

Willis College

Student

Handbook

2022 - 2023



Willis College

BUSINESS | TECHNOLOGY | HEALTHCARE

Welcome

Message from Henry Devlin
CEO, Willis College

Let me take this opportunity to personally welcome you to Willis College. Getting an education at Willis College means you become part of our extended family. Willis College has campuses across Canada, and offers 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 completely 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.



Important:

Willis College reserves the right to update the policies outlined in this handbook at any time.

Table of Contents

Student Expectations 3

Statement of Students' Rights & Responsibilities 5

- Dealing With Your Private Career College 5
- Contract 5
- Fee Collection 6
- Sale of Students' Goods and Services 6
- Fee Refund 6
- Cooling off Period 6
- Full Refund 6
- Partial Refund Before a Program Begins 7
- Partial Refund After a Program Begins 7
- Transcript 7
- Credential 7
- Student Complaint Procedure 7
- Sexual Violence Policy and Accommodation 8

International Students 8

- Fee Collection 8
- Fee Refund 9
- Insurance 9
- Midway Evaluation 9
- Qualified Instructors 9
- Closure 9

1.0 Student Policy 11

- 1.1 Reputation for Excellence 11
- 1.2 Professional Behaviour 11
- 1.3 Education for Life 11
- 1.4 Quality Programs, Quality Services 11

2.0 Student Services 11

- 2.1 Office Hours 11
- 2.2 School Cancellation 11
- 2.3 Financial Aid 11
 - 2.3.1 Payments 12
 - 2.3.2 Tax Receipts 12

2.4 Books 12

2.5 Exam Vouchers 12

2.6 Career Services 13

- 2.6.1 Career and Employment Services 13
- 2.6.2 Practical Experience 13
- 2.6.3 Career Search Services 13
- 2.6.4 Alumni Referral Service 13

2.7 Counselling Services 13

- 2.7.1 Admissions 13
- 2.7.2 During the Study Period 13
- 2.7.3 Disability or Functional Impairment 13
- 2.7.4 Continuous Improvement 14
- 2.7.5 Concerns 14
- 2.7.6 Keep Me Safe Counselling Services 14

3.0 Student Complaint Procedure 14

4.0 Academic Standing 15

4.1 Reinforcement of Provincial Regulators' Rules and Regulations 15

4.2 Attendance 15

- 4.2.1 Attendance Policy 15
- 4.2.2 Absences 15
- 4.2.3 Late Arrivals/Early Departures 16

4.3 Evaluation 16

- 4.3.1 Assignments 16
- 4.3.2 Exams 16
- 4.3.3 Returned Exams/Tests/Assignments 17
- 4.3.4 Practicum 17

