will reconsider the grade and, if warranted, assign a different grade.
  - b. If the student is dissatisfied with the outcome of his/her/their appeal to the instructor, he/she/they should complete a Grade Appeal Form and submit it for the Senior Educational Administrator (SEA) to review.
  - c. In order to have the Grade Appeal Form reviewed, students must fulfill the following criteria:
    - i. An administration fee of CAD\$100.00 is required when submitting this form; this fee will be refunded if the grade is raised.
    - ii. A separate Grade Appeal Form must be submitted for each course assessment or final course grade that the student wishes to appeal.
    - iii. Course assessment(s) to be reviewed must be attached with the Grade Appeal Form.
  - d. Upon receiving a complete Grade Appeal Form, the SEA will have another instructor, who shall not be the instructor of the course in question, re-assess the grade.
  - e. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student and the application fee will be refunded to the

student; if the student achieves a lower grade on re-assessment, the original grade will be retained.

- f. The re-assessed grade will be considered final and cannot be appealed.
- g. The decision on the grade appeal will be provided to students within thirty(30)business days of the SEA's receipt of the complete Grade Appeal Form and any supporting documentation.

## Dismissal

### Context and Purpose

This policy establishes the non-academic and academic grounds for which students may be dismissed from their program of study. The college encourages students to contribute to a culture of safety, inclusivity, and learning.

### Requirements

1. Students must maintain a minimum academic standing to remain enrolled at the school. A student's academic standing will be as follows:
  - a. assessed at the end of every second module that a student is enrolled.
  - b. determined on the basis of a grade average;
  - c. expected to remain above a 65% grade average.
2. As outlined in the college's Student Conduct Policy, all students must:
  - a. meet and adhere to a code of conduct as outlined in the college's Student Conduct Policy.
  - b. abide by all laws as mandated by the municipal, provincial, and federal government.
3. Any student who fails to meet the requirements set out in this policy may be subject to the Dismissal Policy.

### Processes

4. Should grounds for dismissal be found, the following procedure for dismissals will apply to all students:
  - a. Senior Educational Administrator (SEA) will conduct whatever enquiry or investigation is necessary to substantiate the concern(s).
    - i. If the alleged conduct is of such a serious nature that an immediate dismissal is warranted (e.g., the student presents an immediate danger to others), SEA may expedite this process.
  - b. Once a determination has been made, SEA will communicate with all involved parties that either:
    - i. The concern(s) were unsubstantiated;

- ii. The concern(s) were substantiated, in whole or in part, and either:
  1. Give the student a warning that sets out the consequences of further misconduct;
  2. Set a probationary period in which appropriate conditions must be met; or
  3. Recommend that the student be dismissed from the college.
- c. If the student is issued a warning or placed on probation, SEA and the student will both sign the written warning or probationary conditions; a copy of which shall be given to the student, and the original will be placed in the student file.
  - i. Students must sign all the written warning of probationary conditions within five (5) days of receiving it.
  - ii. Should a student fail or refuse to sign a written warning or probationary conditions within this time, the SEA may choose to dismiss the student instead
- d. If the student is dismissed, SEA will prepare as follows:
  - i. a written summary of the determination; a copy of which shall be given to the student, and the original will be placed in the student file.
  - ii. a calculation of refund due or tuition owing as determined by the college's refund policy.
    1. If a refund is owed to the student, the college will release these funds to the student within 30 days of the dismissal.
    2. If the student owes tuition or other fees to the college, the student will pay these funds to the college within 30 days of the dismissal.

## Academic Honesty

### Context and Purpose

This policy outlines requirements and processes for ensuring an honest and fair academic environment at the college. Students are expected to understand the importance of academic honesty and the consequences of academic dishonesty.

### Requirements

1. The college adheres to the following guidelines regarding academic honesty and its inverse, academic dishonesty:
  - a. A strong ethical standard is expected and required of all students.
  - b. Any act of academic dishonesty, including cheating and plagiarism, will be considered a serious offence that could result in a student being dismissed from the college.

