



Oscar International College Student Handbook

Effective April 2018
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About This Handbook

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

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

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

ACADEMIC POLICIES AND PROCEDURES

Admissions

All applicants are required to follow a formal application procedure. The application and admissions process includes an interview with admissions representative; meeting with an administrator, validation that the applicant meets the program admission requirements and signing of a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers, so that the applicant can make informed decisions. Admission is based upon the applicant's meeting the proscribed program admissions requirements.

Admissions to programs must be approved by either the Campus Manager or Senior Educational Administrator.

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

Admissions Process

1. **Interview with Program Representative:** It is important that the applicants interview and have the opportunity to explore their education and career expectations. Therefore, applicants are interviewed by an admissions representative as part of the application process.
2. **Meeting Financial Administrator:** The student must meet with the Financial Administrator. Financial Administrators are trained to assess the students understanding of the financial challenges that face adult learners and to ensure that the student understands the responsibilities that arise from funding study by way of student loan.
3. **Admissions Requirements:** To ensure students have the basic knowledge, skills, and abilities to be successful, each program has established admissions requirements that must be met in order for the student to be approved for admission. The admission requirements cannot be waived by either the student or the institution. Specific programs may have additional admission requirements. The College does not represent or imply that students are guaranteed a job or in the case of international students a work permit on graduation.
4. **Student Enrolment Agreement:** A written Enrolment Agreement conforming to regulatory requirements must be signed by the student and/or by a parent or guardian if the applicant is a minor (not reached the age of 19 in British Columbia and 18 in

Ontario, Alberta, Manitoba and Quebec). The student must receive a copy of the Enrolment Agreement with the Campus Manager's signature once the student has been accepted into the program.

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| Admissions Policy and Procedure | Date: January 2, 2017 |
| Name of Policy | Implementation Date |
| Senior Educational Administrator, On-site Administrator | Date: April 10, 2018 |
| Position(s) Responsible | Date of Last Revision |

Policy:

Oscar International College is committed to provide accurate information and guidance to prospective students to ensure they make informed decisions about their program of study. **Oscar International College's** admission criteria are well publicized and applied consistently. Entry assessment tools and admission requirements ensure students have the required language competencies (see Language Proficiency Assessment Policy), and the basic knowledge, skills and abilities to achieve program outcomes. Admission requirements may not be waived by either the student or **Oscar International College**.

Students are provided with the following policies before entering into any contract, including a Letter of Acceptance or student enrollment contract:

- a. Tuition and Refund Policy
- b. Withdrawal Policy
- c. Admissions Policy
- d. Attendance Policy
- e. Program Outline
- f. Language Proficiency Assessment Policy (if applicable)
- g. Safety Policy and Procedure
- h. Student Code of Conduct and Dismissal Policy
- i. Grade Appeal Policy

Procedure:

Step 1: When a student shows interest in a particular program, he/ she will be offered to set up an appointment to discuss the admission process.

Step 2: After the appointment, if the program of study suits the candidate then the student will be encouraged to fill the Enrollment Application Form and also meet the admission requirements of a particular course such as proof of English scores or Assessment test.

Step 3: Next, the students will submit the Application Fee (Registration Fee) and Tuition fee. (Total payment must be paid before the beginning of the course)

Step 4: Once the student completes the Enrollment Application Form and receives the receipt of fees, he/she will be confirmed for the program of study.

English Language Assessment Policy

All applicants to the College must demonstrate that they are proficient in the English language in order to be successful in their training. Demonstration that they are proficient in English can be satisfied if the applicant has passed the College's admissions test, specifically the English comprehension assessment component of the test.

If English was not the applicant's first language (where he/she were educated in another language) and a specific requirement of English proficiency is specified in the individual program, the applicant will need to meet the minimum English Language Proficiency standard as outlined for that individual program admissions requirements.

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|---|------------------------|
| Language Proficiency Assessment Policy | January 2, 2017 |
| Name of Policy | Implementation Date |
| Position Title: Senior Educational Administrator | April 10, 2018 |
| Position(s) Responsible for Administering this Policy | Date of Last Revision |

Policy:

Instructions at Oscar International College Inc. are conducted in English. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student. The following are accepted:

For EA Program:

Passing English language competency requirements
 International English Language Testing System (IELTS) Academic or General within the past two years; with an overall score of 6, OR
 Test of English as a Foreign Language (TOEFL) within the past two years; IBT with an overall score of 76, OR
 College in-house English competency test

For ECE Program:

Passing English language competency requirements:

International English Language Testing System (IELTS) Academic or General within the past two years; with an overall score of 6, OR

Test of English as a Foreign Language (TOEFL) within the past two years; IBT with an overall score of 76, OR College in-house English competency test

For HCA Program:**English Requirements:****Native English Speakers**

- Evidence of one of the following: Proof of completion of Grade 10 English; or
- College courses determined to be equivalent to completion of Grade 10 English (or higher) by post-secondary institutions. Applicants must produce transcripts as evidence of completion. A minimum of a C grade is acceptable.
- Canadian Adult Achievement Test (CAAT): Reading Comprehension 35/50, Spelling 23/32
- Language Placement Index (LPI): The three individual scores (Sentence Structure, English Usage, and Reading Comprehension) must total a minimum of 20, out of a maximum possible score of 40. Essay level of 4, with a minimum essay score of 24/40
- Accuplacer: Grade 10 level or higher Cut Scores*: Reading Comprehension 60, Sentences Skill 55, Writeplacer 4

