



We strongly focus on **Healthcare Education and Training**, emphasizing It's real-world medical and healthcare experience.



# CEDAR HEALTHCARE PROFESSIONAL

# STUDENT HANDBOOK 2023-2024

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## Our Mission, Vision and Values Statement

### Our Mission:

Helping students become job-ready graduates.

### Our Vision:

To improve lives by sharing our knowledge and passion for excellence.

### Our Values: To practice...

#### Integrity:

Do what we say we will do

#### Dedication:

Strive to be the best we can be

#### Readiness:

Recognize and react positively to change

#### Respect:

Treat people the way they want to be treated

in all our relationships.

## Student Services - Campus Administration

The College Campus Administration team is dedicated to the success of our students. From the time you apply, throughout your program of study, and after you graduate; the staff members share a common goal – to provide efficient service and administrative support to each and every student to achieve high levels of student satisfaction.

The College upholds best practices in:

Admissions: Academic Consultation  
Enrollment Contracts

Financial: Student Loan Applications

Payment Plans  
Payment Options  
Budgeting

Administrative: Student ID Cards

Digital Content & Materials

Attendance

Grades

Transcripts & Progress Reports

Graduation

Diplomas

Career Services: Career Management

Résumé and Cover Letter Writing

Field Placement Assistance

Job Search Assistance

This Handbook outlines the general Policies and Procedures that have been developed by the College to sustain high standards of student service and education.



## Private Career Colleges

The *Private Career Colleges Act, 2005* governs all private schools in Ontario and the College abides by their rules and regulations. In the event that you have any questions, please consult your Education Consultant or the Campus Director.

## Campus Information

### Visitors/Children

The College does not permit students to bring visitors, guests, children, or animals (with the exception of service animals) into the campus.

Children are not permitted to stay on campus while a student is attending class. Students are to make their own daycare arrangements.

All visitors must report to the front office area upon arrival, and College Administrators should be notified in advance. All visitors must sign in and be accompanied at all times by College staff.

### Health & Safety

The College is committed to providing a safe and health learning environment to all members of the College community, which includes:

- Compliance with all applicable legislation and regulations.
- The Process for identification of hazards.
- Awareness training, risk mitigation and incident management.
- Leadership towards the implementation of best practices in the prevention of illness and injury
- Health and safety in the campuses is the responsibility of everyone.

### Orientation

Each new student enrolled in in-class programs will be enrolled to attend a New Student Orientation, to which attendance is mandatory. This orientation will be scheduled prior to the students' first day of class. A make-up orientation session will be scheduled for all students who are not present for the initial date.

### Onboarding

Students enrolled in remote and hybrid programs will be required to join an onboarding session prior to their start date. Onboarding is mandatory and will provide students with the tools needed to be successful in a remote/hybrid program.

### Hours of Operation

Campuses normally, will be open starting from 7:30am to close at 10:00pm, Monday to Friday. These times may vary should a campus not offer evening course times. Campuses will be closed outside of these hours, and students are not permitted access.

Students may have access to the campus starting at 7:30am, Monday to Friday.



## Student Lounge

A student lounge is located in the College. All food and drink should be confined to this area. Food and drink are not permitted in classrooms or hallways. Please respect the student lounge area and keep it clean for all College community members.

## Smoking & Smoking Area(s)

The College is a smoke-free environment. Therefore, all smoking, including vaping and e-cigarettes, and the use of tobacco products is expressly prohibited on campus. Smoking may be permitted only in designated areas.

Violations of the College's smoke-free environment will be met with disciplinary action, up to and including expulsion.

## Cannabis Use Policy

### Recreational Cannabis Use Policy

The College prides itself on providing a safe environment for all students. Students impaired as a result of the use of recreational cannabis can pose serious safety and health risks both to themselves and their fellow students.

The College strictly prohibits the use of recreational cannabis in or around the campus. Students are prohibited from attending school while impaired as a result of the use of recreational cannabis. Students who fail to adhere to the above expectations or who engage in illegal activities such as using or distributing recreational cannabis while at the campus will be subject to disciplinary action up to and including expulsion.

### Medical Cannabis Use Policy

Medical Cannabis will be treated the same as all other prescription medication. The College has the same expectations from students who use prescribed medical cannabis as those who use all other types of medication and will accommodate up to the point of undue hardship.

## Emergency Procedures

- Please advise Campus Administration of any medical conditions that you have (e.g., allergies, epilepsy, heart condition). All information will remain confidential.
- Please report any emergencies immediately to The College staff.
- A first-aid kit is available. Please ask at Reception/Front Desk.
- Evacuation plans are posted in all classrooms.

## Personal/Valuable Items

Please do not leave any personal belongings or other valuables unattended. Also, never leave keys, credit cards or identifiable receipts in coat or jacket pockets. Do not request the College staff to take responsibility for valuable items. The College will not be held responsible for any lost, damaged, or stolen articles.



## Anti-Violence, Harassment and Discrimination

It is a fundamental policy that all employees and students at the College are entitled to pursue their duties and studies in an environment free from harassment by the employer, an agent of the employer, by other employees or by students. Individuals who engage in harassment of any type (personal, racial/ethnic etc.), as defined in the provincial Human Rights Code, will be subject to appropriate discipline, including dismissal. For more detail refer to the Student Anti-Violence, Harassment and Discrimination Policy later in this document.

## Healthy Environment

Hand sanitizers are installed in all campuses. They are located in public areas such as hallways, reception areas, student/staff lounges and outside of bathrooms. Students and staff are encouraged to wash and sanitize their hands frequently – especially before eating and after using washroom facilities. Posters are displayed throughout the campuses demonstrating proper hand washing techniques.

Proper hygiene is to be observed, as well as proper etiquette when coughing or sneezing to prevent the spread of a virus. When coughing or sneezing, please do so into your arm or elbow then repeat proper hand washing and sanitization techniques. Posters are displayed throughout the school as a reminder of sneezing and coughing etiquette.

Sterile wipes are available in each classroom for sanitizing computer keyboards and mice.

Even with the above precautions, staff and students will be exposed to viruses during flu season. Flu symptoms include fever, chills, fatigue, sore throat, body aches and pains, eye pain and lack of appetite. If you experience any of these symptoms, remain at home until you are symptom-free, feeling well and able to resume normal day-to-day activities; avoid close contact with others and see a health care practitioner if symptoms worsen.

## Stay Healthy at School

Life is a struggle sometimes – and that's okay. Call the Stay Healthy at School/Aspiria Mental Wellness Phone Line to connect with a counsellor who will offer support and guidance. The service is FREE and available in multiple languages 24/7 – day or night. Wallet Cards for the Stay Healthy at School Program can be found on your Student Web Portal: [Student Web \(lifecyclesystems.com\)](http://lifecyclesystems.com).

## Facilities Use

The College's facilities are designed to enhance the student experience and provide a comfortable teaching and learning environment. College facilities will be used for:

- Scheduled teaching and learning
- College sponsored events
- Community and Employer sponsored events
- College club and association events
- Public Events





## Personal Relationships

All relationships between staff, faculty and students are to remain on a professional level.

## Dress Code & Uniforms

It is the policy of the College to encourage a professional environment, and as such, students are expected to be clean and neat in their personal appearance. Clothing with offensive, gang related, or inappropriate designs or stamps are not allowed. The dress code is “business casual” except for programs where uniforms are mandatory.

In programs where uniforms are provided, students must wear these uniforms to class every day.

## Scent Sensitive

All College campuses are scent sensitive environments. In order to make every student’s experience at the College a comfortable one, students and staff are asked to refrain from wearing any perfumes, scented products, etc., while on campus property. Students who do not abide by this may be asked to leave.

## Identification

The College has a duty to ensure the safety and security of its students, employees, and visitors.

As such, lanyards, identification cards and tags are issued to students enrolled in In-Class Programs for the purpose of identification and to facilitate the safety and security of the College community.

College green lanyards with student identification cards attached must be worn at all times by students when at the campus and may be required to wear them while out on internship/field placement. Students who do not wear a lanyard while on campus may be asked to leave. A \$5.00 fee will be charged to replace any misplaced student identification card or lanyards.

College blue lanyards with identification cards attached must be worn at all times by employees

College white lanyards with visitor tags attached must be worn at all times by visitors to campus.

Students enrolled in Hybrid and Remote Programs will be issued to student identification digitally and will be accessible on the Student Web Portal for download. Hybrid and Remote students will not be issued a College lanyard.

## Door Security Keys

Certain campuses require students to have door or elevator security keys that provide access to specific doors. These keys are provided to the students at no charge but must be returned to the Program Administrator at the end of the student’s program. Failure to return the security key will result in a charge of \$50 to the student.



## Graduation

The College is committed to celebrating the academic success of its students by official conferring upon them their earned credential(s) at annual graduation ceremonies. Students and their families are encouraged to attend the ceremony to celebrate the graduate's achievements and hard work. Only students who are academically and financially complete will be eligible to attend the ceremony. Students will receive an invitation announcing details prior to graduation.

Virtual Graduations will be facilitated for students enrolled in Hybrid and Remote Programs.

## Code of Conduct

The College is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their program. The College has a commitment to ensure that, within this general framework, all students are treated fairly and equitably.

The College is committed to provide a safe learning and working environment for students and staff that is free from discrimination, harassment, disruptive and inappropriate behaviour, and that is conducive to learning. Students who do not support the academic and ethical goals of the College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

## Student Privacy & Distribution

The College is committed to keeping your privacy safe. Only authorized staff have access to information enclosed in the student file. These staff members are strictly bound by confidentiality agreements that are part of the terms of their employment. Information contained in the files is used strictly to monitor and promote student success and is never to be shared with a third party without student authorization.

All student files are strictly guarded in locked filing cabinets. Electronic files are protected by various levels of security assigned by role. This ensures that staff only have access to the information they need in order to do their job. For example, Instructors do not have access to financial or personal student information. They do, however, have access to academic information such as marks and attendance. Staff cannot disclose whether a student attends The College unless given written permission from the student to do so.

If you are anticipating any personal calls; for example, from your child's daycare or school, please provide the Campus Director with written permission to acknowledge that you are a student at The College.



We cannot discuss:

- Any information concerning your fellow students with you.
- Any information regarding your program with a family member or friend without your written consent.

Please request a Release of Personal Information Form from Campus Administration should you wish to authorize us to speak with a third party on your behalf.

## Access to Student Records

The College will collect personal information about students and retain such information securely in the student's file. Student records will be used solely for the purpose of College business related to the student. Only authorized College members shall have access to student records, and access is provided solely for the purpose of College business.

The College will ensure compliance with the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA), and therefore will only release student information where the express written consent of the student is given, or where required by law.

Students who wish to have access to the contents of their file, on written request, may receive a copy of their own student file no later than three (3) business days after the date of their request, in accordance with Section 59 of the *Private Career Colleges Act, 2005*. The College will recover reasonable photocopying and printing costs.

## Financial Aid

### Maintaining Student Loan Eligibility

The College is approved to provide student loans for its programs and shall ensure it maintains its ability to provide student loans by following the regulations and requirements set forth by the respective funding bodies and government audit requirements.

When you agree to accept assistance from a Student Loan, you have an obligation to maintain your Student Loan eligibility for the duration of your program.

There are three areas for you to focus on:

- Attendance
- Active Participation
- Academic Progress

You maintain your eligibility by meeting or exceeding the minimum requirements set for attendance, active participation, and academic progress. Failure to meet your active participation obligations could affect further funding and may lead to your dismissal from the College. All students are required to demonstrate a commitment to their studies and progress through the program at a satisfactory rate.



If you have any concerns about whether or not you are meeting your obligations, please speak to your Campus Director. A student may be placed on probation if the College believes the student has abused this policy. If the problem(s) persists after being placed on probation, a student may be dismissed. A verbal warning and a written warning will be issued before a student is dismissed and the student will be given every chance to remedy his/her/their situation.

Campuses are expected to let funders know when a student is not meeting their academic and attendance requirements. Failure to meet these standards may result in the loss of funding for a student

## **Bursaries & Scholarships**

The College endorses the use of bursaries and scholarships to ensure students can access post-secondary education and training, and will, when possible, provide bursaries and scholarships.

Bursaries and scholarships are only available to registered students in good academic standing. Students will be required to meet eligibility requirements for bursaries and/or scholarships.

## **Academic Progress**

You are responsible for maintaining satisfactory academic progress in your program and regular feedback is provided through one or more of the following evaluations: quizzes, assignments, tests, and exams. This feedback ensures you can monitor your progress and, if applicable, can implement any changes to ensure academic success.

To remain eligible for student loan assistance, you must maintain satisfactory academic progress. If you fail to meet the minimum academic requirements of your program, you will be placed on probation, and you may become ineligible for further assistance in the current or future study periods.

The College monitors students on a regular basis. Any student identified as being non-compliant with academic progress policies outlined above or not meeting the minimum requirements will be required to attend a meeting with the Campus Director.

## **Student Loan Repayment**

A Student Loan is just that – a loan. Please remember that loan payments begin six months after the month you last attended. It is important to recognize that repayment of your loan within the guidelines will ensure a good credit rating.

## **Managing Your Student Loan**

While you are a full-time student, your loan remains interest-free. Once you have stopped attending school, you are given a “grace period” of six months. At the end of that grace period, you must begin repaying your loan. Please be aware that interest is being charged during that six-month period. You have nine and a half (9.5) years to repay your Student Loan.

If you feel you may have difficulty repaying your loan, contact the National Student Loans Service Centre (NSLSC) at 1-888-815-4514 or [www.canlearn.ca](http://www.canlearn.ca) before you miss any payments. Staff can help you to understand the options that are available. Take advantage of available repayment assistance plan.



## Student Loan Default

If you are in receipt of a Student Loan(s), you must realize that this is money that you've borrowed from the Federal and Provincial Student Loan Programs. Each student is solely responsible for repayment of this loan, with interest, upon completion or withdrawal from their program even if you are not yet employed. You don't want to default on your Student Loans because, if you do, you could face additional interest charges and the loss of future Student Loans and/or income tax refunds. You may also have to deal with a collection agency and possibly face legal action. You would also establish a bad credit rating.

Students should contact the National Student Loans Service Centre (NSLSC) immediately upon leaving The College.

If arrangements are not made with the NSLSC, you may be subject to serious consequences including being denied further student assistance funding, or tax refunds, as well as having your name given to a credit bureau. For more information regarding the Student Loan Repayment or Default, please speak to your Financial Aid Officer or your Financial Administrator.

## Repayment Assistance

There are several options available for students who are not in a position to start repaying Student Loans. The most current information can be found at:

[www.canlearn.ca](http://www.canlearn.ca) OR [www.nslsc.ca](http://www.nslsc.ca)

Please attend all Student Loan strategy meetings at your campus. Eligible students will receive an invitation for the meeting prior to your completion date (or prior to leaving for field placements). Please see your Financial Aid Officer for details.

Special webinars occur two (2) times per year and feature information from the National Student Loan Service Centre. All are welcome. Student attendance is mandatory for all students. Additionally, each student at The College will have a one-on-one Student Loan Exit Interview with either their Financial Aid Officer or another designated Administrative staff member where details of repayment strategies, dates and amounts specific to their own account will be reviewed.

## Fee Collection and Refunds

Private career colleges are only allowed to charge or collect fees for a program in Canadian dollars. Furthermore, they are not allowed to charge or collect any compulsory fee for a program that is not published on the ServiceOntario web site or that is higher than what is published. They are also not allowed to charge or collect any optional fee for a program that is not approved by the Superintendent of Private Career Colleges. The ServiceOntario web site is located at [www.serviceontario.ca/pcc](http://www.serviceontario.ca/pcc).

Before a contract is signed, private career colleges are prohibited from collecting any fees from prospective students, except 20% of the total fees for a program or \$500, whichever is less. These fees must be in relation to processing an application or conducting any admission tests or assessments.



Students are responsible for all tuition, digital resources, and other fees. It is important that students adhere to their payment schedules arranged with their Financial Aid Officer (FAO)/Student Financial Advisor at the time of enrollment. If a payment is missed, you may be suspended or terminated from your program until your account is brought up to date. It is the student's responsibility to immediately inform the FAO/SFA/FA of any delays to the payment schedule.

All monies received from the Government Student Financial Assistance Program will be applied to the student's outstanding course fees unless other specific arrangements have been made.

If a student does not adhere to payment schedules arranged with their Financial Aid Officer (FAO)/Financial Administrator (FA) /Student Financial Advisor (SFA) and has not remitted payment within 8 weeks of their start date, the Campus Director will request a meeting with the student to determine if the student is able to continue in their studies until the payment schedule has been honoured, as agreed upon at the time of enrollment.

## Tuition Refunds

Tuition refunds will be made pursuant to the regulations of the provincial licensing authority. See ***Tuition Refund Policy*** (below) for the policy relevant to your provincial jurisdiction. Tuition refunds, where applicable, will be returned directly to the funding agent or individual.

***Under no circumstances will a refund cheque be released to students who have student loans for the respective academic year.*** Students authorize the return of funds to the lender as part of their loan agreement for Canada and the respective provincial student loans.

Only the compulsory fees published on the ServiceOntario website and the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. Students must return any goods they received under a contract in the same state they were in when supplied to them within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

Private career colleges are prohibited from deducting any monies owed by students for other services or non-vocational programs offered by the college from a refund that students are entitled to for a vocational program.

## Cooling Off Period

Students can cancel a contract within two (2) days of signing it if they deliver a written notice of cancellation to a private career college at the address shown on the contract. They are entitled to a full refund of fees paid for the program, including any application fee, from the college.