- c. While students have the responsibility of informing themselves about academic dishonesty, resources on how to prevent academic dishonesty will be made available on campus through course outlines, the library, and/or the library website.
- d. Collaborative learning is an essential component in the learning process and students are encouraged to study with a partner or a group; such actions do not constitute plagiarism or cheating.
- e. If the instructor specifies that the assignment and/or homework is to be completed independently, then working with a partner or group would constitute an act of academic dishonesty.
- f. When completing assignments and/or homework, students are only to submit work which they have authored and fully understand.
- g. A student is not to provide information to another student for the purpose of completing assignments and/or homework by copying.
- h. Submission of content generated by Artificial Intelligence (AI) is prohibited in any form.

### **Processes**

- 2. The college strictly prohibits cheating as outlined below:
  - a. Cheating occurs when a student uses or attempts to use unauthorized aids, assistance, materials or methods.
  - b. Instances of cheating may include, but are not limited to, any of the following examples:
    - i. Providing information to another student or obtaining it from an unauthorized person during an exam or quiz;
    - ii. Using unauthorized materials, such as mechanical devices textbooks, notes, or formula lists, during an exam or quiz;
    - iii. Storing answers in a calculator to be used during an exam or quiz;
    - iv. Submitting a take-home examination or an assignment which was completed in whole or in part by another person;
    - v. Submitting the same assignment to be graded in more than one course without prior permission of the instructor(s);
    - vi. Submitting an assignment that has been co-authored without prior permission of the instructor.
- 3. The college strictly prohibits plagiarism as outlined below:
  - a. Plagiarism occurs when a student represents the words or ideas of another person as his or her own.

- b. Instances of plagiarism may include, but are not limited to, any of the following examples:
  - i. Borrowing the ideas, theories, illustrations, lab data, or language of others, in whole or in part, without properly quoting and citing the source within the text of a written assignment;
  - ii. Substantially paraphrasing without acknowledging the source;
  - iii. Combining words with substantial phrases from a source that is either not cited or insufficiently cited;
  - iv. Using synonyms to change words within a phrase or sentence derived from another source;
  - v. Failing to cite the correct source of a quotation;
  - vi. Submitting an assignment that does not acknowledge the contribution of co-authors where such acknowledgement would be appropriate;
  - vii. Submitting an assignment, in whole or in part, that was previously graded in another course, whether or not the other course was taught at the college.
- c. Should it be determined that a student has an act of academic dishonesty, the college will proceed with disciplinary action in the following manner:
  - i. For a first offence, the assignment, quiz, exam, essay, project or other work involved will be awarded a grade of zero (“0”) to be incorporated into the calculation of the final grade.
  - ii. For a second offence, the assignment, quiz, exam, essay, project or other work involved will be awarded a grade of zero (“0”) to be incorporated into the calculation of the final grade and the student may receive a grade of “fail” for the course.
  - iii. For any further offence, the student may be dismissed from their program of study at the college.
  - iv. A record of all disciplinary action(s) taken in connection with academic dishonesty will be kept in the student's official record.

## Instructional Standards

### Context and Purpose

This policy outlines the instructional standards that the college expects of instructors. An instructor’s pedagogical skills and related practices are essential for the delivery of high-quality post-secondary education. To assess pedagogical skills and related practices, the college provides instructors with regular performance reviews.

### Requirements

1. The college adheres to the following guidelines related to instructional standards:
  - a. Instructors are to maintain the following pedagogical skills and practices:
    - i. Design interesting, appropriate, and thoughtful lectures and student-centered learning activities;
    - ii. Encourage students to work collaboratively, contribute to class discussions, ask questions, and seek help;
    - iii. Provide students with clear explanations, concrete examples, reasonable challenges, and regular feedback.
    - iv. Understand and support students with diverse backgrounds and cultures;
    - v. Be aware of the needs of students whose first language is not English, and take these needs into consideration in all facets of course preparation and delivery;
    - vi. Prepare effectively designed evaluations that include a variety of testing formats;
    - vii. Check on students regularly, support their individual learning, and inform them individually of their progress.
  - b. The Senior Educational Administrator (SEA) and/or appropriate program heads (i.e., a dean or department leader) are to conduct formal checks of an instructor's pedagogical skills and practices through:
    - i. Class Observations;
    - ii. Course Evaluations;
    - iii. Annual Performance Reviews.
  - c. Instructors who do not demonstrate suitable pedagogical skills and related practices may be subject to non-renewal of contract.

