



STUDENT HANDBOOK

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Welcome!

We are excited to welcome you to the Futures Canadian College family!

It is our hope that you enjoy your education with us as you begin your journey to a bright, empowered, and successful future.

At FCC, we strive to provide the world-class education every student deserves. With well-crafted lesson plans, that are both informative and practical, we ensure that you learn all you need to know to jumpstart your career. Our co-op programs are relevant and supportive of your desire to land that dream job!

We are committed to providing you with a learning environment that is well-equipped to motivate you to pursue your studies and ultimately, achieve your long-term goals.

You will not be alone in this journey as our instructors are highly competent and trained professionals in their respective fields of expertise. They will guide you throughout your stay with us.

We encourage you to fully engage and if there is anything that you would like us to help you with, we are here for you.

Your presence in our school is valuable. Your future is important to us.

Wishing you the best!

Vaishali Sridhar
President

Mission Statement Futures Canadian College

Our Mission

Futures Canadian College of Business, Health and Technology's mission is to inspire our students from all communities.

We want to impart academic excellence through competent and professionally delivered knowledge. Each student will have exceptional guidance and support. We will create a path that will ensure our students graduate from Futures Canadian College with the academic, personal, and social development they will need to adapt to today's society.

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About This Handbook

This Handbook contains important information about the academic policies of the College as well as the services provided to you while you are a student at the College. It is an excellent source for information about what is expected of you while you are attending school and the steps that can be followed to ensure your success.

Every effort has been made to ensure the Handbook is accurate as of the date of publication. The Handbook is periodically reviewed and updated as necessary to reflect current academic and operational policies and procedures. Changes are effective when made.

Please take time to read this Handbook and ensure that you have signed the last page of this document and return a copy to the College.

ACADEMIC POLICIES AND PROCEDURES

Admissions

Admissions Policy

Admission to programs at colleges require applicants to follow a formal application procedure. The application and admissions process includes an interview with an admissions representative; meeting with a financial administrator or financial planner, validation to ensure that the applicant meets the program admission requirements until the signing of a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon the applicant's meeting the prescribed program's admissions requirements. Admissions to programs must be approved by either the Academics Director or College Director.

Students are required to provide all the required documentation to confirm the student meets the specific program admissions requirements, including proof of age, high school completion, etc.

Admissions Process

1. **Interview with an Admissions Representative:** It is important that the applicants interview and could explore their education and career expectations. Therefore, applicants are interviewed by an admissions representative as part of the application process.
2. **Meeting Financial an Administrator/Planner:** The student must meet with the Financial Administrator/Planner. Financial Administrators/Planners are trained to assess the students understanding of the financial challenges that face adult learners and to ensure that the student understands the responsibilities that arise from funding study by way of student loan.
3. **Admissions Requirements:** To ensure students have the basic knowledge, skills, and abilities to be successful, each program has established minimum admissions/entrance requirements that must be meet for the student to be approved for admission. The minimum admission/entrance requirements cannot be waived by either the student or the institution. Specific programs may have additional admission requirements e.g. NACC programs.
The following admissions/entrance requirements must be met by all students to gain admission to any program. Neither the student nor the institution can waive required admissions requirements. The College does not represent or imply that students are guaranteed a job or in the case of international students a work permit on graduation.
4. **Student Enrolment Agreement:** A written Enrolment Agreement conforming to regulatory requirements must be signed by the student and/or by a parent or

guardian if the applicant is a minor (not reached the age of 18 in Ontario). The student must receive a copy of the Enrolment Agreement with the Campus Director's signature once the student has been accepted into the program.

If you have any questions in regard to your enrolment agreement, please bring them to your Admissions Representative and/or Campus Director.

Accommodations for Students with Disabilities

The College has an institutional commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation enacted federally and in each province.

To provide equality of access for students with disabilities, the College will provide accommodations and auxiliary aids and services to the extent necessary to comply with provincial and federal laws. For each student, these accommodations and services will specifically address the functional limitations of the disability that adversely affect equal educational opportunity.

The Campus Director shall be responsible for assisting qualified students with disabilities in securing appropriate accommodations, auxiliary aids, and services, with the guidance and support of Student Relations.

The student bears the responsibility of notifying the Campus Director of a disability upon admission. Once the student identifies the specific academic accommodations, auxiliary aids and/or services and discusses them with the Campus Director, the student will be asked to provide the Director with appropriate documentation to support the request. This documentation from an appropriate professional should reflect the student's present level of disability and how the disability reflects the student's needs in the College's setting. The Director has discretion to determine what type of professional documentation is necessary, and this may vary depending on the nature and extent of the disability and the accommodation, auxiliary aid and/or services requested.

In the event the Director or designee thinks it is appropriate to obtain a second professional opinion concerning the nature and extent of the disability, the College will bear the cost of obtaining that second opinion not covered by the third-party payer. The Director will promptly evaluate the request for accommodation once the documentation is received.

Appropriate accommodations, auxiliary aids and/or services are determined following an individualized assessment of each request and discussion between the student and the Campus Director. The Director, in consultation with the Student Relations Office, will consider the following factors in determining appropriate accommodations, auxiliary aids and/or services:

- The nature of the student's disability.
- Accommodations, auxiliary aids and/or services that have worked for that student in the past.
- Whether the requested accommodations, auxiliary aids, and/or services will allow the student effectively to access and participate in the course or program.
- The college is not required to alter or modify a course or program to the extent that it changes the fundamental nature of that course or program.

The Campus Director receiving the request for an accommodation, auxiliary aid or service shall provide the student who made the request with written notification of the determination of the request (along with the effective date of accommodation, auxiliary aid and/or service) within a reasonable time period.

If a situation should arise where the Director needs additional time to assess a request or in providing accommodation, auxiliary aid and/or service, he or she will provide the student with written notification of the status of the request and the proposed date of determination.

Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. Students are expected to attend every class session, in accordance with their contractual agreement. Student absences will be recorded from the first day the class meets. In case of absence, it is the student's responsibility to notify the College before the start of classes on the day of absence. The student is also responsible for notifying the third-party funder, if applicable, of the absence.

When a student is unable to attend class, they must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances, which prevented their attendance. Excused absences include personal illness or illness of a close family member when the attention of the student is required, death of an immediate family member, accident or other unforeseen circumstances making it impossible for a student to attend class, funeral, personal appointments for acute or preventative health care, and court appearances.

Excused absences must be accompanied by written proof upon returning to the College. All absences are recorded regardless of the reason for the absence.

If a student is unable to attend College for five (5) consecutive days, regardless of the reason for the absence, an Authorized Leave Form must be submitted and approved by the College, she/he will receive a warning in writing and must obtain permission from the College to resume studies. Compliance Manager will approve.

Note: Students are required to attend all scheduled classes regularly, including make-up sessions. From time to time, class or practicum schedules may be adjusted to address changing or unexpected circumstances including the temporary interruption of service.

In order to ensure students have achieved the required hours of instruction, outcomes, and or to address an unexpected interruption of studies, the end date of a program may be adjusted accordingly, or other schedule accommodation may be made to ensure students receive the required program and contact hours.

Attendance Warnings

Students whose absences exceed 10% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be warned in writing.