Non-Native English Speakers

****Either of the following assessments must have been completed within the last two years or last year:**

- Evidence of one of the following test scores: 1. The Test of English as a Foreign Language (TOEFL): test must be within the last two years, IBT only -- Overall score of 76 with no score lower than 20 in Speaking and Listening and no score lower than 18 in Reading and Writing
- International English Language Testing System (IELTS): Academic or General -- test must be within the last two years: Overall score of 6 with a minimum of 6 in Speaking and Listening and no score lower than 5.5 in Reading and Writing
- Canadian Language Benchmark Placement Test (CLB PT): test must be within the last year: Listening 7, Speaking 7, Reading 6 and Writing 6 - Note: a CLB Report Card from a LINC Program may also be accepted.
- Canadian English Language Proficiency Index Program (CELPPIP): Academic or General -- Academic: Aggregate score of 4L or better, with 4L or better in Speaking and Listening and 3H or better in Reading and Writing. General: CELPIP 7 or better in Speaking and Listening and CELPIP 6 in Reading and Writing

Canadian Academic English Language Assessment (CAEL): Overall Score of 60, with no section less than 50
Passing

Procedure:

It is important to fulfill the language proficiency requirements of the program. Students must fulfill the language proficiency requirements prior to the admission. The proof of Language Assessment will be kept in the Student's file for record. Language requirements for some programs may be mandated by an external regulatory body for that program.

Accommodations for Students with Disabilities

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

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

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

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

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

Appropriate accommodations, auxiliary aids and/or services are determined following an individualized assessment of each request and discussion between the student and the

Campus Manager and Senior Educational Administrator. The Director, in consultation with the Student Relations Office, will consider the following factors in determining appropriate accommodations, auxiliary aids and/or services:

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

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

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

Attendance

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

When a student is unable to attend class, they must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances which prevented their attendance. These circumstances generally involve illness, personal emergencies, and death in the immediate family. Absences based on illness must be accompanied by a doctor's note, without exception. All absences are recorded regardless of the reason for the absence.

If a student is unable to attend school for five (5) consecutive days, regardless of the reason for the absence, s/he will receive a warning in writing and must obtain permission from the College to resume studies. Each province has specific attendance percentages and/or time frames. It is the student's responsibility to be aware of the regulations in their province.

Student Attendance Policy

Date: January 2, 2017

Name of Policy

Implementation Date

Senior Education Administrator, Onsite Administrator

Date: April 10, 2018

Position (s) Responsible for Administering this Policy

Date of Last Revision

Policy:

The Student is responsible for maintaining their attendance according to the expectations of their program. If a student needs urgent holidays, he/she must provide a dated, written, notice of Urgent Vacation to the **Senior Education Administrator** or **Onsite Administrator**. The course must be completed within its duration. **Oscar International College** is not responsible for makeup classes.

Interruption of Studies

If for any reason a student interrupts their studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, they must meet with the **Senior Education Administrator** or **Onsite Administrator**. Non-attendance does not constitute notice of withdrawal. The College will consider only two reasons as valid for interruption of studies:

1. *Medical Reasons* - The student must provide a physician's note attesting to the illness and stating the dates that the student was required to be away from college.
2. *Compassionate Reasons* - The student must provide a letter explaining the circumstances surrounding the absence. A compassionate reason for absence must meet the definition "a suddenly-arising situation beyond the control of the student."

Re-admission will be considered on a case-by-case basis. Students must submit a written letter to the **Campus Manager and Senior Educational Administrator** or designee requesting re-admission. The student will be responsible for payment of all fees relating to college up to and including the date of termination in accordance with the Refund Policy. Students may not be able to resume their program where they left.

The student's scheduling and/or completion dates may also be changed as a result.

Resumption of Studies

Students who have interrupted their studies by an absence of five (5) or more consecutive days or by missing a scheduled examination must obtain permission to resume classes. Students should make an appointment for a formal interview with the **Campus Manager and Senior Educational Administrator** or designee as soon as they are sure of their return date.

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

Procedure:

According to the **Oscar International College's** Attendance Policy, when a student submits a written notice to the person responsible for administering this policy, Senior Education Administrator will be responsible to process the application. However, it is the responsibility of every student to ensure to maintain their attendance according to their course.

Attendance Warnings

Students whose absences exceed **10%** of the total hours of the program of study will be warned in writing.

Students whose absences exceed **15%** of the total hours of the program of study will be placed on probation and will be subject to conditions if they wish to continue study.

Students whose absences exceed **20%** of the total hours of the program of study will be dismissed from the College.

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

Students cannot miss work experience/clinical placement time.