## Full Refund

In any of the following circumstances, students have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing their training with the College:

- the College collects any fees for the program before the college is registered or before the program is approved under the *Private Career Colleges Act, 2005*;
- students are expelled from the College in a manner or for reasons that are not permitted under the College's policies;
- the College collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with students;
- a total of more than 10% of the program is taught by unqualified instructors;
- the contract does not include all the mandatory terms required under the *Private Career Colleges Act, 2005*; or
- the College, while still operating, discontinues the program before students can complete the program.

In addition, you also may seek a full refund if a private career college or its representative makes certain types of untrue statements for the purposes of influencing you to enroll in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include: a false or misleading statement, a statement that guarantees admission to or successful completion of the program, employment after graduation or the right to enter Canada or receive a student visa.

If a private career college charges or collects a compulsory fee that is not published on the ServiceOntario web site or that is higher than what is published, students are entitled to a full refund of the unpublished fees or the difference in amount between what is published and what was collected.

## Partial Refund Before a Program Begins:

Students are entitled to a refund of fees paid for a program, except that a private career college is allowed to retain 20% of the total fees for the program, or \$500, whichever is less if:

- a student withdraws from the program before it begins;
  - a student does not meet the program's admission requirements before the program begins;
- or
- the college cancels the contract for the program with 45 days of the start of the program because a student does not attend the first 14 days of classes.



## Partial Refund After a Program Begins

### Programs that are shorter than 12 months

When students withdraw from a program after the program begins, they are entitled to a refund of fees paid for the program, except that a private career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees earned by the college for the part of the program that has been delivered.

A private career college is not obligated to issue students any refund of fees for a program if students withdraw from the program after half of the program has passed.

A private career college is required to provide students with the results of at least one evaluation before half of the program has been delivered.

### **Programs that are 12 months or longer**

Programs that are 12 months or longer are broken up into 12-month periods for the purpose of calculating the refund. After the last 12-month period of a program has passed, the calculation is based on the remaining length of the program.

For the current 12-month period in which students are in attendance, they are entitled to a refund of fees paid for that period, except that a private career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees earned by the college for the part of the program that has been delivered. In addition, students are entitled to a full refund of fees paid for any subsequent periods that have not begun at the time of withdrawal.

If a student withdraws mid-week and more than half of the classes in a week have been delivered by a private career college, the entire week is deemed to be delivered.

A private career college is required to provide student with the results of at least one evaluation **before** half a 12-month period has passed.

A private career college is not obligated to issue students any refund of fees paid for a 12-month period of a program if students withdraw after half of that period has passed. However, students are still entitled to a full refund of fees paid for any subsequent periods that have not begun at the time of withdrawal.

## Income Tax

College tuition fees (excluding digital resources and supplies) may be income tax deductible to the student. A T2202 form for tax deduction will be supplied to eligible students in February of each school year. Duplicates of T2202s will be produced at a cost of Ten Dollars (\$10.00). It is each student's responsibility to ensure that the campus has your current address at all times. T2202s are available on-line via the Student Web





## Confidentiality & Privacy

College employees sign a “Confidentiality Agreement” that covers every student who enrolls. The College understands and supports the provisions, including confidentiality, set out by the *Freedom of Information and Protection of Privacy Act*. In administering student loans and managing student records, the College promises to protect the privacy of individuals and abide by the terms and conditions of the Act. If you wish for us to speak with a third party on your behalf, a Release of Personal Information Form must be completed and signed prior to the College releasing any information.

For more information about the College’s Privacy Policy, please reference C-405 Privacy Policy & P-205 Confidentiality Policy.

## International Students

Some special rules apply to international students who are attending or planning to attend the College under a student visa.

## Fee Collection

In general, the same fee collection rules apply to are some special rules that do apply.

The College may collect up to 25% of the total fees for a program from the students before the program begins. Some private career colleges are required to hold the money in a trust account until international students begin the program. The Superintendent of Private Career Colleges will advise when this is the case. the College may advise students of any trust account arrangements when they sign a contract.

## Fee Refund

International students can cancel their contract with the College or withdraw from a program for any reason. The same refund policy for domestic students also applies to international students and any written notice of cancellation or withdrawal delivered is acceptable.

In addition, a special rule applies to international students if they are unable to obtain a student visa to enter Canada. As long as a student delivers a written notice of this fact before half of the portion of a program has passed, they are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less.

## Closure

Special refund rules apply when a private career college closed. **A private career college must finish delivering a student’s training before closing.** If a college closes before students finish their program, efforts will be made by the Superintendent of Private Career Colleges to arrange for students to complete their program elsewhere. Instead of participating in a training completion, students may choose to receive a refund of fess paid for the portion of the program that has not been delivered.



## Important Notes

The College will issue students a receipt every time they pay a fee.

The College will issue fee refunds within 30 days of students giving a written notice of cancellation or withdrawal or 30 days of students receiving a written notice of expulsion from their program. If students do not meet the admission requirements at the time the program begins, the College will issue students a refund of fees within 30 days of the start of the program.

If students do not attend the first 14 days of classes, the College the right to cancel the contract and must issue a refund within 30 of the start of the program. Except in the cases where students do not meet the admission requirements or the College cancels a contract, students must deliver a written notice of cancellation or withdrawal. Notices should be delivered personally to the College, sent by courier or registered mail, or faxed or emailed to the Campus Director at the College.

Notices are considered to be received by the College on the third day after the day of mailing.

In the case of international students who are unable to obtain a student visa to enter Canada, delivery of a notice that they have not received a student visa constitutes delivery of a notice of withdrawal or cancellation. The same refund policy applies when students withdraw from a program or are expelled from the College in accordance with the college's Academic Withdrawal Policy.

## Active Student Participation

Active participation in your studies includes, but is not limited to:

- attending a minimum of 20 hours per week
- attending all scheduled sessions and classes
- coming to class on time, according to your schedule
- not speaking about other students without permission from the student
- remaining in class for the full scheduled time each day
- being prepared (homework or reading is done)
- being an active learner by listening, participating, and completing each task assigned
- working on assigned work during class time
- participating actively (with a good attitude) in labs, classes, and clinics
- writing quizzes, tests, and exams on the scheduled date
- being pro-active in your responsibility to succeed and seeking help when it is required (*e.g.*, academic, financial, and budgeting advice, and career guidance)



## Attendance Policy

Attendance is a mandatory requirement of the Ministry of Colleges and Universities and the College. Employers expect near perfect attendance and the College requires the same. Students who receive funding under OSAP, Second Career, or third-party funders or agents also have contracted attendance and academic performance requirements. The College is required by legislation to maintain attendance records. These records are subject to scrutiny by sponsoring agencies and the College is required to report attendance deficiencies to these funding agencies. Failure to adhere to the terms of those contracts will result in loss of funding. Loss of funding generally results in withdrawal from the program.

The following policies apply to all College students:

- **Prompt and regular attendance is expected of all students.** This applies to classes, labs, field trips, internships, practicums, *etc.*
- Instructors will monitor attendance of all students.
- Poor attendance will affect the final mark. Evaluation in any course is based on class assignments, participation/attendance, quizzes and/or exams.
- Students are expected to show up for all scheduled tests and examinations.
- Tardiness and leaving class early will be recorded.
- Absence due to illness must be accompanied by a doctor's note.
- Students are responsible for making up missed hours.

Regular attendance is integral to successful completion of all the College programs. It not only fosters good habits; it provides students with the personal integrity and productivity that attracts potential employers. Class time for most courses is from 8:00 am - 12:00 pm, 1:00 pm – 5:00 pm and 6:00 pm - 10:00 pm. There is a scheduled lab time from 12:00 pm - 1:00 pm and 5:00 pm – 6:00 pm. Students who are enrolled in a 25-hour per week program are expected to use this time in class to work on assignments, homework, keyboarding skills *etc.* Additional time at home to complete homework and assignments may be required. Post-secondary education requires students to self-study if they want to succeed in their program. Attendance requirements of other program funders may apply in certain cases.

All students are expected to attend each scheduled class and are responsible for fulfilling course requirements that are missed during an absence. It is the responsibility of the student to notify the College if they are going to be absent from school. This should be done prior to the start of the student's class. If you do not contact the school, a staff member will be in contact with you.

If the absence lasts five consecutive days or more, the student will be placed on Academic Probation and must provide documentation to explain the absence. This documentation is due the day the student returns to class. The student must, upon returning to school, meet with the Campus Director to develop a Student Success Plan to assist in completing their program. Students who miss more than 40% of a course will be required to repeat the entire course. Repeated failure to attend scheduled classes may result in expulsion from the program. All students are expected to make up their time.

A student who is on Academic Probation is expected to complete their program requirements prior to graduation. If a student is on Academic Probation and misses another 5 consecutive days, they may be expelled.

Students who miss 10 consecutive days must provide valid documentation to explain the absence. This documentation is due the day the student returns to class. If a student does not provide valid documentation, they will be expelled.



Students who miss 10 to 15 consecutive days for a valid reason and provide adequate documentation, may be permitted to stay in their program, provided that a reasonable plan can be put in place to make up the missed classes. This may include retaking the course.

Students who miss more than 15 consecutive days, regardless of the reason, will be terminated from their program. Students who were absent for valid reasons beyond their control and provide supporting documentation to support these absences, may apply to re-start their program in the future.

Students who miss classes on a regular basis, regardless of whether absences are consecutive or not, will be placed on Academic Probation. Students who miss classes on a regular basis without valid reasons and valid documentation may be expelled. Students who miss 40% of their program or more, regardless of the reason, will be expelled from their program. Students who were absent for valid reasons beyond their control and provide documentation to support these absences may apply to re-start their program in the future. Students on internship are expected to attend the scheduled hours for their internship every day. Any missed hours must be made up. Students who miss time on their internship may be terminated from their internship. Students who are terminated from an internship will be responsible for securing their own internship (see Procedure for Mandatory Internship). Personal Support Worker students may be required to pay additional fees if they miss a class during their facility placement.

Valid reasons for absences may include, but are not limited to illness, family emergency, childcare issues, care of elderly or infirm relatives, family breakdown and/or homelessness. The College is required to have documentation on file for verification purposes for any student that missed more than five consecutive days of scheduled classes. If a student does not provide acceptable documentation to support their absence, they may be withdrawn from their program. Documentation must be provided to the Campus Director upon the student's return. Failure to supply this documentation within the timelines may result in a student being removed from their program.

Examples/Suggested Possible Documentation: Although all future circumstances giving rise to the application of this policy cannot be predicted, the following are examples of some of the types of absence situations which may occur:

- a) Illness – a doctor's note or medical certificate outlining the nature of the illness and the period of time the student was away or is expected to be away from classes;
- b) Family emergency – such as an accident or death of an immediate family member (i.e., spouse, children (natural or adoptive), mother, father, sister, brother, stepmother, stepfather, stepsister or stepbrother). For an accident, a doctor's note or medical certificate confirming the date of the accident and the period of time the student is expected to be away from classes as a result of the accident. For death of an immediate family member, a copy of the obituary, Funeral Director's Statement of Death, coroner's report or court ruling. For the death of an immediate family member such as a parent, spouse or child, a student may miss a maximum of 5 class days. For other family members such as grandparents, aunts and uncles, students may miss a maximum of 2 class days. For general family emergencies, a letter from a family member and/or doctor outlining the nature of the emergency;
- c) Childcare issues – a letter from the childcare provider indicating the unavailability of child care;
- d) Emergency care of elderly or infirm relatives – a signed statement from the student explaining the relationship of the student to the relative, the reason their support is required, a letter from the primary caregiver or relative confirming the requirement of the support, medical documentation from elderly or infirm relative, and the address of the dependent relative;



e) Family breakdown and/or homelessness – if the student is in an abusive relationship (i.e., domestic violence), which can result in homelessness, the student can provide a letter attesting this. However, the student's letter should also include one or all of the following: letter(s) from neighbour(s) as witnesses, police report, letter from a shelter or letter from a counsellor.

The College reserves the right to determine what constitutes valid and documented reasons.

All students must demonstrate active participation to remain enrolled at the College. The Ministry requires that the College maintain attendance records and monitor the student's commitment to his/her studies. As per Ministry Performance Requirements, Student Loan funding is only provided to qualifying students who meet academic and attendance requirements.

## **Tardiness/Leaving Early**

Punctuality is as important to employability as regular attendance. Students are expected to be present at the beginning of each class and remain for the entire class. All instructors have the right to make any decision regarding entrance by any student who is late for his/her/their scheduled class. Cases of excessive tardiness or habitually leaving prior to the end of the scheduled class may result in disciplinary action. All students who arrive late are required to sign in at Reception/Front Desk prior to going to class. Failure to do so will result in being marked absent for the entire class.

## **Schedules & Timetables**

The College understands students want to develop their skills in a reasonable amount of time and return to/enter the working world. To assist students with this process, the College's programs are scheduled in a condensed learning format. The condensed schedule fulfils all learning outcomes and meets Department requirements. To accommodate condensed learning, every moment of class time is important, and is therefore scheduled.

Programs will be offered on a set schedule. The College makes every attempt to schedule classes in either morning, afternoon, or evening periods. Should changes be required the College will, where possible, provide two (2) weeks advanced notice. Students are encouraged to check the Student Web each week to confirm their schedule.

Several programs at the College require students to participate in related training provided by third parties to The College (First Aid/Heart Start, Non-Violent Crisis Intervention, Suicide Intervention, etc.). The College will schedule related training sessions during the student's program. Related training may be held offsite and may be scheduled for 6-to-8-hour days. If a student is unable to attend his/her scheduled time for any reason, the student will be responsible for completing the related training outside of regular class time at their own expense.

Clinical hours are considered to be outside of classroom hours. Students can expect evenings and possibly weekend hours.

## **Reading Weeks**

Reading weeks are only built into some of our diploma programs. Students are not expected to attend during Reading Weeks. No assignments are given for a Reading Week and there are no expectations of any work/certification exams/assignments being submitted. For students who are funded, there is no student aid funding available for Reading Weeks.



## Inclement Weather

The College aims to prepare students for the workforce and strives to reflect policies and procedures of the business community. **Therefore, with respect to inclement weather, the College will remain open unless there are extreme weather conditions.** Such a decision will be announced on local radio stations. The decision will also be posted on the College Student Website, College Facebook and Twitter and each student will be sent an email notification of campus closures to their student email account.

We encourage students to pay attention to their local radio and TV stations (and their websites) to determine if the school has been closed. Unless a student receives an email from College Administrative staff or a closure notice is specifically posted on the Student Web, local radio, or TV (or their web sites), assume that all classes will run as scheduled.

*Despite this policy, it is the personal decision of each student whether it is safe to travel to and from the College in inclement weather conditions.*

## Communication

The College uses multiple communication platforms to present information both internally and externally. These platforms include both e-mail and social media communications.

## Employment Status Survey

The College takes pride in our positive student outcomes. Collectively, our entire organization works as a team to not only prepare you to be “Job Ready” but to also uncover open job opportunities in your field. During your time on campus, you will take part in many Career Services activities: including, but not limited to, orientation workshops; one-on-one sessions with your Employment Specialist to ensure that you have a current effective resume; interviewing skills; and job search techniques. Again, our goal is to help you be prepared to be “Job Ready”, and to allow you to take advantage of the future career opportunities in your field.

You can expect to be contacted after graduation by your Employment Specialist(s) to verify your employment status so that the College can measure graduate employment outcomes

## Student Surveys

Student satisfaction plays an important part in determining the role that our College Administration team takes in supporting our student population. Each student may be required to complete a variety of online confidential surveys throughout their program of study and the student will have the option to remain anonymous if they wish. The results are automatically tabulated and made available directly to Campus Support Management.

The College will provide routine opportunities for student feedback. Online surveys are as follows:

- Quality Assurance: Evaluates campus administration and operations
- Instructor/Facilitator Survey: Evaluates Instructor/Facilitator performance
- Course Survey: Evaluates specific course content
- Program Survey: Evaluates specific program content



## Key Performance Indicators (KPI)

Effective governance and appropriate accountability mechanisms are crucial in all sectors within the postsecondary education system to protect students, ensure accountability and promote the successful achievement of the institutions' objectives. Performance measurement, through the calculation of performance indicators, is an important accountability tool.

The Superintendent of Private Career Colleges (Superintendent) of the Ministry of Training, Colleges and Universities (Ministry) has defined five Key Performance Indicators (KPIs) to measure, in a consistent manner in the private career college (PCC) sector.

The five KPIs are:

- 1) Graduation Rate;
- 2) Graduate Employment Rate;
- 3) Graduate Employment Rate in the Field of Study;
- 4) Graduate Satisfaction; and
- 5) Employer Satisfaction.

The Ministry has contracted an organization named **Forum Research Inc.** to administer Graduate Employment and Employer Satisfaction Surveys. The Graduate Employment is administered to ALL graduates starting approximately six (6) months after graduation to identify their employment status

## Academic Policies and Procedures

### Program Information

All information pertaining to start and finish dates, program outlines, and entrance requirements is discussed with the Education Consultant during the enrollment process.

In addition to this manual, students will be given a copy of the Enrollment Contract, which further describe College policies and regulations. Students are also given copies of our calendar, which describes our programs and their content.

Field Placements, where included in the program, are mandatory for program completion and graduation. Please refer to program outlines for the required number of weeks for each program.

### Advanced Standing/Transfer Credits

Like all post-secondary institutions in Canada, The College reserves the right to accept or deny advanced standing into its programs.

The primary reason for training at The College is to obtain current appropriate skills and knowledge for specific careers: the courses have not been designed for credit transfer to other schools. Other post-secondary institutions may accept some College courses for credit, but these decisions are entirely made by the receiving institution.

Challenge examinations are available for some modules of the diploma programs. The examination may be given to assess ability when a student has petitioned for advanced academic standing. The use of a challenge examination is at the discretion of the Campus Director, who is responsible for all related arrangements. A fee of Fifty Dollars (\$50.00) will be charged for each challenge exam written. The





Campus Director or Education Consultant will notify the student in writing of the assessment results within five (5) business days of the examination date.

