

2021

Student Handbook

Q College

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Q College LTD

3/30/2021

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About Q College

Mission Statement

Our Mission is to maintain standards of academic excellence essential to our students' future success and to provide the appropriate programs, services, and technology to ensure that any student admitted has the opportunity to develop the skills necessary to achieve the highest standard.

Q College will continue to develop innovative and flexible educational approaches to serve the needs of our students. Q College encourages and supports creativity and innovation in the development of initiatives that address opportunities for constructive change. Q College provides relevant, current and innovative programs and services and responds to changes in business and the needs of our learners.

History

The first ever website was built in 1991 and it was the World Wide web, the internet was a lovely dial up feature then. In 1997, our founder wanted to change how websites were originally done and opened the Victoria School of Business Technology. In the year 2008, we rebranded as Q College in the same plaza in Gateway Village, where we started on Vancouver Island. In 2012 we officially became PCTIA accredited college which is now Designated under the PTIB.

Q College has since then expanded our programs and courses based on the industry in today's market. We still have our web, digital marketing, and graphic design bootcamps, however, now we have so much more to offer our students.

Our Programs

We offer boot camps, short-term specialty courses, certificate, and diploma programs. Our training builds skills, preparing our students for fulfilling careers and offering them pathway opportunities to further their education.

By perfectly combining convenience and quality education, many of our programs can be delivered full-time or part-time, one-on-one or group training that can be taken at, during the listed Campus hours at any of our branches. Our unique and effective approach to learning testifies just how much we care for our students' success.

Student Information

Medical Conditions

Students can report any medical conditions that Q College should be aware of by filling out the "Student Profile" form during orientation.

Medical Insurance

Canada is known throughout the world for its excellent medical services. However, these services can be expensive. If you do not have medical coverage, a one-night stay in a Canadian hospital can cost around \$2000 not including treatment. Medical coverage is mandatory for all students at Q College.

1. British Columbia Medical Services Plan (M.S.P.)

- To qualify for coverage for M.S.P. (government medical insurance), you must prove you are a Canadian citizen or a permanent resident, or you will be in Canada on a study permit for at least 6 months. Those on visitor visas are not eligible.
 - You will need to submit documentation that proves your status and your length of stay in Canada (i.e. a copy of PR card, study permit, etc.) If you are an international student and have a study permit for less than 6 months, but will extend it in the future, you must wait for your extension documents before you can apply.
 - International students who wish to obtain M.S.P. coverage should apply as soon as arriving in Canada as there is a three-month waiting period while your M.S.P. application is being processed. You will then receive a B.C. Care Card in the mail. It is a good idea to obtain three months of medical insurance (see below) during this time.
 - More information, including premium rates and application forms, can be found online at <http://www.health.gov.bc.ca/msp/infoben/index.html>
2. Private Insurance:
- Students who are not eligible for M.S.P. or while waiting for M.S.P. to become effective must purchase medical coverage from Q College

Transferring Credits

To Q College

Transferring Course Credits

Students who have attended a post-secondary institute other than Q College may be eligible to transfer some credits toward our diploma/certificate programs.

Q College accepts transfer credits from Colleges and universities in B.C., Canada and elsewhere. In general, transfer credit is permitted for courses completed with a minimum C grade (or equivalent in the institute's grading system) to a maximum of 50% of the credits toward a Q College diploma/certificate program.

Transferred credits will be counted into the total credits earned at Q College but will not be calculated into the overall GPA on the transcripts.

1. Students must submit the following documents for evaluation
 - Official transcripts
 - Detailed course outlines
 - Credit Transfer fee (Please refer to Fees section)
2. When and How to Apply
 - 1) Fill out a Credit Transfer form and submit it with the required items to the Registrar. Regular submission deadline is within the first week of the program/course commencement date.
 - 2) Each transfer request will be reviewed on an individual basis and credits will be awarded on a course-by-course basis. The results will be indicated in Sections B and C of the Credit Transfer application form and a copy will be returned to the applicant.
 - 3) Students will be informed of the results prior to class commencement if the application is submitted by the regular submission deadline.
 - 4) If the application is submitted after the deadline and the application has not yet been granted upon commencement of classes, the student is strongly recommended to enroll in the course to avoid possible delay in graduation. Once the transfer credit has been approved, the student may choose to continue the course or withdraw, in which case the refund policy would apply.

Course Credits

Students who have attended a post-secondary institute other than Q College may be eligible to transfer some credits toward our diploma/certificate programs.

Q College accepts transfer credits from Colleges and universities in B.C., Canada and elsewhere. In general, transfer credit is permitted for courses completed with a minimum C grade (or equivalent in the institute's grading system) to a maximum of 50% of the credits toward a Q College diploma/certificate program.

Transferred credits will be counted into the total credits earned at Q College but will not be calculated into the overall GPA on the transcripts.

1. Students must submit the following documents for evaluation

- Official transcripts
- Detailed course outlines
- Credit Transfer fee (Please refer to Fees section)

Pathways

Through these pathway programs, Q College gives students a fast track and the essential skills to progress in their learning and employability success.

