



Student Handbook

2019-2020



Willis College

BUSINESS | TECHNOLOGY | HEALTHCARE

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Rima's Message

PRESIDENT & C.E.O. OF WILLIS COLLEGE

Since 1866, Willis College has secured a reputation as a quality adult educational training provider, dedicated to serving our community. Canadian-owned and operated, Willis College is an award-winning, industry-led, job-ready skills training provider, registered as a private career college under the Private Career Colleges Act, 2005.

Success rarely happens by accident. It requires a carefully-crafted mix of labour market intelligence, strategy, and expertise. For the last 153 years, Willis College has worked within different industries, with the government, and with various communities to better understand their current and future needs. We design, develop and deliver career-ready courses and programs, to become a pipeline of talent. Our team of adult education specialists have worked with clients worldwide in the private, public, and non-profit sectors.

Become part of this unique history where excellence, loyalty, and dedication merge seamlessly with our optimism for new and innovative training. This dynamic balance of past and future has long been the fuel for the College's well-respected reputation.

As president of Willis College, I personally invite you to look in to the many excellent career opportunities that await upon graduation from one of our programs.

Learning is a life-long process, and I thank you for making Willis College a part of that process.

A handwritten signature in black ink that reads "Rima Aristocrat". The signature is written in a cursive style with a prominent flourish under the name.

RIMA ARISTOCRATS

Henry's Message

C.O.O. OF WILLIS COLLEGE

Let me take this opportunity to personally welcome you to Willis College. Getting an education at Willis means you become part of our extended family. The college currently has campuses located in Ottawa and Arnprior, offering a wide variety of career-ready programs, specifically designed to fit today's job demands. Willis College is here to assist you with the necessary knowledge and skills needed to succeed in your chosen career.

College administration, faculty, and staff will help you in every possible way to ensure your College experience is enjoyable and academically rewarding. For the past 150 years Willis College has helped guide graduates towards new and exciting careers and as each new class begins the journey, we stay dedicated to applying that knowledge and successful track record to you.

As committed as we are, it is imperative that you also commit yourself to the journey that lies ahead. Accept the challenge with enthusiasm; approach it with all your talents and effort; work at it with perseverance. Take advantage of all the facilities and resources Willis College has to offer. Make the most of this opportunity and you will be making the most of yourself.

I look forward to welcoming you into our family of graduates,
and wish you much success in your future career.



HENRY DEVLIN

Student Expectations

1.

We expect all students to perform to the best of their ability. Willis College provides excellent facilities, instructors, and an educational environment that encourages learning. Whether you are seeking further training or preparing for immediate entry into the workforce, we expect nothing less than your best efforts.

2.

You are expected to be honest in your relations with students and staff. You are expected to submit work that is original and is representative of your own best efforts.

3.

We expect students to consider school their first priority. Students are expected to attend every class, every day. It is not possible to benefit from classroom experiences unless you are in class.

4.

We expect students to be fully prepared for class each day and to complete all homework and class assignments. The learning process is so much more than just the classroom experience.

5.

We expect students to understand and follow the accepted rules of conduct at Willis College. Respect for others and their property is expected.

Statement of Student's Rights & Responsibilities

Issued by the Superintendent of Private Career Colleges on April 13, 2017.

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

Dealing With Your Private Career College

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

Contract

When you enrol in a program, you must sign and receive a written contract. The private career college is not allowed to require you to obtain a product or service as a condition of admission into the program. For example, a private career college may not require you to purchase a laptop computer from the college prior to enrolling you in a vocational program.

The written contract must contain all of the following terms:

- the approved program name;
- your address, telephone number and, if applicable, e-mail address;
- the start and expected end date;
- the language of instruction;

- the admission requirements;
- a schedule of hours of instruction;
- the location of instruction, and if instruction is provided online, the website address;
- the location of any additional training location and/or practicum (e.g., work placement), and if additional training and/or a practicum is provided online, the website address;
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- a place for you to acknowledge that you have received a copy of:
 - this Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges,
 - the college's fee refund policy,
 - the college's student complaint procedure,
 - the college's sexual violence policy, and the college's policy relating to the expulsion of students;
- a consent section for the collection and use of your private information; and
- statements, in bold, that:
 - the contract is subject to the Private Career Colleges Act, 2005 and the regulations made under the Act,
 - the private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college; and
 - you are entitled to a copy of the signed contract immediately after it is signed.

Fee Collection

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

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

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

Sale of Students' Goods and Services

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

Fee Refund

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

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

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

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

Cooling Off Period

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

Full Refund

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

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

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

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

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

Partial Refund Before A Program Begins

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

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

Partial Refund After A Program Begins

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

Transcript

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

In the event of a private career college closure, you will be able to access your transcript from an approved

third party transcript issuer. It is suggested that you ask your college for the name of the third party issuer when you graduate.

Credential

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

Student Complaint Procedure

All private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students.

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

Sexual Violence Policy and Accommodation

All private career colleges are required to have a stand-alone policy to address sexual violence and harassment involving students. In addition, all private career colleges must, without fee, appropriately accommodate the needs of students affected by sexual violence or harassment.

The sexual violence policy must be included in every enrolment contract between a student and a private career college and it must be published on each private career college's website or, where the private career college does not have a website, posted in a conspicuous location at each campus of the private career college. At a minimum the policy must:

- provide information about supports and services available at the college or through its agent for students affected by sexual violence or harassment;
- identify the specific official, office or department at the college that students should contact to obtain supports and services;

- provide information about supports and services in the community for students affected by sexual violence or harassment;
- inform students that the college will appropriately accommodate the needs of students affected by sexual violence or harassment and identify the specific official, office or department at the college that students should contact for accommodation;
- inform students that they are not required to report an incident of, or make a complaint about, sexual violence or harassment to obtain supports, services, or accommodation; and
- set out a process for responding to and addressing incidents and complaints of sexual violence and harassment that includes the elements specified in the regulations under the Private Career Colleges Act, 2005.

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

International Students

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

Fee Collection

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

Superintendent of Private Career Colleges are covered by the refund policy.

After you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins. Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

Fee Refund

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

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

Insurance

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

Midway Evaluation

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

Qualified Instructors

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

Closure

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

For more information about your rights and responsibilities in the event of the closure of your private career college while you are enrolled as a vocational student, please see the Superintendent's FACT SHEET #5: Training Completion Assurance Fund (TCAF) — Information for Students: Private Career College Closure at www.tcu.gov.on.ca/pepg/audiences/pcc/factsheet5.html

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

Need More Information?

You can find more detailed information about student protection measures in the Private Career Colleges Act | 2005 Facts Sheets, including information about fee refund calculation.

