Coastal College of British Columbia (CCBC)

Policies and Procedures

College Handbook

POLICIES:

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- ENROLMENT POLICY
- LANGUAGE PROFICIENCY ASSESSMENT POLICY
- STUDENT ATTENDANCE POLICY
- GRADING AND GRADUATION POLICY
- PRACTICUM POLICY OVERVIEW
- RESPECTFUL AND FAIR TREATMENT OF STUDENTS – NON-DISCRIMINATION
- SEXUAL MISCONDUCT POLICY
- STUDENT DISMISSAL POLICY
- DISPUTE RESOLUTION
- COURSE ASSESSMENT + GRADE APPEAL POLICY
- STUDENT SERVICES
- COURSE RETAKES
- ACADEMIC INTEGRITY
- PRIVACY POLICY
- REFUND POLICY
- STUDENT WITHDRAW POLICY
- HEALTH AND SAFETY POLICY
Mission Statement/Purpose

CCBC’s purpose is to provide educational opportunities that allow students to experience success in learning as a pathway to their career goals.

General College Information

Website: coastalcollegeofbc.com

Contact information:

By email: info@coastalcollegeofbc.com
Phone: 604 553-8585
Toll free: 1-888-258-2564
Mailing Address: 1155 Sparks Court, New Westminster, B.C. V3M 6T6

“Student” is defined as prospective students as well as those currently registered or enrolled in any programs or activity at the College.

Program and course outlines, fees and program start dates can be accessed before enrolment. All policies and course outlines are made available to students enrolled in any program. For more information, please contact CCBC directly.

Disclaimer: Students and employees are responsible for reading and understanding relevant policies. If you do not understand any of the content, consult with the Managing director, Senior Educational Administrator, or your Instructor. While every effort has been made to ensure that the information in these publications are accurate and relevant to current policies governing student administration and education delivery, changes including updates may occur at times.

Note: Many programs at the CCBC are delivered by distance, as such some of the policies are not directly applicable.
ADMISSIONS POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator

REVISION DATE: August 2018

General Admission Criteria

CCBC is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

The college admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age (BC Human Rights Code).

- Applicants who wish to qualify as domestic students must produce valid documentation confirming their legal status as Canadian citizens or permanent residents.

- Applicants who are classified as International students/visitor must meet the requirements for international students/visitors studying in Canada as required by Citizenship and Immigration Canada.

In general:

- Any applicants under 19 years of age require parents’ permission, as indicated on the application form.

- Also see English language requirements for particular programs (Language Proficiency Assessment Policy)

- Additional policies relevant to particular programs are contained in the admissions policy document and program outlines.
ENROLEMENT POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Office Administrator

REVISION DATE: August 2018

On site Education programs: Registration Procedure

1. The College’s support staff or other employees refer inquiries to the Managing Director.
2. Perspective students may contact the college via the website and/or email.
3. The Onsite Administrator corresponds/meets with the prospective student to discuss the program of interest, and provides information about the program, start dates, fees, policies etc.
4. Once the student has decided on a program of study, the Onsite Administrator reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
5. The Onsite Administrator obtains evidence (e.g. study permit) from the student that he/she meets all of the program’s admission criteria and places the evidence in the student file. See program outlines for specific program admission criteria. For example, high school diploma or equivalent. Also see language proficiency policy.
6. If the student requires a language proficiency test, this is administered by the SEA or other authorized employee who is qualified. The admission criteria cannot be waived by either the college or the applicant.
7. The student will be provided access to copies of:
   i. Tuition and Fee Refund Policy
   ii. Dispute Resolution/Grade Appeal Policy
   iii. Withdrawal Policy
   iv. Dismissal Policy
   v. Admissions Policy
   vi. Attendance Policy
   vii. Program Outline.
   viii. OTHER POLICIES
8. Students will be provided with access to College Policies (can be sent to them by email).
9. After receiving evidence that the prospective student meets all of the admission criteria, the Onsite Administrator prepares a Student Enrolment Contract and arranges with the prospective student to review the contract and the policies that will affect the student during his/her program of study. A copy of the college’s policies is also provided as needed. Financial arrangements for payment of tuition and other fees are also discussed, before the contract is signed by the parties.
10. Text books/course materials options: advise students that the college does not require them to purchase course material from a specific source.
11. The student will acknowledge and sign in the student contract that they understand all related policies and requirement on them relevant to their enrolment.
12. A copy of the signed contract is provided to the student and the original is filed.
13. Fee receipts are provided to the student.
14. A program outline is provided to the student and a review of any relevant information – i.e. first-class date and time, any prior administration (i.e. textbook purchase) etc.