Students whose absences exceed 15% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be placed on probation and will be subject to conditions if they wish to continue study.

Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the College. At the discretion of the Compliance Manager

The College will place a student on probation should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Students cannot miss clinical time. Students must make -up for the time missed during clinical placements.

If a student is absent for any reason, they are required to make up the practicum hours within the contract designated dates before they are eligible to graduate. If the student receives a "fail" on their practicum placement, the supervisor and instructor will review the criteria that caused the "fail" and determine if the student is required to repeat their

entire placement or only repeat certain failed areas within a designated time frame to achieve the passing grade requirement of 90% or greater on all tasks and sub-tasks within their skills passbook. If a student fails their evaluation due to lack of ability, motivation, participation or attendance, the student will be required to repeat the designated practicum(s) areas.

Student Loans and Third-Party Funding

The College may be required to report any attendance irregularities to funding agencies. These agencies include the Worker's Compensation Board, Human Resources Skills Development Canada (EI), and private insurers.

Students funded by any of these agencies may be subject to further attendance requirements imposed may be subject to further attendance requirements imposed by the funder. Poor attendance may affect a student's eligibility for funding.

Some programs may subject students to further attendance requirements imposed by a regulatory or professional body. In some cases, the College is required to report attendance as part of the regulatory or certification process. Poor attendance may affect a student's eligibility for certification or licensing.

A progress report must be completed and submitted monthly for those students funded by HRSDC. The Student Services/Financial Administrator / Planner or delegate is responsible for completing this report and faxing it to the appropriate case manager for completing this report and faxing it to the appropriate case manager on or just before the due date. A copy is to be put into each student's administrative file.

Students who are funded by student loans and who fail to comply with the school's attendance requirements shall be withdrawn from eligibility for continued student loan funding. For students receiving HRSDC/LMDA, WCB/WSIB, Private Insurers, or other benefits, or who are funded by an agency that requires the reporting of attendance, attendance warnings, and probation shall be reported to the funding agency and may result in the termination of benefits.

Termination of benefits from a funding agency or student loan funding does not constitute dismissal from the college or program. The student may continue in a program of study if she/he can demonstrate an ability to pay tuition without the assistance of funding and if she/he has not contravened the sections of this policy and procedure requiring dismissal.

Interruption of Studies

If for any reason a student interrupts their studies by being absent from scheduled classes for more than twenty-one (21) consecutive days or by missing a scheduled examination, s/he must meet with the Campus Director or Designee. Non-attendance does not constitute notice of withdrawal, only if the student has submitted an Authorized Leave Form and approved by the College. The College will consider only two reasons as valid for interruption of studies:

1. **Medical Reasons** - The student must provide a physician's note attesting to the illness and stating the dates that the student was required to be away from college.

2. **Compassionate Reasons** - The student must provide a letter explaining the circumstances surrounding the absence. A compassionate reason for absence must meet the definition "a suddenly arising situation beyond the control of the student."

Re-admission will be considered on a case by case basis. Students must submit a written letter to the Campus Director or designee requesting re-admission. The student will be responsible for payment of all fees relating to college up to and including the date of termination in accordance with the Refund Policy. Students may not be able to resume their program where they left. The student's scheduling and/or completion dates may also be changed as a result, at the approval of the Campus Director.

Resumption of Studies

Students who have interrupted their studies by an absence of 21 or more consecutive days or by missing a scheduled examination must obtain permission to resume classes.

Students should make an appointment for a formal interview with the Campus Director or designee as soon as they are sure of their return date. At the approval of Campus Director.

Students must be in good financial and academic standing in order to be re-admitted. If proper notice was not given of the absence, a student may be re-admitted under probationary terms. An exception may be made if the student has a valid reason for the absence. At the approval of Campus Director

Cheating and Plagiarism

Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work. The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College.

Cheating is any act of academic dishonesty.

Plagiarism is the act of representing someone else's work as your own.

Acts or behaviours, which constitute cheating, include, but are not limited to, the definitions listed below:

1. Submitting the same work or part of the same work, for credit in two different courses without the prior agreement of the instructors involved.
2. Bringing (And using) unauthorized and/or concealed materials/aids into a test or examination. (Aids include, but are not limited to: calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.).
3. Presenting oneself as another student for a class, test, or exam.

4. Unauthorized sharing of material (copying or allowing others to copy) during a test or exam.
5. Unauthorized communication with another student in a test or exam.
6. Submitting another person's work as your own, or providing work for another person to submit as his/her own.
7. Falsifying or misrepresenting academic records.
8. Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor.
9. Deliberately preventing, or attempting to prevent, the fair access by other students to all types of learning resources.
10. The act of copying for the purpose of providing advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain advantage for you. The methods used could be visual, oral, notes, printed matter or electronic means).
11. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as appropriate reference, to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first. (When in doubt, consult with the Instructor for the course.)
12. Collaboration is the act of two or more students working jointly on any assignment when the instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside of class hours, in class assignments, lab exercises or reports. Collaboration also includes writing an assignment or paper for another student;
13. Theft or solicitation of another student's assignment or paper, grade books, un-administered tests or other academic work/material will result in immediate expulsion; and
14. Intentionally helping or attempting to help another student commit any act of academic dishonesty.

Violations that threaten the academic integrity of the College may be subject to disciplinary action as described in the Disciplinary Process. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination.
- Award of a fail grade for the whole course;
- Academic Probation.
- Suspension.
- Expulsion.

Student appeals can be made in writing, in accordance with the Dispute Resolution Policy.

Career Services

The Career Services program is available to students who graduate from their program of study for a period of up to six months from their program completion date. In order to be eligible for this assistance, students must register with the Employment Specialist or designee at the campus from which they graduated. Students can transfer their Career Services assistance to any other campus by meeting with the Employment Specialist and requesting transfer where appropriate. The Employment Specialist does not find a job and the College is barred by law from guaranteeing any student employment after completion.

The College may assist graduates in finding employment by:

1. Presenting Career and Employment Strategies workshops.
Completion of this workshop may be a graduation requirement.
2. Assisting with the preparation of personal marketing tools such as resumes, cover letters, business cards, thank you letters and internet profiles.
3. Coaching in interview skills and self-directed employer contact.
4. Photocopying and printing of personal marketing tools subject to college policy.
5. Providing access to computer equipment for job readiness and job search activities.

The College expects that graduates who are seeking employment with the assistance of the Employment Specialist will:

1. Maintain regular contact with the Employment Specialist at pre-arranged intervals.
2. Have current and approved personal marketing tools on file with the Career Services Department.
3. Be actively marketing him/herself and not relying solely on the College.
4. Be striving to develop employer contacts.
5. Regularly attend group sessions arranged by the College.

Copyright

Campuses comply with the copyright laws as applied to educational institutions. The use of and/or photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni and staff is prohibited. This standard applies to printed, software, audio, video materials and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to documents, graphics, sounds, video, and software on company computer systems or from the internet.

Course Drops/Withdrawals

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within that province. Students wishing to withdraw from study must either meet with the Admissions Representative or Campus Director and submit a letter of withdrawal delivered personally, emailed or by registered mail to the Campus Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent. If the student has been "inactive" for 30 days, including on their LMS, the student is automatically withdrawn. In accordance with Student Loans and funding agency requirements, the student's absence will be reported as "withdrawn".

Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course during their program. Not all programs allow students to

repeat a course, and some externally regulated programs have specific repeat policies. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Externally regulated programs may have different requirements; see the student handbook for those programs.

Should the student fail a course they may receive the first repeat at no cost. Subsequent attempt will be charged the full cost of the course, as well as any other incidental cost.

The Campus Director will decide based on the circumstances. Students may only repeat a course if class space is available (courses requiring an outside examination are excluded). All repeated courses will appear on the student's academic transcript; however, only the most recent attempt will count toward their grade point averages. Please remember that repeating a course is a privilege that the student must earn. The repeating of a course is permitted if a student meets the conditions outlined below.

All conditions must be met:

1. Complete an interview with the Campus Director, or designee.
2. The student has demonstrated good attendance.
3. The student has been punctual for class.
4. The student has demonstrated significant effort.
5. The student has completed all the requirements for the course/module and simply was unable to achieve a passing score on the first attempt.
6. The student has met all other graduation requirements.

NACC Program Exam Policies:

- Students enrolled in NACC-certified programs may rewrite exams, but the maximum grade achievable on a rewrite is 70%.
- Students are allowed a maximum of three attempts on a NACC final exam.
- After two failed attempts, a student must complete a Training Plan, which includes:
 1. One-on-one review with the instructor;
 2. The instructor must be present to review all material prior to the third attempt.
- The third attempt may only occur once the Training Plan is successfully completed and approved by the instructor.

Grading

The College uses a letter grade or percentage to indicate academic performance. Students are given a letter grade for each course/module, work experience, practicum,

or preceptorship completed or attempted. Grading may be based on classroom performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

Letter Grade	Percentage Equivalent
A+	95-100%
A	90-94%
A-	87-89%
B+	84-86%
B	80-83%
B-	77-79%
C+	74-76%
C	70-73%
C-	64-69%
D	60-63%
F	< 60%
P	Pass
W	Withdrawal
I	Incomplete
IP	In Progress
E	Exempt

Pass (P)

A “Pass” grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e., Practicum). A “P” grade counts toward graduation.

Withdrawal (W)

Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal), which will not be factored into the cumulative grade point average.

Fail (F)

Students who do not complete all required components of a course, or who receive a cumulative score of less than 60% (unless otherwise indicated in a program or course outline) in a course will receive a fail. Students who withdraw beyond 33% of a course or who do not complete all of the required assignments in any course will be given an “F” or an “I” at the discretion of the instructor.

Incomplete (I)

An “Incomplete” grade will not be factored into the cumulative grade point average and does not remain on the student transcript provided all required assignments are satisfactorily completed within 30 days after the course has ended. Should an “Incomplete” be left unresolved past 30 days, it will automatically become an “F” and remain on the transcript.

In Progress (IP)

An “In Progress” notation is given for students who are in the process of completing a module or program component at the time of the transcript issue.

Credit for Prior Learning (CR)

A “CR” grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the college.

Exempt (E)

A course is marked as exempt only when an international student does not choose to undertake the practicum for their program.

All final grades should be submitted by the instructor 5 business days after the last day of class.

Please note externally regulated programs may have their own grading scale e.g. NACC approved programs

Grade Disputes

As such, a student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the Campus Director or designee.

Students who feel they have received an erroneous grade must appeal that grade to their instructor and/or Campus Director a maximum of five (5) business days after the start of the following module/course or term (Externally regulated programs and/or cohort based programs may have their own policy. Check with your Campus Director.) Only final grades may be appealed. If the student and instructor do not reach a resolution, the student may appeal to the Campus Director of the College. The Campus Director, after consultation with the instructor and student, will decide. The student, if still dissatisfied may appeal by following the Dispute Resolution Policy found in this manual.

NACC Program Exam Policies:

- Students enrolled in NACC-certified programs may rewrite exams, but the maximum grade achievable on a rewrite is 70%.
- Students are allowed a maximum of three attempts on a NACC final exam.
- After two failed attempts, a student must complete a Training Plan, which includes:
 1. One-on-one review with the instructor;
 2. The instructor must be present to review all material prior to the third attempt.
- The third attempt may only occur once the Training Plan is successfully completed and approved by the instructor.

Appealing Academic Termination

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation on how the circumstances have been remedied or changed. The Campus Director will review a student's appeal and determine whether the student's circumstance(s) and academic status warrant consideration for reinstatement or some other determination.

The Campus Director will report to the student by letter within five (5) to ten (10) days of receipt of the student's letter of appeal. The time necessary may be longer if the appeal is of a complex nature.

Examples of mitigating circumstances include death in the immediate family, hospitalization of a student, documented medical problems, and other special circumstances such as independently documented work-related transfers, natural disasters, and family emergencies. Mitigating circumstances are generally events that are outside the student's control and are unavoidable.

A student who is granted an appeal may be reinstated and, if otherwise eligible, receive financial aid; however, the student will be placed on probation for that semester.

Re-entry after Academic Termination

A student terminated for violating the policies must appeal in writing to the Campus Director first to be allowed to re-entry before the start of the term in which s/he wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies. There may be additional requirements depending on the program.

If your appeal is granted by Campus Director, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program. The student must successfully retake courses previously failed so that the successful completion percentage meets or exceeds the minimum requirements.

Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated

- Support students with structured remediation while preserving academic standards.

Homework

It is understandable that students will have other responsibilities, obligations and commitments while in college. It is important, however, that students do not lose sight of their academic goals.

In addition to attending the College as scheduled, students are required to complete additional hours of personal study time.

As in any business environment, effective performance requires planning and consistent execution. Students are expected to make effective use of their time by preparing for their “workday” in advance. Homework may consist of reviewing course material completed that day, making notes, completing assignments, and preparing for the next day by reading ahead. Excellent study habits lead to excellent work habits. We encourage students to continually improve their study habits while at the College.

Projects and Course Assignments

Most courses require completion of one or more projects or other assignments.

While the requirements for assignments vary widely, all students are expected to present projects and course assignments for marking in a format that would be acceptable in the workplace. All course requirements will be provided by your instructor.

Participation

The College fosters an environment that closely resembles the workplace. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

Students should be prepared to participate in the following ways:

1. Attend all class hours scheduled for each course within the program of study.

2. Complete all projects, homework, tests, quizzes, and exams as assigned on time.
3. Participate actively in classes, labs, and placements.
4. Contribute to all discussions, debates, and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be pro-active and responsible for their success and to seek help when it is required (i.e., academic, financial, budgeting, guidance, etc.).
7. Demonstrate a commitment to their studies.

Progress at a satisfactory rate throughout the program.

Recording in the Classroom

Students need the instructor's permission to record the lesson/lecture. Recording may be permitted solely if the student wishes to record the lesson and use it privately, i.e. not upload or share the recording.

If the student has a disability and needs to record the lesson because of the said disability, he or she has the right to do so according to the regulations agreed upon regarding the disability. Any form of recording cannot take place until the student has completed the Permission to Record Agreement available from the Campus Director or the Education Coordinator.