4.4 Standing in Courses 17

- 4.4.1 Re-Examination of Marks 17

4.5 Retake Policy 18

- 4.5.1 Failed Course(s) 18
- 4.5.2 Incomplete Program 18

4.6 Graduation Requirements 18

4.6.1 Preparation of Transcripts and

Diplomas/Certificates 18

4.7 Exemption and Advanced Standing – Transfer Credits 18

5.0 Academic Conduct 19

5.1 Academic Integrity 19

6.0 Student Conduct 19

6.1 Offences of Conduct 19

- 6.1.1 Discrimination 19
- 6.1.2 Health and Safety 19

6.2 Commitment to Study 20

6.3 Behaviour 20

6.4 Dress Code 20

6.5 Smoking 20

6.6 Eating and Drinking 20

6.7 Hygiene and Scents 20

6.8 Other Offences 20

7.0 Anti-Violence, Harassment, and Sexual Violence Policy 21

7.1 Intent 21

7.2 Definitions 21

7.3 Guidelines 22

7.4 Application of this Policy 22

- 7.4.1 Violence Risk Assessment 23

- 7.4.2 Reporting Violence or Bullying 23

- 7.4.3 Reporting Discrimination or Harassment 23

7.5 Seeking Immediate Assistance 25

7.6 The Right to Refuse Unsafe Education 25

7.7 Special Circumstances 25

7.8 Fraudulent or Malicious Complaints 25

7.9 Disciplinary Measures 25

7.10 Confidentiality 25

7.11 Managing and Coaching 26

7.12 Policy Review 26

7.13 Diversity 26

8.0 Student Withdrawal Policy 26

8.1 Academic Dishonesty 26

8.2 Outstanding Fees 27

8.3 Significant Omissions or Errors in Admissions Documentation 26

8.4 Academic Failure 27

8.5 Attendance 27

8.6 Harassment or Discrimination 27

8.7 Misuse of College Property 27

8.8 Endangerment of Staff or Students 27

9.0 Software and Hardware Usage 27

9.1 College Equipment 27

9.2 Internet 28

9.3 Software 28

10.0 Questions 28

Willis College

Student Expectations

1.

We expect all students to perform to the best of their ability. The College provides excellent facilities and 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 classes as scheduled.

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 the College. Respect for others and their property is expected.

Statement of Students' Rights & Responsibilities

In Manitoba, Private Career Colleges are regulated by the Private Vocational Institutions Act as administered by the Registration and Accountability Office (RAO). For information concerning students' rights and responsibilities, please visit <https://www.edu.gov.mb.ca/rao/student.html>.

**Registration and Accountability Office
Manitoba Advanced Education,
Skills and Immigration**

**4th Floor, 1181 Portage Avenue
Winnipeg, MB R3G 0T3**

**Phone: 204.945.8507
Email: rao@gov.mb.ca**

Related to students residing in Ontario:

Issued by the Ontario 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, email 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;
- 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
Fax: 416.314.0499 Email: pcc@ontario.ca

Student Policy

This student policy document contains vital information about Willis College of Business, Technology, Healthcare (referred to in this document as The 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.

1.0 Student Policy

1.1 Reputation for Excellence

Since 1866, Willis has been an undisputed leader in recognizing emerging job market demands. The College's history of excellence—a history of taking the lead and 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.

1.2 Professional Behaviour

Professionalism is the way we conduct ourselves. Students are expected to demonstrate professional behaviour in a variety of ways:

Respect for Others

Students display respectful behaviour by contributing equitably in group work, by being punctual, and by avoiding disruption of the learning environment.

Commitment to Quality

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

Personal Integrity

Professionalism is reflected by a student's 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 the College.

1.3 Education for Life

At the College, our programs are designed to provide students with an education for life. We know that, for many students, a college 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. The College works closely with students

to provide an interactive learning experience and to assist them in attaining practicum placements to acquire experience. "Learning *is* a life-long process..."

1.4 Quality Programs, Quality Services

Our students appreciate the friendly and caring atmosphere. The teaching and support staff are accessible and genuinely interested in helping students succeed. With small classes and qualified instructors committed to your success, the College is superbly equipped to continue its 150-year legacy of educational excellence.

2.0 Student Services

The College reserves the right to change program and course start dates, schedules, and teaching personnel without prior notice.

2.1 Office Hours

The Administration office of the College is open from 8:00 a.m. until 5:00 p.m. Monday to Friday. Students are asked to make all appointments with College administration outside of instructional time. Online students have access to daily office hours; outside of these hours, they should allow up to 24 hours for instructors to respond.

2.2 School Cancellation (Due to Weather & Road Conditions Only)

The 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. Notification will be sent via email.

2.3 Financial Aid

Student Financial Aid Officers will give students assistance to ensure that all personal circumstances are considered when funding their 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), Workers' Compensation Board, and Private Insurance
- ✓ *Government Student Loans:* The Ontario Student Assistance Plan (OSAP), the Canada Student Loan Plan (OSAP), the Quebec Student Bursary and Loan Plan (QSAP), Manitoba Student Aid, etc.
- ✓ *Institutional and Personal Funding:* Student loan programs at most major banks (only interest is paid while attending College)

2.3.1 Payments

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

Payment Schedule

The 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 funds. A service charge of \$20.00 will be made for any funds 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 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 not permitted to photocopy textbooks as this is an infringement of copyright laws.