All Fact Sheets can be downloaded from the Ministry of Training, Colleges and Universities website at www.tcu.gov.on.ca/pepg/audiences/pcc/

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

Private Career Colleges Branch
Ministry of Training
Colleges and Universities

77 Wellesley Street West
Box 977, Toronto ON
M7A 1N3

Telephone: 416.314.0500
Toll-free: 1.866.330.3395
Email: pcc@ontario.ca

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

1.0 Student Policy

This student policy document contains vital information about Willis College of Business, Technology, Healthcare (Willis; Willis College) regulations and procedures.

Some of the information may already be familiar to you. If in doubt, do not hesitate to speak to a member of the administrative staff.



1.1 Reputation for Excellence

Not only do our students come from the immediate Ottawa community but also from Russell, Manotick, Orleans and Rockland to name just a few. It is not uncommon for students to commute daily from as far away as Montreal, Cornwall, Prescott or Brockville to attend classes. Residents of Canada's territories and students from different countries from around the world, while in Canada, also have chosen to study at the College. Why do they choose Willis College of Business, Technology, Healthcare?

It's a combination of things. First, Willis College is one of the most distinguished private colleges in Canada. Since 1866, Willis has been an undisputed leader in recognizing emerging job market demands. Second, the College's history of excellence - a history of taking the lead, a history of providing innovative training - has led thousands of individuals in every walk of life, in every field of endeavour, and in every corner of the globe to realize their full potential through the power of knowledge. Finally, Willis College is the leading training institution in Information Technology.

1.2 Professional Behavior

Professionalism is the way we conduct ourselves. Professional behavior is demonstrated in a variety of ways:

Respect for Others

Students display respectful behavior by contributing equitably in group work, by being punctual, and by avoiding disrupting the learning environment.

Commitment to Quality

Students should aim for the highest possible standard of performance and produce work which you can take pride in.

Personal Integrity

Professionalism is reflected by students' commitment to the program of study, by becoming a student that can be counted on, by following through with commitments, by avoiding conflicts of interest and bias, and by adhering to the rules and policies of Willis College.

1.3 Education for Life

At Willis College of Business, Technology, Healthcare our programs are designed to provide you with an education for life. We know that, for many students, a Willis education is an important first step in preparing for the job market. In addition to a sound background in theory and concepts, having hands-on experience can be a deciding factor in employability. Willis works closely with students providing an interactive learning experience and assisting them in attaining co-op placements to acquire experience. "Learning is a life-long process..."

1.4 Quality Programs, Quality Services

Our students like the friendly and caring atmosphere. The teaching and support staff are accessible and genuinely interested in helping you to succeed. With small classes and qualified instructors committed to your success, Willis College of Business, Technology, Healthcare is superbly equipped for hands-on training well into the twenty-first century.

2.0 The Academic Year

Programs of study begin throughout the year. Statutory Holidays throughout the academic year include:

New Year's Day	January 1
Family Day	February
Spring Break	March
Good Friday	March or April
Easter Monday	March or April
Victoria Day	May
Canada Day	July 1
Civic Holiday	August
Labour Day	September
Thanksgiving	October
Christmas Day	December 25
Boxing Day	December 26

Willis College of Business, Technology, Healthcare reserves the right to change program and course start dates, timetables, and teaching personnel without prior notice.

3.0 Student Services

3.1 Office Hours

The Administration office of Willis College is open from: 8am to 5pm, Monday to Friday. Students are asked to make all appointments with College administration outside of instructional time.

3.2 School Cancellation (Due to Weather & Road Conditions only)

Willis College takes its responsibility to its students very seriously and always tries to remain open for classes. However, at times, the campus must close to ensure the well-being and safety of our campus community. In the event of inclement weather, Willis College will follow the policy of OCDSB when canceling classes. Listen to the radio. There is no need to report an absence. Stay tuned to your local radio station for information.

3.3 Financial Aid

Student Financial Aid Officers will give you assistance to ensure that all your personal circumstances are considered when funding your studies. Tuition expenses, excluding the cost of textbooks, are tax deductible. Canadian students enrolled in a diploma/certificate program are eligible, if qualified, for financial assistance under one or more of the following:

- Public Sponsorship: Human Resources Development Canada, Workplace Safety and Insurance Board (WSIB) and Private Insurance
- Government Student Loans: The Ontario Student Loan Plan (OSAP), the Canada Student Loan Plan (CSL), the Quebec Student Bursary and Loan Plan (QSAP)
- Institutional and Personal Funding: Student loan programs at most major banks (interest only is paid while attending College)

3.3.1 Payments

NOTE: International students, please see details for your program fees and deposits.

Payment Schedule

Willis College recognizes that students have varying financial obligations and constraints. In this respect, the following payment plans are available:

- One payment on the first day of classes
- 50/50 Plan - 50% of program tuition is due on the first day of classes; pay second half of tuition at the midpoint of program.
- Monthly payments - first payment is due on the first day of classes. Last payment must be made six weeks before the end date of the program.
- Students who receive student grants, loans, or bursaries must pay all tuition on receipt of funds.

Receipts will be issued upon deposit of cheques. A service charge of \$20.00 will be made for any cheque returned by the payer's bank (NSF).

If you cannot meet your payment obligations, it is your responsibility to talk to the Financial Aid Officer for a possible solution. Interest on past due accounts is 2% per month. Failure to make timely payments may result in discontinuation from your program.

Payments For Books

The books used in each program are determined before the students begin. Book pricing is based upon current pricing as prescribed by publishing companies. Administration reserves the right to change the books in a program or book prices to reflect market conditions. Students are expected to obtain the proper books (either new or used) for each course. Books must be paid for at the time of collection. Students are not permitted to photocopy textbooks. This is an infringement of copyright laws.

3.3.2 Tax Receipts

For income tax purposes, T2202A tax receipts for tuition will be issued at the end of February each year. Students must provide the administration office with their current mailing and email address to ensure that tax receipts and other documents are sent to the correct address.

3.4 Books

Willis College curriculum uses a combination of e-books and hard-copy textbooks. For any subject or course,

the student is required to have a copy of all the books and materials as per the subject of the program on the 1st day of class. The student will be fully and solely responsible when using their own devices and ensure the materials or e-books are capable of being used on the 1st day of the subject's class.

If you have selected to purchase the books from the college, all efforts will be made to provide the books to you 1 week before the subject or course is to start. If it is an e-book, it is your responsibility to download and have ready to use for your first day of class in the subject or course. You will normally not receive all books at the beginning of your program.

3.5 Exam Vouchers

A set number of certification vouchers are included in some of the programs. These vouchers do not have a cash value. Students have six (6) months from the end of their period of study in which to schedule any remaining certification exams or the vouchers will be subject to forfeit. Please see student specific certification exams associated with the program of studies. Vouchers are not transferable to other students or other exams. If you fail an exam(s), you may use the remaining funds to book the same exam. (Please note that given this situation and if all certifications are written there will be a shortfall in funds. Therefore, any outstanding amount is payable by the student in advance.