### Distance Education programs: Registration Procedure

**Student…**
- Reviews registration requirements on the CCBC website
- May send an information request to info@coastalcollegeofbc.com
- Contacts College for more information
- Receives course outline and textbook list
- Reviews FAQ’s
- Reviews handbook, policies, course outline, textbook list and related information

**Student…**
- Asks any further questions
- Reviews all documentation and information provided

**Student…**
- Registers online
- Uploads required documentation
- Pays $150 application fee
- Ensures all admission requirements are met

**Student…**
- Receives Work Experience Policy
- Establishes installment/payment plan with college
- Discussion with CCBC- Work Experience placement. Asks further questions.

**Student…**
- Student can request further clarification; once satisfied, student returns signed contract
- Receives a final copy of the contract

**Student…**
- Receives a letter of acceptance to CCBC
- Receives invoice for first installment/payment

**Student…**
- Pays first installment/payment
- Receives an email from the instructor
- Starts the program
LANGUAGE PROFICIENCY ASSESSMENT POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Office Administrator

REVISION DATE: August 2018

Policy:

Instruction is conducted in English. Therefore, if the student’s first language is not English, or if previous education has been conducted in another language, students will be required to demonstrate proficiency in English in some of our programs. Students need to demonstrate that prior to enrolment they have the language abilities necessary to successfully complete the program of their choice.

Student can provide evidence of language proficiency relevant to the program admission requirements. For example, an IELTS or equivalent examination result; or students can complete a College language assessment, which may include an interview.

Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

See program outlines for Language Proficiency Assessment Policy particular to each program.

Procedure:

If required, the student can submit evidence of language proficiency or related requirements.

or

The student can complete the College’s language proficiency assessment which may include an interview (face to face or Skype)
STUDENT ATTENDANCE POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Office Administrator

REVISION DATE: August 2018

Policy (in class programs) - Regular attendance is expected in all courses.

General Principles

Attendance in classes is necessary and missing classes can affect student learning.

If students are having any issues which may affect their attending class for any reason they should discuss this with the Instructor or the Onsite Administrator.

1. Each instructor will record, monitor and report on the attendance of all students for all of their courses.
2. The clerical staff will keep the students’ attendance records.
3. Students will be warned of attendance issues so to resolve the matter.
4. An email will be sent to advise the student of the issue if it continues.
5. If a student does not maintain an attendance average of at least 80% in general program, they may not be permitted to extend the course which they are enrolled in.

The consequence for students who don’t meet the minimum attendance requirements listed above are as follows:

a. When a student is absent from the College for a period of three consecutive calendar days without notifying the College of the reason for the absence, the student will be considered as having been dismissed from the course and will have to re-take the course as soon as practical and possible. When a student is absent from the College for a period of ten consecutive calendar days without notifying the College of the reason for the absence, the student will be disenrolled from the program.

The student will have to successfully repeat the course in order to receive credit for that course.

Absences may only be excused at the discretion of the office administrator or the SEA, but will still be considered as an absence. If the absence is due to excusable absences, the student may be asked to provide a medical note explaining his/her absence, and there may be no charge for re-taking the course.
6. Excusable absences may include: college breaks, medical/health issues, serious personal issues. Students should discuss the two latter excusable absences as soon as possible with their instructor. A memo should be included in the students file and the matter referred to the SEA if the absence will adversely affect student progress in the program.

7. The program may be extended for the student depending on circumstances. The SEA will review the matter and made a determination based on the situation along with the advice of the Instructor and managing director.

**Student Responsibilities**

Students are expected to:

1. Report any absence due to illness or other reason to the College’s reception desk staff (or leave message) within 2 hours on the first and all subsequent days of absence either by phone or e-mail.

2. Maintain the attendance requirement.

3. Provide a doctor’s note to support absences of more than 3 consecutive days.

If unexcused absenteeism is chronic, an ‘attendance contract’ may be arranged with the student; and if this is breached, relevant sections of the dismissal policy may be followed.

**Attendance Policy (by distance online programs)** - Regular participation is expected in all courses.

**General Principles**

**Clock hours for distance education courses are set out in the course outlines (estimated)**

1. Participation in courses is necessary and not following the course plans and requirements each week can affect student learning.

2. If students are having any issues which may affect their participation for any reason, they should discuss this with the Instructor or contact the College.