2.3.2 Tax Receipts

For income tax purposes, T2202 tax receipts for tuition will be issued at the end of February of each year. Tax receipts will be made available via the student portal.

2.4 Books

Books and all related courseware costs are included in your studies. A breakdown of costs for program courseware is in the student contract. There will be no adjustment to book and courseware fees once the contract is signed.

Books may be physical copies or eBooks, depending on the publisher. The College will provide related materials on the first day of a new course. Students supplying their own textbooks and courseware must obtain and be prepared with these items, prior to the start of each course.

2.5 Exam Vouchers

A set number of certification vouchers are included in some 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. Vouchers are not transferable to other students or other exams. If a student fails an exam(s), they may use the remaining funds to book the same exam.

Please Note: See Faculty Head or Student Services for more information. If a student withdraws or is dismissed from their program, all exam vouchers are VOID. The College is not responsible for paying for any exams after a student withdraws or is dismissed.

2.6 Career Services (Domestic Students and International Students with Work Permits)

2.6.1 Career and Employment Services

The 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, the College can assist students in obtaining practicums and employment.

Please Note: The College does not guarantee employment.

2.6.2 Practical Experience (Practicum 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 practicum, which will affect their ability to graduate and may result in withdrawal from the program.

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

- A passing grade must be achieved in all courses
- Minimum 90% attendance throughout the program
- Maintained professional conduct throughout the duration of the program
- Account must be in good standing
- Student has provided Career Services with all practicum prerequisites and documents. Documents are program dependent and may include but are not limited to Criminal Check, Adult Abuse Check, Child Abuse Check, immunizations, etc.

Practicum placement must be completed successfully in order to graduate. Personal circumstances, such as a student's geographic location or out-of-school commitments, are not considered in practicum allocation. If a student declines the assigned practicum, they will be required to locate their own practicum subject to approval by the College. Request does not guarantee acceptance by the department or the potential practicum host.

If a student would like to obtain their own practicum, they must notify the Career Services Department in writing a minimum of three months in advance of their practicum start date. A student-initiated practicum placement is subject to approval by the Career Services Department. If approved by the department, Career Services will liaise with the potential host site. A request does not guarantee acceptance by the department or the potential practicum host.

2.6.3 Career Search Services

The College is dedicated to helping students 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 the College. The school is not responsible for employment opportunities lost due to errors or outdated information on a student's resume.

2.6.4 Alumni Referral Service

The College will continue to support alumni on their career path and related activities, as long as the graduate keeps the College updated on their employment status. The Career Services department can then inform interested alumni of any immediate job openings. Please contact Career Services Department for further details.

2.7 Counselling Services

2.7.1 Admissions

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

2.7.2 During the Study Period

Students are encouraged to bring forth any situation that may affect their academic performance.

2.7.3 Disability or Functional Impairment

The College is dedicated to providing a safe environment that promotes learning opportunities and maximizes student success. Students who identify with a disability or functional impairment are responsible for notifying the College prior to registration. Students are advised to disclose this information prior to registration to ensure appropriate support is in place prior to commencing study. Students are responsible for

obtaining all formal documentation related to supports required as required by the College. Strict confidence will be maintained.

2.7.4 Continuous Improvement

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.

2.7.5 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.

2.7.6 Keep Me Safe Counselling Services

The College prioritizes the welfare of its students and provides every student with access to a health and wellness app called MySSP (Keep Me Safe), free of charge. Keep Me Safe provides 24/7 counselling, as well as health and wellness tips. For more information, please contact a college administrator. All students are encouraged to download and become familiar with this free accessible tool.

3.0 Student Complaint Procedure

The College has an accepted process that must be followed with respect to all student complaints. Only if satisfaction is not achieved at the first level would you then take the matter to the next.

The College strives 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. Students should use the College Student Complaint Form to file a grievance. See your Faculty Head or Campus Director for details.