Student Loans and Third-Party funding and Attendance Reporting

The College may be required to report any attendance irregularities to funding agencies. These agencies include (but are not limited to) the provincial Student Loan Office, Worker's Compensation Board, Human Resources Skills Development Canada (EI), and private insurers. Students funded by any of these agencies may be subject to further attendance requirements imposed by the funder. Poor attendance may affect a student's

eligibility for funding. Each province has specific attendance percentages and/or time frames. It is the student's responsibility to be aware of the regulations in their province.

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

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

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

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

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

Students who must be absent due to illness or personal emergencies must call the College on the day that they are absent stating the reason for the absence and the anticipated date of return. Students are expected to advise their Instructors in advance if they know they will be away.

The College is required to report any attendance irregularities to funding agencies. The

student must be aware that verification of attendance is required by certain professional associations or funding providers.

Absence from College for any reason may affect a student's funding or certification eligibility.

Respectful and Fair Treatment of Student Policy

| Respectful and Fair Treatment of Students | March 17 2017 | April 10 2018 |
|--|----------------|---------------|
| Name of Policy | Effective Date | Revision Date |

The Oscar International College Inc. is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on Oscar International College Inc. premises or in the course of activities or events hosted by Oscar International College Inc. the following activities are prohibited:

- **Bullying:** is behavior, usually repeated over time that intentionally hurts another individual or group, physically or emotionally.
- **Discrimination:** is an action or a decision that treats a person or a group negatively for reasons such as their race, age or disability. These reasons are known as **grounds of discrimination**. (as per <http://www.chrc-ccdp.gc.ca/eng/content/what-harassment>)
- **Harassment:** It involves any unwanted physical or verbal behavior that offends or humiliates you. Harassment occurs when someone:
 - makes unwelcome remarks or jokes about your race, religion, sex, age, disability or any other of the 11 [grounds of discrimination](http://www.chrc-ccdp.gc.ca/eng/content/what-harassment).
 - threatens or intimidates you.
 - makes unwelcome physical contact with you, such as touching, patting, pinching or punching, which can also be considered **assault**. (as per <http://www.chrc-ccdp.gc.ca/eng/content/what-harassment>)

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

- The student may report it to the online administrator in a safe and private environment.
- Further, the Onsite Administrator will report it to the Senior Educational Administrator.
- The Senior Administrator will determine the course of action considering the involvement of students and severity of the circumstances. These actions may include a simple warning or all the way to expulsion.

Hence, it's the responsibility of Oscar International College to provide a safe environment

to learn at the premises.

Safety Policy

Name of Policy

Date: January 2, 2017

Implementation Date

Position Title: Senior Education Administrator

Position(s) Responsible

Date: April 10, 2018

Date of Last Revision

Policy:

Oscar International College Inc. is committed to providing a safe environment for students, instructors and employees. **Oscar International College Inc.** will make every effort to ensure all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to **Senior Education Administrator**.

Procedure:

According to our Safety Policy:

It is the responsibility of all staff members and students to be aware of the safety policy for their implementation and practice. These responsibilities include the following:

- Being aware of the environment and equipment that may compromise their safety.
- Informing the Senior Educational Administrator or Onsite Administrator regarding any conditions or practices that may be related to the safety.
- Besides this, any injuries, misconduct, violence, and concerns must be informed immediately to the Educational Administrator or Onsite Administrator.

Oscar International College Inc. will ensure that all the conditions or issues related to the safety of staff and students must be addressed by taking immediate actions.

Code of Conduct and Dismissal Policy

**Code of Conduct and Dismissal Policy
2017**

Date: January 2,

Name of Policy
Date

Implementation

Senior Education Administrator

Date: April 10, 2018

Position(s) Responsible for Administering this Policy
revised

Date of last
revised

Policy:

Students are expected to meet and adhere to the Code of Conduct set out in this policy while completing a program of study at **Oscar International College Inc.**

If necessary, students should request clarification from the **Senior Education Administrator**. “Student” means a person who is presently enrolled at **Oscar International College Inc.** including students participating in work experience placements.

Code of Conduct

While on Oscar International College Inc.’s premises or in the course of activities or events hosted by Oscar International College Inc., students: must comply with all applicable Oscar International College Inc. policies, including the Attendance Policy;

- must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behavior;
- must not steal, misuse, destroy or deface Oscar International College Inc. property;
- must not consume, possess or distribute alcohol or controlled or restricted substances; and
- must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

The above list sets out examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive. Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the **Senior Education Administrator**. Concerns may be brought by staff, students or the public.
- 2) The **Senior Education Administrator will** arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the **Senior Education Administrator will** meet with the student as soon as is reasonably possible.
- 3) Following the meeting with the student, the **Senior Education Administrator** will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 5) The **Senior Education Administrator will** meet with the student and do one of the following:

- (a) Determine that the concern(s) were unsubstantiated;
- (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
- (i) Give the student a warning setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
- Recommend that the student be dismissed from the **Oscar International College Inc.**
- 6) The **Senior Education Administrator** will prepare a written summary of the determination. **A copy shall be given to the student, and the original will be placed in the student file.**
- 7) If the student is issued a warning or placed on probation, the **Senior Education Administrator and the student** will **both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.**
- 8) If the recommendation is to dismiss the student, the **Senior Education Administrator** of the institution will review the recommendation and accept or reject it. If the recommendation is accepted by the **Senior Education Administrator**, the **Senior Education Administrator** will meet with the student to dismiss him/her from study at the institution. The **Senior Education Administrator** of the institution will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with the Refund Policy. If the recommendation is rejected by the **Senior Education Administrator**, then steps 5 through 7, above will be followed.