All Q College programs focus on practical critical thinking, career and academic skills that set students up for success at colleges and universities. Our programs and courses are designed from the ground up based on learners' needs and with a focus on innovation.

After graduating from a diploma from our pathway partner, international students will be able to apply for a PGWP (Post Graduate Work Permit) and gain the work experience necessary to qualify for permanent residency in Canada.

Have a look at our pathway agreements and feel free to reach out to our student services coordinator for guidance and to help you make informed decisions in this important aspect.

Increase chances of undergraduate admission!

Through our Pathway agreements, Q College offers pathway programs to its students, allowing them to continue at our partner schools and universities to further their education. With a pathway program within their reach, students are able to build the skills, knowledge, and qualifications they need to enter and successfully complete a further diploma or a bachelor's degree program.

The Q College - Vancouver Community College Pathway

Q College and Vancouver Community College have created a comprehensive cross-institutional pathway that enables Q graduates to gain direct entry to the second year of VCC’s Diploma of Hospitality Management or Semester 5 of Bachelor of Hospitality Management Degree.

Business Administration Certificate to Diploma in Hotel Management

<u>Q College</u>	<u>VCC Equivalent</u>
BUSA 101 Intro to Business Computing	HOSP 1620 Hospitality Computer Applications
BUSA 102 Management Essentials	HOSP 2370 Management Principles
MATH 104 Business Math	HOSP 1810 Business Math
MKTG 105 Introduction to Marketing	HOSP 2620 Introduction to Marketing
ACCT 106 Accounting 1	HOSP 1860 Financial Accounting
ACCT 108 Accounting 2	HOSP Management Accounting
ORGB 109 Organizational Behavior	HOSP 2470 Organizational to Economics
ECON 110 Principles of Economics	HOSP 1960 Introduction to Economics

Business Administration Diploma to Diploma in Hotel Management

<u>Q College</u>	<u>VCC Equivalent</u>
BUSA 101 Intro to Business Computing	HOSP 1620 Hospitality Computer Applications
BUSA 102 Management Essentials	HOSP 2370 Management Principles
MATH 104 Business Math	HOSP 1810 Business Math
MKTG 105 Introduction to Marketing	HOSP 2620 Introduction to Marketing
ACCT 106 Accounting 1	HOSP 1860 Financial Accounting
ACCT 108 Accounting 2	HOSP Management Accounting
ORGB 109 Organizational Behavior	HOSP 2470 Organizational to Economics
ECON 110 Principles of Economics	HOSP 1960 Introduction to Economics

Second Year

BLAW 111 Business Law	HOSP 2460 Hospitality Business Law
HRMT 112 Human Resources Management	HOSP 2410 Human Resource Management
BUSA 120 Business Capstone (must be hospitality related)	HOSP 1660 Industry Work Experience

The Q College University Canada West Pathway

Q College and University Canada West have created a comprehensive cross-institutional pathway that enables Q graduates from the Business Administration Diploma Web & Digital marketing Specialty program to receive up to 13 courses or 39 credit hours towards the Bachelor of Commerce degree at UCW which consists of 40 courses or 120 credits.

<u>Q College</u>	<u>UCW Equivalent</u>	<u>Credit Value</u>
Intro to Business Computing	CPSC 110 Introduction to Computer Application	3
Management Essentials	BUSI 100 Introduction to Business	3
Introduction to Marketing	MRKT 201 Marketing Management	3
Accounting 1	ACCT 140 Accounting Principles	3
Accounting 2		
Organizational Behavior	ORGB 201 Organizational Behaviour	3
Principles of Economics	ECON 102 Principles of Microeconomics	3
	ECON 104 Principles of Microeconomics	3

Second Year

<u>Q College</u>	<u>UCW Equivalent</u>	<u>Credit Value</u>
Business Law	BUSI 325 Business Law	3
Human Resource Management	HRMT 301 Human Resource Management	3
Service Marketing	MRKT 221 Service Marketing	3
English	ENGL 100 Academic Writing	3

Unspecified elective course transfer equal to 6 credits will be given for the following course(s):

<u>Q College</u>	<u>UCW Equivalent</u>	<u>Credit Value</u>
Understanding North America	General 1XX elective	3
Web and Digital Marketing	General 2XX elective	3

University of Tasmania

UTAS Equivalent Bachelor of Business

Q College Business

Units required for completion of the Bachelor of Business (B3A)

Bachelor of Business Students will be granted entry to the Bachelor of Business and receive 100 credit points (8 x 12.5 units). Course units are available at <https://www.utas.edu.au/courses/bus/courses/b3a-bachelor-of-business> Majors in Accounting, Business Economics, Finance, Human Resources Management, Management and Marketing only Administration Diploma (Web & Digital Marketing Specialty Program)

(Bachelor's): Duration to complete the Bachelor's Degree at University of Tasmania

Hobart, Semester 1 & 2 intakes: 2 years full time (Majors in Accounting, Human Resources Management, Management and Marketing only)

Hobart, Semester 1 intakes: 2 years full time (Major in Business Economics) Semester 2 intake is not suitable for Business Economics.