- Statements of complaint must be made in writing.
- The College ensures that all complaints are kept confidential.
- The procedure outlined below must be followed.
- The staff member presented with the 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 regarding the complaint will be arranged in a timely and professional fashion. No formal complaint will go unanswered.
- Records of complaints will be confidentially maintained for a period of at least three years.

Procedure for Complaints:

Step 1:

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

The College Management (Faculty Head or Campus Director) 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 virtually 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 their behalf. Minutes will be kept of this meeting. Following the meeting, the College Management (Faculty Head or Campus Director) 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. If a student has remaining concerns, they will have the option to proceed to Step 3.

Step 3:

If a student proceeds to step 3, the student complaint will be escalated to a member of the Executive Management team who reviews the situation and arranges a meeting with the student. Following this meeting, the Executive 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.

Step 4:

Following all attempts to find a resolution:

In Ontario, the student may complete a Ministry Student Complaint Form and forward it to their provincial regulator. Correspondence should be sent to the following address:

**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**

For students enrolled in Manitoba, formal complaints are handled through Private Vocational Institutes. Correspondence should be sent to the following address:

**Registration and Accountability Office
Manitoba Economic Development and Training
4th Floor, 1181 Portage Avenue
Winnipeg, MB R3G 0T3**

4.0 Academic Standing

4.1 Reinforcement of Provincial Regulators' Rules and Regulations

All provincial regulators expect students to participate fully in their studies, particularly in the areas of

attendance, classroom participation, and academic progress. The College is required to maintain records for each student and to monitor student compliance with the following policies:

- (i) Attendance Policy (Section 4.2); and
- (ii) Academic Progress/Satisfactory Scholastic Standard (Marks) (Sections 4.3 to 4.5)

4.2 Attendance

The 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 the expectations of the College.

4.2.1 Attendance Policy

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

- **Five (5) consecutive class days** of absence without notification to the school will result in immediate withdrawal and notification to funding agencies as required.
- **Ten (10) consecutive class days** of 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.
- A student who misses more than **10% of any course** may have to retake that course; fees may apply. The College may consult with any funding agencies as applicable, as there may be financial implications.

A student may request a reasonable accommodation based on religious or spiritual grounds with respect to an absence. Students must identify to their instructor or school administrator in advance of the necessary absence.

4.2.2 Absences

Students are required to report to the College when they will be absent from scheduled classes. Students should send an email to their instructor 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.

4.2.3 Late Arrivals/Early Departures

Any student arriving late may be unable to enter class (physically or virtually) if the instructor has already begun the lecture. In order to avoid disrupting a class in progress, a late-arriving student is asked to wait until the instructor signals the student to join the class in progress.

If a student needs to leave before an instructional period has ended, they must advise the instructor (by email or chat) in advance of the time that they will be **quietly** leaving the class.

4.3 Evaluation

To obtain a passing grade (minimum 70%), students must meet all the course requirements for attendance, assessments, and examinations. At the beginning of a course, instructors will inform students of all of the elements that will contribute to the final grade and the weighting of each.

4.3.1 Assignments

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 the assignment due date. In consideration of extenuating circumstances and **WITH** valid documentation, a due date may be extended at the discretion of the course instructor.

Late assignments may have a **10% 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 grade will be zero. It should be noted that the School of Photography does not accept any late assignments.

4.3.2 Exams

Where required, students must complete exam testing administered by the College.

- Exams are scheduled at the discretion of the individual instructor.
- Exams must be completed on a designated date. If a student misses an exam without valid notice and formal documentation, they will receive an automatic 0% for that exam, possibly resulting in the student failing the course. It is the student's responsibility to approach the instructor about the missed exam and the rescheduling of the exam by the end of the next business day.
- Collaboration, cell phones, textbooks, course materials, and the use of internet search engines are not permitted during the time allotted for the writing of the test, unless indicated by the College.
- When graded exams are reviewed by the instructor with the class, students are not permitted to copy or mark that exam in any way.

Absence from Exam

The instructor must be notified in advance if a student will 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 their 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. It is the student's responsibility to approach the instructor about the missed exam and the rescheduling of the exam by the end of the next business day.