PLEASE NOTE: If you withdraw or are dismissed from your program, all Exam Vouchers are VOID. Willis College is not responsible for paying any existing exams if student Withdraws or is Dismissed.

3.6 Student Printing

Each program of study has been assigned print privileges. A student is responsible for keeping track of the number of pages they will print during their program and is aware that Willis College is not responsible for keeping track of students printing limit. Once those privileges are exhausted students may purchase extra printing for \$1.50 at 50 pages per bundle, or seek an alternate printing service. When a student has completed his/her program, any existing pages that are left from students, cannot be returned for cash value.

They are provided to students for printing assignments, quizzes and any school related material.

Anything that is considered pornographic or illegal in nature is a direct violation of school policies and students may be expelled, suspended from program or placed on probation.

Printing per Faculty:

Faculty	Print Limit
Health Faculty (except PSW program)	250
Personal Support Worker Program	50
Business Faculty	200
IT Faculty	150

3.7 Career Services

Career Services are available to Domestic Students and International Students that have obtained work permits

3.7.1 Career and Employment Counselling

Willis College provides career preparation and placement assistance programs. Career preparation includes soft skills, resume writing, and the latest techniques for optimization of the employment search and interview process. By working closely with partners and contacts, Willis College can assist students in obtaining employment and co-ops.

PLEASE NOTE: Willis College does not guarantee employment.

3.7.2 Practical Experience

(Co-op, Practicum Placement, Work Placement)

Practical experience is mandatory for some programs. If a student fails to meet the conditions below, the student will not be eligible to attend co-op or practicum placement, which will affect the ability to graduate.

To be eligible for placement, the following conditions must be met:

- A passing grade must be maintained
- Minimum 90% attendance throughout the program
- Maintained professional conduct throughout the duration of the program
- Account must be in good standing

Practicum placement must be completed successfully in order to graduate.

Personal circumstances such as student's geographic location or out-of-school commitments are not considered in placement allocation. Should a student decline the assigned placement they will be required to locate their own placement. If a student would like to obtain his or her own placement, we encourage you to notify Administration well in advance.

3.7.3 Job Posting

Part-time, full-time, and co-op (paid and unpaid) positions will be posted on notice boards. Students are also encouraged to access electronic job search methods outside of instruction time. Throughout the year, whenever time and circumstances permit and depending on availability, on-campus visits from various potential employers and associations may be organized to discuss career opportunities.

3.7.4 Job Search Services

Willis College is dedicated to helping you in the job search process. To achieve this, it is the student's responsibility to keep an up-to-date, error-free copy of their resume on file with Willis College. The school is not responsible for employment opportunities lost due to errors or outdated information on your resume.

3.7.5 Alumni Referral Service

This service is for all Willis graduates. It is based on informing all Willis alumni who keep the College updated on their status of immediate job openings. Students must be sincerely and actively looking for a job. Please see Placement Office for further details to the above.

3.8 Counselling Services

3.8.1 Admissions

Willis Admissions Advisors are available to offer guidance to students concerning program choice both prior to and following registration.

3.8.2 During the Study Period

Students are also encouraged to bring problems, such as health, academic, financial or personal, to the attention of the College. Student Services will do all

that they can to help you to deal more effectively with academic, financial, emotional, and social concerns. Developing positive relationships with College staff and fellow students can provide valuable experience that can be used in the workplace.

3.8.3 Disability or Functional Impairment

Students are responsible for bringing any disability or functional impairment (e.g. visual impairment, hard of hearing, learning disabilities, Attention deficit disorders) that could have an adverse effect on academic performance to the attention of Student Services. Students are advised to disclose this information at registration to ensure appropriate support is in place prior to commencing study. Strict confidence will be maintained.

3.8.4 Suggestions

Suggestions can be brought to the attention of instructors or administration at any time. Students can either meet with a staff member in person or submit suggestions in writing.

3.8.5 Concerns

Student concerns with a particular course of study or with the instructor should be discussed first with the instructor, if possible, and thereafter with administration.

4.0 Student Complaint Procedure

Remember: There is always an accepted "chain of command" to follow in any organization. Only if satisfaction is not achieved at the first level would you then take the matter to the next.

It is the desire of Willis College to resolve any appeals, complaints or concerns in a prompt and courteous manner. It is the expectation of the College that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

General Guidelines:

- Complaints are subject to the relevant policies established by the College such as harassment/discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use the Willis College Student Complaint Form to file your grievance.

- Statements of complaint must be made in writing.
- All complaints are confidential.
- The procedure outlined below must be followed.
- A staff member presented with verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
- The Management will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
- Arrangements for meetings and written responses from the person against whom a complaint was made will be arranged in a timely and professional fashion. No formal complaint will go unanswered.
- Records of complaints will be maintained at the location where they originated for a period of at least three years.

Procedure for Complaints about the College or another Student:

Step 1:

The student will request a meeting with the Management (Faculty Head or Campus Director) to discuss the complaint verbally. If complaint is not resolved at this level, the student will proceed to Step 2; Student will be provided with the Willis College Complaint Form and Willis College Student Complaint Procedure.

Step 2:

The student will submit a completed written complaint to the Management (Faculty Head or Campus Director) within 7 days of the verbal complaint.

Willis College Management will arrange a meeting with the student and the Complaint Resolution Committee within 30 days of receipt of the written complaint.

This meeting could be held via teleconference or in person. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes should be kept of this meeting. Following the meeting, Willis College management will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within

7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meeting held. Student concerns will be reviewed and reassessed at this time; if the student is willing to work on a new resolution, appropriate follow up within 7 days will occur. If new issues have arisen during this time, Step 2 will be completed a second time. However, if not resolved at this level, the student will proceed to Step 3.

Step 3:

Following step two, if no resolution has been achieved, the student complaint will be escalated to the Executive Management (President or Vice President) who will set up a meeting with the student via teleconference or in person. Meeting minutes and all applicable documentation will be reviewed. Following this meeting, the Executive Management (President or Vice President) will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting.

Step 4:

Following all attempts to find a resolution, the student complete out a Ministry Student Complaint Form and send it to the Superintendent of Private Career Colleges, Ministry of Training, Colleges and Universities, using the following contact information:

Superintendent of Private Career Colleges
 Student Complaint Issue
 Ministry of Training, Colleges and Universities
 Private Institutions Branch
 14th Floor Mowat Block, 900 Bay Street
 Toronto, ON M7A 1L2

5.0 Academic Standing

The standard of academic achievement at Willis College of Business, Technology, Healthcare is high. It is this standard; however, that has kept Willis graduates in demand.