3. Each instructor will record, monitor and report on student participation.

4. The College will keep the students’ “attendance” records.

5. Students will be warned of attendance (participation) issues so to resolve the matter early.

6. An email will be sent to advise the student of the issue if it continues.

7. If a student does not maintain an attendance average of at least 80% in general program, they may not be permitted to extend the course which they are enrolled in.

The consequence for students who don’t meet the minimum attendance requirements listed above are as follows:
When a student has not submitted/participated in two weeks of course work in an on-line course without notifying the College of the reason for the absence, the student will be considered as having been dismissed from the course and will have to re-take the course as soon as practical and possible. When a student is absent from the College for a period of four weeks of course work in an on-line course without notifying the College of the reason for the absence, the student will be disenrolled from the program. The student will have to successfully repeat the course in order to receive credit for that course.

Absences may only be excused at the discretion of the office administrator or the SEA, but will still be considered as an absence. If the absence is due to excusable absence, the student may be asked to provide a medical note explaining his/her absence, and there may be no charge for re-taking the course.

8. If a student does not maintain participation by demonstrating that they are following the requirements of the course they may not be permitted to extend the course which they are enrolled in.

9. Excusable participation “absences” may include: college breaks, medical/health issues, serious personal issues. Students should discuss the two latter excusable absences as soon as possible with their instructor. A memo should be included in the students file and the matter referred to the SEA if the absence will adversely affect student progress in the program.

10. The program may be extended for the student depending on circumstances. The SEA will review the matter and make a determination based on the situation along with the advice of the Instructor and managing director.

Student Responsibilities

Students are expected to:

- Report any ‘absence’ due to illness or other reason to the instructor ASAP by e-mail.
- Maintain the attendance/participation requirement.
- Provide a doctor’s note to support absences of more than 3 consecutive days.

If unexcused absenteeism/participation is chronic, an ‘attendance contract’ may be arranged with the student; and if this is breached, relevant sections of the dismissal policy may be followed.
Criteria for grading

1. Grades for course work are compiled from the combination of assessments taken, projects/assignments completed, presentations completed, active participation in class or on-line activities, and evaluations of appropriate competencies. Evaluation criteria is set out in the program and course outlines.

2. Assessment includes but is not limited to:
   - On-line participation in the form of—discussion, response to others’ questions and comments, response to instructor’s questions and comments, analyzing and giving critical feedback to group members.
   - Case study reports and evaluations.
   - Small group or individual projects.
   - Reflective and meaningful personal learning reports
   - Community research and interview projects that are shared with the online student community.
   - Learner-centered assignments that reveal student competency
   - Practicum evaluation reports
   - Creation of resources to support Individual Education Plans

A meaningful written progress report will be provided to the student by the 30% point of the program.

3. Grading System:
   The course has both formative and summative assessments. Students should achieve an average of 60% on all summative assessments to pass. The grading scheme will be as follows:

<table>
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<th>Criteria</th>
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<td>A</td>
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<td>Student has achieved 60% - 69% on all assessments.</td>
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<tr>
<td>DNC</td>
<td>Did Not Complete the program requirements necessary to graduate</td>
</tr>
</tbody>
</table>
4. Diploma Award: upon successfully completing the required course components, a diploma will be issued by Coastal College of British Columbia.

Graduation Requirements

- Complete all the academic requirements of the program
- Pay in full all tuition fees and any other money owing to the College.
- Return all materials and equipment belonging to the College.
WORK EXPERIENCE POLICY

EFFECTIVE DATE: Dec 2017

RESPONSIBILITY: Senior Educational Administrator (SEA), Managing Director, Instructor

REVISION DATE: August 2018

Purpose

This overview policy provides information about the work experience practicum and its requirements. Coastal College of British Columbia (CCBC) supports students, on site supervisors, practicum instructors and host organizations in preparing for the practicum. The practicum is a required part of the Education Assistant Program (Diploma) in which the student obtains practical skills aligning with the learning outcomes of the program.

Roles:

- **Student**: An individual enrolled in the Education Assistant program and who has completed the prerequisites to participate in the practicum.

- **Host Organization**: School or community organization who has agreed to participate in the work experience practicum and provide support for the student.

- **On site supervisor**: An appropriate qualified professional (ECE, K-12, community program coordinator/supervisor) who has agreed to participate in the practicum and supervise the student directly. The onsite supervisor provides feedback and completes a mid-practicum report and a final report on the student’s progress.