Final Exam Rewrites (if applicable for your program)

Students who fail to achieve a mark of 70% on a final exam may be permitted one opportunity to rewrite an exam. If a result is below 50%, students are not eligible for a rewrite. If a student obtains below 50% on a final exam, they are not eligible to pass the course.

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% on a rewrite will receive the mark achieved.
- All exam rewrites will be scheduled outside of class hours within two days of receiving marks, unless authorized by Faculty Head or Campus Director.

4.3.3 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.

4.3.4 Practicum

Students must complete the number of hours, the number of weeks, and all required practicum assignments and assessments as required by the College, including the Self-Reflection Assessment, before the practicum is complete. Practicums commence once all theory hours have been completed.

Practicum placement must be completed successfully to graduate. In accordance with the College's attendance policy, missing more than 10% of your practicum hours could result in a withdrawal from your program. Practicum hosts reserve the right to remove a student from practicum. Reasons for this may include poor work performance, chronic lateness, absenteeism, etc. The College's obligation is to provide one practicum per student. Personal circumstances, such as a student's geographic location or out-of-school commitments, are not considered in practicum allocation. If a student declines the assigned practicum, they will be required to locate their own practicum subject to approval by the College. A request does not guarantee acceptance by the department or the potential practicum host.

If a student would like to obtain their own practicum,

they must notify the Career Services department in writing a minimum of three months in advance of their practicum start date. A student-initiated practicum placement is subject to approval by the Career Services department. If approved by the department, Career Services will liaise with the potential host site. A request does not guarantee acceptance by the department or the potential practicum host.

4.4 Standing in Courses

The passing grade for all courses in the diploma or certificate programs is **70%**. The following percentage equivalents and standings apply to all final grades at the College:

Honours	90% – 100%
Pass	70% – 89%
SC	Successfully Completed
E	Equivalency Standing
I	Incomplete Course
F	Failure
W	Withdrawn

4.4.1 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, they must follow the guidelines as outlined in this policy:

1. Within 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 their answer.
2. If the student is dissatisfied with the results of the review, it is recommended that they follow the Student Complaint Procedure outlined in this Student Handbook.

4.5 Retake Policy

4.5.1 Failed Course(s)

At the discretion of College 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 (except for the School of Photography where no retakes are permitted):

- Students that receive a grade below 70% in a course have the option to retake the course once, pending approval by College Management and scheduling.
- There may be financial implications through student funding and additional fees may apply.
- The maximum number of retakes is 3 courses.
- Should a student fail a fourth course, they will be administratively withdrawn from their program, and may not be allowed to reenter the program. Any exceptions are at the discretion of the College.

4.5.2 Incomplete Program

If a student withdraws from school prior to completing the program, they may be permitted to return to school to complete their studies. Applicable fees will apply. Return to school is at the discretion of College Management.

Students have one (1) year from the date of their withdrawal to return to the College to finish any outstanding courses. **AFTER 1 year**, students will **NOT** be eligible to complete their program. Programs may be subject to change; advanced standing will be honoured where applicable.

4.6 Graduation Requirements

In order for a student to receive their diploma/certificate, they must fulfill:

- all the requirements of their program of study;
- all financial obligations to the College. In instances where all financial obligations have not been met, a transcript of marks would be issued; however, the diploma would be withheld until all financial obligations are met.

The diploma/certificate achieved for courses

successfully completed, along with a transcript of grades, will be issued at the end of a program.

4.6.1 Preparation of Transcripts and Diplomas/Certificates

Once a program of study has been completed, a transcript of final grades and a diploma/certificate will be prepared for the graduating student. It takes approximately 28 days for transcripts to be completed and diplomas/certificates to be prepared. Students 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. If additional copies of the transcript or diploma/certificate are required, these can be prepared at a cost of \$25.00 each.

If a student chooses to withdraw from their program of study or fails to satisfy the requirements of a program of study and does not graduate, that student will receive an official transcript of final grades.