If a refund is due to the student, **Oscar International College Inc.** will ensure that a refund is forwarded to the student within 30 days of the dismissal.

If the student owes tuition or other fees to the institution, **Oscar International College Inc.** may undertake the collection of the amount owing.

Student Withdrawal Policy

| | |
|---|------------------------------|
| Student Withdrawal Policy | Date: January 2, 2017 |
| Name of Policy | Implementation Date |
| Senior Education Administrator, Onsite Administrator | Date: April 10, 2018 |
| Position (s) Responsible for Administering this Policy | Date of Last Revision |

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to **Senior Education Administrator** or **Onsite Administrator**. Refunds are calculated according to Oscar International College Inc.' Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

Procedure:

According to the Oscar International College Inc.'s Withdrawal Policy, when a student submits a written notice to the person responsible for administering this policy, it will take 15-20 working days to process the application. Senior Education Administrator will be responsible to process the application and refund.

Oscar International College Tuition and Refund Policy

Name of Policy: Tuition and Refund Policy
 Implementation Date: January 02, 2017
 Position(s) Responsible: **Senior Educational Administrator**
 Date of Last Revision: **January 1, 2020**

Oscar International College Inc. is committed to provide information about Tuition and Refund Policy about their program of study to the students. If a student is eligible for refund, he/she must provide a dated, written, notice to **Senior Education Administrator**. **The refund Application will be processed within 30 days.**

Below is the summary of our college's Tuition and Refund Policy:

REFUND POLICY

If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:

- (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
- (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the

student enrolment contract and the contract start date; or

- (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.

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

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

Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:

- (a) more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
- (b) after the contract start date
 - i. but up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

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

- (a) up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

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

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

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

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

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

- (a) of the date the institution receives a student's notice of withdrawal,
- (b) of the date the institution provides a notice of dismissal to the student,
- (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
- (d) after the first 30% of the hours of instruction if section 3 of this policy applies.

If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

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

Tel. (604) 569-0033 or 1-800-661-7441

Fax. (778) 945-0606

www.privatetraininginstitutions.gov.bc.ca

PTI@gov.bc.ca

Please be advised that under section 61 of the Private Training Act, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

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Cheating and Plagiarism

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

Cheating is any act of academic dishonesty.

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

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

1. Submitting the same work or part of the same work, for credit in two different courses without the prior agreement of the instructors involved;
2. Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.).
3. Presenting oneself as another student for a class, test, or exam;
4. Unauthorized sharing of material (copying, or allowing others to copy) during a test or exam.
5. Unauthorized communication with another student in a test or exam;
6. Submitting another person's work as your own, or providing work for another person to submit as their own;
7. Falsifying or misrepresenting academic records;
8. Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor
9. Deliberately preventing, or attempting to prevent, the fair access by other students to all types of learning resources;
10. The act of copying for the purpose of providing advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain advantage for you. The methods used could be visual, oral, notes, printed matter or electronic means.)
11. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as appropriate reference, to ideas, thoughts, and writings of another, whether the

source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first. (When in doubt, consult with the Instructor for the course.);

12. Collaboration is the act of two or more students working jointly on any assignment when the Instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside of class hours, in-class assignments, lab exercises or reports. Collaboration also includes writing an assignment or paper for another student;
13. Theft or solicitation of another student's assignment or paper, grade books, unadministered tests or other academic work/material will result in immediate expulsion; and
14. Intentionally helping or attempting to help another student to commit any act of academic dishonesty.

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

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

Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course during their program. Not all programs allow students to repeat a course and some externally regulated programs have specific repeat policies. **Students may only fail three (3) courses over the duration of their studies unless otherwise stated, but all courses must be successfully completed before moving onto the next module or semester.** Externally regulated programs may have different requirements. Should the student fail a course they may receive one course repeat at no cost. Subsequent failed courses will be charged the full cost of the course, as well as any other incidental cost. The Campus Manager and Senior Education Administrator will make a determination based on the circumstances.

Students may only repeat a course if class space is available. All repeated courses will appear on the student's academic transcript. Please remember that repeating a course is a

privilege that the student must earn. **The repeating of a course is permitted if a student meets the conditions outlined below.** All conditions must be met:

1. Complete an interview with the **Campus Manager and Senior Educational Administrator** and Program Coordinator;
2. The student has demonstrated good attendance;
3. The student has been punctual for class;
4. The student has demonstrated significant effort;
5. The student has completed all the requirements for the course/module and simply was unable to achieve a passing score on the first attempt;
6. The student has met all other graduation requirements.

Resources and Materials

Students will be offered hardcopy textbooks which are required for their program. The College is not responsible for any lost, damaged or stolen books. Student's may order another copy at an additional expense. Uniforms/Scrubs are included in the tuition cost.