- **Practicum Instructor**: The practicum instructor oversees the practicum. The practicum instructor guides the learning, encourages student's personal and professional growth, and connects with the onsite supervisor. The practicum instructor completes a final practicum report.

- **Senior Education Administrator (SEA)**. A senior member of the College staff who oversees the administration and logistics of the work experience practicum.
**Rationale**

Hands-on, practical experience in the workplace provides an opportunity for students to apply what they have learned in theory. During the practicum students will observe, implement knowledge and skills acquired, reflect upon learning and receive feedback from an onsite supervisor and practicum instructor. The practicum is designed to develop skills and abilities.

**Pre-requisites**

The requirements for student participation in the practicum are as follows:

- Students must successfully have completed all the theoretical courses contained in the program.
- Students are required to complete a criminal record search before beginning the practicum.
- Students must show evidence of completion of a basic first aid certificate.
- A Host Agreement must be signed by the work experience host organization. There must be an on-site supervisor who agrees to supervise, mentor and assess student.
- Students must sign a Practicum Agreement. Students must follow the hours scheduled to work within the setting.

**Procedure:**

1. The SEA will identify what placement opportunities are available in the student’s preferred area. The student may also make enquiries.
   - The SEA will assist with negotiating placements through discussions with the host organization.
   - If a host organization is not available in the student's preferred area of residence, the student maybe required to re-locate to complete the practicum. Re-location costs would be at the student's expense.

   Through negotiations, the work experience practicum is set out based on the learning outcomes. Care is taken to be sure that the work experience practicum does not demand knowledge that the student does not yet possess.

2. CCBC, the student, and the host organization will enter into a written Practicum Agreement detailing each party’s responsibilities and the activities the student will undertake during the work experience practicum. A copy of the agreement will be provided to each party before the start date of the practicum. Copies of the documents are placed in the student’s file. The SEA will advise the student’s instructor of the placement dates.
3. The SEA and the practicum instructor will monitor the practicum. The practicum instructor will contact the student and onsite supervisor no less than three times during the practicum; by the first 20 hours, halfway and prior to the final ten hours of the practicum. Monitoring consists of reviewing whether the student is attending and meeting the learning outcomes of the program; answering questions and providing support to the student and onsite supervisor.

4. The onsite supervisor will provide a mid-practicum report to the practicum instructor and student, and at the end of the practicum, a final report. The onsite supervisor will consult with the practicum instructor to monitor if there are any concerns which may result in the student not completing or passing the practicum.

The process by which the student is evaluated:

The assessment for this course is based on a satisfactory “Pass” (competent) based on the learning outcomes. Assessment is based on students demonstrating the learning outcomes (competencies).

**Assessment:**

- _____ Student has met appropriate levels of competency relative learning outcomes
- _____ Student has not yet met appropriate levels of competency relative to learning outcomes

See course outlines for learning outcomes.

Every worksite is different. The onsite supervisor provides direction for the student; notes strengths and areas requiring additional support to be addressed during the practicum. Referring to the learning outcomes, they record examples and situations where the student has been able to demonstrate their competencies during the practicum. Any concerns are addressed proactively. In consultation with the practicum instructor, issues are addressed early in the practicum and specific methods of evaluation are developed depending on the nuances of the host organization and/or the learning needs of the student.

If students do not meet the outcomes/competencies, they will be required to complete those aspects of the practicum over and this may require an extension; this could be with the current host or with a new host. If more than 25% of the learning outcomes are not met they may be required to enroll again in the course. See college withdrawal / dismissal policies for related issues.
Upon completion of the practicum, all paperwork will be completed, and a final evaluation will be done by the practicum instructor with the student and onsite supervisor. The completed evaluation will be signed by the practicum instructor, the onsite supervisor and the student. A copy of the evaluation will be given to the student. The original evaluation will be placed in the student’s file.
RESPECTFUL AND FAIR TREATMENT OF STUDENTS-NON-DISCRIMINATION POLICY

EFFECTIVE DATE: Dec 2017

RESPONSIBILITY: All employees; all enrolled students; Managing Director, Office Administrator

REVISION DATE: August 2018

The College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and policy of non-discrimination.