4.7 Exemption and Advanced Standing – Transfer Credits

The 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. To be granted credit or advanced standing in a course, a student must meet one of the following criteria:

- If the course has an industry certification, the student must provide a copy of the industry certification.
- Write and pass a final exam with a minimum of 70%. There is a \$100.00 administration fee payable before the exam is written.
- Have a post-secondary diploma or degree from a recognized public or private institution in a similar discipline. Detailed course outlines must be provided to evaluate prior courses taken.

The 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 and that restrictions may apply. **No exemptions or advanced**

standing will be considered after the student has started the program.

If the Campus Director approves an exemption, the 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.

5.0 Academic Conduct

5.1 Academic Integrity

A student's academic integrity is questioned when they:

- 1) cheat 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) commit an act of plagiarism (which for the purpose of this regulation means to use and pass off as one's own idea or product);
- 3) disrupt a class or period of instruction despite continuous warnings to discontinue any act or behaviour reasonably judged by the instructor of the course to be detrimental to the class.

Any student found in violation of these regulations will be subject to the following:

- First Offence: Zero awarded on the assessment and placed on probation.
- Second Offence: Zero awarded on the course and the student will be required to redo the course at a cost of up to \$150 per week of class.
- Third Offence: Withdrawn from study.

Depending on the severity of the violation, the College reserves the right to immediately escalate the steps, up to and including withdrawal.

6.0 Student Conduct

6.1 Offences of Conduct

The College has a zero-tolerance policy when it comes to allegations of misconduct in the areas of discrimination and sexual harassment; nor will the College tolerate any form of verbal/physical abuse.

6.1.1 Discrimination

Any student 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 disability is committing an act of discrimination.

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

- Allegations are to be made in writing to the Campus Director, who will conduct an investigation. The 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 the College Complaint Resolution Committee for further investigation and action.

6.1.2 Health and Safety

The College has a Health and Safety Committee in place. It is the belief of the committee that:

- Safety is everyone's responsibility.
- Safety is achieved through the direct and personal involvement of all persons in the organization. Be aware and be vigilant.
- Protective measures are taken to reduce the occurrence of hazards and injuries.
- If there is an accident, students must report the accident to staff immediately. Staff will determine the next steps.
- It should be noted that there are first aid kits in the College, and they are identified by signage.

6.2 Commitment to Study

In addition to time spent at the College, it is highly recommended that students devote adequate time each day to reading, studying, and practicing outside classroom hours. Time spent in the College setting receiving instruction, applying knowledge, and practicing skills is not sufficient to keep pace with the intensive courses. Students need to mentor each other as well, sharing strengths, forming study groups, and offering encouragement.

6.3 Behaviour

Students are expected to conduct themselves in a **professional manner in all school environments**. It is important to look presentable and act professionally at all times. The building in which the campus is located also rents out space to other businesses. These businesses are potential opportunities for networking for you when it comes time to actively search for work. In addition, the College and these businesses receive visitors who become a part of your unseen network.

6.4 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, a button-down shirt, and dress shoes are common. Even in a virtual setting like Zoom, dress code matters.

6.5 Smoking

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

6.6 Eating and Drinking

The development of **good working habits** is an essential part of the training at the College. Eating is prohibited in all physical and virtual classrooms. Exemption for special events may apply. All drinking containers must be spill proof (e.g., travel mug with tight lid) to reduce the chances of damage to keyboards, computers, and monitors, etc.

Regular coffee shop to-go cups are not allowed in classrooms. Every student is requested to ensure that they leave the computer station clean. All garbage is to be placed in the wastepaper bins in the classrooms or, if provided, in appropriate recycling bins.

6.7 Hygiene and Scents

The College expects all students to maintain proper personal 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 the College has small class sizes, it is very important to always remain respectful of those around you.

6.8 Other Offences

- a) Misuse of equipment;
- b) Pirating, selling, or distribution by any means of any copyrighted software;
- 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, personal belongings, storage cabinets, and storage rooms.