A passing grade on a challenge examination is 80%. Challenge examination grades will not be included in the calculation of a student's final average.

## **Procedure for Advanced Standing**

Any applications for exemptions must be approved by the Campus Director *prior* to registration.

Any exemption(s) must meet the following course load requirements:

- Minimum of twelve (12) study weeks remaining in the diploma program if applying for student aid
- the remaining course load represents 60% of the original number of total weeks in the diploma program

If the Campus Director approves an exemption, The College will reduce the number of study weeks thereby reducing the tuition, books (where applicable) and other material fees accordingly. It is imperative that exemptions are in place prior to determining the total student fees so that the start and end dates, along with the financial portion of the contract, are accurate.

## **Prior Learning Assessment Recognition (PLAR)**

The purpose of PLAR is to evaluate a student's past learning experiences, primarily in the workplace, but also in the course of volunteer or unpaid activities. Credit may be granted for these learning experiences in the form of advanced academic standing in diploma courses available through The College. The student will be responsible for providing the Campus Director with a complete portfolio, which should include the following:

- A completed Prior Learning Assessment Recognition Application form
- A detailed letter explaining why Prior Learning Assessment Recognition is requested
- A résumé of all work experience
- Letters from appropriate employers indicating in detail the candidate's skill level and experience in the appropriate skill areas
- Details of employment training programs.
- A list of non-credit courses taken, supported by course outlines
- A list of relevant volunteer or community work, supported by detailed letters indicating the candidate's skill level

The Campus Director is responsible for evaluating the student's Prior Learning portfolio and relating it to existing courses. The Campus Director may also consult with the program instructor(s) to verify that The College's learning outcomes have been met. The Campus Director may also choose to conduct an interview with the applicant.

The Campus Director will advise the student, in writing, of the assessment results within five (5) business days. Advanced academic standing, based on Prior Learning Assessment Recognition, may be granted to a maximum of 20% of the course time for the proposed program. If combined with a request for Advanced Academic Standing, the total exemption cannot exceed 40% of the course time for the proposed program.





A student awarded exemptions based on recognition of Prior Learning will be entitled to a monetary credit/reduction of course fees in the amount of One Hundred Dollars (\$100.00) per week (new student) and One Hundred and Fifty Dollars (\$150.00) per week (returning student) of exemption granted plus applicable digital resources. The contract and the Student Loan application will reflect the reduced fee and hours. This **must** be completed prior to enrollment. Once a student is enrolled, a student cannot be given any exemptions for courses within their program.

**Documentation:**

- Completed Prior Learning Assessment Recognition Application form
- Student's portfolio
- Campus Director's letter to the student, granting or denying advanced academic standing based on PLAR
- Assessment method(s) and results on which the advanced academic standing was granted
- Student's contract with the institution that reflects reduction in the number of hours and/or weeks as well as the reduction in the tuition fee amount

## Accredited Programs

All diploma programs at the College are approved by Provincial Regulators; this means that all programs meet provincial program standards. Provincial regulators approve programs, they do not accredit the institution as a whole.

Accreditation is achieved through third-party organizations and College programs can achieve accreditation by adhering to the specific requirements of the accrediting agency.

Students are required to meet all requirements as set out by the accrediting agency and the College may not be able to issue the diploma for the program if these requirements are not met.

Students who are enrolled in programs that are accredited by agencies outside the College must meet all the requirements of the College as well as the requirements of the accrediting agency. If the requirements of the accrediting agency are more stringent than the College, the student must meet the more stringent requirements.

Examples include:

- Paralegal- accredited by the Law Society of Ontario (LSO)
- Physiotherapy Assistant/Occupational Therapy Assistant – The Physiotherapy Assistant / Occupational Therapy Assistant Program at the College- Toronto, Brampton, and London Campuses have been accredited by the Occupational Therapist Assistant and Physiotherapist Assistant Education Accreditation Program (OTA & PTA EAP) in collaboration with Physiotherapy Education Accreditation Program (PEAC) and the Canadian Association of Occupational Assistants (COAT)
- Massage Therapy- accredited in Windsor, London and Hamilton Campuses, preliminary accreditation in Kitchener, Mississauga, Brampton, and Toronto by the Canadian Massage Therapy Council for Accreditation



## The College Course Evaluation Method

As a standard, the final grade for a course may be determined through the following elements: exams, daily tests/quizzes, tests, projects, professionalism (attendance and/or participation).

The weighting (%) may change for some courses, as noted on specific course outlines. For courses that require teamwork, role-playing, presentations, and special projects; the standard evaluation method may not apply. Please refer to the course outline provided on the first day of class. This outline provides a breakdown of how the final grade is calculated.

### **Grade to successfully complete each diploma course - 60%**

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Select College programs have a more stringent successful completion requirement, as listed below:

Massage Therapy- 70% per module

Personal Support Worker- 70% per module

Medical Transcriptionist- 85% per module

The College diplomas will be granted only to those students who successfully complete all diploma courses in the program (including any mandatory Work Placement/Field Placement).

## Course Outlines

Each module will have a module outline made available to student through the Learning Management System and be presented to students no later than the first day of course delivery. All module outlines will follow the College approved Course Syllabus and include the following content:

- Course Code
- Course Name
- Course length in hours (and days)
- Detailed Course Description
- Course Learning Objectives
- Materials and Resources such as textbooks/digital content, software, and websites
- Instructor & Student Role Expectations
- Evaluation Structure
- Evaluation Scale/Standards of Performance
- Policies and Procedures relate to the course
- Daily Plan-at-a-glance



## Grades, Evaluations & Exams

The College conducts formal examinations, which are usually scheduled on the last day of any course. Students are responsible for attending scheduled exams and must remain in the classroom until they complete their exam. In the event that the student leaves the classroom during the test/exam, the completed portion of that test/exam must be handed in to the instructor. That portion of the test/exam will not be returned. All tests/exams must be completed within the official time allotted unless previously discussed with administration. No additional time will be given for a test/exam if the student is late.

A student who is absent for an exam without sufficient documented reason will receive a mark of zero. If the student can provide adequate proof of essential absence (a doctor's certificate), the student may be eligible to write a deferred exam. The deferred exam will be written outside of regularly scheduled class hours on the day the student returns.

### Procedure for Deferred Examinations

Deferred exams are available to students who are not able to write a scheduled exam, to qualify for a deferred exam the student must provide the one of the following:

- A doctor's certification stating an exam was missed for medical reasons
- Documentation of hospitalization
- Documentation of a court case
  - Acceptable documentation, as determined as the discretion of the Campus Director, or other extenuating circumstances.

A student who misses an examination will write the deferred examination on the first day of return. If the student does not write on their return date, a zero '0' is given for the examination. A student may apply no more than three (3) times during their program for the right to be given a deferred examination while a continuous student at the College. After writing deferred examinations three (3) times, all future deferred exams will be scheduled at the discretion of the Campus Director and will be considered a supplemental exam.

### Supplemental Exams for Professional Organization-Approved Programs

#### National Payroll Institute

The College Accounting and Payroll students are subject to the National Payroll Institute (NPI) policies regarding exams and rewrites. A student must achieve a mark of 65% on the final exam as well as a final overall mark of 65% to be eligible to pass the NPI courses. If a student does not pass the course, they can choose either to retake the entire course or attempt the NPI challenge exam. All associated fees are the student's responsibility.



## **CIFFA**

In order to be awarded the CIFFA certificate, a student must successfully complete each CIFFA course with a final grade of 70% or higher. For each of the courses, a student's final grade is based on the sum total of Professional Performance (worth 10% of the final grade), and two (2) exams (worth 90% of the final grade). A student with a final grade between 60% and 69% in either of the CIFFA courses will have an opportunity to complete a Rewrite Exam for free.

Any student whose final grade is less than 70% can write the College's internal rewrite exam to be eligible to pass the course for the diploma. The College's standard rewrite policy applies.

## **Procedure for Supplemental Examinations (Second Chance Policy)**

Students who do not achieve a passing grade of 60% but receive a mark above 45% in a course have the option to write a supplemental exam rather than retake the course. Students must achieve a minimum of 60% grade on the supplemental exam. The maximum recorded final grade in a course in which a supplemental exam was written is 60%.

**Note:** The passing grades may be different for specific programs.

Supplemental exams will be scheduled within the first two (2) weeks after the failed grade has been posted on the Student Web. **Arrangements to write a supplemental exam are the student's responsibility and arrangements should be made within 2 weeks of the end of the module.** If the student does not arrange to write the supplemental exam within the allotted time, or fails the supplemental exam, the student must retake the course. In situations where a course must be retaken, an additional fee may be charged. Students who receive a grade below 50% in a course will be required to retake the course.

## **Repeating a Failed Module**

A failed module/course may be rescheduled provided the student is in good standing both academically and financially. Academic good standing is defined as maintaining a minimum program average of 60%. Attendance requirements must be met. (See Attendance Policy).

- Students are permitted one FREE repeat over the course of their program provided the repeat can be scheduled within the originally contracted start and end dates. Tuition will not be charged for the first repeat; however, where required, the student is expected to purchase new versions of digital resources or access codes\*.
- For any subsequent repeats that are scheduled within the originally contracted start and end dates, students are required to pay a fee of One Hundred Dollars (\$100). This fee must be paid in full in advance of the module being retaken. Where required, the student is expected to purchase new versions of digital resources or access codes\*.
- For any repeats that are scheduled outside the original end date of their program, students may be required to pay the full tuition fee for that module. This fee must be paid in full in advance of the module being retaken. Where required, the student is expected to purchase new versions of digital resources or access codes\*.
- The student must be advised that extensions in end dates as a result of repeat modules are not likely to be funded by their funding agent. In this case, the student may prefer to double up, where possible, with an existing scheduled module. Every effort will be made to reschedule the repeat module within original contract dates; however, there is no guarantee that a repeat of a course will occur within that timeframe.



- All repeats are subject to schedule availability and seating capacity.
- At the Campus Director's discretion, a student may be dismissed after having failed more than three modules.
- The maximum recorded final grade for a repeated course is 60%\*\*.

**\*Fees for repeating third party courses, exams, or certifications such as the National Payroll Institute, CIFFA, and related training fees (CPR, NVCI, WHIMIS, Firearms training, etc.) must be paid by the student in all cases.**

**\*\* Minimum grade recorded for a repeated course may vary depending on course requirements.**

## Certification Exams and Results

Certain programs include certification exam vouchers and exam preparation software to assist students in preparing to write certification exams. Certification exams may only be ordered/booked after the course diploma exam has been written and passed.

Exam vouchers are provided for two major reasons: as an incentive for students to achieve industry certification while their knowledge is still current, as well as to maximize graduate employability. For this reason, students are **required** to write industry certification exams within the timeframe as per their Program Outline. As long as the student is successfully completing his/her/their course modules and their account is in good standing, vouchers are provided.

Certification vouchers have specific expiry dates. Students are responsible for checking expiry dates and ensuring that the voucher is used before it expires. Expired vouchers will not be replaced free of charge.

Certification vouchers and exam preparation software are for the exclusive use of the College student to whom they are released. They cannot be sold or transferred to anyone else. Students who are found to have sold or transferred vouchers or exam preparation software to anyone else will no longer be eligible to request further vouchers or exam preparation software.

## Certification Exams

Students are required to send the Program Administrator an email using their college email account indicating the certification exam number they wish to write. Only one (1) exam voucher may be released at a time and the corresponding course must be completed successfully before a voucher will be issued. The student will be directed to book the exam at [www.pearsonvue.com](http://www.pearsonvue.com) or [www.prometric.com](http://www.prometric.com). This exam must be written and the results provided to the Program Administrator or Administrative Assistant before another voucher is released (Exceptions: A+ OS and A+ HW may be released at the same time if both exams are scheduled to be written within a few days of each other).

Student accounts must be in "good standing" for any certification exam requests to be processed. Please see the Program Administrator for details regarding the booking of certification exams).

Certification exam results (both successful and unsuccessful) must be reported to the Program Administrator immediately. Results of a student's last completed exam must be reported before the next voucher is issued, or exam booked.



Students will have twelve (12) months after their contracted end date in which to write their certification exams provided their account is paid in full. Voucher expiration dates may vary. Students who have been withdrawn from their program cannot request any more vouchers. Exams that are not written within this allotted time frame will become unavailable. There is **no** refund for unwritten certification exams. Transferring of certification exams to another student is **not** permitted.

**Note:** It is the student's sole responsibility to write his/her/their certification exams within the allotted time frame. The organizations that design and promote various certification standards have the exclusive right to change their certifications and requirements at any time. As such, these changes may override The College program components.

## Academic Appeals

The College is committed to fair, timely, and consistent decision-making regarding students. If a student believes they have been treated unfairly or the College has applied an academic policy inconsistently, the student has the right to appeal. Appeals related to Admissions shall be addressed under Admissions Policy C-401.

The College will make academic decisions in support of procedural fairness such that:

- Decisions will be based on all the evidence provided by both parties
- Decisions will be based on reasonable inferences from all the information provided
- Decisions will be documented with a rationale provided
- The decision-maker(s) will be free from actual and/or perceived bias and hold no conflict of interest in the outcome of the appeal

All appeals will be based on the ground which define the reason(s) a student believes that they have been unfairly treated. The grounds for appeal are limited to the following four (4) areas:

- Merit of Work
- Procedural Error
- Compassionate
- Other Unfair Treatment

Academic appeals must be filed within seven (7) calendar days after the grade has been posted to the Student Web Portal. Students must present a complete and well documented case consistent with Policy A-145 Academic Appeals. If the student does not meet these criteria, or materials are submitted after the prescribed timelines, the College reserves the right to dismiss the appeal.



## Assessment Methods

The College Instructors are strongly committed to seeing each and every student achieve the learning objectives of each course within a program.

In general, our Instructors:

- Encourage contact between students and faculty
- Develop reciprocity and cooperation among students
- Encourage active learning
- Give prompt feedback
- Emphasize time on task
- Communicate high expectations, and
- Respect diverse talents and ways of learning

The College takes pride in its high standards for assessment and testing. During each course, students may be tested through any or all of the following methods:

- Daily testing based on assigned reading
- Review quizzes given at intervals throughout the course to determine progress
- End-of-course diploma/certificate exam
- Presentations and/or performance demonstrations
- Team/role playing assignments

Students are required to participate in all methods of testing **as scheduled**. No exemptions will be accepted. No quizzes or exam papers are returned to students. Please discuss any exam results with your Instructor within one (1) week of the mark being posted to your Student Web page. Final diploma or certificate exams are kept on file for one (1) year following the program end date.

## Academic Integrity

Good students don't cheat, cut corners, or commit academic offences. An Academic Offence means getting or trying to get an unfair advantage for academic work for you or others by dishonest means – whether you meant to do it or not – and includes:

- Plagiarism: taking credit for another person's work, such as
  - o submitting another person's work as your work.
  - o not citing or crediting (referencing) an original source.
  - o submitting electronic files or data created by another person without the instructor's permission.
  - o submitting work from another course without the instructor's permission.
- Allowing another person to complete your work.
- Copying from another student during a test/quiz.
- Using means, tools, or devices, personally or electronically, that are not allowed in doing or completing academic work.
- Using means or being in possession of prohibited tools or devices, including improperly obtained evaluative materials (a copy of a test/quiz, *etc.*).
- Altering, falsifying records, or submitting false documentation.
- Assisting or facilitating an academic offence.
- Misrepresenting fact, lying, bribery, coercion, or impersonating another person.



**NOTE:** Students who have documented accommodations and use those accommodations in the completion of their academic work, are not violating academic integrity.

The College takes academic integrity very seriously, and it expects all students to do the same. Students who commit an academic offence will be penalized according to Policy A- 141 Academic Integrity and its associated procedure. Students have the right to appeal any decision related to an academic offence in accordance with Policy A-145 Academic Appeals.

If a student commits an academic offence, it must be reported to the Campus Director, and the Campus Director will investigate the matter. Discipline will, normally, be progressive, which means second, and third offences will have more significant discipline than a first offence (depending on the severity of the offence).

The following disciplinary penalties may be applied, depending on the nature and extent of the academic offence:

- a) Reduced grade for the assignment/assessment
- b) Requirement to complete additional academic integrity training
- c) Failing grade for the assignment/assessment
- d) Failing grade for the course
- e) Suspension from the program
- f) Termination from the program
- g) Expulsion from the College

A record of Academic Integrity violation(s) and the associated disciplinary action(s) from the College will be maintained in the student's permanent file.

For a **FIRST** offense, the academic work will get a mark of '0' and the student must meet with the Campus Director before to returning to class. The Campus Director may choose a penalty from a-f above if the offense is severe. For a minor offence, such as missing a single citation, the Campus Director may choose option 'a' above.

For a **SECOND** offense, the course will get a mark of '0' and the student must meet with the Campus Director and Vice President, Academic, before to returning to class. The Campus Director and/or Vice-President, Academic, may choose a penalty from d-f above if the offense is severe.

For a **THIRD** offense, the student will be expelled from the College.

In all instances where an academic offence has been proven, a permanent record will be placed in the student file indicating the student has been caught committing an academic offence.

If a student wants to appeal the decision of the Campus Director and/or the penalty imposed, the appeal must be filed within two business days via e-mail and must be sent to the Vice-President, Academic, and follow the Student Appeals Policy.

A student who files an expulsion appeal and is unsuccessful is considered terminated from the College. Further appeals must be filed through the Complaints process of the Ministry of Colleges and Universities, and only if the student is attending a registered program recognized as being protected under the *Private Career Colleges Act 2005*.