The core values that guide the College’s internal and external interactions with each other and the community:

- We believe cultural and social diversity is essential to our long-term success
- We celebrate learning as a lifelong achievement for students, staff and faculty
- Our entrepreneurial spirit and our pursuit of academic excellence will guide our business practices
- We strive for fairness in all decisions

While on College premises or during activities or events hosted by the College the following activities are prohibited:

- Any degree of bullying, harassment, discrimination.
- Violence, real or perceived.
- Theft, willful damage to student property, College property and/or illegal activity.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

The situation, if urgent, should be reported to onsite administrator or Senior Education Administrator verbally or in writing as soon as possible.

If urgent, the student should approach an employee of the College who will assess the urgency of the situation and act accordingly (for example, call the police in the case of violence) and, as needed, refer the matter immediately to the onsite administrator or SEA.

The student can request a confidential meeting with the SEA.

Every member of the College community has the right to file a complaint of discrimination/harassment.
At some point, the STUDENT DISPUTE POLICY and/or other related polices / legal considerations may take effect.
SEXUAL MISCONDUCT POLICY

EFFECTIVE DATE: Dec 2017

RESPONSIBILITY: All employees; all enrolled students; SEA; Managing Director, Office Administrator

REVISION DATE: August 2018

The College is committed to the prevention of and appropriate response to sexual misconduct. Sexual misconduct includes the following:

• sexual assault;
• sexual exploitation;
• sexual harassment;
• stalking;
• indecent exposure;
• voyeurism;
• the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
• the attempt to commit an act of sexual misconduct; and
• the threat to commit an act of sexual misconduct.

If under any circumstances, a prohibited activity / sexual misconduct occurs, the following outlines the process for addressing the activity:

If urgent, the student should approach an employee of the College who will assess the urgency of the situation and act accordingly (for example, call the police in the case of an assault) and, as needed, refer the matter immediately to the onsite administrator or SEA.

Depending on the situation the student / employee can request a confidential meeting with the SEA.
The situation, if urgent, should be reported to onsite administrator or SEA verbally and in writing as soon as possible. At this point, the STUDENT DISPUTE POLICY and other related polices/legal considerations take effect.

**STUDENT DISMISSAL POLICY**

**EFFECTIVE DATE:** Dec 2017

**RESPONSIBILITY:** SEA; Managing Director, Office Administrator

**REVISION DATE:** August 2018

**Policy**

The College expects students to meet and adhere to a code of conduct while completing their program of study. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Managing Director.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at the College.

**The Code of Conduct**

**Expectations for Students:**

- Attend the College in accordance with the Attendance Policy, as applicable.
- Treat all students and staff with respect.
- Treat College property and other people’s property with respect.
- Complete all assignments and examinations on the scheduled completion dates.

More serious issues which applies to students and employees:

- Sexual assault or a beach related policies or law.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of College property.
- Theft.
- Use of alcohol or illegal drugs on campus or during college activities (i.e. field trips)

If substantiated, a serious issue may result in immediate suspension/investigation/possible dismissal (any illegal activity will be reported to the police):
Consequences are by case by case and may range from academic warning, suspension and/or dismissal. Only the Managing Director is empowered to dismiss a student in accordance with this policy.

Procedure:

1) All concerns relating to student misconduct shall be directed to the Managing Director in the first instance. Concerns may be brought by staff, students or the public.

2) As needed, within 5 college days of receiving the complaint, the Managing Director or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).

3) Following the meeting with the student, the Managing Director or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.

4) Any necessary inquiries or investigations shall be completed within 5 college days of the initial meeting with the student.

5) The Managing Director or Senior Educational Administrator will meet with the student and do one of the following:

   a. Determine that the concern(s) were not substantiated;
   b. Determine that the concern(s) were substantiated, in whole or in part, and either:

      (i) Give the student a warning, setting out the consequences of further misconduct;
      (ii) Set a probationary period with appropriate conditions; or
      (iii) Recommend that the student be dismissed from the College.

6) The Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the College’s complaint file, and the original will be placed in the student’s file. If the student is under 19 years of age, a copy will be sent to their guardian/parent.

7) If the student is issued a warning or placed on probation, the Senior Educational Administrator or Director and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed on the student’s file.

8) If the recommendation is to dismiss the student, the Managing Director of the college will meet with the student to dismiss him/her from study at the College. The
Managing Director of the College will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student’s financial account with the College.

9) If a refund is due to the student, the Managing Director will ensure that a cheque is forwarded to the student within 30 days of the dismissal.

10) If the student owes tuition or other fees to the College, the Managing Director may undertake the collection of the amount owing.