Hobart, Semester 1 intake: 2.5 years full time (Major in Finance) Semester 2 intake: 2 years full time (Major in Finance)

Launceston, Accelerated Study Period 1, 2 & 3 intakes: 1.5 years full time (Majors in Accounting, Management and Marketing only)

Course Note: Credit details are: 100 credit points (8 x 12.5 units) of advanced standing comprising 6 specified units, (BMA101 introduction to Management, BAA111 People & Organizations', BFA104 Accounting Context & Method, BMA151/251 Principles of Marketing, BMA258 Services Marketing, BMA101 Introduction to Management) and 25 credit points (2 x 12.5 units) of electives

Prior Learning Assessment (PLA)

Q College recognizes that not all learning happens in a formal classroom environment. PLA is a way to document that a student possesses the necessary knowledge, competencies, abilities, and skills for academic credit for a particular course(s) in his or her program. Obtaining credit through PLA can be time-consuming and rigorous as the student will be required to provide a number of documents, as well as clearly demonstrate his or her prior learning.

1. Initial Admission Requirements

To gain credit through Prior Learning Assessment, a student needs to first meet the following criteria:

- Minimum age requirement: 19

- Or have parents' consent
- Program outline requirements

2. Courses Eligible for Prior Learning Assessment (PLA):

Up to 50% of the credits needed to graduate from a particular program may be gained through PLA. For more detailed information about gaining credits through PLA and related fees, please obtain a PLA Information Sheet and Application Form from the Registrar.

English Language Policy

Q College has several different languages our programs can be taught in, however most of our administration, staff, and recruitment teams on campus only speak English. Out of respect for our campus and the team within we ask that you ensure you are speaking the common languages with each department. If you are looking for your classes to be assigned an alternate language please note that this may cause delays in your schedules.

Financial Aid

At Q College, our students have many financial assistance options. As a Designated College under the B.C. Private Training Institutions Branch, our students are eligible for a variety of funding options.

It is always helpful to talk to a financial representative at our college to let you know about all available financing options to figure out what would work best for you and your needs. Feel free to call (250) 298-5059 or Toll-Free: 1-866-702-5278 and book an appointment for a free consultation.

Additional options include:

Student Loans

Government Student Loan (Check with the Registrar for eligibility.)

British Columbia	<u>Student Aid BC</u>
Alberta	<u>Alberta Student Aid</u>
Manitoba	<u>Manitoba Student Aid</u>
New Brunswick	<u>NB Student Financial Services</u>
Newfoundland and Labrador	<u>NL Student Aid – Education</u>
Northwest Territories	<u>NWT Student Financial Assistance</u>
Nova Scotia	<u>Nova Scotia Student Assistance</u>
Ontario	<u>Ontario Student Assistance Program</u>
Prince Edward Island	<u>PEI Student Loans, Bursaries, Grants and Awards</u>
Quebec	<u>Quebec Student Financial Assistance</u>
Saskatchewan	<u>Saskatchewan Student Loans</u>
Yukon	<u>Yukon Student Loan/Grant</u>

Bank Student Line of Credit (Not a Government Student Loan)

What Is It? Most banks offer student lines of credit at competitive rates. You may apply for a student line of credit through your own bank or any bank of your choice.

This assistance is available to all Canadian/permanent resident students. Students can apply for a line of credit before or after being accepted by Q College. Students who would like to be considered for a line of credit should apply early since applications usually take one week to be processed.

How Do I Apply?

- 1) Get a Conditional Letter of Acceptance from the Registrar of Q College
- 2) Bring your completed Bank Student Loan Application (available at banks) and the Conditional Letter of Acceptance to meet with your banker.

Payment Plans

Q College students who have made the initial 30% deposit to hold their seat may pay an extra administration fee of CAD \$ 150.00 to make monthly payments for the balance of their tuition. Q College will extend payments over the length of the program subject to the applicant being approved by admissions but must be paid 1 month prior to your program end date. Post-dated cheques and/or credit card preauthorization forms are required for this option. Students on a payment plan are required to pay the balance of their tuition in full prior to the awarding of their transcript and certificate.

Employment Insurance(EI) Funded Training

Educational funding may be available for qualified applicants who are either currently collecting EI, have collected regular EI benefits in the past three years, or have collected maternity/paternity EI benefits in the past five years. Generally, the first step is to contact your EI officer who can refer you to your local employment service centre, such as GT Hiring Solutions, WorkLink, WorkBC, or Amber Education.

Q College has had great success in assisting our students with funding approval through Amber Education. Our administration team is very familiar with the process and application forms to apply for EI retraining funding, and are happy to assist any student in what can sometimes be a difficult process. For more information, visit the [EI Funded Training page](#).