5.1 Reinforcement of Ministry of Training, Colleges and Universities (MTCU) Policies and OSAP Rules and Regulations

The MTCU expects students to participate fully in their studies, particularly in the areas of attendance, classroom participation and academic progress. Willis College of Business, Technology, Healthcare is required to maintain records for each student and to monitor student compliance with the following policies:

- (i) Attendance Policy (Section 5.2) and
- (ii) Academic Progress/Satisfactory Scholastic Standard (Marks) (Sections 5.3 to 5.5)

5.2 Attendance

Willis College prides itself in offering innovative programs that allow the students to gain current knowledge and skills that are high in demand in today's job market. It is essential, however, that a consistent degree of attendance be maintained in order to be fully prepared for successful work experience. Therefore a policy has been implemented to ensure compliance with Willis College's and the MTCU expectations.

NOTE: Willis College reserves the right to discontinue any student from his/her program for excessive absenteeism.

5.2.1 Attendance Policy

Willis College will immediately dismiss from the program any student who meets any of the following criteria:

- Five (5) consecutive class days absence without notification to the school will result in immediate withdrawal and notification to funding agencies as required.
- Ten (10) consecutive class days absence from school, even with notification, will be considered a withdrawal from the program.
- A student who misses more than 10% of their total program hours may be withdrawn from the program.

5.2.2 Absences

Students are required to report to Willis College when they will be absent from school by calling the campus

telephone number and leaving a message on the voicemail. Students are also encouraged to send an email to instructor, faculty head or program coordinator, to inform of absence.

All absences, late arrivals, and early departures will be recorded and factual information will be provided to funding agents, sponsors or any potential employers.

Students are asked to schedule all personal appointments (doctor, dentist, job interviews, certification exams etc.) outside of instruction time where possible.

5.2.3 Late/Early

Any student arriving late may find him / herself unable to enter class if the instructor has already begun his/her lecture. In order to avoid disrupting a class in progress, a late arriving student is asked to wait in the Student Lounge or quiet study area until the instructor signals the student to join the class in progress.

Should you need to leave before an instructional period has ended, the student must advise the instructor in advance of the time that you will be quietly leaving the class.

5.3 Evaluation

To obtain a passing grade (min. 70%), students must meet all the course requirements for attendance, term work and examinations. Instructors at the beginning of a course will inform students of all of the elements that will contribute to the final grade and the weighting of each.

5.3.1 Assignments

Students will be required to complete assignments that may include class work, labs, homework exercises, proposal presentations, research papers, presentation of projects, problem solving, and short tests and quizzes.

All assignments must be completed and submitted to the course instructor by the designated date. Any extenuating circumstances should be brought to the attention of the Instructor in advance of assignment due date. In consideration of extenuating circumstances,

a due date may be extended or an assignment may be excused at the discretion of the course instructor WITH valid documentation.

Late assignments will have a 5% penalty applied for each calendar day (including weekends and holidays) that the assignment is overdue, to a maximum of 3 days. After 3 days, the instructor has the discretion not to accept the assignment for grading. On days that the College is closed, students are permitted to email their assignments or projects, to the appropriate instructor.

5.3.2 Exams

Students will also be required to complete exams administered by the instructor at the end of a course (Final Exam) or major section of the course (Mid-term Exam).

- Exams are scheduled at the discretion of the individual instructor.
- Exams must be completed on designated exam test schedules. If a student misses an exam without valid notice, they will receive an automatic 0% for that exam, possibly resulting in the student failing the course.
- Cellphones, textbooks and course materials are not allowed on the desks during the time allotted for the writing of the exam.
- When graded exams are reviewed by the instructor with the class, students are not permitted to have pens, pencils, markers, etc. on their desk nor are they permitted to mark the exam, photograph, photocopy, or transfer it from the room in any way.

Absence from Exam

The instructor must be notified in advance if a student is to be absent on the day of an exam. A legitimate excuse, such as sudden illness supported by a doctor's certificate will be taken into consideration and could afford the student the opportunity to write the exam on his / her return. Absence from an exam in all other cases will result in a grade of 0% on the exam, and potentially a failed course and a failed diploma/ certificate.

Final Exam Rewrites

Students who fail to achieve a mark of 70% on a final exam may be permitted to rewrite up to two times. The following guidelines apply:

- Students who are rewriting an exam may not attend the class review of the exam questions.
- Students that achieve a mark of 70% or higher on a rewrite will receive a maximum mark of 70%. Students that achieve a mark of less than 70% will receive the mark achieved.
- All exam re-writes will be scheduled outside of class hours and within two weeks of original exam date.
- Fees may apply; additionally, failure to sit the scheduled rewrite final exam for any reason will result in the student forfeiting the fees. Rescheduling of forfeited re-writes is at the sole discretion of campus management and would require the student to pay for a rescheduled exam.

5.3.3 Returned Exams / Tests / Assignments

Students can expect to receive the results from any test, exam, quiz, assignment, or project in a timely manner. Major projects or material of a detailed or complex nature may take longer. Instructors will communicate with students when to expect their test marks.

A student can expect to receive a final mark for a completed course within 5 business days of the course end date.

5.3.4 Weighting

In order to recognize that students have different learning styles and different backgrounds, a mix of quiz(es), exam(s) and assignment(s) is incorporated into the marking scheme. To determine the Final Grade for a course, please refer to each individual course outline.

The following is an example:

Example 1

Assignment(s)	20%
Test/quiz	20%
Exam(s)	50%
Professionalism, Attendance and Participation	10%

Example 2

Assignment(s)	40%
Exam(s)	50%
Professionalism, Attendance and Participation	10%

5.3.5 Practicum and Co-op

Students who have practicum or co-op placements within their program must complete the applicable hours and obtain a satisfactory review from the practicum/co-op host. If a student does not obtain a satisfactory review, is dismissed or abandons placement prior to completing the minimum hours, the student is considered to have failed practicum or co-op and will not be eligible to graduate.

PLEASE NOTE: If you choose not to accept the practicum placement from Willis College you consent to taking full responsibility for finding your own practicum or co-op placement.

5.4 Standing in Courses

The passing grade for all assignments and exams in each course in the diploma or certificate programs is 70%. The following percentage equivalents and standings apply to all final grades at Willis College:

Distinction:	95% - 100%
High Honours:	90% - 94%
Honours:	85% - 89%
Pass:	70% - 84%
SC:	Successfully Completed
E:	Equivalency Standing
I:	Incomplete Course
F:	Failure
W:	Withdrawn

5.4.1 Re-Examination of Marks

It is important to understand that when marks are reviewed for re-examination there can be 3 possible outcomes:

- The mark will be raised.
- No action will be taken, and the mark stays as is.
- The mark will be lowered.

If a student disagrees with an assigned mark, he/she must follow the guidelines as outlined in this policy:

- Within maximum 3 business days from the grade being awarded, submit to the program instructor in writing an outline with evidence supporting the position, and request that the assigned mark be reviewed. A student's instructor will have 3 business days to review the mark and submit his/her answer.
- If you are dissatisfied with the results of the review, it is recommended that you follow the Student Complaint Procedure outlined in this Student Handbook.