See refund policy.
DISPUTE RESOLUTION POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY Managing director,
Senior Educational Administrator (SEA),
Office Administrator

DATE OF LAST VERSION August 2018

1. This policy governs complaints from students respecting the College and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.

2. All student complaints must be made in writing.

3. The student must provide the written complaint to the Managing Director who is responsible for making an initial determination in respect of complaints. If the Managing Director is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.

4. The Senior Education Administrator will review any complaints and consult with the Managing Director if deemed necessary.

5. The process by which the student complaint will be handled is as follows:

   a. Within 5 college days of receiving the complaint, the Managing Director or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).

   b. Following the meeting with the student, the Managing Director or the Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.

   c. Any necessary inquiries or investigations shall be completed within 10 college days of the initial meeting with the student. This timeline can be extended with approval of the Managing Director if the complaint is deemed complicated and requires additional time.

   d. The Managing Director or Senior Educational Administrator will meet with the student and or other persons and do one of the following:
• Determine that the concern(s) were not substantiated; or
• Determine that the concern(s) were substantiated, in whole or in part.

e. The Senior Educational Administrator will prepare a written summary of the determination and a report of what action(s) may be taken. This summary and report will be reviewed and approved by the Managing director.

f. A copy shall be given to the student, a copy will be placed in the institution’s complaint file, and the original will be placed in the student’s file. If the student is under 19 years of age, a copy will be sent to their guardian/parent.

g. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.

6. The student making the complaint may be represented by an agent or a lawyer.

7. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the College regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (https://www.privatetraininginstitutions.gov.bc.ca/). Note: This filing is only applicable for programs requiring PTIB approval.
STUDENT ASSESSMENT AND GRADE APPEAL POLICY

EFFECTIVE DATE: Dec 2017

RESPONSIBILITY: Senior Educational Administrator (SEA); Managing Director, Office Administrator

REVISION DATE: August 2018

Assessment

Grades for courses are based on the assessments of student learning and meeting the learning outcomes. The assessments may vary in each course. Assessment criteria are set out in individual program and course outlines. Assessments are based on the learning outcomes of the program/course.

Grading System:

The course has both formative and summative assessments. Students should achieve an average of 60% on all summative assessments to pass. The grading scheme will be as follows leading to a letter Grade reflected in the student’s transcript:

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</tr>
<tr>
<td>DNC</td>
<td>Did Not Complete the program requirements necessary to graduate</td>
</tr>
</tbody>
</table>

A pass and credit for a course is a “C”. Students receiving a DNC will need to do the course again.

Some programs may have practicums – grading for these aspects of any program are contained in specific program / course outlines. Generally, such components receive either a pass/ fail (competent/ not yet competent) based on the learning outcomes.
Grade Appeal

If students receive poor assessments (formative or summative) early in any course they should meet with the instructor and review progress and study habits. The instructor will provide the support and direction to the student.

1. Students have a right to appeal any assignment or a final course grade. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss the matter with his/her instructor. The instructor will review the grade and, only if warranted, assign a different grade.

2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she can submit a written appeal to the Senior Educational Administrator. The basis of an appeal is based on:

   • A clerical error has resulted in a miscalculation of the grade

   • The grade awarded does not fairly reflect academic performance and/or the stated requirements for the course.

Appeals of any assignment or final course grade must be made within 10 business days of the release of the grade.

3. The Senior Educational Administrator will obtain a copy of the written appeal, the assessments/assignment(s) in question from the instructor. The SEA may have another qualified instructor conduct a review/re-assessment.

4. If the re-assessment achieves a higher grade, the SEA will consult with both the original instructor and the re-grading instructor to review the reasons for the higher-grade assessment. If a higher grade is determined accurate, the higher grade will be assigned to the student.

5. Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

6. The decision on the grade appeal will be provided to students within 30 college days of receipt of the written appeal request.
STUDENT SERVICES POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Office Administrator

REVISION DATE: August 2018

Job Assistance

1. Services relating to career planning and placement, such as graduate and professional study information, career planning, resume writing and job search are available at the administration office.
2. Placement for teaching positions, salary and level of career advancement is not guaranteed. Employment opportunity information usually provided via e-mail to graduates or alumni.
3. The College does endeavor to establish contacts with prospective employers for graduate students.
4. Graduates are also expected to actively pursue employment opportunities by themselves.
5. The College encourages the students to keep in touch with the College after graduation. An employment opportunity, which is posted with the College, is available to any of the graduates.

Note: Employment, salary, and occupational advancement are not guaranteed.