Graduation

Graduation ceremonies are held at least annually. In order to receive an invitation to participate in the Graduation Ceremony, students must:

Complete all requirements of the academic program as set out in the program outline by the graduation cut-off date.

Ensure that all borrowed resources have been returned in good condition or that payment has been made to the College for the replacement of the borrowed resources; and

Ensure that all tuition and other fees have been paid in full

Honors

The College wishes to acknowledge those students who achieve excellence in their schooling. Recognition of academic excellence is by way of an Honors diploma. Graduating students achieving a program overall average of 90% will earn an Honors distinction.

Prior Learning Policy

Advanced Standing

Course credit for up to 50% of a program of study can be credited by way of advanced standing. Advanced standing is based on credit received for the completion of an equivalent course at another institution (transfer credit). High school courses are not eligible.

Advanced Standing may be awarded by meeting the following guidelines:

Students must submit all transfer documentation pertaining to their program before the first day of class.

Transfer must be transcript based (original transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.).

The transcript the student is basing their challenge on must be no more than 12 months old.

Course equivalency must have been authenticated and signed off by current Instructor who has reviewed the course description of the module.

Courses that are used to apply for advanced standing must have been awarded a grade of 65% and GPA of 2.0, unless otherwise stated.

Only non- senior courses can be transferred unless otherwise approved by the curriculum department.

It is the student's responsibility to submit the appropriate documents for course transfer.

FCC continues to allow inter-campus transfer as the same curriculum is used at every location. Students transferring inter-provincially are given remedial training in provincially specific regulations and practices to ensure that they are aware of the skills and competencies required in the jurisdiction in which they will graduate.

Credit for Prior Learning

With approval of the Campus Director, up to 50% of a program of study can be credited by way of a Prior Learning Assessment (PLA) at the time of application to a program. Prior learning is defined as skills acquired through self-study or work experience. High school work experience programs are not eligible. Challenge exams must be administered by an instructor, and the results returned to the student within 24 hours of receiving the application.

Course challenges based on prior learning can only occur for those courses that have a comprehensive final exam. Students may be awarded credit by meeting the following guidelines:

Students must submit all challenge requests pertaining to their program before the first day of class.

Advanced level courses cannot be challenged, unless otherwise approved by the Curriculum Department.

A student may only attempt a challenge examination once per course per program.

Current industry certification may be acceptable as credit for prior learning.

The student must receive a grade of 65% or better for a successful challenge.

It is the student's responsibility to submit the appropriate documents to challenge a course.

Standards of Academic Progress

Students are expected to maintain satisfactory academic progress throughout their program. Programs and courses have minimum passing requirements. Course outlines indicate minimum passing requirements. Be sure you review your course outlines thoroughly.

In the event that a student is not meeting academic or other program requirements, the College uses a process of increased engagement. This process includes, at a minimum, the following four steps:

1. Meeting with the Instructor or other staff member. At this step, the staff member will discuss his or her concerns. The outcome of this discussion

will be recorded, and the notes placed in the student's file. It is expected that the student will implement agreed upon changes, necessary to ensure that all academic and other program requirements are met. If no change is seen, the staff member will proceed to the next step.

2. Commit to Success Plan or other written action plan. At this step, the instructor meets with the student to specifically identify the issues that keep the student from meeting academic or other requirements. These issues may include poor attendance, unsatisfactorily completed projects or assignments and so on. Once these issues are identified, the instructor will work with the student to create an action plan for addressing each of these issues and will set a date for a review of progress. A copy of the document is given to the student with an original is retained in the student's file. The Campus Director is notified that the plan is in place. The student is expected to have adhered to the action plan for improvement and to have shown significant improvement by the scheduled review date. If no change is seen, the College may choose to proceed to the next step.
3. Probation. At this step, the student must meet with the Campus Director or designee. The Campus Director or designee will set out the terms and conditions of probation and will set a review date. A copy of the probation document will be given to the student with an original document is retained in the student's file. On the scheduled date, the student must again meet with the Campus Director or designee to review his or her progress in meeting the terms of probation.
4. Dismissal. In the event that the student has not met all of the terms of probation. The Refund Policy would apply.

Student Records

Student records will be maintained on campus. Besides "hard" paper copies, the College retains electronic information containing student enrolment and account information. Student records must include the Enrolment Agreement, enrolment application, the students' transcripts, and financial records including payment records, student loan documents and any refund, student dispute, and/or dismissal information. A record management system is in place and includes a secure off-site back up.

Colleges maintain complete student records allowing students legislated and reasonable access to these records. Copies of student records are made available to current and former students at a reasonable cost. Full student records are kept for seven (3) years. After 3 years, these records are reduced to include only a copy of the

transcript, and a copy of the Diploma/Certificate if issued and retained for a period of 25 years. Only authorized individuals have access to the files in each department on a "need-to-know" basis.

Colleges apply and comply with privacy policies and student record management, use, and retention policies that are consistent with the applicable provincial and federal protection of privacy legislation as well as registration and/or accreditation obligation. These policies apply to the collection, storage and disclosure of students' private information, as well as to ongoing business and operational record keeping and analytics. Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

Official Transcripts

Students will receive one official copy of their *Diploma or Certificate* upon graduation mailed to their home address. This official copy is at no charge to the student. Additional copies of official College Diplomas or Certificates will be provided upon request at a cost of **\$25 per transcript**. Diplomas and Certificates required for admission to other institutions will be sent directly to the admitting institution at a cost of **\$25 per transcript**. International Diplomas & Certificates will be sent via courier. The student is responsible for courier charges.

Test and Exam Rewrites

The passing mark for an exam or test is 70% unless otherwise indicated on the course outline.

Upon appeal to the instructor a student may rewrite a test, exam, or project when they have received a mark below the mark required on an exam or project, unless specifically barred from doing so by the curriculum. The instructor meets with the student and reviews the material, the student's study habits, attendance, motivation, time management, and sets a date to rewrite the evaluation. The student must wait a minimum of 24 hours and no more than 3 days before rewriting an exam or project. A minimum passing score will be recorded as the re-write mark regardless of the score actually achieved unless the exam is an exam provided by an external certifying agency. In this case, the exam rewrite policy of the external certifying agency will apply. Three rewrite attempts will be permitted. If a student is unsuccessful on the re-write, s/he must meet with the Campus Director or designee to discuss the options available for continuing in the program of study. A maximum of 3 re-writes for each course will be allowed throughout the program. There may be an exam cost associated with rewrites

in some programs. Please refer to the “Course Repeat Procedure” for additional information.

Work Experience/Clinical Placement Policy

For most programs students are required to participate in and complete one or more work experience placements to meet program and graduation requirements. If the student fails to complete or completes but receives an unsatisfactory assessment on the placement. The school will arrange a second placement site for the student.

If the program requires the completion of a work experience, this will be indicated in the program outline. Students enrolled in these programs are required to successfully complete these experiences in order to graduate and receive a diploma/certificate.

For each program, work experience coordinators will clearly convey the requirements to students. All students will receive required supporting documentation to complete and submit before and during the practicum experience.