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

- a) Withdrawn; or
- b) Placed on probation

7.0 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 and in accordance with the Manitoba Post-Secondary Sexual Violence Policy Guide Promoting Awareness and Prevention.

7.1 Intent

The 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, the College does not condone and will not tolerate acts of violence, harassment, or bullying against or by any of the 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 LGBTQ+2S community
- Newcomer women and women from ethnocultural 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.

7.2 Definitions

Educational institute violence or bullying: This is the action, statement, or behaviour (verbal, non-verbal, or physical force) by a person against a student in an educational institute that causes or could cause injury to the students. Examples may include but are not limited to:

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault, throwing an object at a student, kicking an object that a student is sitting on such as a chair, or trying to run down a student using a vehicle);
- Any threat, behaviour, or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property; or
- Disruptive behaviour 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 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 environment in an educational institute; these 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.

7.3 Guidelines

The 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 College'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 the 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 the 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.

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

7.4 Application of this Policy

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

The 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 their time at the College.

This commitment applies to such areas as training, performance assessment, marking, attendance, and all other educational practices and educational conditions.

All 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 include incidents that occur:

- During all educational hours, including online, in class, and practicum;
- At practicum-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.

7.4.1 Violence Risk Assessment

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

The risk assessment may include a review of records and reports, such as security reports, student's incident reports, staff or student's 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.

7.4.2 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 the 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 College shall:

- 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) while maintaining confidentiality, unless compelled by law
- Take all reasonable measures to eliminate or mitigate risks identified by the incident
- Document the incident, its investigation, and corrective action taken
- Review this policy or revise the assessment as needed

The Health and Safety Committee 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 serious 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
- Respond to student concerns related to educational institute violence and communicate these to Management

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

7.4.3 Reporting Discrimination or Harassment

Informal Procedure

If a student believes they have been personally

harassed, they may discuss the situation with their instructor.

Any students who feel discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the facts directly to their Student Services Coordinator, Education Manager, or Faculty Head.

Formal Procedure

If a student believes they have been personally harassed, they may make a written complaint. The written complaint must be delivered to their Faculty Head or Director. The complaint should include:

- The approximate date and time of each incident that the student wishes 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, the 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.

The 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 the following steps:

- The complainant, any person involved in the incident, and any identified witnesses will be interviewed.
- Any other person who may have knowledge of the incidents related to the complaint or any other similar incidents will also be interviewed.
- 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 College will protect from unnecessary disclosure the details of the incident being investigated and the identities of the complainant and the respondent.
- Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by Willis College staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual activity.
- 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 College may employ outside assistance or request the use of legal counsel.
- Students will not be dismissed or disciplined because they rejected sexual advances of another student or staff of the College, or because they lodged a harassment complaint when they honestly believed they were being harassed.
- Upon completion of the investigation, the College will inform both the complainant and respondent in writing of the findings of the investigation and any corrective action that has been or will be taken as a result of the investigation.

If the complainant decides not to lay a formal complaint, the Director reserves the right to proceed with a formal complaint if warranted (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.

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

7.5 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 another student, volunteer, visitor, staff, or customer, an immediate call to "911" is required.

7.6 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*.

7.7 Special Circumstances

If a student has 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 the College, in direct violation of the court order. The 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 College is seen with a weapon (or is known to possess one), or makes a verbal threat or assault against any student or another individual, student witnesses are required to immediately contact the police, emergency response services, and 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, the College will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

7.8 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 College significant damage. If it is determined by the College that any students have knowingly made false statements regarding an allegation of personal harassment, immediate disciplinary action may be taken including, but not limited to, counselling, a formal warning, or dismissal.

7.9 Disciplinary Measures

If it is determined by the College 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, but is not limited to, counselling, a formal warning, or dismissal.

7.10 Confidentiality

The College will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. The College will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the company and will be proportional to the seriousness of the behaviour concerned.

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

Privacy and Access to Information – The College safeguards the personal information of its students. *The Privacy Act of Canada*, a federal law, states that any information collected on a student is the personal information of that student. If a student wishes to see their personal information, they must make a written request, which will be reviewed by College administration.