B.C. Employer Training Grant (ETG)

The B.C. Employer Training Grant (ETG) supports skills training to address provincial labour market needs. The program is delivered by the Province of British Columbia and is funded by the Government of Canada through the Workforce Development Agreement (WDA).

The Province strives to build a strong, sustainable, innovative economy with a focus on reducing poverty and inequality. We are working to create good-paying jobs for British Columbians while ensuring people from every background can reach their full potential.

Jobs continue to change and evolve. For example, some will become more complicated because of innovation and changes in technology. Many workers across the province will likely be affected by automation in some way. Some jobs will involve tasks that are not yet invented.

As a result, it will be key for those in the labour force to adapt to changing job requirements and to learn new skills and competencies. Employers need to play a critical role in providing opportunities for people to do this.

The goal of the ETG is to help British Columbians access the skills training they need to adapt to the changing requirements of jobs and the labour market while encouraging employer involvement in the training of their employees.

The [Funds Amount](#) Employers are eligible to receive funds as outlined in the Funds Amount. Employers are eligible to receive up to CAD300,000 per fiscal year (April 1 – March 31).

Registration and Payment

Registration is the process of formally assigning and recording the enrolment of a student usually in a course(s), or in a program(s). Registration is available only to those students who have been accepted by the College for admission, for re-admission or for continuing from one semester to the next, and whose statement of grades indicates eligibility to continue.

Method of Registration

1. New Students

An Admissions Executive will discuss with each student which program is the most suitable for his or her academic goals. An English Proficiency exam may be required. Upon receiving a student's application package, the Registrar will review the student's admissions required documents and determine if the student can be admitted to the College.

Students who have been admitted to the College will be issued a Student Enrollment Contract that states the name of the program the student will be taking and the fees to register in the program. The Student Enrollment Contract must be signed by the student and returned to the Registrar's Office with full payment before the student's program commencement date or before a Letter of Acceptance is issued, if applicable.

2. Continuing Students

When course schedule is available, the Registrar or designated staff will visit classes to assist students filling out their course selection form. Students must submit their course selection form by the deadline specified on the form. Once course selection form is submitted, the Registrar's Office issues a Student Contract that states how many credits the student will be taking and the fees necessary to register for the course(s). The contract must be signed by the student and returned to the Registrar's Office with agreed payment by the registration deadline set in the College calendar.

Admissions Policy

Mature Student Policy

A mature student is someone who does not have a high school graduation transcript and is at least 19 years of age at the start date of the program.

If the student has attempted high school in the past but has not graduated, Q College evaluates his/her most recent transcript. If the student is unable to provide a copy of his/her transcript or has been out of high school for more than one year, he/she must show proof of his/her activities since his/her last attempt at high school (work experience, College courses attempted, etc.)

After supplying the required documents, mature students are interviewed by the Registrar's Office who will decide whether the student is accepted to study at Q College.

Domestic Students

Domestic Students: Enrollment Process

To apply to Q College, please read carefully the following information:

1. Contact Q College:

Send your inquiries via e-mail to info@qcollege.com or call us by phone: Tel: 1-250-298-5059 / Toll-Free: 1-866-702-5278.

2. Provide a copy of your High School transcript or complete our Program Assessment.
3. Students will then be provided with their Student contract, Letter of Admissions and Student Handbook.
4. Students are then required to provide either:

- A. Proof of Funding

Students must provide the school with a funding application, letter or set up a payment plan for training.

- B. Self-Funded

Payment in full or payment plan option

A student who requires a payment plan will be provided a payment plan letter. Students are advised that Q College will require a 30% deposit of all fees and tuitions within the outlined dates on the payment plan. All final payment is made 30 days prior to the program end date.

International Students

Study Permit

International students applying for a study permit or study permit extension are recommended to complete the registration and payment at least one month prior to submitting an application to Immigration, Refugees and Citizenship Canada (IRCC) in order to receive a Letter of Acceptance or a Letter of Confirmation of Attendance from Q College. Students from the following areas may need up to three months or more for study permit approval: Middle Eastern Asia, People's Republic of China, Eastern Europe, and Africa. It is recommended that these students complete the College registration and the payment three months before applying for a study permit.

International Students Enrollment Process

You may submit all these requirements directly to Q College or through an authorized Q College Agent:

1. Fill out and sign the Q College Application Form.
 - A. Download form: Application Form
 - B. Scan the completed form and send it to Q College via email to info@qcollege.com
2. Together with your application form, please submit the following:
 - A. A copy of your passport
 - B. A copy of your highest diploma/degree attained (if unavailable, please submit at a later date)
 - C. Proof of English Proficiency (see Admissions Requirements on program pages).
Alternatively, Q College also conducts its own English assessment for applicants.
3. The application for admission must be accompanied by a non-refundable application fee CAD \$150 depending on the program. The following forms of payment are accepted:
 - A. Bank Certified Cheque or Draft or Money Order (payable to Q College)
 - B. All major credit cards (VISA, Mastercard or American Express)
 - C. Within Canada, payment can be made through Email Transfer to accounting@qcollege.com. Please ensure to add student full name and student ID.
 - D. Wire Transfer through your local bank. Please contact your recruiter directly for Canadian Bank Information. Please submit proof of fund transfer via email to: accounting@qcollege.com
4. Within 48 hours of receiving your documents, your application fee, program application Q College recruitment team member will contact you and address your application.
 - A. At this time, you will be provided with a pre-admissions letter with conditions and terms of your enrollment.