## Digital Resources & Supplies

Digital resources and supplies are distributed on the first day of class for the first course of the program. All required digital learning resources are included in the program. Students may also purchase print books, which are available at the College and other 3rd party vendors. The College assumes no responsibility for lost or stolen supplies. The student is responsible for any replacement costs.

## Fundraising

Students may wish to participate in fundraising events during their time at the College.

The College recognizes the importance of such worthwhile endeavours and encourages all students to get involved in their local communities. The College will ensure that all such activities are organized and run according to the College and the registered charities policies, procedures, and guidelines.

Students may only solicit donations outside of the school if the cause is a Registered Charity.

The Campus Director must approve all activities in advance.

## Guest Speakers

The College encourages its staff and instructors to arrange guest speakers for the students. Guest speakers may have information to share related to many different topics. Guest speakers may be invited to a specific class or to speak to the student body as a whole.

## Related Training

Several programs at the College require students to participate in related training provided by third parties to The College (First Aid/Heart Start, Non-Violent Crisis Intervention, Suicide Intervention, etc.). The College will schedule related training sessions during the student's program. Related training may be held offsite and may be scheduled for Six (6) to Eight (8) hour days. If a student is unable to attend his/her/their scheduled time for any reason, the student will be responsible for completing the related training outside of regular class time, at his/her/their own expense.

## CPR + First Aid

Students enrolled in programs that require CPR + First Aid will complete this through The Canadian Red Cross. This course is delivered in two parts- theory and in-class.

Students enrolled in In-Class programs will complete the theory portion online and will then be scheduled to complete the in-class portion on campus. The Program Administrator will communicate dates and times in advance of the in-class date.

Students enrolled in Hybrid and Remote programs will complete the theory portion online and then will complete the in-class portion through a participating Canadian Red Cross location of their choosing.

Students must complete both portions of the course in order to receive their Canadian Red Cross certification and be eligible to graduate from their program.



## Diploma at Graduation

### Definition of Academic Study Period

A student's academic study period is defined as the stated calendar period as indicated on the College Enrollment Contract, signed by the student, and authorized by campus staff.

### Diploma with Honours

Where an overall average of 80% is maintained and a student meets all standards related to contract hours, the student is eligible for "Honours" status upon graduation and such status will be recorded on his/her/their Diploma.

### Diploma with Distinction

Where an overall average of 90% is maintained and a student meets all standards related to contract hours, the student is eligible for "Distinction" status upon graduation and such status will be recorded on his/her/their Diploma.

## Issuing of Transcripts/Diplomas

A student who achieves the required academic standards for their College Diploma program, will receive (1) a formal transcript of marks and (2) an official College diploma, provided they have completed all academic and financial contractual agreements with the College. Diplomas will be issued within Thirty (30) days of the contracted completion date and must be picked up in person at the campus. Students enrolled in any non-diploma program will receive (1) a formal transcript of marks, providing all academic and financial contractual agreements with the College have been met.

## Transcripts/Diplomas

Should you wish to receive a copy of your transcript and/or diploma, please contact your campus. Future productions of transcripts and/or diplomas, sent to employers or other academic institutions will be issued and sent upon receipt of a Twenty-five Dollars (\$25.00) payment for each transcript/diploma from the requesting student.

## Maximum Timeframe for Program Completion

A 12-month extension may be granted for any outstanding course completions (with the exception of the Medical Transcriptionist Program). The 12-month grace period will begin on the contracted end date. Please note that a student who has been terminated may not request a program extension.

The student will only be granted a 12-month extension from their official date of termination to re-apply to complete their program. Students who require an updated text to repeat a course will be expected to purchase the updated text prior to retaking the course. All arrangements for completion of outstanding courses must be made with the Campus Director. Scheduling of courses is based on course and seat availability. A maximum grade of 60% (see Procedure for Supplemental Examinations, for more information) will be recorded on the students' transcript. Any exceptions to the final grade posting are at the discretion of the Campus Director.



## Change of Address/Information

The College keeps in touch with all current and alumni students. Please make sure we have your current address on file. If you have a change of address or phone number, please notify Administration immediately.

## Academic Withdrawal

Students have the right to cancel a contract within five (5) days of signing it, with written notice given to the College. Such students are entitled to a full refund of fees paid.

Any student wishing to withdraw from the College must provide a written termination letter and meet with the Campus Director. You will be considered a full-time student – and charged for each day – until your written termination notice is received. Should you withdraw from The College, and you have received any type of student loan; you are responsible for its repayment as required by your bank, the Government, and/or The College. Refunds for any overpayment to The College will be made in strict compliance with the Tuition Refund Guidelines specified in the relevant provincial Acts and Regulations (see Tuition Refund Policy).

The College is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their programs. The College has a commitment to ensure that within this general framework all students are treated fairly and equitably. Students who do not support the academic and ethical goals of The College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, we will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where the College deems the integrity, safety or well-being of our school, students, staff, clients, visitors, and other guests are in danger, then expulsion may be applied at our discretion at any point in the process.

The following outlines the conditions under which a student, who is in-school or on a field placement/ clinical placement, may be expelled with cause:

- **Academic Dishonesty** – Students may be subject to expulsion at the discretion of the College for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:

- Cheating
- Plagiarism
- Unapproved collaboration
- Alteration of records
- Bribery
- Lying
- Misrepresentations

- **Outstanding Fees** – Failure to pay tuition or other fees due to The College is considered to be theft. If a student's account is in arrears, a student will be notified in person or via their student email, requesting a meeting with the Financial Aid Officer to make arrangements to repay the outstanding amount. If the account is not brought up to date after the meeting, a student will be notified in person or via student email that they may be expelled if they fail to bring their



account up to-date.

- **Code of Conduct** - All students will be required to adhere to the following Code of Conduct. Students are expected to dress and act in a business-like manner while attending classes. Your time at the College is considered to be job readiness training. In keeping with this objective, we do not allow students to wear clothing that is not considered to be professional, such as: short shorts, tank tops, etc. Clothing needs to be clean and properly mended. Uniforms must be worn every day. At the discretion of the school administration, a student may be suspended or terminated from school for serious or repeated incidence of any of the following:
  - Intoxicated or drugged state of behaviour
  - Possession of drugs or alcohol upon school premises
  - Bullying of a student or staff member
  - Behaviour through the act(s) (or omission of) creating a safety hazard to student(s) or other persons including a client/resident or fellow employee while on a field placement or on the College premises
  - Disrespectful behaviour to other students, an administrator, staff member of the College or a supervisor, client/resident or fellow employee while on a field placement or College premises; and
  - Failure to conform to College policies or any other stated or determined infractions of conduct
- **Significant Omissions or Errors in Admissions Documentation** – The College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly, or in error, misrepresent their applications are subject to immediate expulsion.
- **Academic Failure** – Students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may, at its discretion, based on the program of study, offer alternatives to a student. These options are outlined in the Academic Policies and Procedures in this Student Handbook.
- **Attendance** – Students who do not achieve the required attendance as stated in our Attendance Policy are subject to expulsion.
- **Bullying, Harassment or Discrimination** – The safety of our students, staff and visitors is important and we take pride in ensuring that everyone is secure and safe while attending our College. The College does not condone harassment or discrimination of any student, staff, client, or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.

In determining what constitutes harassment or discrimination, please refer to provincial Human Rights Code.

- **Misuse of College Property** – College property is for the provision of College services. Students who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and required to make restitution.



- **Endangerment of Staff or Students** – The College is committed to the right of all College staff, students, clients, and visitors to be safe. Students, who by action or neglect, in any way endanger the safety of themselves or others, while in-school or on an external work placement, may be expelled.

Prior to expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:

- **Verbal warning** – Depending on the severity of the occurrence, the student and a Campus Administrator will meet within one (1) business day to discuss the situation and provide a resolution.
- **Written warning** – Depending on the severity of the occurrence, or if a resolution is not forthcoming during the initial meeting, a written warning will be given to the student within one (1) business day of the occurrence or the meeting. This warning will become part of the student’s academic file. It will make reference to any previous occurrences of the same behaviour/incidents (where related).
- **Suspension** – Depending on the severity of the occurrence, students may face a suspension of up to five (5) days. A written notice of suspension, outlining the details and the length of the suspension, will be hand delivered to the student or will be sent by mail. The suspension will take effect based on the date of the occurrence. This written notice of suspension will become part of the student’s academic file.
- **Expulsion** – Based on the above conditions, a student may be expelled. A student who is subject to expulsion for any reason will be notified in writing, either hand delivered or by mail. The College is not responsible for non-delivery by mail if the student has not provided a valid home address where the student currently resides.

Notification of expulsion will contain a description of the basis for expulsion and the effective time and date. Expelled students who dispute the facts of the expulsion must appeal the decision, in writing, to the Campus Director within two (2) business days of the date of the written notification of expulsion. The Campus Director will set up a meeting within five (5) days after receiving the complaint form. Students who file an appeal and are unsuccessful are considered terminated from the College. A student who wishes to further appeal their termination may submit a student complaint to the Ministry of Colleges and Universities.

### **Fees for Expelled Students**

A student who is expelled by the College will be considered terminated from their program on the effective date of the expulsion. Upon expulsion, a student will be officially withdrawn from their program and a settlement of their account will be completed under our Tuition Refund Policy.

### **Return of Property**

A student who is expelled is responsible for the return of any College property in their own possession within five (5) days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.



## Printing & Photocopying

Realizing that some students may not possess a home printer, student printing may be accessible from the student lab or classroom. Each student is provided with printing credits that are sufficient for the printing required for their program. Students may track their printing and credits on the Student Gateway through the PaperCut link. Additional printing credits may be purchased from PaperCut directly, using the tile on the Student Gateway: [CHP Gateway](#).

Multiple copying is limited to instructor handouts and must be done by the Instructor. Due to technical reasons, the Administrative staff are not able to print documents for students from removable drives. Students who wish to print from their removable drives may print to any printer that is available for student use using their printing credits.

Photocopying may be done through the Reception/Front Desk of each campus. A charge of Ten Cents (\$0.10) per copy will be charged and no copyrighted material may be copied. Students are not permitted to photocopy or print any curriculum, courseware, copyrighted material, cram exams, cheat sheets, etc.

## Copyright

The College is committed to respecting the rights of copyright holders by upholding Canadian copyright law. As an educational institution, the College aligns its use of any copyright material to the Colleges and Institutes Canada and the Council of Ministers of Education, Canada, interpretation of Fair Dealing.

## Equipment

The equipment that the College has obtained to train students is high quality and is expensive to replace. Equipment is never to be removed from the College premises and should always be handled with the utmost care and caution. In short, students need to treat the training equipment as if it were their own.

## Removable Hard Drive Use

In some programs, students are provided with a removable student hard drive. The hard drive remains the property of The College at all times. Students agree not to install or copy any software to or from the hard drive except that which has been authorized by The College for use in the course or program. If the hard drive is not returned at the end of the student's program, a One Hundred Dollar (\$100) fee + HST will be charged. Please refer to your Student Hard Drive Loan Agreement.

**Note:** *Student hard drives may be subject to reinstallations as required; unless you save files to a jump drive all your data may be removed without notice.*

*Please do not alter (except as directed by the Instructor) the operating system or application program setups. This causes difficulty for the next person using the computer. Changing system settings in a way that inconveniences or disrupts another user is considered a form of vandalism.*

*Please do not change or disconnect network cables from The College computers (unless directed by the Instructor).*



## Audio/Video Recording

The College is committed to ensuring that the learning environment is most conducive to student learning, and as such, students shall not make any recording of classroom lectures whether remote or in-person without having secured the prior written permission of the faculty/instructor/facilitator. Students who have secured this permission must use recordings for the sole purpose of private study, must respect the privacy of other students in the learning environment, and respect copyright laws in accordance with Policy A-130 Copyright. These recordings must not be shared, reproduced, or uploaded to any publicly accessible web environment or used for any purpose not specifically authorized by the faculty/instructor/facilitator.

Faculty/instructors/facilitators in in-class delivery modes may record lectures (by audio and/or video):

- For personal use, usually to enhance teaching and learning methods.
- For the purpose of exchange with colleagues to enhance the learning environment.
- For the purpose of exchange in the learning environment, usually for private or group study and/or activities amongst students.

Faculty/instructors/facilitators must assure student privacy and may - where appropriate - obtain consent of students and/or third parties present at the time.

Students with disabilities who are required to record lectures will be given permission to do so, in compliance with College Policy and all government legislation from various jurisdictions in which the College operates.

Personal communication devices such as cell phones and other handheld devices must be turned to silent during classroom lecture times for the consideration of everyone in the classroom.

Faculty/Instructors/facilitators in remote, hybrid and online delivery modes will record all class sessions and will ensure that recordings are stored securely. Students are expected to be on camera during class time. Recordings must not be shared, reproduced, or uploaded to any publicly accessible web environment or used for any purpose not specifically authorized by the faculty/instructor/facilitator.

## Third Party Enhancements

The College strives to provide students with a full learning experience, which includes working with organizations, associations, and specialized skills providers to provide students with industry related certifications or membership in support of their career path.

Third-party enhancement opportunities may be subject to additional fees, payable by the student.

Students may be required to meet eligibility requirements and/or self-register for third-party opportunities and are subject to the terms and conditions outlined by any third-party provider.

The College will offer, where applicable, vouchers to students to participate in industry certification exams as a part of the learning experience and career preparation.



## Field Trips

The College endorses the use of field trips to enhance the learning experience. Field trips must be directly related to course learning outcomes and must enhance the student experience with applied learning.

Students are solely responsible for providing their own transportation to and from the field trip location.

Students must sign a field trip waiver prior to attending any off-site field trip. Failure to do so will result in not being able to attend the field trip, without exception.

While on field trips, College members are ambassadors of the College and must represent the College in alignment with the College's Values and the Student Code of Conduct (Policy A-109).

College members may be asked to follow specific protocol requests by the field trip host, organization, or location official. All College members will fully comply with such requests.

## Student Complaint Procedure

We are committed to delivering the best quality of Private Career College education available in Ontario. Our vision is **'to improve lives by sharing our knowledge and passion for excellence'**. In accordance with our vision, we take suggestions and constructive criticism from our students, employers, and staff seriously. Most issues can be handled informally via a discussion with local on-campus instructors. However, if the issue cannot be resolved informally, the Student Complaint Procedure provides our College students with a 4-level escalation procedure. Each level of the 4 level procedures is outlined below:

**Students have Thirty (30) days from their last day of attendance to lodge a complaint. This does not apply to students who have been expelled from their program. See the Academic Withdrawal Policy for details.**

**Note:** *The student has the right to have another person accompany them, as a representative, in all stages of this procedure. The other person may not be a party to the same complaint. This representative has the right to make oral submissions on behalf of the student. If a representative is requested, The College requires the party be identified by name and the relationship of the representative to the student be disclosed to the College at the time the meeting(s) is requested. The College also reserves the right to include another campus staff member or other representative to be included in all levels of this process.*





### **Level I - Informal Suggestion/Complaint**

The College endeavors to provide the most positive environment for your educational experience. From time to time, you may have a suggestion or concern that you would like to bring to our attention. Students are encouraged to address any concerns immediately: please do not let a minor problem develop into a major one. We encourage informal discussion with the campus staff member who is involved as a first step. If, after your conversation with the campus staff member, you believe your question/concern has not been answered to your satisfaction, you should meet with the Campus Director for an informal discussion. The mutual objective of this meeting will be to resolve the question/concern. The Campus Director will provide a verbal resolution at the closure of the meeting. The College supports informal verbal resolution of issues whenever possible.

### **Level II - Written Complaint with Local Campus Director**

Most complaints can be resolved informally at Level I through a dialogue between the student and their Campus Director. However, if a student believes that the verbally offered resolution does not reasonably resolve their issue(s), they can escalate their concerns by submitting a formal Written Complaint to their Campus Director (contact information can be found on the Student Web under Resources). The Campus Director will provide the student with the official The College Student Complaint form. The student must complete the form, retain a copy, and return the original to the Campus Director within two (2) business days.

Upon receipt, the Campus Director will schedule a meeting with the student to review the written complaint within two (2) business days. If a resolution is reached during this meeting, the resolution will be documented and there will be signoff that all parties have accepted the resolution. If no meeting is requested, or if there is no resolution obtained in this meeting, then the Campus Director or a representative from the school will respond with a written decision, with reasons, to the student within five (5) business days, not including the meeting date. This response will be in a sealed envelope and the student will be notified via phone, email or in person that it is available for pick up at the front desk. If the student fails to pick up the response by the end of the third day after they have been notified, this document will be mailed to the student at the address currently on file (The College is not responsible for non-delivery if the student has not provided a valid home address).

### **Level III - Written Complaint to The College Campus Support Centre**

Before continuing to a Level III complaint, a student **must meet** with the Campus Director. In unusual circumstances, a student may not be satisfied with the resolution provided at the conclusion of the Level II complaint. In these occasional cases, the student must request a Level III Complaint Form from the Campus Director and hand deliver a detailed response (Complaint Form III and supporting documentation) to the Campus Director or the Program Administrator from the school. The response must be in writing using the complaint form, and the student is to retain a copy and deliver the original within five (5) business days from the day following the date included on the initial response of the initial written response from the school.

Upon receipt, the Campus Director will forward the student's response to The College Support Centre for review by the Regional Director of Operations. Within five (5) business days of the receipt of the written complaint form, (not including the date of receipt), the Regional Director of Operations will contact the student to set up a meeting with the student to discuss their concerns, either by phone or in person. Based on this meeting, the student may expect a written decision with reasons from The College Campus Support Centre within five (5) business days following the date of their discussion with the Regional Director of Operations. This response will be in a sealed envelope and the student will be notified via phone, email or in person that it is available for pick up at the front desk of the campus they attend.



If the student fails to pick up the response by the end of the third day after they have been notified, this document will be mailed to the student at the address currently on file (The College is not responsible for non-delivery if the student has not provided a valid home address).