5.4.2 Instructor Discretion

At the discretion of the instructor - limited by accredited and regulated program compliance, a mark may be raised by as much as 2% for any given test if the instructor feels that the increased mark is warranted.

5.5 Retake Policy

5.5.1 Supplemental Exams

Willis College understands that from time-to-time there may be exceptional circumstances in a student's life which will cause unusual results in marked coursework. Willis College does not wish to penalize students when such exceptional circumstances arise. Willis College has created a policy for instructors and students to follow when such circumstances arise. These situations can warrant a student's marked coursework to be re-examined or rewritten. The marked coursework could be in the form of, but not limited to, projects, quizzes, tests, exams, or presentations.

Supplemental exams can replace the entire course. Requests are made in writing to Campus Director. Permission will be based on past performance of the student and instructor input. The maximum grade possible is 70%.

For Industry Certification Exams: if a student fails their Industry Certification exam and chooses to rewrite the exam, the student is responsible to pay for the rewrite according to the current Willis College price.

5.5.2 Failed Cours(es)

At the discretion of campus management and pending course availability, students may be given the opportunity to retake a course to achieve a passing grade. The following guidelines will apply:

- Students that receive a grade below 70% in a course have the option to retake the course once, if the course is offered again within the contracted study period.
- Students can retake a maximum of 3 (three) courses, provided the courses are offered again within the contracted study period.
- Students that receive a grade below 70% in more than 3 (three) of the courses in their program may be administratively withdrawn and will not be allowed to repeat the program.
- Student funding may be affected and fees may apply.

5.5.3 Incomplete Program

If you withdraw from school prior to completing the program you may be permitted to return to school to complete your studies. Applicable charges will apply. Return to school is at the discretion of Willis College Management.

PLEASE NOTE: You have one (1) year upon completion of your original program or from the date of your withdrawal to return to Willis College to finish any outstanding courses. After 1 year you will NOT be eligible to complete your program.

5.6 Graduation Requirements

In order for a student to receive his/her diploma/certificate he/she must fulfill:

- a) all the requirements of his/her program of study;
- b) all financial obligations to the College.

The diploma/certificate achieved for courses successfully completed along with a transcript of grades will be issued at the end of a program.

5.6.1 Preparation of Transcripts and Diploma / Certificates

Once a program of study has been completed, a transcript of final grades and a Willis College of Business, Technology, Healthcare diploma/certificate will be prepared for the graduating student. Students

have up to three months following the end date of their program to complete all academic requirements. It takes approximately 60 days for transcripts to be completed and diplomas/certificates to be prepared. You will be notified when these documents are ready. All financial obligations to the College must be met before the student can receive a diploma/certificate. Should additional photocopies of the transcript or diploma/certificate be required, these can be prepared at a cost of \$10.00 each. Should additional original copies of the transcript or diploma/certificate be required, these can be prepared at a cost of \$25.00 each.

Should a student choose to withdraw from his/her program of study or fail to satisfy the requirements of a program of study and not graduate, that student will receive an official Willis College of Business, Technology, Healthcare transcript of final grades.

5.7 Exemption and Advanced Standing - Transfer Credits

Willis College reserves the right to accept or deny advanced standing into its programs. The following is the method of accepting Advanced Standing/Course Exemptions/Transfer Credits. A student must have one of the following to be granted credit or advanced standing in a course:

- a) If the course has an industry certification, must provide a copy of the industry certification.
- b) Write and pass a Willis College of Business, Technology, Healthcare final exam with a minimum of 70%. There is a \$100.00 fee administration fee payable before the exam is written.
- c) Have a post-secondary diploma or degree from an accredited and recognized Public or Private Institution in a similar discipline. College reserves all the rights for a final decision.

It is important to note that any Advanced Standing/Course Exemptions/Transfer Credits cannot be more than 60% of the original length of the program.

If the Campus Director approves an exemption, Willis College will reduce the number of study weeks thereby reducing the tuition, books and other material fees accordingly. It is imperative that exemptions are in

place prior to the student registering, so that the start and end dates along with the financial portion of the contract are accurate. No exemptions or advanced standing will be considered after the student has started the program.

6.0 Academic Conduct

6.1 Academic Integrity

A student's academic integrity is questioned when he or she:

- 1) cheats on an exam, test or graded assignment by obtaining or producing an answer by deceit, fraud or trickery, or by some act contrary to the rules of the examination;
- 2) commits an act of plagiarism (which for the purpose of this regulation means to use and pass off as one's own idea or product, the work of another without expressly giving credit);
- 3) disrupts a class or period of instruction in spite of continuous warnings to discontinue any act or behavior reasonably judged by the instructor of the course to be detrimental to the class.

Any student found in violation of these regulations may be:

- a) expelled;
- b) placed on probation; and/or
- c) awarded an F in the course.

7.0 Student Conduct

7.1 Offences of Conduct

Willis College has a no-tolerance policy when it comes to allegations of misconduct made against any person within the College grounds in the areas of discrimination and sexual harassment; nor will the College tolerate any form of verbal/physical abuse.

7.1.1 Discrimination

Any student commits a general offence who commits an act of discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, national origin, creed, sex, age, marital status, family status, political affiliation or belief, sexual orientation, or any defined handicap.

Willis College has approved the following procedures for enforcement of this regulation:

1. Allegations are to be made in writing to Campus Director, who will conduct an investigation. Campus Director will either:
 - dismiss the allegation on the grounds of insufficient evidence,
 - accept that the allegation is founded and seek a remedy, or
 - refer the matter to a Willis College Complaint Resolution Committee for further investigation and action.
2. The matter will be referred to Willis College management who will decide whether or not the College will conduct a hearing.

7.1.2 Sexual Harassment

Sexual harassment may occur irrespective of gender and is defined as:

1. unwanted attention of a sexually oriented nature, made by a person who knows or ought reasonably to know that such attention is unwanted;
2. an implied or expressed promise of reward for complying with or submitting to a sexually oriented request or advance;
3. an implied or expressed threat of reprisal for not complying with or submitting to a sexually oriented request or advance.

Sexual harassment may include, but may not be limited to behaviour such as:

- unwanted touching;
- suggestive remarks;
- leering;
- compromising invitations;
- demands for sexual favors; or
- sexual assault.

Sexual harassment may be psychological, verbal or physical. In some of its forms it may contravene the Human Rights Code of Ontario. Sexual assault is a crime pursuant to the Criminal Code. If allegations of sexual harassment are true, then a student may be:

- a) expelled;
- b) placed on probation; and/or
- c) reported to the appropriate authorities.