Work experience occurs through practicum placements, clinical placements, and preceptorships, are arranged in collaboration with the College. These work experiences are on-the- job training provided by a training host. The student is covered by liability insurance and the provincial Worker’s Compensation Insurance, paid for by the college while the student is on site.

The work experience duration will vary in length depending on the program and will be a non- paid ‘work study’ experience.

If a student declines a work experience placement, the student must indicate and sign the Practicum Placement Agreement acknowledging their refusal. This will be placed in the student’s administrative file. Students who do not choose to attend the work experience portion of their program will not be eligible to receive their diploma and/or certificate, instead only a copy of their transcript of marks with the work experience(s) indicated as ‘incomplete’. If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date and that the student did not complete the program as they had enrolled.

The College makes every effort to assure timely and appropriate placements for all qualifying students. If a work experience is not secured in the projected time frame, the practicum coordinator will work to find a placement as quickly as possible.

Students must have met all of the following requirements in order to be scheduled into a practicum/internship/preceptorship/clinical placement or work related experience. Please note that externally regulated programs may have additional requirements.

Successfully passed all modules/courses prior to be considered for placement.

Attendance record must not have fallen below an average of 80%.

Satisfied all financial obligations to the college.

Submitted and have approved all required documentation for the placement by the indicated due date.

International students must have the required study permits and related documents in hand, to participate (and have the responsibility to remain current with respect to any changes in Citizenship and Immigration Canada policy).

Students can decline to participate by completing the appropriate documents, and as a result will not be eligible to graduate from the program.

CAMPUS REGULATIONS

Hours of Operation

Campus hours of operation are generally from 9:00 am to 6:00 pm, Monday through Friday and Saturdays from 10:00 am to 2:00 pm. Students should check with their campus for specific hours of operation

Except where otherwise indicated classes generally begin at 9:00 A.M. each class day regardless of what percentage of the class is in attendance. Students arriving late should not be admitted to class until after the morning break unless Student Services or the Instructor has given permission. Check with your Campus Director.

Breaks should last no longer than 10 minutes. Under no circumstances should a class be ended prior to its official ending time. We are required by Regulators to provide all of the instructional hours indicated in a course or program outline.

Instructional Hours

Classes are scheduled in three four-hour blocks, morning, afternoon and evening, with an hour for lunch at 12:30 P.M.

Morning:	8:30 am - 12:30 pm
Afternoon:	1:30 pm - 5:30 pm
Evening:	6:00 pm – 10:00 pm

Class Schedule may change if required, students will be notified with a timely manner.

The College has provided the students Schedule A which lists the schedule of classes depending on their individual programs.

Food and Beverages

Students shall not take food and beverages into the classroom. In some instances, approved containers may be permitted.

Computer keyboards and medical equipment are extremely sensitive to moisture and are destroyed by spills. Some locations have a student lounge with vending machines that has been provided for the students' convenience. Please note that change is not available through the administrative offices.

Parking

The College does not provide student parking. Students are responsible for making their own arrangements for transportation and parking for classes and practicum.

Personal Appearance

As a college, we expect students to behave and dress as they would in a professional work environment, following accepted norms of appropriateness.

Some examples of inappropriate attire for both men and women include torn or soiled clothing, see-through, bare-midriff shirts/blouses, low-cut, open-back clothing and extremely short dresses, skirts, or shorts. Students enrolled in business programs are asked to wear proper business attire. We encourage students to dress for their professional success.

Security

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:

Always carry your Student Identification.

Never give out your password or other personal information that would allow someone.

Never leave a “logged in” computer unattended.

Always keep personal belongings with you.

Report any suspicious or unsafe activity to a staff member.

During an emergency, follow the instructions of a staff member.

Smoking

Smoking is prohibited in all buildings. **This includes ecigarettes.** Please ensure the grounds outside the Campus are kept neat and tidy. Smokers shall not congregate at the front of the Campus building and smoke or leave any cigarette butts in front of the building.

Statutory Holidays

The College observes statutory holidays as noted below. Colleges are closed on these days. Please be aware that some statutory holidays fall on weekends, which means that the following working day is taken as the holiday.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day

Student Identification

The College's Student Identification Card contains your student number and program information. It is important for you to carry your Student Identification Card so that it is visible, with you at all times when onsite at the campus.

You may be required to produce it as identification for the following:

Signing out resource materials

Proof of identification while onsite

Obtaining tuition receipts, transcripts, and other College documents

At some locations, you may be required to wear your student identification so that it is visible when onsite.

There is a \$10.00 replacement fee for lost or stolen Student Identification Cards.

Student Printing and Photocopying

Administration office photocopiers are not available for student use. Students are required to make their own arrangements for photocopying. Where possible, coin/card operated machines are made available to students.

Telephones

Administration office phones are not available for student use. Some campuses have payphones available for student use. If a pay phone is not available onsite, campus staff will be able to direct students to the nearest public telephone.

Any student carrying a cell phone must turn it off when entering a study area. As a consideration for your fellow students, no cell phone calls (either incoming, outgoing, or text messages) are permitted in the learning areas.

COLLEGE POLICIES

Disciplinary Process

One or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules, or regulations of the College.

1. Warning – a notice in writing to the student that the student is violating or has violated the College regulations.
2. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.

3. Suspension – Separation of the student from the College for a designated period, after which the student is eligible to return. Conditions for re-admission may be specified.
4. College or Campus Expulsion – Termination of the enrolment and expulsion from the campus or from any campus within the College.

This list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate.

Other than expulsion, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions.

During a suspension, a student shall be denied access to all areas of the College premises and any campus that falls under the College's jurisdiction.

Dispute Resolution Policy

Due to the size of the organization and diversity of individuals operating near one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

Addressing concerns can follow either an informal or formal dispute resolution process as described below.

It is understood that a student has an obligation to bring promptly concerns or complaints about their program. The College does not want minor problems to develop into major issues. This is to provide the student and the College the best opportunity to address, respond, and if necessary, remediate the issue as soon as possible. In general, if a student has any problems or concerns during their training period, the College encourages students to discuss them promptly with the staff member directly involved.

Should the concern require further investigation, and involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director.

If a satisfactory resolution is not reached, the student will be asked to document their concern, the actions taken to date by the campus in an effort to resolve the issue, and the desired resolution in a letter. Written signed complaints in which the complainant's identity is disclosed are preferred; however, email complaints may be accepted with telephone confirmation. The student may be required to complete an official Student Concern Outline Report to ensure the student's concern is appropriately documented and as part of the investigation and/or resolution process. The Campus Director will investigate the student's concern and meet with the student to seek a resolution.

The Campus Director will respond to the student upon receiving the student's letter or Student Concern Outline Report. The written response will include a summary of the investigation findings and the proposed resolution.

The student is given the original response letter. A copy of the response letter will be retained in the student's administrative file and a copy will be placed in the Campus Conflict Binder.

If the student is not satisfied with the resolution at a Campus level they can then contact the Regional Compliance/Finance Managerand submit their documentation as described.

A complaint must be filed with the Regional Compliance/Finance Manager within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. Anonymous complaints will not be accepted. At each level, complaints must be in writing; however, email complaints may be accepted with telephone confirmation.