Grading

| Letter Grade | Percentage Equivalent |
|---------------------|------------------------------|
| A+ | 95-100% |
| A | 90-94% |
| B | 85-89% |
| C | 80-84% |
| D | 75-79% |
| F | <75% |

A final overall grade of 75% is required in all HM, EA modules in order to move onto the next module, or clinical placement and graduate.

The College uses a letter grade or percentage to indicate academic performance. Students are given a letter grade for each course, work experience, clinical placement completed or attempted. Grading may be based on classroom performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

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

Pass (P)

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

Withdrawal (W)

Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal), which will not be factored into the cumulative grade point average. In Quebec, students who withdraw before 20% of the course has elapsed will not receive a grade for that module on their transcript.

Fail (F)

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

Incomplete (I)

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

In Progress (IP)

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

Exempt (E)

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

Credit for Prior Learning (CR)

A “CR” grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the college. **All transcripts and documents must be submitted to the Campus Manager and Senior Educational Administrator for evaluation and credit.**

Grade Appeal

As such, a student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the **Campus Manager and Senior Educational Administrator**.

Students who feel they have received an erroneous grade must appeal that grade to their instructor a maximum of five (5) business days after the start of the following term. Only final grades may be appealed. If the student and instructor do not reach a resolution, the student may appeal to the Campus Manager and Senior Educational Administrator. The Campus Manager and Senior Educational Administrator after consultation with the instructor and student, will make a determination. The student, if still dissatisfied may appeal by following the Dispute Resolution Policy found in this manual.

GRADE APPEAL POLICY**a. Definition**

Grade appeals deal with claims that a student’s course grade has been improperly determined. Student appeals will be directed to the Onsite Administrator where the course is taught.

In this policy, ‘instructor’ shall indicate instructor or supervisor, ‘Faculty’ shall indicate Faculty or School.

b. Faculty and School Appeals

1. The student is not required to inform the instructor(s) of an intention to appeal, but, before initiating a grade appeal, the student must have discussed the grade and how it was determined with the instructor(s). If the Onsite Administrator is satisfied that the instructor(s) was not available for this discussion, the Onsite Administrator shall

allow the appeal to proceed without it.

2. All grade appeals must be initiated by completion of a *Grade Appeal Request Form*, which must be received and signed by the student and submitted to the Onsite Administrator within 10 days of receiving the grade being appealed.
3. The *Grade Appeal Request Form* must explain why the student believes that the grade was improperly determined. The Onsite Administrator's signature on the *Grade Appeal Request Form* indicates that the student has discussed the merits of the grade appeal with the Onsite Administrator, who is also responsible for explaining the procedures connected with the grade appeal.
4. The Onsite Administrator shall immediately forward the appeal to the Principal/CEO of Oscar International College and send signed copies of the *Grade Appeal Request Form* to both the instructor(s) and the student.
5. The Principal/CEO shall immediately request both instructor(s) and student to submit any relevant documentation pertaining to the appeal and indicate in writing why the grade should stand or be appealed. This documentation should be submitted within 5 working-business days of receiving the request for documentation from the Principle.
6. The Principal/CEO will review the documentation provided and respond within 5 working-business days of receiving all documents from instructor(s) and student.
7. The Onsite Administrator shall immediately notify in writing the instructor(s) and student of the Principal/CEO's decision.

Dispute Resolution Policy

| | | |
|---|-------------------------------|------------------------------|
| <u>Dispute Resolution Policy</u> | <u>January 2, 2017</u> | <u>April 10, 2018</u> |
| Name of Policy | Effective Date | Revision Date |

This policy governs complaints from students respecting **Oscar International College Inc.** and any aspect of its operations.

1. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Senior Educational Administrator who is responsible for making determinations in respect of complaints. If the Senior Educational Administrator is absent, the student must provide the complaint to the Onsite Administrator.

4. The process by which the student complaint will be handled is as follows:
 - i. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Educational Administrator.
 - ii. The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible. Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate Oscar International College Inc. personnel. All communications must be in writing.
 - iii. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible.
 - a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint;
 - b. If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution.

The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.
 - iv. If the student is not satisfied with the determination of the Senior Educational Administrator, the student must advise the Senior Educational Administrator as soon as possible but within five school days of being informed of the determination.
 - v. The Owner will review the matter and if necessary, may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
 - vi. The original decision will either be confirmed or varied by the Owner in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five days of that meeting. At this point the Institution's dispute resolution process will be considered exhausted
 - vii. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect

of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).

Graduation

In order to receive an invitation to participate in the Graduation Ceremony, students must:

- Complete all requirements of the academic program, including work/clinical experiences, as set out in the program outline by the graduation cut-off date;
- Ensure that all borrowed resources have been returned in good condition or that payment has been made to the College for the replacement of the borrowed resources; and
- Ensure that all tuition and other fees have been paid in full.

Homework

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

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

As in any business environment, effective performance requires planning and consistent execution. Students are expected to make effective use of their time by preparing for their “workday” in advance. Homework may consist of reviewing course material completed that day, making notes, completing assignments and preparing for the next day by reading ahead.

Excellent study habits lead to excellent work habits. We encourage students to continually improve their study habits while at the College.