On rare occasions, extenuating circumstances may prevent a student from submitting an initial written student complaint. In these circumstances, these timelines may be adjusted at the discretion of the Regional Director of Operations. A request for an extension must be made in writing to the Regional Director of Operations.

All documents and forms relating to a complaint will be kept in the student's file.

#### **Level IV - Written Complaint to Provincial Regulating Body**

The College is a Private Career College registered under the Private Career Colleges Act in Ontario. The College is also approved to administer both the federal and provincial student loans. As such, the College is regulated, monitored, and audited for a variety of procedures, including its Student Complaint Procedure. The College has an excellent track record for all regulatory matters with the various provincial departments and strives to ensure that its operations are in compliance with the letter and spirit of the associated Acts.

Although the objectives of Levels I - III are to resolve the student's concern/issue, there may be instances where the student remains dissatisfied with the resolution. In these cases, the student may refer their issue in writing, to the Superintendent of Private Career Colleges. The student may submit a complaint electronically to the Superintendent of Private Career Colleges through the PARIS System: [Register | PARIS: Program Approval & Registration Information System \(gov.on.ca\)](#). The Superintendent is the final stage of complaint review.

## **Career Services**

The College Career Planning and Preparation Part I and II courses are included in your program to guide and educate you about the importance of career planning, work placement, current job search methods, interview techniques, resume writing, and creating an effective cover letter.

All students are required to complete the course, submit a personal resume, and set up an appointment with their campus Employment Specialist team.

While The College offers career services geared to facilitating and fostering contacts between students and possible employers, The College does not guarantee any job offers to any student. It is the responsibility of the student to work in partnership with their Employment Specialist team to conduct their job search and choose their own employment opportunities.

## **Procedure for Mandatory Field Placement (Practicum, Internship, Clinical Placement)**

In most programs, a field placement is a diploma requirement and is designed to provide the student with on-the-job experience and an opportunity to utilize their newly acquired skills. The internship, field placement or practicum must be conducted in a legitimate, industry-related, and supervised environment. Our Career Services staff act as a liaison between qualified students and employers to find the right field placement experience for each student and host.



Upon completion of the field placement, the host employer will complete an evaluation which assesses the student's skills, professional conduct, and the ability to handle the work assigned. **This evaluation form will be given to the student, and it is the student's responsibility to ensure that it is submitted to The College. A student cannot graduate without a signed evaluation by the employer being submitted.**

All students enrolled in a program that includes a field placement must attend a mandatory orientation meeting, as scheduled.

All students will work in partnership with the Employment Specialist team to aid in the search for a field placement. It is the responsibility of the Employment Specialist to present one (1) field placement to a student. Should the student decline this one (1) field placement offer, the student will be

responsible

for finding their own field placement.

If the student is dismissed from their field placement, it is the responsibility of the student to find their own internship, field placement or practicum host.

### **General Policy on Completion of Field Placement**

Students must be academically in good standing in order to participate in a field placement. However, some exceptions may apply at the sole discretion of the Campus Director. Attendance is taken for all internship, field placement or practicum hours as this is considered 'off-site' school. **It is the responsibility of the student to submit their attendance through their Student Web Portal no later than Monday at noon each week. Failure to do so may result in a student being withdrawn from their program.**

Students who are absent for any of their clinical placement or internship, field placement or practicum will be required to make up the hours before they are eligible to graduate; students who fail to complete the required placement as scheduled (for any reason), will be required to arrange their own additional suitable clinical placement, internship, field placement or practicum to complete their program. A signed evaluation will be required from the field placement host.

**Students will not be eligible to graduate until all requirements of their placement are complete. This includes submitting the evaluation signed by their host to their Employment Specialist upon the successful completion of their field placement.**

***Note:** Field placements are subject to location availability. Some employers require a police record check (and at times an enhanced police record check) for criminal offences before accepting a student into the work environment or clinical setting. The police record check shall be obtained at the student's expense. The College assumes no obligation for students who are unable to provide a clear police record check. Some field placement hosts require proof of the following items:*

- *Immunization*
- *Masking fitting*
- *TB test*
- *Physical suitability (certain health care programs)*



**Out-of-Town Internships:** You may be required to go out of town for your internships. You may incur additional costs associated with these internships (i.e., travel, accommodations, etc.). At this time, internships occur only in Canada.

Students in Massage Therapy, Occupational Therapy Assistant and Physiotherapy Assistant, and Personal Support Worker are required to fulfill the prescribed number of clinical hours as per the program outline. Clinical hours are considered to be outside of classroom hours, and students can expect evenings and possibly weekend hours.

Students will be notified in advance of the placement requirements and will be responsible for covering any costs associated with these items.

## Risk Assessment Policy for Internship Hosts

The College students who are required to complete an internship as part of their diploma program will be placed on an internship at an outside organization in order to have the opportunity to apply their new and developed skills in a real-world environment.

### **Risk Assessment Process and Procedures:**

A general risk assessment is to be completed prior to the student going out on internship (per Section 36 of the *Private Career Colleges Operational Regulations*). The risk assessment must include the following:

- A designated staff member of the College will inspect the placement site before sending the student out or will attend with the student while the student is at the placement site
- A general Risk Assessment Form is to be completed by the placement host and signed by the student
- A copy of the signed assessment form and any risk management requirements must be given to the student prior to beginning their placement and a copy of same is to be kept in the student file
- A person must be designated and identified by the placement host as the contact for the student when college personnel are not present

### **Repeat Placement Hosts:**

Once a risk assessment has been completed on an internship host, the placement host will not be required to complete another assessment for each new student who is placed with their organization unless some item previously reviewed in the assessment has changed or needs to be updated. The Career Services Department at the College will confirm with the placement host whether or not an assessment needs to be updated prior to placing a student with a repeat placement host.

### **Student Orientation to Health and Safety Requirements at Placement Host:**

The student must receive an orientation to the health and safety requirements appropriate to the placement site prior to or as soon as possible after the student arrives at the outside site.

## References

The College endorses providing references for current and past students, upon request. The College adheres to the Personal Information Protection and Electronic Documentation Act (PIPEDA), and as such, all references shall be given knowing the individual can and may have sight of the reference at some stage. Therefore, personal data must be given on the strength of explicit consent of the individual.



## Student Anti-Violence, Harassment and Discrimination Policy

The College is committed to providing a safe and healthy study environment free from violence, threats of violence, discrimination, harassment, intimidation, and any other misconduct. Similarly, weapons are strictly prohibited from the College's premises and violators will be subject to disciplinary action and the incident will be reported to the police.

It is also a violation of The College's Anti-Violence, Harassment and Discrimination Policy for anyone to knowingly make a false complaint of violence, harassment, or discrimination or to provide false information about a complaint. Students who violate this policy are subject to disciplinary and/or corrective action, up to and including expulsion from school.

This policy prohibits reprisals against students, acting in good faith, who report incidents of violence, harassment, or discrimination, or act as witnesses. Administration will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence, harassment, or discrimination. Reprisal is defined as any act of retaliation, either direct or indirect.

### Application of this Policy

This policy applies to all individuals studying at The College. The College will not tolerate violence, harassment, or discrimination whether engaged in by fellow students, employees, managers, officers, directors, or contract service providers of the college.

All The College students and administrators are held personally accountable and responsible for enforcing this policy and must make every effort to prevent violence, discrimination, or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

For the purposes of this policy, violence, harassment, discrimination, or bullying can occur:

At the campus;

- At student-related social functions;
- In the course of study assignments outside the College;
- Over the telephone, if the conversation is study-related; or
- Elsewhere, if the person is there as a result of student-related responsibilities or a student-related relationship.

### Definitions

**School Violence or Bullying:** The exercise, statement, or behaviour of physical force by a person against a student or College member that causes or could cause physical injury to the student or College member, such as:

- Physical acts (*e.g.*, hitting, shoving, pushing, kicking, sexual assault, throwing an object at a student, kicking an object the student or employee is standing on such as a ladder or trying to run down a student or employee using a vehicle or equipment such as a forklift).
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- Disruptive behaviour that is not appropriate to the learning or working environment (*e.g.*, yelling, swearing).



**Domestic Violence:** A person who has a personal relationship with a College member or a student – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that individual. If such violence occurs while at the College, domestic violence is considered school violence.

**Discrimination:** Any differential treatment of an individual or group which is based on a personal characteristic (such as gender, race, creed, disability, and/or sexual or gender orientation) of that individual or group, which has an adverse impact on them.

**Hostile work or Learning Environment:** When one’s behaviour creates an environment that is difficult for another person to work or study, including but not limited to:

**Personal Harassment:** Any unsolicited, unwelcome, disrespectful, or offensive behaviour of an underlying sexual, bigoted, ethnic, or racial connotation and can be typified as:

- Behaviour that is hostile in nature, and/or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, and/or any other Human Rights protected grounds.
- Sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person;
- Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person’s body, attire, sex, or sexual orientation and/or based on religion;
- Suggestive or offensive remarks;
- Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about an individual;
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials;
- Leering (suggestive persistent staring);
- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- Sexual assault; (see also P-105 Sexual Harassment & Sexual Violence Prevention)
- Any actions that create a hostile, intimidating or offensive environment. This may include physical, verbal, written, graphic, or electronic means;
- Any threats of physical violence that endangers the health and safety of the individual.

**Racial/Ethnic Harassment:** Any conduct or comment which causes humiliation to an individual because of their racial or ethnic background, their colour, place of birth, citizenship, or ancestry. Examples of conduct which may be racial or ethnic harassment include:

- Unwelcome remarks, jokes, or innuendos about a person's racial or ethnic origin;
- Colour, place of birth, citizenship or ancestry;
- Displaying racist or derogatory pictures or other offensive material;
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment;
- Refusing to speak to or study/work with someone or treating someone differently because of their ethnic or racial background.



## Commitments

- Providing a safe space where students feel able to work and learn in an environment free from violence, harassment, and/or discrimination
- Investigating all reported incidents of violence, harassment, and or/discrimination to the best of the College's ability and in a manner that is fair and equitable
- Assisting those who have experienced violence, harassment and/or discrimination by providing choices, including detailed information and support, such as the provision of and/or referral to counseling and medical care, and appropriate academic and other accommodation
- Ensuring that internal investigation procedures are available in the case of violence, harassment and/or discrimination, even when the individual chooses not to make a report to the police
- Engaging in an appropriate investigation process that ensures fairness and due process
- Contributing to the creation of a college atmosphere in which violence, harassment and/or discrimination is not tolerated

All College members are personally accountable and responsible for enforcing Policy A-103 Anti-Violence, Harassment and Discrimination, and must make every effort to prevent violence, discrimination, or harassing behaviour and to intervene immediately if they observe such behaviour.

## Records

Records of all formal and informal resolutions, meetings, and reviews will be kept by the Campus Director, except where otherwise stated in this policy.

The records will only be available to the Campus Director and appropriate management, and only in the following circumstances:

- When determining an appropriate disciplinary action for subsequent violence, bullying, discrimination, or harassment complaints
- When a complaint against retaliatory action is made
- When a decision or resolution is reviewed

Both the Complainant and the Respondent are eligible to obtain copies of meetings or of their own statements made throughout the course of the remediation processes relating to:

- Violence or bullying
- Discrimination and/or harassment

Records of all informal and formal resolutions, meeting and reviews of violence, harassment and/or discrimination will be securely retained by the College.

## Special Circumstances

Should a student have a legal court order (e.g., restraining order, or "no-contact" order) against another individual, the student is encouraged to notify their Campus Director, and to supply a copy of that order to them. This will likely be required in instances where the student strongly feels that the aggressor may attempt to contact that at the College, in direct violation of the court order. Such information shall be kept confidential.





If any visitor to The College is seen with a weapon (or is known to possess one), makes a verbal threat or assault against a student or another individual, witnesses are required to immediately contact the police, emergency response services, Campus Administration, and the Human Resources Department.

All records of harassment, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, the College will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

### **Fraudulent or Malicious Complaints**

This Anti-Violence, Harassment and Discrimination Policy must never be used to bring fraudulent or malicious complaints against members of the College community, including students or employees. It is important to realize that unfounded/frivolous allegations of personal harassment may cause both the accused person and the College significant damage. If it is determined by the College that any student has knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate expulsion without further notice.

### **Disciplinary Measures**

If it is determined by the college that any student has been involved in violent behaviour, unacceptable conduct, personal harassment, or discrimination, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, suspension, and could result in immediate expulsion without further notice.

### **Confidentiality for Entire Policy**

The College will do everything it can to protect the privacy of the individuals involved and to ensure that Complainants and Respondents are treated fairly and respectfully. The College will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the College and will be proportional to the seriousness of the behaviour concerned. The College will also provide appropriate assistance to any student who is victim of violence, harassment, or discrimination.

### **Managing and/or Coaching**

Counseling and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a college administrator's responsibilities in these areas.

### **Policy Review**

The College will review this policy annually and will post the policy in the Student Handbook and on the student website.





## **Violence Risk Assessment**

The College will conduct a risk assessment of the study environment to identify any issues related to potential violence or bullying that may impact the operation and will institute measures to control any identified risks to student safety.

The risk assessment may include a review of records and reports (i.e., security reports, student incident reports, student surveys, health, and safety inspection reports, first aid records or other related records). Specific areas that may contribute to risk of violence include: contact with public, exchange of money, receiving doors, studying alone or at night, etc. Research may also include a review of similar colleges with respect to their history of violence.

The College will communicate information relating to a person with a history of violence where:

- Students may reasonably be expected to come into contact with the person in the performance of their studies; and
- There is a potential risk of violence as a result of interactions with the person with a history of violence.

The College will only disclose personal information that is deemed reasonably necessary to protect the students from physical harm.

## **Reporting Violence or Bullying**

In the event that you are either directly affected by, or witness to, any violence in the College, it is imperative for the safety of all The College students and employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to Campus Administration.

## **Seeking Immediate Assistance**

Canada's Criminal Code deals with matters such as violent acts, threats, and behaviours such as stalking. The police should be contacted immediately when an act of violence has occurred in the College or when someone in the College is threatened with violence. If a student feels threatened by another student, employee, volunteer, contractor, vendor, visitor, or client/customer then an immediate call to 911 is required.

## **Reporting Discrimination or Harassment**

### **Informal Procedure**

If you believe you have been personally harassed or discriminated against you may:

- Confront the harasser or person doing the discriminating personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the harasser's/person doing the discriminating's Campus Director, your Campus Director, the Regional Director of Operations, or any other college management team member.



Any student who feels discriminated or harassed against can and should, in all confidence and without fear of reprisal, personally and immediately report the facts directly to your Campus Director or another campus manager if your Campus Director is the one accused of being the harasser or discriminator.

### **Formal Procedure**

If you believe you have been personally harassed or discriminated against you may make a written complaint. The written complaint must be delivered to the Campus Director or another campus manager or if not available the Regional Director of Operations. Your complaint should include:

- the approximate date and time of each incident you wish to report
- the name of the person(s) involved in each incident
- the name of any person(s) who witnessed each incident
- a full description of what occurred in each incident

### **Investigating Reports of Discrimination or Harassment**

Once a written complaint has been received, the College will complete a thorough investigation. Harassment should not be ignored as silence can be, and often is, interpreted as acceptance. Students will not be expelled, disciplined or denied study opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

For the purposes of this section the following definitions apply:

**Complainant** – The person who has made a complaint about another individual whom they believe committed an act of discrimination or harassment against them.

**Respondent** – The person whom another individual has accused of committing an act of discrimination or harassment.

The investigation will include:

- Informing the harasser(s) of the complaint
- Interviewing the Complainant, any person involved in the incident and any identified witnesses
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents
- A copy of the complaint, detailing the Complainant's allegations, is then provided to the Respondent(s)
- The Respondent(s) is/are invited to reply within seven (7) days, in writing, to the Complainant's allegations and the reply will be made known to the Complainant before the case proceeds further
- The investigation will be complete within thirty (30) days
- The College will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged Respondent
- During the investigation, the Complainant and the Respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made
- If necessary, the College may employ outside assistance or request the use of legal counsel



- Students will not be expelled, disciplined, or denied study opportunities because they rejected sexual advances of another student or employee or because they lodged a harassment complaint when they honestly believed they were being harassed
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the individuals concerned.

If the Complainant decides not to lay a formal complaint, the Regional Director of Operations along with Human Resources may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the Respondent(s)).

## **Investigating Reports of Violence or Bullying**

The College shall:

- Investigate all reported acts/incidents of violence or bullying, and:
  - o consult with other parties (i.e., Legal Counsel, Health & Safety consultants, provincial Human Rights office, local Police Services);
  - o take all reasonable measures to eliminate or mitigate risks identified by the incident;
  - and
  - o document the incident, its investigation, and corrective action taken
- Review this policy and hazard assessments annually, or as changes to student responsibilities or environments occur, and revise the assessment as needed
- Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate violence in the college and make improvements to procedures, as required

## **Sexual Harassment and Sexual Violence Prevention Policy**

### **Purpose**

All employees and students of the College have a right to work and study in an environment that is free from any form of Sexual Harassment and/or Sexual Violence. This document outlines the College's policy and response protocol to sexual harassment and/or sexual violence and ensures those who experience sexual harassment and/or sexual violence are believed, and their rights respected.

### **Policy Statement**

The College has zero tolerance for sexual harassment and/or sexual violence in all its forms. The College is expected to be a safe space where employees and students feel able to work, learn and express themselves in an environment free from sexual harassment and sexual violence. All reported incidents of sexual harassment and/or sexual violence will be appropriately investigated to the best of the administration's ability and in a manner that is fair and equitable.