**Procedures
Informal Resolution
Process Local
Resolution (Campus
Based)**

1. If a student has a concern about another student, the course/module, an assignment, an examination, or any other classroom related matter, the student should meet with the instructor. In most cases it is best to address the concern directly and with the person involved. If the matter cannot be resolved, the student is directed to the Campus Director.
2. If the concern involves an instructor, the college, the facilities, financial matters, a college employee, health related matters, or a concern of a serious nature, the student should meet with the Campus Director. The Campus Director may refer the student to a designee for further discussion or exploration of the issue. The campus-based process involves meeting with the student, discussing the student's concern, and recording the concern and the student's desired resolution on the Student Activity Form. Relevant parties may be contacted during this process.
3. A Student Activity Form is completed and signed by both the student and the Campus Director or designee as a means of capturing the content of the conversation, concerns, agreements and/or action to be taken, if any. The Student Activity Form is given to the student and a copy is filed in the student's administrative file.
4. If the Campus Director or designee and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Campus Director or designee will follow up to ensure the resolution plan satisfactorily resolves the concern.

**Formal Resolution Process:
Local Resolution (Campus Based):**

In order to facilitate a timely and accurate resolution, students must initiate the Formal Resolution Process within ten (10) days of the date the events that gave rise to the complaint.

1. In the event that a student's concern has not been resolved through the Informal Resolution Process, the student may initiate a formal complaint or expression of concern through the Formal Resolution Process.
2. In order for the Formal Resolution Process to begin, the student must put their concern or complaint in writing in the form of a letter and/or the Student Concern Outline Report. The student must set out the areas of concern/complaint, their intention that they follow the formal dispute resolution process, their recommendation for resolution and what steps they have taken to date to address or resolve the issue. This will initiate the Formal Resolution Process. Additional comments can be attached to the Student Concern Outline Report as necessary.
3. The Campus Director or designee will investigate the student's concern/complaint and meet with the student to seek resolution and/or seek additional information around the concern/complaint from the student as soon as is practicable and normally within 5 business days.
4. The Campus Director or their designee will investigate the student's concern/complaint and will respond in writing the outcome of the investigation with recommendations within 10 business days of the receipt of the complaint letter.
5. If the student accepts the conclusions/ recommendations for resolution, the matter is deemed resolved and the agreement is set out in a Student Activity Report signed by the Student and the Campus Director. A copy of the student's complaint/letter, together with the response will be retained in the student's file. The student will receive a copy of this report.
6. All correspondence regarding the dispute will ordinarily be under the Campus Director's signature.

Regional Resolution:

1. If a resolution is not forthcoming at the campus level, the student may contact the Regional Compliance/Finance Manager or designate for the region in which their campus is located.

2. The student must submit a written signed letter to the Regional Compliance/Finance Manager or designate detailing the events that have happened to date, efforts made to resolve the concern and their desired resolution.

If possible, the Regional Compliance/Finance Manager or designate may meet with the student to discuss options for resolution. The Regional Compliance/Finance Manager or designate will investigate the student's concern/complaint and will respond in writing the outcome of the investigation with recommendations within 10 business days of the receipt of the complaint letter unless the circumstances of the investigation dictate otherwise. If so the Regional Compliance/Finance Manager will keep the student informed. The office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. The time necessary to complete an investigation will be dependent on the complexity of the matter.

3. If the student accepts the conclusions/ recommendations for resolution, the matter is deemed resolved and a copy of the student's complaint/letter, together with the response will be retained in the student's file, with a letter sent to the student describing the agreed to outcome.

External Resolution:

1. Once all of the above processes have been exhausted, and if no resolution is reached, the student will have exhausted the College's Internal Complaint/Dispute Resolution Process.
2. If the concern cannot be resolved and the student wishes to take the matter further, the student and College agree that the complaint can only be advanced further by way of third-party arbitration. Unless otherwise agreed, or decided by the arbitrator, each party will bear the equal cost for the arbitration.
3. If the student is not satisfied with the college's decision after the review process, he/she can file a complaint with the Superintendent of private career colleges at the Ministry of Training, Colleges and Universities in Ontario, provided the student is attending a program approved under the Private Career Colleges Act, 2005. The submission must include a copy of the complaint and all related materials.

The Ministry's complaint form is available at:

www.tcu.gov.on.ca/pepg/audiences/pcc/priv_programs.html.

Harassment and Non-Discrimination

The College is committed to providing a positive learning environment where the individual differences of all students and staff are valued and respected. The College neither condones nor tolerates any discrimination or harassing behaviour that undermines the dignity, self-esteem, and productivity of any student or staff member.

The College considers harassment and/or discrimination by any student or staff member to be a serious breach of human rights, which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

Discrimination and Intimidation

Discrimination and intimidation as they apply to the College is defined as refusing to participate in classroom and/or other activities because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction of any person.

Harassment

Harassment for the purposes of this policy is defined as any unwelcome remarks, behaviours or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction which causes offence or humiliation to any person.

Sexual Harassment

Sexual harassment is unwelcome sexually oriented conduct which may be verbal, physical or by innuendo.

Personal Harassment

Personal harassment is defined as unwelcome remarks, behaviours or communications directed toward an individual or group of individuals which misuses authority or abuses the power one individual, or a group of individuals has over another individual or group of individuals and has the effect or purpose of seriously abusing, threatening, demeaning or intimidating the individual or group of individuals.

Unwelcome Conduct

Harassment and/or discrimination is unwelcome conduct where:

Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment; or

Submission or rejection of such conduct is used as a basis for educational decisions; or

Such conduct has the purpose or effect of interfering with educational performance; or

Such conduct creates an intimidating, hostile or offending educational environment.

Obtain a Description of the Incident or Claim

Listen to the student and ensure that they provide a full account of the incident(s).

Ensure that you treat the matter seriously, using a professional manner, and avoid discounting their difficulties in coming forward and telling the story.

Contact your institution's legal department or legal counsel where it appears that the situation may require legal action.

Obtain a written, signed, and dated statement from the complainant.

Ensure that the student is free from retaliation as a result of their coming forward.

Ask the student if there is a resolution that can be reached.

Inform the student that they may wish to file a complaint with the appropriate law enforcement authorities.

Investigate the Incident or Claim

Conduct your investigation immediately after learning of the complaint.

Ensure that the investigation remains confidential, and that all information gathered remains confidential. Information should be shared only where necessary, and with appropriate parties. They must also be informed of the need to remain confidential.

Investigate all claims seriously.

Document all information appropriately.

Contact the authorities where appropriate.

Interviewing the Complainant

Obtain a full account of the incident, and document all details provided. Determine any potential pattern involved, or whether the incident a singular occurrence.

Determine whether the incident was influenced by any contextual factors. Identify any reporting relationships or hierarchical structures that may have influenced the incident(s).

Determine a timeline of events associated with the incident.

Examine the potential of a charge made under false pretenses, and any motivating factors that may be involved. Work to rule out these potential elements.

Inform the complainant that a thorough investigation will take place.

Obtain a written, signed, and dated statement from the complainant.

Ensure that the student is free from retaliation as a result of their coming forward.