7.2 Period of Study

Most students are in class for four hours either in the mornings from 8am to 12pm or in the afternoons from 1pm to 5pm. Number of hours per day may vary according to each individual programs.

7.3 Commitment to Study

In addition to time spent at the College, it is highly recommended that each student devote a minimum of an additional one to two hours per day to reading, studying and practicing. Time spent at the College receiving instruction, applying knowledge and practicing skills is not sufficient to keep up-to-date with the intense courses. Students need to mentor each other as well, sharing strengths, forming study groups and offering encouragement.

7.4 Behaviour

Students are expected to conduct themselves in a professional manner. Student behaviour in the halls, Mall area and washrooms is not only a reflection on the student personally but also on all students attending the College. The building in which the campus is located also rents out space to other businesses. These businesses have the potential of networking for you when it comes time to actively search for work. As well, both the College and these businesses receive visitors all of whom become a part of your unseen network. It is important to look presentable and act professionally at all times.

7.5 Dress Code

With more and more businesses moving toward a more relaxed dress code, students are asked to adopt the professional casual look of today's businesses. A skirt or slacks, a button down blouse and closed-toe shoes are typical for women. For men, slacks, button down shirt and dress shoes are common.

7.6 Smoking

Smoking cigarettes or any other form of cigarettes (e.g. e-cigarettes, vapour sticks etc.) is not permitted in the classrooms or elsewhere inside the College.

The building management also prohibits smoking and loitering in the washrooms and lobby. We must adhere to both the city and building by-laws. Please take note of the signs placed near the doors of all entrances of the building.

7.7 Eating and Drinking

The development of good working habits is an essential part of the training at Willis College. Eating is prohibited in all classrooms (boardroom exempted). All drinking containers must be spill proof (eg. travel mug with tight lid) to reduce the chances of damage to keyboards, computers and monitors etc.

PLEASE NOTE: Regular coffee shop to-go cups are not allowed in classrooms. Every student is requested to ensure that he/she leaves the computer station clean. All garbage is to be placed in the waste paper bins in the classrooms or, if provided, in appropriate recycling bins.

7.8 Hygiene and Scents

Willis College expects all students to have proper hygiene and refrain from using excessive scents. Since some students and staff might be allergic or sensitive to perfumes or colognes, please refrain from using them or any other potent scents while on campus. Since Willis College has small class sizes, it is very important to always remain respectful of those around you.

7.9 Other Offences

- a) Misuse of equipment, pirating (copying) of licensed Willis software
- b) Pirating, selling or distribution by any means of any copyrighted software, while on Willis College of Business, Technology, Healthcare property
- c) Inappropriate use of Internet resources (see Internet Policy)
- d) Inappropriate access to or intrusion into restricted areas such as administration offices and cabinets; instructor desks, filing cabinets and personal belongings; storage cabinets and storage rooms

If allegations of any one of the above offences are true, then a student may be:

- a) expelled;
- b) placed on probation

8.0 Anti-Violence, Harassment, and Sexual Violence Policy

PLEASE NOTE: This policy has been written to comply with the changes to the Occupational Health and Safety Act introduced by Ontario Bill 132: Sexual Violence and Harassment Action Plan Act.

8.1 Intent

Willis College is committed to building and preserving for its students a safe, productive, and healthy educational environment based on mutual respect. In pursuit of this goal, Willis College does not condone and will not tolerate acts of violence, harassment, or bullying against or by any Willis College students. Our Educational Institute Anti-violence, Harassment, and Sexual Violence Policy is not meant to stop free speech or to interfere with everyday interactions. However, what one person finds inoffensive, others may not. Usually, harassment can be easily distinguished from normal, mutually acceptable socializing. It is important to remember that it is the perception of the receiver that determines whether the potentially offensive message is acceptable or not, be it spoken, gestural, pictorial, or some other form of communication which may be deemed objectionable or unwelcome.

The College recognizes that certain populations are at greater risk of sexual violence in Canada, including:

- Young women and girls and Indigenous women
- Women living with cognitive or physical disabilities
- Individuals within the LGBT2SQ+ community
- Newcomer women and women from ethno cultural and racialized communities

We recognize that many of our students fall within these populations and we want to emphasize that it is our intent to assure a positive learning environment for all our students, regardless of what population they may belong to.

8.2 Definitions

Educational institute violence or bullying: educational institute violence or bullying is the exercise, statement, or behaviour of physical force by a person against a student, in an educational institute, that causes or could cause physical injury to the students, such as:

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault, throwing an object at a student, kicking an object the students are sitting on such as a chair, or trying to run down a student using a vehicle);
 - Any threat, behavior, or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or
 - Disruptive behavior that is not appropriate to the educational environment (e.g., yelling or swearing).
- Domestic violence: a person who has a personal relationship with a student—such as a spouse or former spouse, current or former intimate partner or a family member—may physically harm, or attempt or threaten to physically harm, at students at an educational Institute. In these situations, domestic violence is considered violence.

Personal harassment: any unsolicited, unwelcome, disrespectful, or offensive behaviour that has an underlying sexual, bigoted, ethnic, or racial connotation and can be typified as:

- Behaviour that is hostile in nature, or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, gender identity, gender expression, or any other protected ground under human rights legislation.
- Sexual solicitation or advance made by a person in a position to confer, grant, or deny a benefit or advancement to the person, where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant, or deny a benefit or advancement to the person.

- Unwelcome remarks, jokes, innuendos, propositions, or taunting about a person's body, attire, sex or sexual orientation, or religion;
- Suggestive or offensive remarks;
- Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about a student;
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials;
- Leering (suggestive persistent staring);
- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- Sexual assault:
- For the most part, victims of sexual harassment are female; however, conduct directed by female students towards males or between persons of the same sex can also be held to constitute sexual harassment;
- Any actions that create a hostile, intimidating, or offensive in an educational institute, which may include physical, verbal, written, graphic, or electronic means; and
- Any threats of physical violence that endanger the health and safety of the students.

Racial/ethnic harassment: any conduct or comment which causes humiliation to a student because of their racial or ethnic background, their colour, place of birth, citizenship, or ancestry. Examples of conduct which may be racial or ethnic harassment include:

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

8.3 Guidelines

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

It is also a violation of the Educational Institute Anti-violence, Harassment, and Sexual Violence Policy of Willis College for anyone to knowingly make a false complaint of violence or harassment or to provide false information about a complaint. Individuals who violate this policy are subject to disciplinary and corrective action, up to and including dismissal from Willis College.

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

Willis College will ensure that a copy of this policy will be made available to all students.

8.4 Application of this Policy

This policy applies to all students, who attend Willis College. The organization will not tolerate violence or harassment, whether engaged in by fellow students, managers, officers, directors, or contract service providers of the organization.