- B. Once all the conditions and terms are complete you will receive your enrollment package with your student contract, Letter of Admissions, and student handbook.

Deferral due to Study Visa Delay

Students who do not receive their Study Permit within **three weeks prior to the start of their program must defer their start date to the subsequent term**. Students who fail to defer their start date within this time period will be considered no shows; and the student contracts standard refund policies will apply.

Student will be able to defer three times without any charges after the 3rd deferral a new application fee of \$150.00 will be applied to the student account.

International students who are refused a Study Permit by Immigration and Refugee Citizenship Canada (IRCC) and who can provide a legitimate and verifiable proof of this refusal, will be eligible for a 100% tuition refund less their application fee of \$150.00 and a \$150.00 administrative processing fee.

Deferring Enrollment

A new student may defer commencement of studies for up to one year from their original program start date specified on their initial Student Enrollment Contract three times without any fee. Students deferring their program after their 3rd deferral will be charged an administrative fee of \$150.00 and the College will retain the balance of the prepaid fees pending the new start date. If a student does not complete his or her application process and commence his or her program within a year from the original start date, the student is required to reapply and submit a full application fee again.

A current student is strongly recommended to follow regular course load and course schedule set by the College to avoid delay of graduation. Due to exceptional reasons, such as pregnancy, military service, illness, etc., students may defer their study at some point after commencing their program of study for a maximum of one year. Deferral must be approved by the Campus Director or Campus Manager or the Registrar a minimum of three weeks in advance. In that case, students must fill out a Program Deferral form to explain the reason of deferral and specify a returning date. If a student fails to do so or does not resume his or her studies as specified on their Program Deferral form, or takes a study break over a year, the student may be dismissed from his or her program of study. See Dismissal Policy for more details.

When and How to Apply

1. Fill out a Credit Transfer form and submit it with the required items to the Registrar. Regular submission deadline is within the first week of the program/course commencement date.
2. Each transfer request will be reviewed on an individual basis and credits will be awarded on a course-by-course basis. The results will be indicated in Sections B and C of the Credit Transfer application form and a copy will be returned to the applicant.
3. Students will be informed of the results prior to class commencement if the application is submitted by the regular submission deadline.
4. If the application is submitted after the deadline and the application has not yet been granted upon commencement of classes, the student is strongly recommended to enroll in the course to avoid possible delay in graduation. Once the transfer credit has been approved, the student may choose to continue the course or withdraw, in which case the refund policy would apply.

Classes Cancellation and Rescheduling

After students register courses and sign the course selection/registration form, any changes to the schedule will result in a class rescheduling fee of \$50 per class. Students must submit Add/Drop forms to make changes on their schedule before classes are scheduled to start. If the class is a semester class then it must be dropped before the semester begins. This class rescheduling fee applies to all dropping or adding a course or switching class sections of a course except

- Dropping a course after classes start: no credit will be given when students drop a course after classes start
- Retaking the prerequisite course; For example, ENGL109 is the prerequisite for COMM225. The class rescheduling fee does not apply to dropping COMM225 and retaking ENGL109.

Withdrawals And Dismissals Policy

Withdrawals:

The purpose of this policy is for students wishing to withdraw from a diploma or certificate program of study (including those withdrawing within the first twenty-one calendar days from the commencement of their program) are required to provide written notice to the Q College.

Notice is defined as “a clear written notification of the student’s intention to withdraw”. This notice must be delivered to administration either in person or by registered mail. Statements submitted verbally, by regular mail, by fax or by third parties are not acceptable and will not constitute a withdrawal.

Dismissals:

Student dismissals will occur at the discretion of Q College in the following circumstances but not limited to:

A student breaches Q College policy if:

- A student demonstrates inappropriate conduct including, but not limited to: willful disruption of class; discrimination, sexual harassment, abusive or threatening language or gestures; injury to persons or damage to property, theft, the use or distribution of illegal drugs and/or the consumption or distribution of alcohol.
- A student breaches Q College Computer Usage Policy
- A student fails to abide by Attendance Policy
- A student fails to adhere to their defined tuition payment schedule as stated in the Student Contract, or the student’s account becomes delinquent
- Possession of explosives, firecrackers, firearms or other weapon
- Students shall not assemble in a manner, which obstructs the free movement of persons at the campus or the free and normal use of Q College buildings and facilities or prevents or obstructs the normal operation of the College, unless duly authorized. Smoking is not permitted in Q College buildings

Withdrawal from or Dropping Program

Ceasing to attend classes or the College does not constitute withdrawal from the class or the College. Students who wish to withdraw must notify the College in writing by completing required paperwork.