Projects and Course Assignments

Most courses require completion of one or more projects or other assignments. While the requirements for assignments vary widely, all students are expected to present projects and course assignments for marking in a format that would be acceptable in the workplace. Your instructor will provide all course requirements.

All assignments are due on the due date provided by the instructor, otherwise graded as ‘zero’.

If arrangements are made with the instructor for a late submission, prior to the due date, this will be honored.

Participation

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

Students should be prepared to participate in the following ways.

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

Recording in the Classroom

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

If the student has a disability and needs to record the lesson because of the said disability, they have the right to do so according to the regulations agreed upon regarding the disability.

Prior Learning Policy

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

Advanced Standing may be awarded by meeting the following guidelines:

- Students must submit all transfer documentation pertaining to their program before the first day of class;
- Transfer must be transcript based (original transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.);
- The transcript the student is basing their challenge on must be no more than 12 months old;
- Course equivalency must have been authenticated and signed off by current Instructor who has reviewed the course description;
- Courses that are used to apply for advanced standing must have been awarded a grade of 60%;
- Only non-senior courses can be transferred unless otherwise approved by the Vice President, Academics & Regulatory Affairs;
- It is the student's responsibility to submit the appropriate documents for course transfer.

There is a **\$50 assessment** fee for each course for which prior learning is requested. Payment must be made before the assessment will be administered. Externally related programs may have different requirements please consult the student handbook for those programs.

Credit for Prior Learning

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

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

- Students must submit all challenge requests pertaining to their program before the first day of class;
- Advanced level courses cannot be challenged, unless otherwise approved by the Vice President, Academics & Regulatory Affairs;
- A student may only attempt a challenge examination once per course per program.
- Current industry certification may be acceptable as credit for prior learning.

- The student must receive a grade of 65% or better for a successful challenge.
- It is the student's responsibility to submit the appropriate documents to challenge a course.

Standards of Academic Progress

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

In the event that a student is not meeting academic or other program requirements, the College applies the following process, the student will:

1. Meeting with the Instructor or other staff member. At this step, the staff member will discuss his or her concerns. The outcome of this discussion will be recorded and the notes placed in the student's file. It is expected that the student will implement agreed upon changes, necessary to ensure that all academic and other program requirements are met. If no change is seen, the staff member will proceed to the next step.
2. Success Plan or other written action plan. At this step, the Instructor meets with the student to specifically identify the issues that keep the student from meeting academic or other requirements. These issues may include poor attendance, unsatisfactorily completed projects or assignments and so on. Once these issues are identified, the Instructor will work with the student to create an action plan for addressing each of these issues and will set a date for a review of progress. A copy of the document is given to the student with an original retained in the student's file. The **Campus Manager and Senior Educational Administrator** is notified that the plan is in place. The student is expected to have adhered to the action plan for improvement and to have shown significant improvement by the scheduled review date. If no change is seen, the College may choose to proceed to the next step.
3. Probation. At this step, the student must meet with the **Campus Manager and Senior Educational Administrator**. The **Campus Manager and Senior Educational Administrator** will set out the terms and conditions of probation and will set a review date. A copy of the probation document will be given to the student while an original document is retained in the student's file. On the scheduled date, the student must again meet with the **Campus Manager and Senior Educational Administrator** or designee to review his or her progress in meeting the terms of probation.
4. Dismissal. In the event that the student has not met all of the terms of probation, the **Campus Manager and Senior Educational Administrator** may choose to allow

the student to continue on probation or withdraw the student from the program. If a student is dismissed from the program, a student's study privileges at the College will immediately cease. Refund Policy would apply.

Student

Records

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

The College maintains complete student records allowing students legislated and reasonable access to these records. Copies of student records are made available to current and former students at a reasonable cost. Full student records are kept for eight (8) years. After 8 years, these records are reduced to include only the Enrolment Agreement, transcript, and a copy of the Diploma/Certificate if issued, and retained for a period of 55 years. Only authorized individuals have access to the files in each department on a "need-to-know" basis.

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

Official

Transcripts

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

Exam**Rewrites**

The **passing mark for an exam or test rewrite is 70%**, unless otherwise specified. Upon appeal to the instructor a student may rewrite a test, exam, or project when they have received a mark below the mark required on an exam or project, unless specifically barred from doing so by the curriculum. The instructor meets with the student and reviews the material, the student's study habits, motivation, time management, and sets a date to rewrite the evaluation. The student must wait a minimum of 24 hours and no more than 3 days before rewriting an exam or project. A minimum passing score will be recorded as the re-write mark regardless of the score actually achieved unless the exam is an exam provided by an external certifying agency. In this case, the exam rewrite policy of the external certifying agency will apply.

Only one rewrite attempt will be permitted. In the event that a student is unsuccessful on the re-write, s/he must meet with the **Campus Manager and Senior Educational Administrator** or designee to discuss the options available for continuing in the program of study. **A maximum of 2 re-writes will be allowed throughout the duration of the program.** There may be an exam cost associated with rewrites in some programs.