Willis College will not tolerate any form of violence, harassment or discrimination against any candidates and students on any grounds listed in the definitions for violence and harassment, whether during the recruiting process or during your time at Willis College. This commitment applies to such areas as training, performance assessment, marking, attendance and all other educational practices and educational conditions. All Willis College students are personally accountable

and responsible for enforcing this policy and must make every effort to prevent violence, discrimination or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

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

- At the educational institute;
- At co-op related social functions;
- In the course of educational assignments outside the educational institute;
- During educational-related travel;
- Over the telephone, if the conversation is educational-related; or
- Elsewhere, if the person is there as a result of educational-related responsibilities or an educational-related relationship.

8.4.1 Violence Risk Assessment

Willis College will conduct a risk assessment of the educational environment to identify any issues related to potential violence that may affect the operation, and will institute measures to control any identified risks to student's safety. This information will be provided to the joint health and safety committee or safety representative.

The risk assessment may include review of records and reports: e.g., security reports, student's incident reports, staff or students perception surveys, health and safety inspection reports, first aid records, or other related records. Specific areas that may contribute to risk of violence may include, but are not limited to, contact with the public. Research may also include a review of similar educational institutes with respect to their history of violence.

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

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

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

8.4.2 Reporting Violence or Bullying

If you are either directly affected by or witness to any violence in the educational institute, it is imperative for the safety of all Willis College staff and students that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to the Director.

Investigating Reports of Violence or Bullying

The company will:

- Investigate all reported acts and incidents of violence, and consult with other parties (e.g., legal counsel, health and safety consultants, student's assistance provider, human rights office, local police services).
- Take all reasonable measures to eliminate or mitigate risks identified by the incident.
- Document the incident, its investigation, and corrective action taken.
- Submit a report of the incident to the MTCU (Student Voices) when a student incurs a lost time injury as a result of violence in the educational institute.
- Review this policy or revise the assessment as needed.

The joint health and safety committee's/safety representative will:

- Review the policy and provide recommendations to management to reduce or eliminate the risk of violence.
- Review all reports forwarded to the Director regarding educational institute violence and other incident reports as appropriate pertaining to incidents of educational institute violence that result in personal injury or threat of personal injury, property damage, or police involvement.
- Participate in the investigation of critical injuries (e.g., incidents that place life in jeopardy or result in substantial blood loss or fracture of leg or arm.)
- Recommend corrective measures for the improvement of the health and safety of students.

The joint health and safety committee's/safety representative will:

- Respond to student's concerns related to educational institute violence and communicate these to management.

In addition, MTCU may participate in the investigation of reported incidents that result in personal injury or have the potential to result in injury.

8.4.3 Reporting Discrimination or Harassment

Informal Procedure

If you believe you have been personally harassed, you may:

- Confront the harasser personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the Director of the College.
- Any students who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to your Director.

Formal Procedure

If you believe you have been personally harassed, you may make a written complaint. The written complaint must be delivered to the Director. Your complaint should include:

- The approximate date and time of each incident you wish to report;
- The name of the person or persons involved in each incident;
- The name of any person or persons who witnessed each incident; and
- A full description of what occurred in each incident.

Investigating Reports of Discrimination or Harassment

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

Willis College will ensure that all information obtained during the course of an investigation will not be

disclosed, unless the disclosure is necessary for the purposes of investigating or taking corrective action, or is otherwise required by law.

For the purposes of this section the following definitions apply:

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

Respondent: The person whom another individual has accused of committing an act of violence, discrimination, or harassment.

The investigation will include:

- Informing the respondent of the complaint;
- Interviewing the complainant, any person involved in the incident, and any identified witnesses; and
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.
- A copy of the complaint, detailing the complainant's allegations, is then provided to the respondent.
- The respondent is invited to reply in writing to the complainant's allegations, and the reply will be made known to the complainant before the investigation proceeds further.
- The company will protect from unnecessary disclosure the details of the incident being investigated and the identities of the complainant and the respondent.
- During the investigation, the complainant and the respondent will be interviewed, as will any possible witnesses. Statements from all parties involved will be taken and documented, and a decision will be made.
- If necessary, the company may employ outside assistance or request the use of legal counsel.
- Students will not be dismissed, disciplined, because they rejected sexual advances of another student, or staff of Willis College or because they lodged a harassment complaint when they honestly believed they were being harassed.

- Upon completion of the investigation, Willis College will inform both the complainant and respondent in writing of the findings of the investigation and any corrective action that has been

If the complainant decides not to lay a formal complaint, the Director may decide that a formal complaint is required (based on the investigation of the incident) and will file such documents with the person against whom the complaint is laid (the respondent).

If it is determined that harassment in any form has occurred, appropriate disciplinary measures will be taken as soon as possible.

8.5 Seeking Immediate Assistance

Canada’s Criminal Code addresses violent acts, threats, and behaviours, such as stalking. The police should be contacted immediately when an act of violence has occurred in the educational institute or when someone in the educational institute is threatened with violence. If a student feels threatened by a co-student, volunteer, visitor, staff, or customer, an immediate call to “911” is required.

8.6 The Right to Refuse Unsafe Education

The right to refuse unsafe education is a legal right of every student provided by the Occupational Health and Safety Act.

8.7 Special Circumstances

Should a student have a legal court order (e.g., a restraining order, or “no-contact” order) against another individual, the student is encouraged to notify his or her instructor, and to supply a copy of that order to the Director. This will be required in instances where the student strongly feels that the aggressor may attempt to contact that student at Willis College, in direct violation of the court order. Willis College will take all reasonable actions to protect the student. Such information shall be kept confidential and protected in accordance with all applicable legislation.

If any visitor to the Willis College educational institute is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against an students or another individual, students witnesses are required to immediately contact the police, emergency response services, their immediate Director.

All records of harassment and subsequent investigations are considered confidential and will not be disclosed to anyone except to the extent required by law. In cases where criminal proceedings are forthcoming, Willis College will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

8.8 Fraudulent or Malicious Complaints

This Anti-violence, Harassment, and Sexual Violence Policy must never be used to bring fraudulent or malicious complaints against students. It is important to realize that unfounded or frivolous allegations of personal harassment may cause both the accused person and the company significant damage. If it is determined by the company that any students have knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action will be taken.

8.9 Disciplinary Measures

If it is determined by the company that any students have been involved in a violent behaviour, unacceptable conduct, or harassment of another student, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, or dismissal.

8.10 Confidentiality

Willis College will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Willis College will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed

to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the company and will be proportional to the seriousness of the behaviour concerned.

Willis College will also provide appropriate assistance to any students who is the victim of violence, discrimination, or harassment.

8.11 Managing and Coaching

Counselling, performance appraisal, educational assignment, and the implementation of disciplinary actions are not forms of harassment, and this policy does not restrict a Director or instructor's responsibilities in these areas.