Students who wish to withdraw from any program must fill out a Program Withdrawal form and submit it to the front desk. Please refer to the Refund Policy regarding withdrawals. We request the student also meets with the Campus Director or Campus Manager for an exit interview.

Visa Refusal Policy

International students who are refused a Study Permit by Immigration and Refugee Citizenship Canada (IRCC) and who can provide a legitimate and verifiable proof of this refusal, will be eligible for a 100% tuition refund less their application fee of \$150.00 (including deferral fees) and a \$150.00 administrative processing fee.

Payments

Methods of Payment

Q College accepts the following payment options:

1) Money Order or Bank Draft: payable to Q College Ltd.

2) Bank Wires:

If sending through telegraphic wire transfer, please send to:

Account Holder: Q College Ltd

Bank Name: CIBC

Branch Address: 328 Bernard Ave. Kelowna, BC V1Y 6N5

Account Number: 4601513

Swift Code: CIBCCATT

Transit No: 00160

NOTE: Banks usually charge their clients for wiring service. Therefore, please make sure QCollege will receive the exact amount as indicated on your pre-admissions letter after the possible service charge is deducted.

4) Debit Card: in person only

5) Credit Card (Visa, MasterCard or Union Pay):

Q College accept credit card payments for tuition fees and most school fees if student is willing to pay 3% non-refundable service charges. Certain small amount of administration fees may still be paid without a service charge. For details, please check with the front desk.

6) Cheque (Personal Cheque): only for domestic students

7) Cash: in person

Late Registration

Q College may not be able to accommodate those students whose registration was completed later than the registration deadlines. Please refer to the College calendar for registration deadlines.

Late Payment

A late payment fee of up to \$200 will be charged for any student who is continuing but does not complete their registration and pay their tuition fees in full by the registration and payment deadline set in the College Calendar. Late payment may also result in postponing the student's start date with no guarantee in class placement. Please refer to the fee chart in this booklet for applicable charges.

Fees

All funds are in Canadian dollars unless otherwise noted.

Program Fees

For all program related costs such as application and tuition fees, student service fee, homestay service fees, and textbook fees etc., please see the College's admission team.

Administrative Fees

Student Service Fee* (non-refundable)	\$100.00
Additional Letter of Acceptance (LOA)	50.00
Class Rescheduling Fee (per class)	50.00
Re-registration after Withdrawal or Dismissal – Within 1 year	150.00
Program Change – to a longer program	200.00
Program Change – to a shorter program	500.00
Credit Transfer (per course)	100.00
Prior Learning Assessment Administration Fee (per course)	100.00
Returned Cheque (NSF)	50.00
Late Payment – Late within 5 working days past deadline	100.00
Late Payment – Late over 5 working days past deadline	200.00
Replacement Official Transcripts (each)	10.00
Replacement Student ID Card	10.00
Replacement Q College Certificate/Diploma	50.00
Deferral Fee	150.00

Miscellaneous Fees

Regular Printing and Copying (per page)	0.10
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* **Note:** The Student Service Fee covers student advising, counselling, academic planning and general inquiries, graduation documents, student record archive, printing of school documents such as Letters of Confirmation, and unofficial transcripts.

Refund Policy

Regular Refund Policy for Students

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or

- c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and
 - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - b. after the contract start date
 - i. but before 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.
5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a. before 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.
6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

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

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

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

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

Other Refunds:

10. A student may defer commencement of studies for up to one year from the original contract start date. Students must provide a written request of deferral to the institution before the start date specified in the contract and the written request must specify a new start date. In such circumstance, an administrative fee of \$150.00 will be charged. Should a student fail to so advise the institution, the refund policy for students will apply.

11. Non-refundable Fees:

(a) All administration fees including, but not limited to, Program Application fee, Homestay Application fee, Student Service Fee, Credit Transfer Application fee, etc. are non-refundable.

(b) English Proficiency Exam fee, and Airport Pick-up fee are non-refundable once the service is delivered. Graduation Ceremony fee is non-refundable once the student confirms attendance on the Graduation Application form.

Privacy Policy

Q College students' personal information for the following reasons:

- To maintain student records as required by PTIB
- To maintain student record as required by IRCC
- To keep students/graduates informed of activities of the College
- To issue T2202s in accordance with Canada Revenue Agency. Please note as of February 2020, students must provide a Social Insurance Number (SIN) for issuance of the T2202 or sign a form to not provide Q College their social insurance form

Student's personal information will only be used for the purpose for which it was originally collected or for a use consistent with that purpose unless the student consents to other use. Based on the minimum requirements set in the PTIB's Policy Manual (Bylaws), for all business program student files:

1. Q College retains the full student file for a minimum period of seven (7) years following the student's withdrawal, dismissal, or graduation. After ten years, the full student record is destroyed using a secure destruction method.
2. Q College also uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

Policies Program Related

Classroom Policy

In-Class

- ◆ Please turn off your cellular phones (text messaging included) before class is in session. This ensures that the lesson will not be disrupted.
- ◆ No food or drinks are allowed in the computer lab. Drinks and snacks may be brought into the classroom, as long as they are not consumed in a disrespectful manner and does not disrupt the classroom with noise and/or odor.
- ◆ Please speak only language that your program is being offered in while in the classroom. This demonstrates respect for others and shows that you are welcoming and friendly.
- ◆ Use of electronic devices such as, but not limited to, cell phone (for any purpose), iPod/MP3/cd/dvd players, iPad, etc. during class is prohibited, unless authorized by the instructor. The policy also applies during group work, quizzes, exams, and field trips.