## **Processes**

2. The college adheres to the following procedure for class observations:
  - a. Instructors are assessed on their instructional practices and class management through regular class observations:
    - i. New instructors at the college are observed once every 90 days for their first year at the college.
    - ii. Instructors who have instructed at the college for at least one (1) year are observed annually.
  - b. The instructional performance criteria used to assess instructors is based on qualities including but not limited to:
    - i. Classroom communication with students;
    - ii. Classroom exercises and activities;

- iii. Classroom utilization of resource material;
  - iv. Lesson planning;
  - v. Classroom management;
  - vi. Encouragement of student class participation;
  - vii. Availability to students before and after classes;
  - viii. Assessment and grading skills;
  - ix. Punctuality and time-use;
  - x. Enthusiasm for teaching.
- c. Class observations will be conducted by the SEA, Program Co-ordinator or Campus Director and will perform the following procedure:
- i. Observe at least one hour of instruction;
  - ii. Complete a class observation report;
  - iii. Review the evaluation with the instructor and provide any necessary feedback.
  - iv. Secure a signed copy of the evaluation, provide a copy for the instructor's record, and submit the completed class observation report to the SEA for review and filing.
- d. All original class observation reports are kept in the instructor's employee file.
3. The college adheres to the following procedure for course evaluations.
- a. Each term following a course's midterm period, students are asked to evaluate the performance of their instructors and the overall quality of their courses through a course evaluation questionnaire.
  - b. All student responses are given voluntarily and anonymously.
  - c. The students are asked to provide ratings to themes on a course evaluation questionnaire including but not limited to:
    - i. Punctuality;
    - ii. Time allotment;
    - iii. Level of organization;
    - iv. Level of preparedness;
    - v. Knowledge of subject;
    - vi. Clarity of presentation;
    - vii. Clarity of explanation of goals and evaluation;
    - viii. Fairness in grading;
    - ix. Promptness in returning assignments;
    - x. Encouraging of questions;
    - xi. Enthusiasm;
    - xii. Delivery of overall good learning experience.

- d. A member of the office staff will be responsible for administrating course evaluations and will perform the following procedure:
    - i. Schedule course evaluations following the course's midterm period; course evaluations should be scheduled in the first or last ten minutes of class time.
    - ii. Notify instructors in advance of the course evaluation; notification should be made a week prior to the course evaluation.
    - iii. Distribute, monitor, and collect all course evaluation questionnaires; the instructor may not be in the room during this time.
    - iv. Transcribe any comments made by students and generate a course evaluation summary for each class.
    - v. Distribute course evaluation summaries to the SEA for review and place a copy in the instructor's employee file.
  - e. Once the final course grades have been submitted for the term, the SEA will distribute the course evaluation summaries to the respective instructors.
  - f. If an instructor's performance requires special attention, the SEA will discuss the course evaluation with the instructor directly.
  - g. The college encourages honest feedback from students by ensuring that all responses remain anonymous; under no circumstance will:
    - i. Course evaluation questionnaires be available to instructors.
    - ii. Course evaluation summaries be distributed to instructors prior to the submission of final course grades.
4. The college adheres to the following procedure for Annual Performance Reviews:
- a. On an annual basis, the SEA will conduct individual, in-person performance reviews with instructors; these meetings are to be documented using an annual performance review form.
  - b. The SEA will provide an overall assessment of the instructor's performance with special consideration paid to class observation reports, course evaluation summaries, and any related documentation.
  - c. The SEA and the instructor will work together to:
    - i. review professional development goals set out in previous annual performance reviews;
    - ii. assess the instructor's performance over the past year;
    - iii. develop an action plan and timeframe for the instructor's individual professional development for the following year.
  - d. Once the review is completed, the following procedure will be observed:
    - i. Both parties will sign the annual performance review;