Student Support

1. Information about the College, facility and programs is available on-line or in paper form.
2. Students should contact the Administrator during business hours by phone, e-mail or in person to be directed to the responsive director(s) if they need any support or have any concerns regarding the programs or their studies.
3. Concerns regarding the status of student application, class schedule, transcripts, handbook and forms, and general clerical concerns are addressed to the Managing Director.
4. Concerns regarding teacher credentialing and provincial permits are directed to the Program Director.
5. Concerns regarding the practicum placement are to be addressed to the SEA.
6. Assessment by the employer after graduation is requested in September annually
COURSE RETAKES POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Office Administrator

REVISION DATE: August 2018

Policy for Retaking Courses

Student will need to retake the course under the following circumstances:

1. Fails to meet attendance requirements;
2. Academically fails the course

Student can only retake courses within the maximum length of the program (twenty-eight months) with payment of retaking course fee. If they exceed this length, student may be dismissed and required to re-register in the program. There is no guarantee that college will offer the required course.

Postpone Courses

The College administrator will send an e-mail notification to the students prior to the beginning of each course. A student has the opportunity to postpone their study by taking a course in the following course cycle, with advanced written notice within 3 days upon receiving the email. It is strongly recommended to students to speak to the Managing Director before deciding to postpone a course or several courses. Since some courses have prerequisites, postponing one course may cause the one or more courses to postpone as well.

Student can only postpone courses within the maximum length of the program. If they exceed the length, student will be dismissed and required to re-register in the program. There is no guarantee that college will offer the required course.

Leave of Absence/Change of Status

The “Change of Status” form needs to be completed for the following reasons:

1. The student wishes to take a leave of absence at any time;
2. The student cannot finish their program within a year of the program start date.
ACADEMIC INTEGRITY POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Instructor, Office Administrator

REVISION DATE: August 2018

Students are expected to be honest in all their activities at the College. All forms of cheating and/or plagiarism are unacceptable:

- Copying from another student's test or homework.
- Allowing another student to copy from your test or homework.
- Using materials such as textbooks, notes, or formula lists during a test without permission.
- Having someone else write or plan a paper/assignment/project.
- Collusion is the act of two or more students working together on an individual assignment without permission.

Academic misconduct is the violation of college policies by tampering with grades or by obtaining and/or distributing any part of a test or assignment. For example:

1. Distributing, or accepting, either for money or for free, a test before it is administered.
2. Encouraging others to obtain a copy of a test before the test is administered.
3. Changing grades in a grade book, on a computer, or on an assignment.
4. Continuing to work on a test after time is called.
5. Unauthorized use of computer or calculator programs.
6. Disruptive behavior is any behavior that interferes with the teaching/learning process.

**Plagiarism**, which includes:
Submission of any work for assessment not done by the student without full and clear identification and acknowledgment of the actual author or creator of the work or source.

**Consequences:**

The student has the onus and the burden of proof of the integrity of their work. The instructor will consult with the SEA to determine the severity of the situation and determine the consequences which may range from a zero grade on an evaluation to academic warning, suspension and/or dismissal.
PRIVACY POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator

REVISION DATE: August 2018

Policy

The College collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). The College may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

A student’s record includes a student enrolment contract, evidence a student has met all admission requirements, financial records, attendance records, documentation of any dispute, grade appeals or dismissal and copies of study permits.

The College retains student records for a period of seven (7) years following the student’s withdrawal, dismissal or graduation. After seven years, the student record is destroyed using a secure destruction method.

Within 60 days of a student completing, withdrawing or being dismissed from a program of study, the College will upload (to an approved third-party vendor) a copy of the student’s enrollment contract, transcript and diploma or certificate (if any). These records will be retained for a period of fifty-five (55) years.

Access to student’s records

Student records will be maintained in a secure storage medium in a secure location.

Upon written request to the Onsite Administrator, a student may access his/her records.

The College may be required by law or regulation to provide student information to external entities – for example, The Private Training Institutions Branch; Canadian Immigration Citizenship; Student Aid, Canada Revenue Agency and so forth.
REFUND POLICY

EFFECTIVE DATE: Dec 2017

RESPONSIBILITY: SEA; Managing Director

REVISION DATE: August 2018

Refund policy (for programs requiring PTIB approval)

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
   (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
   (b) the student, or the student’s parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student’s parent or legal guardian, signed the student enrolment contract and the contract start date; or
   (c) the student does not attend a work experience component and the institution does not provide all the hours of instruction of the work experience component within 30 days of the contract end date.