Students found using unauthorized electronic devices during class or a field trip will be asked to leave and return after the break. Should a student be reprimanded more than once, he/she will be asked to leave for the duration of the class and will receive an absent mark that will count towards the number of absences allowed. Any type of electronic device is strictly prohibited during an exam. Students caught carrying an electronic device during an exam will be considered cheating and given 0 for the exam. Further disciplinary actions might be given by the Campus Director or Campus Manager.

Notes:

1. Field trips and participation in external events/activities are organized regularly. These activities may involve a fee that is charged by the event organizers or facility owners as well as cost of transportation to and from the activities/venue. In such instances, students will be required to pay the fee. However, your Instructor(s) will inform you in advance of the event/activity and if there are any charges involved.
2. All requests for documents must be submitted in writing 2 weeks before you need them. This applies to but is not limited to the following: diploma replacement, extra transcript, transfer credit assessment, transfer credit, extra letter of acceptance, visa documentation, letter of confirmation of attendance. Failure to give proper notice may result in your documents not being ready on time.

Virtual

- ◆ Please turn off your cellular phones (text messaging included) before class is in session. This ensures that the lesson will not be disrupted.
- ◆ Cameras must be on during class at all times
- ◆ Please speak only language that your program is being offered in while in the classroom. This demonstrates respect for others and shows that you are welcoming and friendly.
- ◆ Use of electronic devices such as, but not limited to, cell phone (for any purpose), iPod/MP3/cd/dvd players, iPad, etc. during class is prohibited, unless authorized by the instructor. The policy also applies during group work, quizzes, exams, and field trips.

Students found using unauthorized electronic devices during class or a field trip will be asked to leave and return after the break. Should a student be reprimanded more than once, he/she will be asked to leave for the duration of the class and will receive an absent mark that will count towards the number of absences allowed. Any type of electronic device is strictly prohibited during an exam. Students caught

carrying an electronic device during an exam will be considered cheating and given 0 for the exam. Further disciplinary actions might be given by the Campus Director or Campus Manager.

Distance

- ◆ Cameras must be on during class at all times well instructor is presentence.
- ◆ Please speak only language that your program is being offered in while in the classroom. This demonstrates respect for others and shows that you are welcoming and friendly.
- ◆ Use of electronic devices such as, but not limited to, cell phone (for any purpose), iPod/MP3/cd/dvd players, iPad, etc. during class is prohibited, unless authorized by the instructor. The policy also applies during group work, quizzes, exams, and field trips.

Students found using unauthorized electronic devices during class or a field trip will be asked to leave and return after the break. Should a student be reprimanded more than once, he/she will be asked to leave for the duration of the class and will receive an absent mark that will count towards the number of absences allowed. Any type of electronic device is strictly prohibited during an exam. Students caught carrying an electronic device during an exam will be considered cheating and given 0 for the exam. Further disciplinary actions might be given by the Campus Director or Campus Manager.

Field Trips

Student are required to follow their classroom policies list above and these will be discussed students prior to each field trip.

Students found using unauthorized electronic devices during class or a field trip will be asked to leave and return after the break. Should a student be reprimanded more than once, he/she will be asked to leave for the duration of the class and will receive an absent mark that will count towards the number of absences allowed. Any type of electronic device is strictly prohibited during an exam. Students caught carrying an electronic device during an exam will be considered cheating and given 0 for the exam. Further disciplinary actions might be given by the Campus Director or Campus Manager.

Course Assessments

At Q College, attendance records, assignments, homework, projects, presentations, tests, quizzes, exams or any other assignments where the Instructor evaluates and awards marks, are categorized as Assessments. For each course, you will be awarded marks in a variety of assessment areas such as Assignments, Participation, Attendance, Class Activities, Quizzes, and a Final Exam. You are expected to complete all assessments and final exam on time under the guidance of Instructors. Failure to do so may result in the loss of marks and/or the failing a course (s) or the entire program. The Course Outlines provided to you by your Instructor provides details on the assessment criteria and grades. At the discretion of an Instructor, extra work and/or assessments may be required to complete a course. The time limit to submit extra work and/or assessments is: 2 weeks from the end date of the course. Extra work and/or assignments submitted late will NOT be accepted and the final student transcript will reflect a failing mark.