Interview the Respondent (Accused)

Obtain a written, signed, and dated statement from the respondent.
Describe the details of the accusation and ask for clarification of any discrepancies between the two statements.
Identify any reporting relationships or hierarchical structures that exist between the parties.
Determine a timeline of events associated with the incident.
Determine any potential for retaliation or reprisal and inform the accused that this would be unacceptable.
Document all pertinent details of the interview, including observations of behaviour displayed, and their account of the incident.

Interviewing Witnesses

Obtain written, dated, and signed statements from any witnesses.
Ensure that the student is free from retaliation as a result of their coming forward

Resolve the Complaint

Where a transfer or alteration to the student's schedule or other arrangements are either requested or required, ensure that they do not adversely affect the student's education.

Where disciplinary action is required, determine the level of discipline based on the severity of the incident, previous action taken in similar circumstances, the individual's previous history and the frequency.

Review, revise, and re-communicate the institution policy on violence, sexual violence, and harassment.

Place documentation of the complaint, investigation, rulings, discipline imposed, and any actions taken into confidential files.

Follow up with the involved parties to provide details of the actions being taken in response to the findings of the investigation.

Health and Safety

The College is committed to creating a healthy and safe environment. All students, employees and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents, or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process or procedure at once to an instructor, supervisor and Campus Director.

Privacy and Access to Information

Students have a right to have their private information protected. All staff shall take steps to protect the privacy of students' personal information that may be provided to colleges in the course of our business. It is everyone's responsibility to ensure the confidentiality and security of students' personal information under our custody and control. This commitment applies to current, past and prospective students.

Disclosure of Records

All information, ideas, or documents disclosed or submitted by the student as part of his/her education program at the College is disclosed or submitted upon the understanding that the only obligation that the recipient has with respect to such information, ideas, or documents and any use of the same, is limited solely to claims for infringement of valid patents or failure to comply with copyright laws. Colleges may disclose student information and provide notice/confirmation to authorized funding and sponsorship agencies for students receiving student assistance. This information may include, but is not limited to, the student's continued enrolment, withdrawal, attendance and/or graduation from the program for which s/he was granted student assistance. In the case of international students, the College will disclose to Citizenship and Immigration Canada information related to the student's withdrawal/dismissal and attendance. Colleges use student information for research analyses, employment assistance, student satisfaction reports, institutional effectiveness and student follow-up, account payment, and/or contacting students to inform them about additional educational or alumni opportunities. In addition, students' names and personal identification information, the name of their program and the tuition paid may be forwarded to regulatory bodies. This information has to be collected by accrediting and regulatory bodies in compliance with, and in the manner authorized under relevant *Freedom of Information and Protection of Privacy Legislation*. Colleges may disclose information from the student's academic file on a need-to-know basis. Any disclosure

of information to third parties can only be made with the written consent of the student or as authorized by provincial or federal law.

Inspection of Records

The College respects privacy and protection of personal information and do not disclose personally identifiable information about students or employees to unauthorized third parties without consent consistent with Provincial personal information protection legislation.

Student records may also be reviewed on a confidential basis by authorized third party authorities such as accreditation, student assistance or authorized government officials, and/or part of compliance or operational requirements.

Students who wish to inspect and review their education records should submit a written request to the Campus Director. The request should identify as precisely as possible the records s/he wishes to inspect. If the requested records are subject to inspection and review by the student, the Campus Director will make the necessary arrangements for access within a reasonable period of time, but in no case more than ten (10) business days after the request was made and will notify the student of the time and place where the records may be inspected. The Campus Director will ensure the presence of a college official during the inspection and review of a student's records.

When a record contains personally identifiable information about more than one student, the student may inspect and review only those records which relate to him/her personally.

Correction of Records

Students have the right to correct their record when they believe it is inaccurate, misleading or constitutes a violation of their privacy rights. Students who wish to correct or modify their records must confer with their Campus Director. As part of the request, the student should identify the specific part to be changed, and indicate why it is inaccurate, misleading or constitutes a violation of his/her privacy rights. The Campus Director will determine if the claim to change the information is legitimate and notify the student in writing that the record has been amended, with a summary of the specified modifications.

Responsible Use of Technology

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of software. Such resources and tools are made available to students in support of their training objectives and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send, receive or display. The facilities may not be used in any manner to create, send, or display material, which contravenes the College's policies and/or any federal or provincial statute governing the use of information technology. Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on college property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the instructor and/or Campus Director.

Inappropriate use of information technology includes, but is not limited to the following:

- Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems;
- Deliberate interference with the processing of a system or deliberate vandalism of the equipment and software;
- Use of College facilities and resources for commercial or non-academic related purposes;
- Propagation of hate literature;
- Harassment, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic materials from the Internet and/or personal media);
- Theft of resources;
- Use the Internet to slander or disparage the College or their instructors or classmates.
- Malicious or unethical use, and
- Use that violates provincial or federal laws.

After-class use of classroom facilities and equipment is at the discretion of the College.

The student will be held responsible for both the hardware and software in their possession during this period.

The College reserves the right to inspect at any time the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules.

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

Student Code of Conduct

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

Student Conduct Policy

The College recognizes its students as responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

Elements/Violations

Violations that threaten the health, safety or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviours that violate the Student Code of Conduct include, but are not limited to:

Persistent or gross acts of willful disobedience or defiance toward college personnel;

Assault, battery, or any other form of physical abuse of a student or college employee;

Fighting;

Verbal abuse of a student or college employee;

Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees;

Any conduct that threatens the health or safety of one's own self or another individual. Threats to commit self-harm and/ or actual incidents of self-harm by any student are a violation of this code;

Harassment by any means of any individual, including coercion and personal abuse.

Harassment includes but is not limited to, written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person;

1. Any form of unwanted sexual attention or unwanted sexual contact;
2. Violations by guest of a student on college property. Students are responsible for the actions of their guests;
3. Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty or staff member;
4. Interference with the normal operations of the college (i.e., disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities);
5. Use of cell phones and pagers during scheduled classroom times;
6. Unauthorized entry into, or use of, college facilities;
7. Forgery, falsification, alteration or misuse of college

- documents, records or identification;
8. Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials;
 9. Disorderly, lewd, indecent, or obscene conduct. This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by college officials;
 10. Extortion;
 11. Violation of college safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats;
 12. Breach of peace on college property or at any college sponsored or supervised program;
 13. Use, sale, possession or distribution of illegal or controlled substances, drug or drug paraphernalia on college property, or at any function sponsored or supervised by the college. Being under the influence of illegal or controlled substances on college property, or at any college function is also prohibited;
 14. Use, sale, possession or distribution of alcoholic beverages on college property or at any function sponsored or supervised by the college. Being under the influence of alcohol on college property or at any college function is also prohibited;
 15. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions;
 16. Smoking in classrooms or other college buildings or areas unless designated as a smoking area;
 17. Failure to satisfy college financial obligations;
 18. Failure to comply with direction of college officials, faculty, staff or security officers who are acting in the performance of their duties;
 19. Failure to identify oneself when on college property or at a college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties;
 20. Violation of federal, provincial or local laws and college rules and regulations on college property or at college sanctioned or college sponsored functions;
 21. Any form of "hazing" and any act that endangers the safety of a student, or

that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization. "Hazing" includes any method of initiation or pre-initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending the college;

22. Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation;
23. Any violation of the institutions' policies on the responsible use of technology including but not limited to:
 - The theft or abuse of computer, email, Internet or Intranet resources
 - Unauthorized entry into a file, to use, read, or change the contents, of for any other purpose
 - Unauthorized transfer of a file
 - Unauthorized downloading of copyrighted materials in violation of law
 - Unauthorized use of another individual's identification and/or password
 - Use of computing facilities to interfere with the work of another student, faculty member, or college official
 - Use of computing facilities to send obscene or abusive messages
 - Use of computing facilities to interfere with normal operation of the college's computing system
24. Abuse of the College's disciplinary system, including but not limited to:
 - Failure to obey the summons of a disciplinary body or college official
 - Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
 - Disruption or interference with the orderly conduct of a disciplinary proceeding
 - Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding
 - Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
 - Failure to comply with the sanction(s) imposed under the student conduct policy
 - Influencing or attempting to influence another person to commit an abuse of the disciplinary system

25. Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law;
26. Conduct disruptive to the positive learning environment at any of the colleges that fall under the College.
27. Acts of dishonesty, including but not limited to:
 - Giving false information to any official, Instructor, or staff member.
 - Forgery, alteration, or misuse of any College document, record, or instrument of identification.
 - Computer piracies—copying software, copyright infringement, and unauthorized computer entry.
 - Signing in to someone account or gaining access to networks data or information to which you do not have explicit permission.
28. Disruption of teaching, administration, disciplinary proceedings, and other College activities.
29. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person.
30. Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone.
31. Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property.
32. Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property.
33. Violation of federal, provincial, or local law on College property or College-sponsored activity.
34. Use, possession, or distribution of controlled substances (e.g., drugs and alcohol), except as permitted by law. Students in violation of federal, provincial, or other local regulations may face both criminal prosecution and disciplinary sanction.
35. Illegal or unauthorized possession of any weapon(s) on College premises or College-sponsored activities.
36. Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct.
37. Aiding, encouraging, or inducing another to commit a violation to the

Student Code of Conduct.

38. The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities.

39.

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

CONSEQUENCES OF MISCONDUCT

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the *Student Code of Conduct* or any of the policies, rules or regulations of the College.

Warning – a notice in writing to the student that the student is violating or has violated the College regulations.

Loss of Privileges – denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time.

Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.

Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.

College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges.

The above list is not meant to be progressive or exhaustive and the College reserves the right to impose the sanction it deems appropriate.

FINANCIAL

General Information

Financial Assistance may be available for those who qualify.

The College expects students to pay their tuition according to arrangements made with the SFP prior to registration. Students are financially responsible for all charges incurred after the Enrolment Contract has been signed. All fees are payable as specified in the student's payment plan.

Awards

Occasionally students will be offered scholarships/bursary to be applied toward program fees based on eligibility criteria. Students will complete the Scholarship/Bursary Application Form and the Scholarship/Bursary Statement of Understanding. Once completed, the Admission Representative will submit the Scholarship Application and Statement of Understanding to the Campus Director or designate, who will provide recommendations before submitting it to their Regional Director.

Exceptions:

- a. International students who enroll through a Recruiting Agency are not eligible for Scholarships
- b. Students whose tuition is sponsored by an outside agency (Employment Insurance, Workers Compensation Board, Human Resources Development Canada, etc.) may not be eligible
- c. Exceptions will be considered on a case-by-case basis

Tuition Fees and Payment

Students are informed of all fees related to a program of study during the admission process. Students are responsible for repaying their loan(s) and complying with the terms of their enrolment contract and student loan agreement with student loan authorities. If a student withdraws from studies or ceases to be a full-time student, the student could be in an over-award situation with the student loan program. Students are required to speak to the Financial Administrator/Planner and/or student loan authorities in the case of withdrawal, dismissal, changing their course load or undertaking any other major change in course of study.

In the event a student does withdraw or is dismissed from a program the College is required to report this to the appropriate student assistance office and required to refund tuition fees in accordance with the stated refund policy. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.

All tuition and other fees must be paid in full prior to the academic end date specified on the Enrolment Contract.

Students who do not pay fees as agreed or do not make satisfactory arrangements to pay tuition and other charges will be suspended or dismissed from the College.

Tax Receipts

Tuition receipts for income tax purposes (T2202A) will be available in February of each year. These receipts will show only the lesser of the portion of tuition used or the tuition payments made in the previous calendar year.

Students are welcome to make copies of the tax receipt for their own records and for future tax purposes.

To ensure that all students receive their tax receipts, the Administration and Financial Departments require an up-to-date mailing address for every student. It is the student's responsibility to ensure that the College is notified of any change to his or her mailing address.

Refund of Consumables:

Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as yet to be received consumables that have been prepaid.

Where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge: The student must return the equipment unopened or as issued within 14 calendar days; and If the student fails to return the equipment as set out above, the College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

Refund Policy

Refund before the program starts:

Domestic and International students can cancel a contract within two 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.

Refund after the program of study starts:

If a written notice of withdrawal is received by the college or a student is dismissed. The student will be charged for their time attending the program plus a \$500.00 Administration fee approved by Ministry of Advanced Education and Skills Development.

If a student withdraws or is dismissed after attending 50% or more of the program, the college will retain 100% of tuition

Abandoning provision of vocational training

(1) A licensee abandons the provision of vocational training under its licence if the licensee stops providing the vocational training before it is complete and

(a) there are student contracts for the vocational training that have not been terminated, or

(b) all student contracts for the vocational training have been terminated but one or more of the contracts were, in the Director's opinion, terminated by the licensee so that the licensee would not be required to provide the vocational training.

(1) Notwithstanding sections 16 and 17, if a licensee abandons the provision of vocational training under its license,

(a) the licensee must refund all tuition that has been paid in respect of the vocational training, and

(b) section 11 applies if the licensee is unable or refuses to make the refund.

(2) A licensee is deemed to have abandoned the provision of vocational training by correspondence if lessons cease to be supplied, marked and returned to the student.

(3) A licensee is not considered to have abandoned the provision of vocational training if the Director is of the opinion that the licensee is providing a means to enable a student to complete the vocational training without any disadvantage.

(4) This section does not require the refund of tuition in respect of a student whose student contract is terminated

(a) by the student before the licensee abandons the provision of vocational training, or

(b) by the licensee before the licensee abandons the provision of vocational training where the termination was made because the student was expelled or for non-payment of fees.

Payment of refunds

21(1) Subject to subsection (2), a refund of a student's tuition must be paid

(a) to the student, or

(b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

(2) If a licensee receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.

(3) If a licensee is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following:

(a) 30 days from the day the student contract is terminated;

(b) the time period specified in an order of the Director.

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(b) the time period specified in an order of the Director.

COLLEGE POLICY AND PROCEDURE CHANGES AND REVISIONS

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the College at the time of this publication.

The College reserves the right to revise and/or change these policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the College and its students.

Students will be notified of changes via postings at the campus. All such revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersedes those outlined in this handbook.