7.11 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's or instructor's responsibilities in these areas.

7.12 Policy Review

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

7.13 Diversity

The College believes Canada is a multicultural nation that has long benefitted from the wide range of viewpoints, experiences, and traditions of its diverse population. Diversity has proven to be an asset and is linked to stronger performance. To that end, the College supports and promotes a diverse learning environment.

8.0 Student Withdrawal Policy

The College is committed to taking all reasonable steps to ensure that students have the opportunity to successfully complete their programs. The College has a commitment to ensure that all students are treated fairly and equitably within this general framework. Students who are found in violation of the College policies may be subject to penalties, up to and including withdrawal from study.

Verbal warnings and written warnings may precede student withdrawals. If it is deemed that the integrity of the College or the well-being of others is in danger, then withdrawal may be applied at the College's discretion at any point in the process.

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

Withdrawal from the College may have significant financial implications with any third-party funding agency. Any applicable third-party funding agency may be consulted in the process of withdrawal.

The following sections outline the conditions under which a student may be withdrawn with cause.

8.1 Academic Dishonesty

Students may be subject to withdrawal 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

8.2 Outstanding Fees

Students who fail to remit outstanding fees in accordance with their signed payment schedule may be withdrawn.

8.3 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 withdrawal.

8.4 Academic Failure

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

8.5 Attendance

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

8.6 Harassment or Discrimination

In determining what constitutes harassment or discrimination, the College refers to provincial human rights codes. Students requiring more specific information may refer to the specific code as posted on their provincial website. See Section 7.0 for details.

8.7 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 withdrawn and required to make restitution.

8.8 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 withdrawn. Students who are found to be exhibiting disruptive behaviour or are under the influence of drugs or alcohol or carrying weapons will be subject to immediate withdrawal.

Prior to withdrawal, depending on the severity and nature of the situation, the College may take intermediate steps, including verbal and written warnings, at its discretion.

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

Withdrawn students may appeal the decision within three days of the notification from the College. A student wishing to appeal may follow the complaint resolution procedure of the College as outlined in section 3.0.

Fees

The effective date of withdrawal will be the basis of settlement for the student's account, in accordance with the signed student contract and third-party funder agreements.

Return of Property

A student who is withdrawn is responsible for the return of any College property assigned to them within 3 days. Students will be held financially responsible for any property not returned in good condition as outlined in the student agreements.

9.0 Software and Hardware Usage

9.1 College Equipment

All College equipment is to be treated with respect. Student assistance and cooperation is the key to

helping the College keep equipment in top condition. If a student finds that a piece of equipment is not working correctly, they should report the matter to the instructor in charge. The instructor will then inform the 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. If equipment has to be moved, requests must be made and action taken by the administration.

9.2 Internet

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

The following policies apply to all the potential uses of the internet, including browsing on unacceptable sites that compromise the strict adherence to copyright, sites that are illegal, or sites that contain unacceptable materials. If unsure, the student should refer to their instructor for guidance.

- 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 the 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.

9.3 Software

Software for courses is only provided when the College software licence permits such distribution. Any additional software that a student might want to assist

in their learning is the responsibility of the student. The College does not place personal software orders 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 the College. This applies to the software used in instruction as well as any other accessible software from personal sources or from the Internet.

10.0 Questions

We want your time at the College to be rewarding both personally and scholastically and to be looked back on with satisfaction and contentment.

If you have any questions, please contact info@williscollege.com.

For IT support, please contact techsupport@williscollege.com.

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

Addendum

Military students at Willis College will find themselves in a civilian learning environment. They will be in classrooms and at a school with civilian staff and students who are not subject to the Code of Service Discipline or the many Canadian Armed Forces (CAF) human resources policies. Nevertheless, the Code of Value and Ethics, Harassment, Diversity and Privacy policies of the CAF, to name a few, remain in effect for all military students while at the College, as does the Code of Service Discipline. These directives and policies are available online or will be provided on request to military students by College staff.