Sexual harassment and/or sexual violence can occur between individuals regardless of sexual orientation, gender, and gender identity or relationship status as articulated in the provincial Human Rights Code. The College is committed to creating a safe and positive space where individuals feel able to work, learn and express themselves in an environment free from sexual and gender-based harassment and/or violence.



## Application

This policy applies to all members of the College community, including employees and students. Employees are considered front line employees, temporary employees, contract service providers, contractors, volunteers, all supervisory personnel, managers, and directors.

Any contractor, supplier, volunteer, or visitor who attends on campus will be subject to complaints if they engage in prohibited conduct. Where a complaint against the respondent is substantiated, the College will take appropriate action.

If student, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of the College's policies relating to drug or alcohol use at the time the alleged sexual violence occurred.

Students who disclose their experience of sexual violence through reporting an incident or, making a complain about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by the College's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

Nothing in this Policy should be construed to limit freedom of expression as provided by law, provided such activities are orderly, do not disrupt College operations, and do not unreasonably interfere with the right of other members of the College to use and enjoy the College's learning and working environment and facilities (both on- and off-campus).

## Commitments

- Providing a safe space where employees and students feel able to work, learn and express themselves in an environment free from sexual harassment and sexual violence.
- Investigating all reported incidents of sexual harassment and/or sexual violence to the best of the College's ability and in a manner that is fair and equitable.
- Assisting those who have experienced sexual harassment or sexual violence by providing choices, including detailed information and support, such as the provision of and/or referral to counselling and medical care, and appropriate academic and other accommodation.
- Ensuring that those who disclose they have been sexually harassed or experienced sexual violence are believed, and that their right to dignity and respect is protected throughout the process of disclosure, investigation, and institutional response.
- Addressing harmful attitudes and behaviours that reinforce that the person who experienced sexual harassment or sexual violence is somehow to blame for what happened.
- Treating individuals who disclose sexual harassment or sexual violence with compassion, recognizing that they are the final decision makers about their own best interests.
- Ensuring that internal investigation procedures are available in the case of sexual harassment or sexual violence, even when the individual chooses not to make a report to the police.
- Engaging in an appropriate investigation process that ensures fairness and due process.
- Contributing to the creation of a College atmosphere in which sexual harassment and sexual violence is not tolerated.
- Monitoring and updating our policies and procedures to ensure that they remain effective and in-line with other best practices.



## **Training, Reporting and Responding to Claims of Sexual Harassment and/or Sexual Violence**

The College will include a copy of the Sexual Harassment and Sexual Violence Prevention Policy in the Student Handbook and will include a statement in every student enrollment contract made between the College and our students indicating where the student can find the policy for review; and the College will provide a copy of the Sexual Harassment and Sexual Violence Prevention Policy to all managers (including corporate directors, owners, partners, other persons who manage or direct the College's affairs, and their agents), instructors, employees, and contractors, and will train them about the policy and its processes of reporting, investigating, and responding to complaints of sexual harassment and/or sexual violence involving our students.

The Sexual Harassment and Sexual Violence Prevention Policy will be published on our website and the internal student website.

Any The College employee or student should immediately report incidents of sexual harassment and/or sexual violence they witness or have knowledge of, or where they have reason to believe that sexual harassment and/or sexual violence has occurred or may occur.

Any The College employee or student that has experienced sexual harassment and/or sexual violence are encouraged to come forward to report as soon as they are able to. Incidents should be reported to a manager (Campus Director), and/or the Director of Human Resources.

If reported to a manager (Campus Director), all incidents will be escalated to the Director of Human Resources.

Where the College becomes aware, or should be reasonably aware, of incidents of sexual harassment and/or sexual violence by an employee or student or against a College member on or off College property, the College will take all reasonable steps to ensure the safety of Employees and students.

The College recognizes the right of the complainant not to report an incident of or make a complaint about sexual harassment and/or sexual violence or not request an investigation and not to participate in any investigation that may occur.

Notwithstanding the above, where the College may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

In all cases, including the above, the College will appropriately accommodate the needs of its members who are affected by sexual harassment and/or sexual violence. College members seeking accommodation should contact the local Campus Director or Director of Human Resources. In this regard, the College will assist individuals who have experienced sexual harassment and/or sexual violence in obtaining counselling and medical care and provide them with information about sexual harassment and/or sexual violence supports and services available in the community as set out in Appendix A of Procedure P-105p. Individuals are not required to file a formal complaint to access supports and services.



## Complaint Process and Investigations

A complaint of sexual harassment and/or sexual violence can be brought forward under this Policy by any employee or student.

The College will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and/or disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this Policy. Respondents will be given details of the allegations and an opportunity to answer to the allegations.

## If you have Experienced Sexual Harassment or Sexual Violence

Go to a safe place where you can find physical safety and support.

- Find a trusted friend or colleague.
- Call your local rape crisis line, if available.
- Go to or call your local sexual assault/domestic violence care centre if available.
- Call your local Police Service.

As an employee or student of the College, you may be the first person to whom a survivor discloses about an act of sexual harassment or sexual violence. If you require support during this time, you may contact a local campus manager or Human Resources who will provide the guidance and information you may need. As the person hearing the disclosure you should not go beyond your own comfort level or expertise when responding to a disclosure. It is important to be supportive while referring survivors to the right person who can provide the help they need. You also need to know that receiving a disclosure can, itself, be traumatic and that supports are available to help you cope.

## If You Have Received a Report of an Incident of Sexual Harassment or Sexual Violence

If an employee or student reports to you an incident of sexual harassment or sexual violence you need to immediately assess the situation and if you think the employee or student is at risk, you must contact a local member of campus management or Human Resources. The manager and/or Human Resources will provide an immediate response to safety concerns.

A member of Human Resources or local management will be the Complaint Manager. They will work with the employee or student to provide:

- Immediate appropriate assistance and support.
- Explain the sexual harassment and sexual violence policy and procedure to the employee or student and provide them with all relevant materials.
- Human Resources and local campus management will work together to set up a safety plan for the survivor.
- Ask the survivor if they wish to report the incident to the police. If they do wish to report the incident, contact the local Police Services to arrange for them to come to the campus to take the report. The Complaint Manager will be with the employee or student when they meet with the police. The survivor also has the right to have a friend or advocate with them when they report to police.



If the survivor wishes to file an internal complaint, the Complaints Manager, working with Human Resources, will provide the following assistance:

- Explain the options available for dealing with the complaint; informal or formal – the complainant has the right to decide how they wish to address their complaint
- Ensure the survivor knows they have a right to have a support person with them throughout any process that may develop to address their complaint
- Explain how their complaint could be shared with other parties on a need-to-know basis only. The College will attempt to limit the knowledge of the complaint to only those at the College who need to know in order to process the complaint or to assist in the investigation
- If the survivor decides to issue a formal written complaint, the Complaints Manager will assist in preparing and filing their internal complaint
- Once the complaint is written and approved by the Complainant, the Complaints Manager will contact Human Resources for assistance
- Timeline for investigation is thirty (30) business days
- Ensure the Complainant is kept up to date on the progress of their complaint
- Ensure the Complainant has a safety plan and knows who to call if they are approached by the alleged perpetrator
- Work with Operations to put in place any interim measures necessary to alleviate pressure academically or emotionally on the employee or student
- Ensure that the internal complaint investigation is fair and follows due process and timeliness
- Ensure that the Respondent employee or student is given reasonable notice, with full details of the allegations and is provided with an opportunity to answer the allegations against them.
- The Respondent will be provided with a copy of the complaint and be required to provide a written response to the complaint which will be shared with the complainant within seven (7) business days.

Upon completion of the investigation, the Complaints Manager, with support from Human Resources, will inform the employee or student of the outcome of the investigation. A written decision that summarizes the complaint, the response, evidence, and the reasons for the decision will be provided to the Complainant and the Respondent. Recommended disciplinary actions, with Human Resources in the case of discipline related to employee respondents, will be carried out by the College.

## **Right to Withdraw a Complaint**

A complainant has the right to withdraw a complaint at any stage of the process. However, the College may continue to act on the issue identified in the complaint in order to comply with its obligation under this Policy and/or its legal obligations.





## Protection from Reprisals, Retaliation or Threats

It is contrary to this Policy for anyone to retaliate, engage in reprisals or threaten to retaliate against a complainant or other individual for:

- Having pursued rights under this Policy or the provincial Human Rights Code;
- Having participated or co-operated in an investigation under this Policy or the provincial Human Rights Code; or
- Having been associated with someone who has pursued rights under this Policy or the provincial Human Rights Code.

Anyone engaged in such conduct may be subject to sanctions and/or discipline.

## Unsubstantiated or Vexatious Complaints

If a person, in good faith, discloses or files a sexual harassment and/or sexual violence complaint that is not supported by evidence gathered during an investigation, that complaint will be dismissed, and no record will be placed in the complainant's or respondent's file.

- Disclosures or complaints that are found, following investigation, to be frivolous, vexatious, or bad faith complaints - that is, made to purposely annoy, embarrass, or harm the respondent - may result in sanctions and/or discipline against the complainant.

## Confidentiality

Confidentiality is particularly important to those who have disclosed sexual harassment and/or sexual violence. The confidentiality of all persons involved in a report of sexual harassment and/or sexual violence must be strictly observed, and the College respects the confidentiality of all persons, including the Complainant, Respondent, and witnesses. Information provided by Complainants is treated as confidential but may be shared as is reasonably necessary to investigate the complaint and/or as may be required by The College Policy and/or applicable law.

Confidentiality cannot be assured in the following circumstances:

- An individual is at imminent risk of self-harm;
- An individual is at imminent risk of harming another; and/or
- There are reasonable grounds to believe that others in The College or greater community may be at risk of harm. In such circumstances, information would only be shared with necessary services to prevent harm, and the name of the survivor would not be released to the public.

Where the College becomes aware of an allegation of sexual harassment and/or sexual violence by an employee or student against another The College employee or student, The College may also have an obligation to take steps to ensure that they matter is dealt with in order to comply with The College's legal obligation(s) and/or its policies to investigate such allegations. In such cases, The College administrators may be informed about the reported incident on a "need-to-know" and confidential basis, but not necessarily the identities of the persons involved.





## Definitions

**Sexual Harassment:** Any interaction between individuals, regardless of gender, that can be characterized as unwelcome sexual advances or misconduct, including but not limited to:

- Requests for sexual favours;
- Verbal conduct of a sexual nature;
- Physical conduct of a sexual nature;
- Submission to sexual favours or conduct as being implied as a condition of an employee's employment or student's enrollment;
- Implying that rejection of sexual advances will affect employment decisions regarding that individual;
- Creating a sexually intimidating or offensive working environment;
- Creating a sexually degrading, humiliating, or hostile work environment. (Generally, a single sexual joke, offensive epithet, or request for a date does not constitute a hostile work environment of sexual harassment; however, being subjected to such jokes, epithets, or requests on more than one occasion may constitute a hostile environment of sexual harassment.)

**Sexual Violence:** Any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person's consent, and includes sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

**Consent:** The voluntary and explicit agreement to engage in the sexual activity in question. It is the act of willingly agreeing to engage in specific sexual behaviour, and requires that a person is able to freely choose between two options: yes or no. This means that there must be an understandable exchange or affirmative words, which indicates a willingness to participate in mutually agreed upon sexual activity.

The following is to be noted:

- Silence or non-communication must never be interpreted as consent and a person in a state of diminished judgment cannot consent.
- A person is incapable of giving consent if they are asleep, unconscious, incapacitated or otherwise unable to communicate.
- A person who has been threatened or coerced (*e.g.*, is not agreeing voluntarily) into engaging in the sexual activity is not consenting to it.
- A person who is drugged is unable to consent.
- A person may be unable to give consent when he/she is impaired by and/or under the influence of alcohol and/or drugs.
- A person may be unable to give consent if they have a mental disability preventing them from fully understanding the sexual acts.
- The fact that consent was given in the past to a sexual or dating relationship does not mean that consent is deemed to exist for all future sexual activity.
- A person can withdraw consent at any time during a sexual encounter.
- A person may be incapable of giving consent to a person in a position of trust, power, or authority.

o Any sexual relationship between an employee and a student, where the employee teaches or has professional contact with the student as part of their employment responsibilities, is prohibited.



o Any sexual relationship between an employee with supervising responsibilities and an employee who reports to them, directly or indirectly, must be reported to their manager (includes Campus Director) and Human Resources who will work with the parties to address any potential conflict of interest.

- Consent cannot be given on behalf of another person.

**Survivor:** Someone who has experienced sexual harassment or sexual violence. This term is used to respect individuals who have experienced sexual harassment or sexual violence and believe they have overcome the violent experience and do not wish to identify with the victimization. It is the prerogative of the person who has experienced these circumstances to determine how they wish to identify.

## Resources

The following represents a list of Provincial Rape Crisis Centres that could be used as a resource:

### Assaulted Women's Helpline

English

Toll Free: 1-866-863-0511

#SAFE (#7233) on Bell, Rogers, Fido, or Telus mobile TTY: 416-364-8762

[www.awhl.org](http://www.awhl.org)

### Fem'aide

Francais

Telephone Toll-Free: 1-877-336-2433

ATS: 1-866-860-7082

[www.femaide.ca](http://www.femaide.ca)

### Ontario Sexual Assault/Domestic Violence Treatment Centres

#### Belleville

Sexual Assault Centre for Quinte and District

Toll-Free: 1-877-544-6424

Office: 1-613-967-6300

[www.sacqd.com](http://www.sacqd.com)

#### Brantford

Sexual Assault Centre of Brantford

Crisis: 519-751-3471

Office: 519-751-1164

[sexualassaultcentre@sacbrant.ca](mailto:sexualassaultcentre@sacbrant.ca)

<http://sacbrant.ca/>

#### Chatham

Chatham-Kent Sexual Assault Crisis Centre

24-Hour Crisis Line: 519-354-8688

Office/TTY: 519-354-8908

<http://cksacc.org/>



#### Durham Region

Durham Rape Crisis Centre

Crisis: 905-668-9200

Office: 905-444-9672

[info@drcc.ca](mailto:info@drcc.ca) [www.drcc.ca](http://www.drcc.ca)

#### Guelph

Guelph-Wellington Women in Crisis

Crisis: 519-836-5710

1-800-265-7233

Office: 519-823-5806

[www.gwwomenincrisis.org](http://www.gwwomenincrisis.org)

#### Hamilton

Sexual Assault Centre (Hamilton and Area)

Crisis: 905-525-4162

Office: 905-525-4573

TTY: 905-525-4592

[www.sacha.ca](http://www.sacha.ca)

#### Kitchener-Waterloo

Sexual Assault Support Centre of Waterloo Region

Crisis: 519-741-8633

Office: 519-571-0121

[info@sascwr.org](mailto:info@sascwr.org) [www.kwsasc.org](http://www.kwsasc.org)

#### London

Sexual Assault Centre London

Crisis: 519-438-2272

Office: 519-439-0844

TTY: 519-739-0690

[sacl@sacl.ca](mailto:sacl@sacl.ca) [www.sacl.ca](http://www.sacl.ca)

London Abused Women's Centre

Office: 519-432-2204

Email: [info@lawc.on.ca](mailto:info@lawc.on.ca) <http://lawc.on.ca>

#### Peel Region

Hope 24/7 (formerly the Sexual Assault/Rape Crisis Centre of Peel)

Crisis: 1-800-810-0180

Office: 905-792-0821

<http://hope247.ca>

#### Oakville

Sexual Assault & Violence Intervention Services of Halton

Crisis: 905-875-1555 or 1-877-268-8416

Office: 905-825-3622

[www.savisofhalton.org](http://www.savisofhalton.org)



Orangeville  
Family Transition Place  
Crisis: 1-800-265-9178  
Office: 519-942-4122  
[www.familytransitionplace.ca](http://www.familytransitionplace.ca)

Toronto  
Oasis Centre des Femmes  
Telephone: 416-591-6565  
Courriel: [services@oasisfemmes.org](mailto:services@oasisfemmes.org) <http://oasisfemmes.org/>

Toronto Rape Crisis Centre: Multicultural Women Against Rape  
Crisis: 416-597-8808  
Office: 416-597-1171  
[info@trccmwar.ca](mailto:info@trccmwar.ca)  
[crisis@trccmwar.ca](mailto:crisis@trccmwar.ca)  
[www.trccmwar.ca](http://www.trccmwar.ca)

Windsor  
Sexual Assault Crisis Centre of Essex County  
Crisis: 519-253-9667  
[www.saccwindsor.net](http://www.saccwindsor.net)  
Woodstock  
Domestic Abuse Services Oxford  
Crisis: 519-539-4811 or 1-800-265-1938  
[info@daso.ca](mailto:info@daso.ca) [www.daso.ca](http://www.daso.ca)

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## Gender Identity and Expression

The College is committed to providing a safe space where employees, students and clients can work, learn, and express themselves in an environment free from discrimination and harassment on the basis of gender identity and expression. The College respects the protection of gender identity and expression consistent with provincial legislation and abides by any other policies and procedures the College currently has in place regarding Human Rights issues and reporting.

### Definitions

They: The generic pronoun for a person whose gender is unknown or irrelevant to the context.

LGBTQ2SIA+: Lesbian, Gay, Bisexual, Transgender, Queer, Two Spirit, Intersex, Asexual plus other non-gender conformist identities.

The College has a zero-tolerance policy for sexual harassment and/or sexual violence (*See section above*) in all its forms. The College recognizes that all persons have a right to privacy, and this includes the right to keep one's gender identity private. Each individual has the right to discuss and communication their gender identity and expression openly and to decide when, with whom, and how much to share.

The College is committed to respecting the right to this privacy. All information disclosed to The College will be treated as confidential and will only be disclosed with the person's prior written consent.



Bullying or harassment and complaints alleging discrimination based on a person's actual or perceived gender identity or expression will be taken seriously and be dealt with under Policy P-102 Anti- Violence, Harassment & Discrimination.