Work Experience Policy

Work Experience occurs through clinical placements arranged through the College. Clinical placements are on-the-job training provided by a training host at no cost to the participating business. The student is covered by liability insurance and the Provincial Worker's Compensation Insurance, paid for by the College while the student is on site.

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

Work Experience occurs through practicum placements arranged through the College. Practicum placements are on-the-job training opportunities which are provided by a training host at no cost to the participating college. The student is covered by liability insurance and the Provincial Worker's Compensation Insurance, which is paid for by the College while the student is on site.

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

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

The practicum placement experience duration will vary in length depending on the program, and will be a non-paid experience.

If a student declines a practicum placement, the student must indicate in writing the reasons why they have refused the placement, and sign the Work Experience Placement Agreement acknowledging their refusal. This will be placed in the student's administrative file. Students who do not attend the work experience portion of their program will not be eligible to receive their diploma and/or certificate, only a copy of their transcript of marks with the work experience(s) indicated as 'incomplete' will be offered to the student. The student will not be graduated from their program. If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date and that the student did not complete the program as they had enrolled.

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

Students must have meet all of the following requirements in order to be scheduled into a practicum related experience. Please note that externally regulated programs may have additional requirements.

- Successfully passed required pre-requisite courses prior to be considered for placement.
- **Attendance record for all theoretical and lab components of the program must not have fallen below an average of 90%.**
- Satisfied all financial obligations to the College.
- Submitted and have approved all required documentation for the placement by the indicated due date.
- International students must have the required study permits and related documents in hand, to participate (students have a personal responsibility to remain current with respect to any changes in Citizenship and Immigration Canada policy).

Program Specific: Practicum Placement Process

Educational Assistant Program

Identification of the work experience by type: clinical placement, co-operative placement, practicum, or preceptorship (or combination of these)

First Practicum Placement:

- 120 hours of practicum placement in
- Instructor-led
- Instructor to student ratio: 1 instructor to a max of 6-8 students at one site.

Second Practicum/Preceptorship Placement:

- 180 hours of preceptorship placement in an assisted living or home support setting
- Instructor-Facilitated
- Student partners with an employed HCA (preceptor) in the assisted living or home support setting
- Multiple students can be placed at one site, each with their own preceptor

The process by which a student is placed in a work experience

Placement requests will be made through administrators at local public and private school settings, ranging from Kindergarten to Grade 12. In addition to local tutoring centers and after school programs. The school setting is selected based on the learning outcomes that must be met during the practicum experience.

Community partnerships are made with stakeholders who share a common interest to support student learning. The placement coordinator begins seeking placements as early as possible and students are prepared for practicum in a variety of settings.

The placement coordinator also seeks consult with the administrators at the public and private school settings in order to identify the needs of the setting. EA students will offer support in a variety of areas within the school setting, every experience will be taken as a valuable learning opportunity.

The process by which a student in work experience is evaluated

The student's performance and demonstration of skills, knowledge, attitude and judgment will be measured against the competencies expected by an Educational Assistant within the school district.

Competency-based evaluation tools will be used to fairly evaluate the students while they are in the practicum setting. The practicum host will also have the opportunity to offer constructive feedback.

Anecdotal notes, learning plans, and success contracts will be implemented to ensure the student's success.

Ongoing skills checklist will be implemented. All evaluation tools will be made available to students in order to gain understanding of the expectations required for successfully meeting the goals of the practicum.

The intervals at which a student in work experience is evaluated

Students will be consistently evaluated throughout the practicum experience by their practicum facilitator/instructor. The following evaluations will be applied:

- Ongoing evaluations; anecdotal notes; informal and formal feedback
- Midterm Practicum Performance Evaluation
- Final Practicum Performance Evaluation

Requirements for participation in a work experience

- Criminal Record Check (**Ministry of Public Safety and Solicitor General, including clearance to work with vulnerable adults**)
- First Aid/CPR Level C certification
- Non-Violence Crisis Intervention

Duration of the work experience in hours

First Practicum Placement:

- 120 hours of practicum placement in a school-based setting

Second Practicum Placement:

- 180 hours of preceptorship placement in a school-based setting

The process by which a student is placed in a work experience

Preschools, licensed day cares, after school programs, in-home licensed care settings are some examples of practicum settings that will be offered for practicum experience. Owner-operators of these established

will be sought for practicum placements.

The placement coordinator also seeks consult with the administrators at the public and private school settings in order to identify the needs of the setting. ECEA students will offer support in a variety of areas within the childcare setting.

The process by which a student in work experience is evaluated

The student's performance and demonstration of skills, knowledge, attitude and judgment will be measured against the core competencies required by ECE Assistants in a childcare setting. The learning outcomes for each practicum determine the skills, attitude, knowledge and judgment that is required for supportive, nurturing experiences for children aged 3-5.

Core Competency-based evaluation tools will be used to fairly evaluate the students while they are in the practicum setting. Anecdotal notes, learning plans, and success contracts will be implemented to ensure the student's success.

Ongoing skills checklist will be implemented. All evaluation tools will be made available to students in order to gain understanding of the

expectations required for successfully meeting the goals of the practicum.