- ii. The SEA will provide the instructor with a copy of the annual performance review and place the signed original in the instructor's employee file.
5. The college adheres to the following procedure for non-renewal and termination of instructor contracts:
  - a. If a class observation, course evaluation, and/or annual performance review does not reflect the quality of instruction mandated by the college, the SEA, in consultation with the instructor's direct supervisor, may decide to:
    - i. no longer contract the instructor for future classes;
    - ii. rescind all offers of employment.
  - b. When possible, the SEA will inform the instructor of the college's decision regarding non-renewal of contract after the completion of any current contracts.
  - c. When a class observation, course evaluation, and/or annual performance review indicates that an instructor has violated college policy, especially in such cases that the "Respectful and Fair Treatment of Students Policy" and/or "Sexual Misconduct Policy" applies, the college may terminate, without notice, any contracts made between the college and the instructor.

## Program Delivery

### Context and Purpose

This policy outlines the requirements and processes for program delivery at the college.

### Requirements

1. The college adheres to the following guidelines for program delivery:
  - a. Programs are to be delivered to the standard of all relevant regulatory bodies.
  - b. To facilitate effective program delivery, the college will:
    - i. report and/or obtain consent of all relevant regulatory bodies before making substantive changes to programs;
    - ii. apply admission requirements consistently to all applicants;
    - iii. maintain course outlines, a curriculum, and a program outline that enable students to meet the learning objectives of the program;
    - iv. ensure the institution has ownership or usage rights of curriculum for the duration of the program;
    - v. directly provide over 50% of the hours of instruction of the program, except as they relate to work experience.
  - c. The college will further ensure that the following enable students to meet the learning objectives for the program:

- i. the number of hours of instruction;
  - ii. the number of students enrolled;
  - iii. the method of delivery;
  - iv. the order in which courses are provided;
  - v. the equipment and facilities the institution uses to provide the program;
  - vi. the student intake model (e.g., intermittent intakes or continuous admission);
  - vii. teaching methods.
- d. For Class A programs (Career-related programs with 40 or more hours of instruction, for which tuition is at least \$4,000) and Class B programs (Career-related programs other than Class A programs, for which tuition is at least \$1,000), the college will ensure that course materials are in the language in which the program is provided.
- e. For Class A and Class B programs leading to employment in regulated fields such as health care and transportation, the college will maintain evidence that the requirements of any third-party regulators are met.
- f. For a Class C program (Language programs that are longer than six months or for which tuition is at least \$4,000), the college will ensure that the course materials are in a language appropriate to the program.

## **Processes**

2. The college adheres to the following procedure for disseminating relevant program information to students:
  - a. The college will provide to students copies of the following student policies prior to the start date of the program:
    - i. Dispute Resolution Policy;
    - ii. Student Dismissal Policy;
    - iii. Student Grade Appeal Policy;
    - iv. Respectful and Fair Treatment of Student Policy;
    - v. Sexual Misconduct Policy (if the institution operates one or more student residence);
    - vi. Student Attendance Policy;
    - vii. Work Experience Policy (if applicable).
  - b. Students are to receive a copy of the course outline on the first day of a course.
  - c. Course materials that are provided to students must be relevant to the program.

- d. If the program has 40 or more hours of instruction, the college will ensure that students receive written evaluations regularly and at least once before 30% of the hours of instruction have been provided.

## Program Advisory Committee

### Context and Purpose

This policy outlines the requirements for the college's Program Advisory Committee, which is responsible for monitoring and updating Class A (career training) programs.

### Requirements

1. The college adheres to the following guidelines related to the PAC:
  - a. The college will establish PACs for its Class A programs to ensure that programs reflect current practice in the relevant career occupation(s).
  - b. PACs may be established for a single program or a group of programs.
  - c. PACS must consist of individuals who:
    - i. Have experience working in relevant career occupations, and
    - ii. Are not related to the college (i.e., cannot be directly or indirectly controlled or influenced by the college and cannot control or influence the college).
  - d. Each PAC must include a college employee who serves as secretary.
  - e. PACs must meet, at least, once every two years.
  - f. Written records of PAC meetings are kept for at least four years.
2. The above policy does not apply to programs leading to employment in a career occupation regulated by Transport Canada.