2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
   (a) more than seven days after the effective contract date and
      i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of $1,000.
ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of $1,300.

(b) after the contract start date

i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:

(a) before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

(b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

6. If the institution provides the program solely through distance education and the institution receives a student’s notice of withdrawal or the institution delivers a notice of dismissal to the student and:

(a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

(b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

(a) of the date the institution receives a student’s notice of withdrawal,

(b) of the date the institution provides a notice of dismissal to the student,

(c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or

(d) after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

(a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program is provided solely through distance education.

REFUND POLICY - programs NOT requiring approval

• Some Programs/courses of instruction do not require approval under the Private Training Act; and, as such, students cannot file a claim against the fund with the trustee in respect of these programs of instruction.

For programs not requiring approval, refunds may be possible under the following conditions:

1) A properly filled and signed Refund Form must be provided by a student to the College administration.
2) Refund entitlement is calculated on the total tutoring fees, less the non-refundable application fee, materials fee, textbook fee and other fees.
3) If Refund Form is received by the college, within 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of total fee due under the contract.
4) If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the contract has elapsed, no refund is provided.
5) It may take up to 14 days to process a refund application.
STUDENT WITHDRAWAL POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Onsite Administrator

REVISION DATE: August 2018

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Onsite Administrator or front office. Refunds are calculated according to the college Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund, if a copy of the denial letter is provided to the College prior to the program start date.

Procedure:

1) The written notice of withdrawal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

2) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

3) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make a payment for monies due under the contract.
HEALTH AND SAFETY POLICY

EFFECTIVE DATE: December 2017

RESPONSIBILITY: Managing Director, Senior Educational Administrator, Onsite Administrator

REVISION DATE: August 2018

Policy

The College is committed to providing a healthy, safe working and learning environment for all staff, students and visitors, and to reduce the risks of accident or injury for the purpose of maintaining a safe environment.

Health and Safety

The College follows health and safety guidelines relevant to the types of programs offered.

A review of the guidelines will be conducted annually to ensure the guidelines are being followed.

Any possible breaches or concerns relating to the guidelines must be directed immediately to the Instructor, onsite administrator or SEA. Students, Employees, visitors and clients can discuss relevant matters with the instructor, onsite administrator or SEA. Any immediate safety concerns will be addressed immediately; not urgent or more general concerns be recorded and reviewed by the SEA within 72 hours.

References:


Procedure for Fire Safety

1. The Onsite Administrator ensures that sufficient fire suppression equipment is available as needed throughout the whole campus and that all fire suppression equipment is examined by a qualified inspector at least annually.

2. The Onsite Administrator ensures that all employees receive training in both the operation of the fire suppression equipment and in the college fire evacuation procedures.
3. The Onsite Administrator is responsible for preparing and posting emergency exit instructions route maps in each classroom.

4. In the event of a fire emergency, staff will immediately contact the fire department (911) relaying the location of the campus, and will give the details of the type of fire if known, location and follow the instructions of the 911 operator.

5. All persons will evacuate the campus under the direction of senior staff.

6. Instructors will escort their students to the safety area identified on the exit plan, ensuring that he or she takes the class lists with them. The instructor will check the students present against the class list and will immediately advise the Onsite Administrator or senior staff in charge if anyone is missing.

7. The Onsite Administrator will act as a liaison between fire officials and students or employees during the emergency. If necessary, the Onsite Administrator will authorize college closure.

8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

**Procedure for Earthquake Safety**

1. The Onsite Administrator ensures that adequate precautions are taken throughout the campus to assure that injury due to falling or unstable items during an earthquake is limited, this may include securing file cabinets to walls and lipped shelving for books or binders above head-level.

2. The Onsite Administrator ensures that all employees receive training in the college earthquake evacuation procedures.

3. The Onsite Administrator prepares and posts emergency instructions and exit route maps in each classroom at the campus with the exit specifically noted in a colored highlight.

4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.

5. When deemed safe to do so, all persons will evacuate the campus.

6. Instructors will escort their students to the safety area set out in the exit plans, ensuring that he or she takes the class lists with them. The instructor will check the students present against the list of students in attendance that day and will immediately advise the Onsite Administrator or senior staff if anyone is missing.
7. The Onsite Administrator will act as a liaison between rescue official and students / employees during the emergency. If necessary, the Onsite Administrator will authorize college closure.

8. No persons will re-enter the campus until the officials have authorized re-entry.