The intervals at which a student in work experience is evaluated

Students will be consistently evaluated throughout the practicum experience by their facilitator/instructor. The following evaluations will be applied:

- Ongoing evaluations; anecdotal notes; informal and formal feedback
- Midterm Practicum Performance Evaluation
- Final Practicum Performance Evaluation

Requirements for participation in a work experience

- Criminal Record Check (**Ministry of Public Safety and Solicitor General, including clearance to work with vulnerable adult**) populations
- First Aid/CPR Level C certification
- Non-Violence Crisis Intervention Training

| Duration of the work experience in hours |
|---|
| <p><u>First Practicum Placement:</u></p> <ul style="list-style-type: none"> • 225 hours of practicum placement in a childcare setting |
| <p><u>Second Practicum Placement:</u></p> <ul style="list-style-type: none"> • 125 hours of practicum placement in a childcare setting |
| <p><u>Second Practicum Placement:</u></p> <ul style="list-style-type: none"> • 120 hours of practicum placement in a childcare setting |

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

The clinical placement experience duration will vary in length depending on the program, and will be a non-paid experience.

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

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

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

- Successfully passed required pre-requisite courses prior to be considered for placement.

- **Attendance record must not have fallen below an average of 90%.**
- Satisfied all financial obligations to the College.
- Submitted and have approved all required documentation for the placement by the indicated due date.
- International students must have the required study permits and related documents in hand, to participate (and have the responsibility to remain current with respect to any changes in Citizenship and Immigration Canada policy).

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

Transportation and Parking during Practicum

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

CAMPUS REGULATIONS

Hours of Operation

Campus hours of operation are generally from 8:00 am to 6:00 pm, Monday through Friday. Students should check with their campus for specific hours of operation.

Instructional Hours

Campus hours usually are from 8 AM to 6 PM. Classes are generally scheduled in two blocks, morning and afternoon. On occasion they can be scheduled on evenings and weekends.

Morning: 8:00 am - 1:00 pm

Afternoon: 1:00 pm - 6:00 pm

Evenings: 5:00pm-10:00pm

Weekends: 8:30am – 2:30pm

Students arriving late should not be admitted to class until after the break, unless Student Services or the Instructor has given permission. Check with your **Campus Manager and Senior Educational Administrator**

Breaks should last no longer than 15 minutes. Under no circumstances should a class be ended prior to its official ending time. This includes examination days. We are required by Regulators to provide all of the instructional hours indicated in a course or program outline. These are compliance issues, which are taken very seriously.

Food and Beverages

Students shall not take food and beverages into the classroom. In some instances, approved containers may be permitted. Campus lounge may be used to have meals.

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

Personal Appearance

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

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

Smoking

Smoking (including e-cigarette use) is prohibited in all buildings. Please ensure the grounds outside the Campus are kept neat and tidy. Smokers shall not congregate at the front of the Campus building and smoke, or leave any cigarette butts in front of the building.

Statutory Holidays

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

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

Student Printing and Photocopying

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

Telephones

Administration office phones are not available for student use. Any student carrying a cell phone must turn it off when entering a classroom, lab, or study area. As a consideration for your fellow students, no cell phone calls (either incoming, outgoing, or text messages) are permitted in the learning areas.

Backing Up Work

Students are reminded to back up their assignments and projects at all times: USB, external hard drive, iCloud, Drop box, SkyDrive, etc. **WORK MUST NOT BE SAVED ON THE DESKTOP.** The College is not responsible for any data loss.

Assignment Drop Off

Most assignments are submitted through hardcopy to the instructor, an electronic copy may be submitted via email to the instructor **BEFORE** the class starts. Assignments submitted after class start time will be subject to penalty without prior notice. If a student needs to drop off an assignment to an Instructor outside of class time, prior arrangements need to be made with the instructor. This allows for the work to be submitted in a timely manner and prevent any work from being lost.

Student Handbook Agreement Acknowledgement

I have received a copy of the Student Handbook.

ACKNOWLEDGEMENT AND AGREEMENT

I acknowledge that I have received and reviewed my student handbook, which contains important information on the College's policies and procedures. For good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), I understand and agree that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.

Student's Name: _____ Student Number: _____

Student's Signature: _____ Date: _____

Please keep this copy for your records.

Student Handbook Agreement Acknowledgement

I have received a copy of the Student Handbook.

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Student's Name: _____ Student Number: _____

Student's Signature: _____ Date: _____

Return this signed copy to the Campus Manager and Senior Educational Administrator

Received by the **Campus Manager and Senior Educational Administrator** on behalf of the College.

Campus Manager and Senior Educational Administrator

Signature: _____

Date: _____

Emergency Contact & Medical Information**NAME:** _____

(LAST)

(First)

Please fill in the information below. It will be kept in confidence in your file. If any of the information should change during your course of studies, please be sure to inform Student Services.

EMERGENCY CONTACT 1

Name: _____

Phone Number: _____

Relationship: _____

EMERGENCY CONTACT 2

Name: _____

Phone Number: _____

Relationship: _____

Do you have any illnesses or medical conditions? (circle one)

 NO YES

Please specify: _____

Are you currently taking medication?

(circle one)

 NO YES

Please specify: _____