8.12 Policy Review

As required by the Occupational Health and Safety Act Willis College will review this policy and will post the policy in a conspicuous place in the educational institute.

9.0 Student Expulsion Policy

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

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

In conjunction with this policy, the college will have to ensure that students receive and are aware of its code of conduct, its academic policy, and its attendance policy.

The following outlines the conditions under which a student may be expelled with cause:

(Where the College has specific policy in these areas, they may reference them. Where no specific policy exists, the College should provide sufficient detail to allow the student to comprehend the conditions that will result in expulsion).

9.1 Academic Dishonesty

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

- a) Cheating
- b) Plagiarism
- c) unapproved collaboration
- d) alteration of records
- e) bribery
- f) lying
- g) misrepresentations

9.2 Outstanding Fees

Failure to pay tuition or other fees due to the College is considered to be theft, and students who fail to remit outstanding fees may be expelled after written warning has been provided by the College and the student fails to comply within the stated parameters.

9.3 Code of Conduct

All students are required to adhere to the College's published code of conduct. Where the violations do not have the potential to result in physical harm to persons or property the College may expel a student who has received suspension for failure to comply and has since violated any of the terms of the College's code of conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate expulsion.

9.4 Significant Omissions or Errors in Admissions Documentation

The College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly or in error misrepresent their applications are subject to immediate expulsion.

9.5 Academic Failure

Students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may at its discretion offer alternatives to a student and these are outlined in the academic policies for the program of study.

9.6 Attendance

Students who do not achieve the required attendance as stated in College policy are subject to expulsion. Students who are absent from class for more than five consecutive days without sufficient cause will be automatically expelled.

9.7 Harassment or Discrimination

The College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.

In determining what constitutes harassment or discrimination, the College refers to The Ontario Human Rights Code. Students requiring more specific information may refer to the specific code as posted on the Provincial website.

9.8 Misuse of College Property

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

9.9 Endangerment of Staff or Students

The College is committed to the right of all College staff, students, clients and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.

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

- a) verbal warning
- b) written warning
- c) expulsion

NOTIFICATION: Students who are subject to expulsion for any reason will be notified in writing. The notification will contain a description of the basis for expulsion and the effective date.

Expelled students may appeal the decision within three days of the notification, following the complaints procedure of the College and providing sufficient proof to support the complaint.

Students who file an appeal and are unsuccessful are considered withdrawn from the College. Further appeals must be filed through the Complaints process of the Ministry of Training, Colleges and Universities, provided the students are attending a registered program recognized as being protected under the Private Career Colleges, Act 2005.

Fees

A student who is expelled by the College will be considered withdrawn from their program on the effective date of the expulsion. The College will officially withdraw the student and settlement of the student's account will be completed under the College's Fee Refund Policy.

Return of Property

A student who is expelled is responsible for the return of any Willis College of Business, Technology, Healthcare property in his/her own possession within 3 days and will be held financially responsible for any property not returned in good condition or as outlined in the student contract. However, the college may not deduct from a student's fee refund, as set out in the

enrolment contract, any amount owing by the student with respect to such property.

10.0 Software and Hardware Usage

10.1 College Equipment

All College equipment is to be treated with respect. Students are given hard-drives on the first day of classes and must be handed in on the last day of classes. Student assistance and cooperation is the key to helping the college keep equipment in top condition. Should a student find that a piece of equipment is not working correctly, he/she should report the matter to the instructor in charge; the instructor will then inform the LAN Administrator or Administration so that the equipment can be serviced properly. Students are not permitted to move computer equipment from one station to another inside a classroom or from one classroom to another. Should equipment have to be moved, requests must be made and action taken by the Campus LAN Administrator in consultation with the instructor.

10.2 Internet

All students, regardless of their status, will abide to Willis College's Internet Use policy. This applies to all the potential uses of the Internet including browsing to unacceptable sites, downloading of any files that are not specifically permitted, usage of protocols such as FTP, IRC, etc. that compromise the strict adherence to copyright, or are illegal or unacceptable materials. The Internet is a tremendous tool for learning and the College encourages its usage within the guidelines stated within this handbook. If unsure, the student should refer to their instructor for guidance.

10.3 Netiquette

Students, faculty, and staff of Willis College are expected to respect the general rules of network etiquette when utilizing the Willis College network connection for Internet, email, online courses, and/or other forms of Internet usage.

- Respect others: Treat others as you wish to be treated - do not use abusive or offensive language.

- Respect yourself: Keep your personal information confidential - do not share your username/password with others.
- Respect copyright: Be sure to cite your source when using materials from the Internet, books, magazines, journals, and other forms of media - do not copy others' materials.
- Respect Willis College: Be professional - do not use the college's network for unauthorized conduct such as harassing, spamming, copying information, storing obscene/offensive materials, accessing others' accounts, damaging other users' files, or other forms of network abuse.

10.4 Software

Software for courses is only provided when Willis College of Business, Technology, Healthcare software license permits such distribution. Any additional software that a student might want to assist in his/her learning are the responsibility of the student. The College does not place personal orders for software for students.

All students, regardless of their status acknowledge that they will not install, lend or copy the software to which they have access through the network connections of Willis College. This applies to the software used in instruction as well as any other accessible software from personal sources or from the Internet.

The software installed on the sites is warranted, if at all, only according to the terms of the conditions of the license agreement. Except as warranted in the license agreement, Willis College hereby disclaims all warranties and conditions with regard to the software, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement.

10.5 LAN and Web Services

All students in good standing will be able to take advantage of the following LAN and Web Services:

- Personal Home Folder - An area of one of the College servers backed-up by tape will be made available for storage of student files, work, documents, etc. Each student will have a secure folder for his/her personal use; however, be aware that both the LAN Administrator and the instructor will have access to the folder.
- Email - All students will have an email account
- Newsgroup - Students may access Newsgroups

In all cases, these services are considered to be privileges. Individuals may have these privileges revoked if the policies of the College are not respected.

10.6 Laptop Usage Policy

Willis College has purchased laptop computers with operating systems and components for the IT program in which the Student is enrolled. The College is prepared to loan the laptops for use in the program on certain terms and conditions, as detailed in the Willis College Laptop Contract; ONLY Information Technology students may request the use of a laptop for the duration of their program.

The student understands that the laptop is the sole property of Willis College at all times while they are participating in their program. The Student agrees that the purchase price of the Notebook is \$850.00 + HST if lost/damaged or stolen by/from Student. If the student does not return the property after 30 days upon leaving the Program it will be implied that the Student wishes to purchase the Notebook for \$850.00 + HST. This amount will be added to the Student user's balance.

Questions?

If you have concerns about software or equipment, or need more information about something in this handbook, please email info@williscollege.com

PLEASE NOTE: In order to continuously improve our programs, Willis College reserves the right to modify our programs, policies, and this handbook at any time.

Willis College

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