## COVID-19 Vaccination Policy & Procedure

### Purpose

Consistent with our duty to provide and maintain a workplace and education environment that is free of recognized hazards, the College supports action to safeguard the health and well-being of students, employees, contractors, clients, test centre candidates, vendors, visitors, and others who spend time in our facilities from infectious conditions that may be mitigated through an effective vaccination program in alignment with all provincial laws.

### Definitions

Health Canada approved COVID-19 vaccine: Moderna, Pfizer-BioNTech, AstraZeneca/COVISHIELD, Janssen (Johnson & Johnson).

World Health Organization approved COVID-19 vaccine: All Health Canada approved COVID-19 vaccines plus Sinopharm and Sinovac.

### Policy

- 1) Starting March 21, 2022, proof of full vaccination or proof of a negative COVID-19 test from within the previous 72 hours is no longer required to participate in discretionary, non-essential events and activities that gather people together.
- 2) This change does not signal that COVID-19 has disappeared or that the pandemic is over, it does mean that we have come to a place where we know what we need to do to manage this virus and to keep each other safe. We need to remain vigilant. We need to stay home when sick. And, most importantly, we need to get vaccinated and boosted. Vaccination remains one the best defenses against Covid-19. For information on where to get your vaccine, please visit [COVID-19 vaccines for Ontario | COVID-19 \(coronavirus\) in Ontario](#).

### Available Supports for Vaccination

Ontario resources –

[How to book a COVID-19 vaccine appointment](#)

<https://files.ontario.ca/moh-living-with-and-managing-covid-19-technical-media-briefing-en-2022-03-09.pdf>

[COVID-19 vaccines for Ontario](#)

[COVID-19 vaccine safety](#)

[COVID-19 communication resources](#)

[Q&A with Ontario doctors: why get vaccinated](#)

[COVID-19 testing locations](#)

[Access COVID-19 test results](#)

[Ontario Vaccination Data](#)



## Network Acceptable Use Policy

The College is committed to providing a working and learning environment where all persons treat others with consideration and respect. Such consideration and respect extend to the use of the College's network and associated infrastructure; whereby those resources are made available to employees in support of their business-related activities, and to students in support of their learning, research, and job search objectives.

The individual bears the primary responsibility for the manner in which they use the College's infrastructure. Likewise, the individual is responsible for the material they choose to access, send, or display.

Users understand their files and email are not completely private. The College System Administrators do not routinely access user files; however, they do have access to all user accounts, files, and email, and may access them at any time.

Users are not permitted to connect any hardware devices to any networked infrastructure in the College, except with the College's authorization.

Any personal devices brought to the College or connected to the College's networked infrastructure, whether for employment or learning purposes, is the sole responsibility of the individual; and the College assumes no responsibility for such devices, their use, or any subsequent loss or damage.

Students are not allowed to bring any hardware or software into the college that is not approved by the College.

Access to the College's infrastructure is a privilege. Access is revocable at any time and without notice.

### Appropriate Use

- Educational activities that support the learning process at the College.
- Activities that help students become knowledgeable, responsible business professionals.
- Respect for the rights of others.
- Respect for the property of others.
- Consideration for other persons using shared systems, equipment, and facilities.
- Confidentiality in the use of passwords.
- Respecting others' rights to privacy.
- Use of hardware and software only for the purposes for which they are intended: approved learning and research.
- Adherence to "netiquette" in communications via the network and Internet.



## Inappropriate Use

- Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems.
- Unauthorized duplication, distribution, or alteration of any licensed software. This includes software licensed by the College and licensed software accessed while using the computing networks.
- Attempting to gain unauthorized access to any computing resources or data or attempting to disrupt the normal operation of any computing resource or network - at the College or anywhere on the internet.
- Deliberately viewing or downloading content from undesirable sites. The College blocks access to sites based on these requirements and others. Undesirable sites are those that contain:
  - o Hatred to minorities or any other group of people.
  - o Hacking and cracking of computer systems.
  - o Criminal or illegal activity.
  - o Content is considered to be offensive.
- Using the Colleges electronic Mail system to attack other computer systems, falsify the identity of the source of electronic mail messages. Sending harassing, obscene or other threatening electronic mail. Attempting to read, delete, copy, or modify the electronic mail of others without their authorization. Sending "for-profit" messages, chain letters or other unsolicited "junk" mail.
- Tampering with the College computer network or building wiring or installing any type of electronic equipment or software that could be used to capture or change information intended for someone else.
- Participating in a "denial of service" attack on any other computer, whether on or off campus.
- Using College computing or network resources for personal gain or illegal activities such as theft, fraud, copyright infringement, piracy, unsolicited email, electronic mail distribution abuse, or distribution of obscene material.
- Using College computing or network resources for file sharing, or any other activity that will negatively impact the availability of resources (i.e., large file downloads, peer-to-peer networking). The installation of network electronic equipment that includes, but is not limited to: routers, remote access devices, modems, wireless access points, or any other devices that allow access to the College Network.
- Use of laptops, personal computers or other devices on the College network unless explicitly authorized by the College. Laptop computers may be brought into the campus, but they may not be connected to the network.
- Moving, modifying, substituting, or otherwise abusing any piece of computer, presentation or networking hardware unless expressly authorized by the College.
- Theft of resources - the removal of hardware or software without permission
- The alteration of hardware or software configurations without permission.
- The use of another individual's account, equipment or passwords or the granting to another individual access to the same.
- The downloading and unauthorized installation of any unauthorized software, games, shareware, tools, or utilities.
- Deliberate over-extension of the resources of a system or interference with system processing slowing down the system by downloading huge files).
- The use of computer systems which interfere with the normal operations of other users, both students and staff.
- The intentional infection of the College's information systems with viruses.
- Disclosure of confidential passwords and/or access devices or information for accounts, equipment, telephone voice mail, and email.



- The use of information technology for commercial purposes not supported by the College.
- The use of computer systems to download, exchange, distribute, send, display, or print pornographic, abusive, derogatory, or harassing messages or images.
- The violation of copyright, defined as the use of another's intellectual property (writing, music, graphics, software) without permission and proper citation.
- Any kind of malicious or unethical use or the propagation of racist or hate literature.
- Any use that violates local, provincial, or federal laws.
- Playing computer games and/or unauthorized Internet browsing or messaging during scheduled class/lab time.
- The printing of non-school related material is prohibited.
- The use of social media during class hours.
- Inappropriate background on computer monitor.

## Sanctions

Access to the College information systems is a privilege. Access is revocable at any time and without notice. The preceding list of unacceptable uses should not be considered all-inclusive. A user who violates the terms and conditions of systems use or commits other misconduct not listed but deemed inappropriate will be subject to sanctions which may include:

- Administrator/student conference
- Permanent loss of email account and privileges
- Financial liability for willful damage or service interruption
- Probation
- Suspension
- Expulsion

## Responsibility for Student Files & Content

Each student is solely responsible for all data contained in student files, records, projects, assignments, and portfolios stored on student hard drives, any USB storage device, or other The College computer systems during their program.

Each student is solely responsible for backing up above such data at all times. The College takes no responsibility or assumes no liabilities for any data or file loss experienced during the duration of programs or at completion of programs. Proper file backup procedures implemented by students for their school-related files will help ensure that valuable data is secure and available for student use.

Each student is responsible for removing any garbage, paper, etc. from his or her computer workstation.





## Accessibility

The College is committed to protecting the privacy and confidentiality of persons with disabilities and is committed to working to eliminate or reduce barriers to be able to facilitate the accommodation of persons with disabilities.

We are committed to meeting our obligations under the provincial Human Rights Codes.

The College recognizes its responsibility for accommodating the disability-related needs of students up to the point of undue hardship and is committed to providing an equal and inclusive environment. A determination as to whether a proposed accommodation would cause undue hardship within the meaning of the Code will vary depending on the circumstances of each accommodation request and will be considered on a case-by-case basis.

This determination will take into account a number of variable factors including, but not limited to:

- the cost of the proposed accommodation;
- the likely impact of the proposed accommodation on the College's financial position and budgets;
- the availability to the College of grants, subsidies, tax deductions, government benefits and other outside sources of funding, including funds that may be available to the student only, through government programs or otherwise, that (i) are linked to the student's disability, (ii) would assist the College in defraying the costs of accommodation, and (iii) the College is entitled to use for this purpose; and
- whether the nature or delivery of education programs and services for all students would be substantially and permanently altered.

In a particular case, the College will assess the request for accommodation to consider if it will cause undue financial hardship. The College will explore the next best accommodation solution to provide the most appropriate accommodation that would not cause undue hardship.

## Persons with Disabilities – The College Application Procedure

The College supports the concept of accommodating Qualified Adults with Disabilities to the best of our abilities within the context of the relevant provincial Human Rights Acts.

Any individual who presents themselves as an individual requiring accommodation will be warmly greeted and extended the same service provided to non-disabled individuals.

Applicants for Admission will be given the same testing and interview processes; however, these may be modified to accommodate individual needs. Accommodations will be on a case-by-case basis and may include an interpreter, extra time, a guide dog, etc. Individuals will still be required to pass the same admission competency tests, and any special entrance requirements that each program may have (*e.g.*, fitness, police check and health immunizations checks). Individuals must also be able to pay for their tuition, materials, and other fees.



After an applicant has passed all the required entry prerequisites and has submitted their registration fee, The College will work with the individual to determine how to assist with their accommodation request. Applicants who request accommodations will be asked to complete a Student with Special Needs Form. This form must be completed and returned, together with supporting documentation, to the Campus Director prior to enrollment in a program. The Campus Director will work with the applicant to create a feasible plan to ensure their success.

During the meeting with the Campus Director, the procedure will be as follows.

1. The Applicant will:

- Explain their specific accommodation to determine the nature of their disability.
- Document their educational history to assist the College with learning of their past accommodation issues and solutions.
- Provide reference to previous educators so that the College can verify the history and explore options.

2. The Applicant will:

- Provide a written list of all the alternative accommodation options that exists to deal with their particular disability, ranking the list in their preferred order of preference
- Provide estimated costs for each alternative along with back-up documentation.

3. The Applicant will:

- Explore other alternatives that may not have been presented. Accommodation plans will be shared with Instructors



## Alumni Program



### Alumni Program

The College Alumni Link program is an elite club of over 22,000 graduates that have achieved success and graduated from the College. Once you graduate, you are immediately entitled to the following benefits:

1. 10% off any the College Certificate or Diploma Program: enroll for an additional college Certificate or Diploma program, anytime in your career and save on your new tuition.
2. Alumni Referral Reward Program: Refer a friend, family member or business contact to a full time the College Program and CHP will reward you with \$100 and the chance to win some amazing prizes! See the full details at [www.cedarhealthprofessionals.org](http://www.cedarhealthprofessionals.org)
3. Seminars and Events: You will receive on-going invitations to CHP Seminars and Events that will keep you up-to-date on the newest industry trends.

In addition to these benefits, you will also receive all the benefits listed on [www.alumnilink.ca](http://www.alumnilink.ca). **New benefits and perks are added on a frequent basis so be sure to check back on a regular basis to see what is available.**

\*Some Alumni benefits may change, at any time, to meet ongoing market demands.

**Note:** All Policies referred to in this document can be found on the Colleges' website.



## Statement of Students' Rights and Responsibilities – Appendix A



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Ministry of Advanced Education and Skills Development

## Statement of Students' Rights and Responsibilities

**September 9 2015**

*Private Career Colleges Act, 2005*



September 9, 2015

Private career colleges in Ontario are regulated under the *Private Career Colleges Act, 2005*, which is administered by the Superintendent of Private Career Colleges. Prior to offering vocational programs to the public, private career colleges must be registered and have their programs approved under the Act. For a list of registered private career colleges and approved programs, please go to the ServiceOntario website at [www.serviceontario.ca/pcc](http://www.serviceontario.ca/pcc).

## Dealing With Your Private Career College

There may be times when you need to communicate formally with your private career college, for example, giving notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college. When this is the case, you should do so in writing and the document should be delivered personally to the college, sent by courier or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

## Contract

When you enrol in a program, you must sign and receive a written contract. The college is not allowed to require you to obtain a product or service from a particular person as a condition of admission into the program.

The written contract must contain all of the following terms:

- The approved program name;
- Your address, telephone number and, if applicable, e-mail address;
- The start and expected end date;
- The language of instruction;
- The admission requirements;
- A schedule of hours of instruction;
- The location of any practicum (e.g. work placement);
- The fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- A place for you to acknowledge that you have received a copy of:
  - ☐ This Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges,
  - ☐ The college's fee refund policy, and
  - ☐ For contracts entered after January 1, 2007,
  - ☐ The college's student complaint procedures, and
  - ☐ The college's policy relating to the expulsion of students;
- A consent section for the collection and use of your private information; and
- Statements, in bold, that:
  - ☐ The contract is subject to the *Private Career Colleges Act, 2005* and the regulations made under the Act, and
  - ☐ The private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college.



## Fee Collection

A private career college is only allowed to charge or collect fees for a program in Canadian dollars. Furthermore, the college is not allowed to charge or collect any compulsory fee for a program that is not published on the ServiceOntario website or that is higher than what is published. The college is also not allowed to charge or collect any optional fee for a program that is not approved by the Superintendent of Private Career Colleges.

Before a contract is signed, a private career college is prohibited from collecting any fees from you, except 20% of the total fees for the program or \$500, whichever is less. These fees must be in relation to processing your application or conducting any admission tests or assessments.

A private career college is required to issue you a receipt every time you pay a fee. You should keep all receipts on file.

## Sale of Students' Goods and Services

A private career college is only permitted to sell goods you produce or create, provide your services to the public or arrange for the delivery of such services if the sale is part of completing your program. The college cannot profit from these sales; it can only charge an amount that allows the college to recover its cost.

## Fee Refund

A private career college is required to issue a fee refund within 30 days of you giving a written notice of cancellation or withdrawal or 30 days of you receiving a written notice of expulsion from the college. If you do not meet the admission requirements at the time the program begins, the college is required to issue you a refund of fees within 30 days of the start of the program. If you do not attend the first 14 days of classes, the college can cancel the contract and must issue a refund within 45 days of the start of the program.

Only the compulsory fees published on the ServiceOntario website or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. You must return any goods you received under a contract in the same state they were in when supplied to you within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

A private career college is prohibited from deducting any monies owed by you for other services or non-vocational programs offered by the college from a refund that you are entitled to for a vocational program.

The same refund policy applies when you withdraw from a program or are expelled from a private career college in accordance with the college's expulsion policy.

## Cooling Off Period

You can cancel a contract within two days of signing it if you deliver a written notice to a private career college at the address shown on the contract. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

## Full Refund



In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing your training with the private career college:

- the college collects any fees for the program before the college is registered or before the program is approved under the *Private Career Colleges Act, 2005*.
- you are expelled from the college in a manner or for reasons that are not permitted under the college's expulsion policy;
- the college collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with you;
- a total of more than 10% of the program is taught by unqualified instructors;
- the contract does not include all the mandatory terms required (refer to the "Contract" section); or
- the college, while still operating, discontinues the program before you can complete the program.

In addition, you also may seek a full refund if a private career college or its representative makes certain types of untrue statements for the purposes of convincing you to enrol in the program **and** the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include: a false or misleading statement, a statement that guarantees admission to or successful completion of the program, employment after graduation or the right to enter Canada or receive a student visa.

If you do not make a request for a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to make a claim for a refund.

If a private career college charges or collects any compulsory fee that is not published on the ServiceOntario website or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not approved by the Superintendent of Private Career Colleges.

### **Partial Refund Before a Program Begins**

You are entitled to a refund of fees paid for a program, except that a private career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less if:

- you withdraw from the program before it begins;
- you do not meet the program's admission requirements before the program begins; or
- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

### **Partial Refund after a Program Begins**

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by a private career college. In most cases, the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.

## **Transcript**



You have the right to access your transcript for 25 years after you leave a private career college. You may request a copy of your transcript by contacting your college.

After September 18, 2007, in the event of a private career college closure, you will be able to access your transcript from an approved third-party transcript issuer. It is suggested that you ask your college for the name of the third-party issuer when you graduate.

## **Credential**

A private career college is required to issue you a credential (diploma or certificate) within 60 days of completing a program. The college does not have to issue your credential until you have paid your fees in full.

## **Student Complaint Procedure**

Effective January 1, 2007, all private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students.

You must first go through a private career college's student complaint procedure before filing a complaint with the Superintendent of Private Career Colleges. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the ServiceOntario website at [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca).

## **International Students**

If you are attending or planning to attend a private career college under a student visa, some special rules apply.

### **Fee Collection**

You should make sure that you are familiar with the rules mentioned in the "Fee Collection" section. A private career college is allowed to charge special international student fees in relation to a vocational program, but these fees cannot be higher than what are published on the ServiceOntario website. Only the compulsory fees published on the ServiceOntario website, or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy.

Effective October 18, 2006, after you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins.

Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

### **Fee Refund**

You can cancel a contract with a private career college or withdraw from a program for any reasons. The same refund policy for domestic students also applies to you and any written notice of cancellation or withdrawal is acceptable.

In addition, a special rule applies to international students if you are unable to obtain a student visa





to enter Canada. As long as you deliver a written notice of this fact to a private career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less.

## Insurance

Every private career college is required to have insurance in case you have an accident in class or while on an offsite placement. If you are injured while attending a private career college, you should immediately inform the relevant official at the college.

## Midway Evaluation

If you enrol in a program that is 12 months or shorter or that is delivered over an undefined period of time (e.g., trucking), a private career college is required to provide you with the result of at least one evaluation of your progress **before** you complete half of the total length of the program. If your program is longer than 12 months, for each 12-month period, the college is required to provide the result of at least one evaluation **before** you complete half of the period, i.e., 6 months.

## Qualified Instructors

You are entitled to be taught by an instructor who holds the required combination of academic, practical and teaching experience. In case of emergency, a private career college is allowed to use a substitute instructor who is not fully qualified. However, the college is not allowed to use unqualified instructors to teach a total of more than 10% of a program.

## Closure

Special rules apply when a private career college closes. If your college closes before you finish your program, efforts will be made to arrange for you to complete your program. Instead of participating in a training completion, you may choose to receive a refund of fees paid for the portion of the program that has not been delivered.

## It's Never Okay: An Action Plan to Stop Sexual Violence and Harassment

On March 8, 2015, International Women's Day, Ontario issued an Action Plan against Sexual Violence and Harassment ([www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment](http://www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment)) calling, among other things, for increased safety on Ontario's postsecondary campuses.

Every private career college student who experiences sexual violence or harassment has the right to be treated with dignity, compassion, and respect. In addition, every student has the right to choose among any available options for addressing incidents of sexual violence or harassment, whether these options are provided on campus or off. Except in extreme situations, where there is an imminent threat to the campus or broader community, the choice of options (including the choice not to exercise any option) always remains with you, the student.



If you experience sexual violence or harassment at your private career college, you may:

- Request information about any counselling, health services, or other supports that are available at your private career college from your campus administrator;
- Engage the services of an off-campus organization, such as a crisis and counselling centre, in your community;
- Contact the Human Rights Tribunal of Ontario; and/or
- Report the incident to the police.

For information about resources in your community, visit [draw-the-line.ca](http://draw-the-line.ca) and [tracons-les-limités.ca](http://tracons-les-limités.ca). These websites list services available throughout Ontario.

Should you witness an incident of sexual violence or harassment at your private career college, you may bring your concerns directly to the attention of the campus administrator or another staff member at the private career college.

As a student at a private career college, you also have a role to play in creating safe campuses for everyone. Private career colleges will welcome your suggestions and ideas.

This document is provided for your information and convenience only. It is not a legal document. For further information and the exact wording please refer to the *Private Career Colleges Act, 2005* and regulations.

#### **Need More Information?**

You can find more detailed information about student protection measures in the *Private Career Colleges Act, 2005* Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Advanced Education and Skills Development website at [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/).

If you have questions about the *Private Career Colleges Act, 2005* and regulations, contact the Private Career Colleges Branch at:

Private Career Colleges Branch Ministry of Advanced Education and Skills Development  
77 Wellesley Street West Box 977  
Toronto (Ontario), M7A 1N3  
Telephone: (416) 314-0500 or 1-866-330-3395  
Fax: (416) 314-0499  
E-mail: [pcc@ontario.ca](mailto:pcc@ontario.ca)

**OR**

Visit our website at: [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/)

The full text of the act and regulations can also be downloaded from the Ontario government E-Laws website at: [www.ontario.ca/laws](http://www.ontario.ca/laws)

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Date	2023
Approved	2023
Approved	BOD

## STUDENT CONDUCT POLICY

### And Disciplinary Procedures in Non-Academic Matters

#### 1. PREAMBLE

CHP is a community that values and promotes respect, integrity, diversity and accountability among all members of the CINAI-CHP. These values can only be achieved in an environment that supports and protects the safety and security of its members. The CHP Policy on Student Conduct defines and guides standards of student behaviour at the CINAI-CHP to uphold these values and ensure that behaviour contrary to these standards is dealt with fairly, openly, and effectively.

#### 2. STANDARDS OF STUDENT CONDUCT

As part of the broader community of scholars, CHP is devoted to generating and appreciating ideas, building on and perpetuating knowledge, and seeking out and addressing the great questions of yesterday, today and tomorrow. The words and actions of all members of the CHP community must; therefore, support and promote these broader scholarly goals, advance good citizenship and contribute to an environment conducive to the personal and intellectual growth of all who study, work and live within it.

CHP strives to provide a safe environment free of discrimination, injustice and violence by instilling the values of civility, responsibility and respect in its members. As such, the CINAI-CHP depends on all members to promptly report any activity or behaviour that may threaten or endanger the community's and its members' safety and security.

Students at CHP enjoy many rights and privileges and share the responsibilities associated with joining the CINAI-CHP community. Students have the freedom to pursue their intellectual and personal interests, provided that their actions do not limit or infringe on the rights of other members of the CINAI-CHP or the community in which it is situated.

Students have a responsibility to familiarize themselves with the CINAI-CHP regulations and the conduct that is expected of them while studying at CHP, which includes but is not limited to:

- a. Abiding by CINAI-CHP regulations, policies and by-laws and/or complying with directions of CINAI-CHP officials, police or other law enforcement officers acting in the performance of their duties;
- b. Respecting the rights of other members of the CINAI-CHP community who study, work and live within it and refraining from conduct that endangers the physical and mental well-being, health, safety, civil or human rights and property of self and/or others within the CINAI-CHP community or visitors to the CINAI-CHP;
- c. Refraining from conduct that may damage, destroy, or constitute fraudulent use of CINAI-CHP property;

Approved by the Board 2023



- d. Refraining from conduct that jeopardizes the excellent order and proper functioning of the academic and non-academic programs and activities of the CINAI-CHP and its faculties and offices;
- e. Refraining from making allegations or complaints against other members of the CINAI-CHP community that are frivolous, vexatious or made in bad faith, and from retaliating against individuals for participating in proceedings under this policy; and
- f. Abiding by federal, provincial or municipal laws.

Students are not immune from the criminal and civil laws of the broader political units they belong to. Provisions for non-academic discipline should not attempt to shelter students from their civic responsibilities nor add unnecessarily to these responsibilities. Conduct that constitutes a breach of the Criminal Code or other statute or would give rise to a civil claim or action should ordinarily be dealt with by the appropriate criminal or civil court. In cases where criminal or civil proceedings have not been taken or would not adequately protect the CINAI-CHP's interests and responsibilities, proceedings may be brought under one or more discipline policies of the CINAI-CHP.

Disciplinary procedures may be applied regardless of whether the alleged offence was committed knowingly, recklessly, or under the influence of drugs or alcohol.

Nothing in this policy shall be construed to prohibit peaceful assemblies and demonstrations, lawful picketing, or to inhibit freedom of speech as defined by the CINAI-CHP.

By registering at CHP, students accept the regulations, policies and by-laws of the CINAI-CHP and acknowledge the right of the CINAI-CHP to take disciplinary action. The CINAI-CHP may also define standards of professional conduct for students in programs where appropriate, and this policy does not replace or supersede such standards. Disciplinary action may take place based on these standards.

### **3. SCOPE AND AUTHORITY**

This policy applies to students registered in any course or program of study at CHP when an alleged offence takes place and are therefore bound by the regulations, policies and by-laws of the CINAI-CHP. This policy applies to conduct that may occur on the CINAI-CHP campuses or related to the use of CINAI-CHP owned or run property or equipment (e.g., computer networks, telephones), as well as conduct not on a CINAI-CHP campus but which has a real and substantial connection to the CINAI-CHP (e.g., practicum placements, events held off campus by a student group, events supported by or publicly connected with the CINAI-CHP, etc.) unless the matter is dealt with under other provisions governing the conduct of CINAI-CHP members (e.g., academic conduct and professional unsuitability regulations, student residence policies, library policies, policies on integrity in research and scholarship, etc). This policy also applies to any institutions federated or affiliated with the CINAI-CHP, where such inclusion has been agreed upon by the CINAI-CHP and the federated or affiliated institution concerning the premises, facilities, equipment, services, activities, students and other members of the federated or affiliated institution.

The president supervises and administers the CINAI-CHP, including its students. The president has assigned responsibility to the provost for establishing and overseeing procedural aspects related to student conduct and enforcing student discipline. The associate provost, Academic or other delegate appointed by the provost is responsible for ensuring that established protocols are carried out. CINAI-CHP officials, including deans, the CINAI-CHP librarian, the manager of Student Residences, and the director of Campus Security, are also responsible for ensuring that established protocols are carried out within their areas of responsibility. The Office of Campus Safety, Public Safety and Security is responsible for the safety and security of students, staff and campus property. The Student Rights and Responsibilities manager is accountable for implementing the procedures and investigating alleged non-academic misconduct.



## 4. PROCEDURES

Concerning all alleged breaches of the CHP standards of student conduct, students are presumed innocent until the contrary has been established. Decisions regarding the commission of non-academic misconduct are based on the balance of probabilities, which means that it must be found more likely than not that the student committed the offence at issue.

Faculty, staff or students with reason to believe that the CHP standards of student conduct have been breached should report the matter promptly to Campus security. In cases where safety issues are involved, interim measures must carefully balance the student's needs in light of the CINAI-CHP's overall responsibility to ensure a safe campus environment.

All efforts must be made to ensure that proceedings are handled expeditiously. Timeframes, where specified, may be subject to an extension only due to exceptional circumstances, such as absence from the office for holidays or illness.

### 4.1 Incident reporting procedures

The complainant(s) shall prepare and sign a complaint using the Incident Report Form. The complaint must be presented to Campus Security as soon as practicable and within 90 days of the alleged misconduct. All incidents of violence shall be immediately reported to Campus Security. The complaint shall summarize the details of the alleged conduct and provide as much relevant information as is known at the time. The communication so provided will be held in confidence as far as it can be allowed by the process.

Based on the information provided, campus security has the authority to take emergency measures as outlined in Section 6 (below) if the situation represents an immediate risk of harm to an individual or individuals. The Student Threat Assessment Team may also be consulted to determine the need for campus support for parties to the complaint or general campus safety.

In all cases, campus security will refer the matter without delay to the manager of Student Rights and Responsibilities to investigate the complaint.

### 4.2 Investigation of complaints

Upon receipt of a complaint, the Student Rights and Responsibilities manager will investigate the matter and effect a timely and appropriate response. As a part of this review, the manager will interview the complainant and the student whose conduct is being questioned, as well as any witnesses to the incident, as appropriate. The student whose behaviour is being challenged shall be advised of the details of the complaint and be allowed to respond. They shall not be present when the Student Rights and Responsibilities manager interviews the complainant and witnesses. The manager of Students' Rights and Responsibilities may decide at any time that the matter will be resolved on an informal basis via mediation and commence that process. The manager may also decide that the complaint is frivolous or vexatious on its face; therefore, there is no basis to proceed further on the complaint.

On completion of an investigation, the manager of Student Rights and Responsibilities shall provide the student whose conduct is being questioned with a written summary of the complaint, setting out the details of the investigation and any further allegations, evidence or relevant facts relating to the complaint, along with a recommended penalty and reasons for it, along with a copy of this policy. This summary will generally be completed within 15 working days of receiving the complaint and sent to the student at his/her CINAI-CHP-sanctioned email address.

The manager of Student Rights and Responsibilities will also refer the complaint as appropriate to the following:

- a. CINAI-CHP official in whose area of responsibility the offence has taken place (see 4.3 below); or
- b. Associate provost, Academic (see 4.4 below).



#### **4.3 Resolution of complaints by a CINAI-CHP official**

In the following circumstances, the manager of Student Rights and Responsibilities may refer the matter to the CINAI-CHP official in whose area of responsibility the offence has taken place if the:

- a.** The crime involves minor disruptive behaviour, misuse of equipment or resources, damage to property or facilities, and/or non-compliance with any CINAI-CHP rule, regulation or policy, provided the offence does not jeopardize the health, safety or security of members of the CINAI-CHP community or contravene federal, provincial or municipal laws;
- b.** The student has no prior offences on record;
- c.** The student admits to having committed the crime; and
- d.** Student consents to the penalty recommended by the Student Rights and Responsibilities manager, which may only consist of a written reprimand and/or a conduct contract, and agrees that no appeal may be taken from this penalty.

The CINAI-CHP official will meet with the student and manager of Student Rights and Responsibilities to review the findings and agreed-upon resolution, generally within ten days of receiving the complaint and summary of the investigation. The student must be accompanied by a campus advisor at the meeting.

The CINAI-CHP official will then prepare a written record of the agreement to be sent to the student and the Student Rights and Responsibilities manager. A copy of the contract will be kept on file in the Office of the Provost and may be sent in confidence to other administrative units on a need-to-know basis.

If the student fails, without reasonable excuse, to attend the meeting, the matter will be referred to the associate provost, Academic (see 4.4 below).

At any time, the student, the Student Rights and Responsibilities manager, or the CINAI-CHP official may refer the matter to the associate provost, Academic.

#### **4.4 Resolution of complaints by the associate provost, Academic**

If a complaint of non-academic misconduct cannot be resolved in 4.3 above or if the matter is referred by the manager of Student Rights and Responsibilities, the student or the CINAI-CHP official, the associate provost, Academic shall be responsible for addressing the complaint. All allegations involving the health, safety and security of self and/or others or a contravention of municipal, provincial or federal laws shall be addressed by the associate provost, Academic.

Upon receipt of a complaint and summary of the investigation from the manager of Student Rights and Responsibilities, the associate provost, Academic, will schedule a meeting with the student whose conduct is being questioned to hear his/her response, generally within ten working days. The meeting will be planned in consultation with the student and Student Rights and Responsibilities manager. The student must be accompanied by a campus advisor at the meeting. If the student fails, without reasonable excuse, to attend the meeting, the associate provost Academic may proceed to review the case in the student's absence.

The associate provost, Academic, will then thoroughly review the evidence and arguments and notify the parties of the decision in writing within ten working days of the initial meeting. The decision will include a brief summary of the complaint, issues relevant to the case, and the reasons supporting the decision. A copy of the decision will be kept on file in the Office of the Provost and may be sent in confidence to other administrative units on a need-to-know basis.

Procedural defects will not invalidate the proceedings unless there has been a substantial wrong or denial of natural justice.



## **5. PENALTIES**

Students who are found to have committed an offence under CHP's standards of student conduct may have one or more of the following disciplinary penalties imposed upon them. The severity of the penalty will be determined by the nature of the offence, the student's past record of conduct, and other relevant considerations, not limited to the following:

- a. Warning - no record
- b. Warning - noted in student's record
- c. Conduct contract
- d. Formal apology
- e. Probation
- f. Temporary suspension or eviction from one or more facilities or services of the CINAI-CHP
- g. Restitution
- h. Community service
- i. Mandatory counselling
- j. Permanent suspension or eviction from one or more facilities or services of the CINAI-CHP
- k. Temporary suspension or eviction from the CINAI-CHP
- l. Dismissal from the CINAI-CHP
- m. Such other penalties as deemed appropriate.

Students found guilty of successive acts of misconduct may receive increasingly severe penalties.

Transcript notations for non-academic misconduct will include the following inscriptions:

- i. Suspended for non-academic misconduct [dates of suspension]; and
- ii. Permanently dismissed for non-academic misconduct.

Transcript notations for non-academic misconduct will remain on a student's academic record.

## **6. EMERGENCY MEASURES**

In cases where there is reasonable apprehension that the safety of self and/or others is endangered, damage to CINAI-CHP property is likely to occur, or where the continued presence of the student(s) would be disruptive to the legitimate operations of the CINAI-CHP, the director of Campus Safety or delegate is authorized to immediately suspend a student or students from the CINAI-CHP or impose other restrictions or exclusions as necessary. These temporary measures are in no way to be construed as indicative of guilt and shall remain in place until the charges are disposed of under this policy or such earlier time as warranted concerning all circumstances.

In such circumstances, the student will be notified immediately of the temporary suspension or other restrictions or exclusions and the reasons for it. The notification may be provided in person, in writing or sent to the student's CINAI-CHP-sanctioned email address. The student may apply to the associate provost, Academic, to have the terms of the temporary measures amended or modified within ten working days of receiving the notification and provide any additional information that may be taken into account concerning these measures.





In all cases, every effort will be made to allow students to take examinations or submit academic papers. As appropriate, the associate provost, Academic, may make special arrangements for the time and place to complete such work.

## 7. APPEALS

The associate provost's decisions relating to non-academic misconduct may be appealed to the Non-Academic Appeals Committee. The student will be given ten working days to gather new evidence and to submit a letter of appeal, which must contain:

- a. The decision that is being appealed;
- b. The form of redress requested;
- c. The specific groundson which the appeal is made and
- d. A summary of the evidencein support of these grounds.

Under normalcircumstances, disciplinary penalties will not be imposed beforethe appeal is decided, nor will transcripts be issued. In cases where safety and security issues to individuals or property are involved, the Non-Academic Appeals Committee may determine that the penalty imposed by the associate provost Academic will stay in effect until the completion of the appeal proceedings.

The Non-Academic AppealsCommittee shall be constituted of the followingindividuals, who will be selected by the provost:

- a. Three core facultymembers (with one being the designated Chair) and
- b. Two CINAI-CHP students.

Appeals shall be heard by a panel of a minimumof three Committee members, as determined by the Chair, provided that at least one student member and at least two faculty members are present.

The Non-Academic Appeals Committee panel shall typically meet on the matter within 15 working days of filing the written appeal. The committee may interview the complainant, the student whose conduct is being questioned, and any witnesses to the incident. The committee shall decide and communicate it in writing within 20 working days of its initial meeting.

In any appeal proceeding, the appealing student is entitled to be represented by one spokesperson of his or her choosing. The spokesperson may be a lawyer if the student desires to appeal.

Attendance at the hearings is restricted to individuals who have a direct role or interest in the proceedings, including the parties to the appeal, the members of the panel, and any witnesses at the time of their interview. The student whose conductis being questioned has the right to be present at an appealwhenever evidence or arguments are presented.

A copy of all such appealsand decisions shall be forwardedto the student, the provostand the president of the CINAI-CHP. The decision of the Non-Academic Appeals Committee shall be binding, and no further appeal will be accepted.





## College Campus Locations

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