You will not be approved for Practicum (unpaid work experience) if you fail any of your courses. You will only be allowed to commence practicum once you have cleared all your courses. Please refer the

Practicum Policy for more details.

What is Passing Mark for a Course?

- This is outline on each course outline shared when a course starts.

Late Submission of Assignments and Projects

Students will be provided deadlines for all assignments and projects. Students who submit assignments passed the deadline will have a single mark taken off for each day the assignment is late. Up to a total of 50% of the total mark. Student must submit all assignment and projects within 2 weeks of the course being completed. If the assignment is not handed in within this time the student will be provided a zero mark.

Course Repeat Policy

Students who have passed a course may repeat the same course under the approval of the Campus Director or Campus Manager. Both the original and the repeat grades will be shown on the transcript and included in calculating the grade point average (GPA).

Course repeat should not affect student's normal study load. Students must finish all the courses or complete at least 48 credits in the last semester of their program before repeating any course. For each one course, students can only repeat the same course once. Please note if you are repeating a course you have already passed, you are not eligible for student loan funding. An international student must have a valid study permit to ensure completion of the repeat course(s).

If you are a graduating student and have met all the graduation requirements, the deadline for you to submit the Course Repeat Request Form is 60 days from your last day of class, which is also the last day to archive students' files upon graduation as regulated by PTIB.

For application, students must submit the Course Repeat Request form and meet with Campus Director or Campus Manager. Q College reserves the right to restrict or reject the course repeat request. The final decision will be at the discretion of the Campus Director or Campus Manager. If Student's application for course repeat is approved, an Add/Drop Form or a Course Selection Form must be submitted to complete the procedure of registering in the course(s).

Academic Standing

Students' academic performance will determine his/her standing as a registered student at Q COLLEGE. Following are the guidelines by which a student's academic standing will be measured.

- Q College reserves the right to restrict or refuse re-registration in a course in which a grade of D, F, I, RW or W has been received.
- If a student receives an F, I, RW or W, the student must receive permission from the Campus Director or Campus Manager in order to continue in the program.

Academic Probation

If a student receives a GPA of less than 1.50 and/or receives an F or RW, W in three or more courses, he/she will be placed on academic probation. Q COLLEGE requires that the student see the Campus Director or Campus Manager before re-registering.

During the academic probation semester, the student must abide with one or more of the following conditions set by the Campus Director or Campus Manager:

- Maintain a passing average for all your courses
- Be a honest and exemplary student including the demonstration of professionalism and the ability to take accountability
- No "RW" or "F" on your semester end transcript
- Other - as determined by Campus Director or Campus Manager

All applied conditions will be shared in an Academic Probation Letter that will be sent to student. If the student breaches any of the set conditions, the student may be suspended or dismissed from his/her program of study. In this case, the refund policy will apply.

Academic Suspension

If a student receives a GPA of less than 1.5 and/or receives an F or RW, W in three or more courses for two successive semesters, he/she will be referred to the Campus Director or Campus Manager who will make a decision as to whether: a) the student will be required to take a minimum one semester off and/or b) other action should be taken.

At the end of the suspended period, the student may request to resume his/her program of study at Q College. The request must be made before a semester's registration/payment deadline according to the College calendar or applicable late registration fee will be charged. The student must grant the Student Service's approval before he/she may sign up to any classes. Following this approval, the student is required to make an appointment with and present an Educational Plan to the Campus Director or Campus Manager.

The Educational Plan must include:

- reasons for the past poor performance
 - steps taken to academic performance
 - other course work or activities undertaken since leaving Q College to upgrade an academic performance
 - any courses taken elsewhere
- educational goal for the future

If the student continues to receive a GPA of less than 1.5 and/or an F, RW, or W, in three or more courses upon returning from the academic suspension, the student may be dismissed from the College and will not be allowed to apply for re-admission until two years have passed.

If student is an international student placed on Academic Suspension or have been dismissed, then Q College as a Designated Learning Institution will be required to report student's status to IRCC (formerly known as CIC).

Student Evaluations

Students at Risk

Instructors evaluate students on a continual basis throughout their courses. At any time, an instructor may speak directly to a student regarding his/her academic performance or conduct in class. A student may be considered "at risk" if he/she misses many classes, is constantly late, or is not doing well academically. The Campus Director or Campus Manager will meet with the student and discuss an action

plan. The student will then sign an agreement and make an appointment to meet again in a few weeks as indicated in the agreement. If no improvement is shown, the student must meet with the Campus Director or Campus Manager again. A letter of warning may be issued at this time and may later result in the suspension or expulsion of the student.

Instructor Evaluations

1. Students evaluate their instructors at mid-term and right before final of each course. Students fill out an anonymous evaluation form and submit the forms to the front desk. The instructor then receives a typed summary of the evaluations and schedules a meeting with the Campus Director or Campus Manager to discuss the evaluations and address any concerns.
2. The SEA also evaluates the College instructors. Twice a year, the Campus Director or Campus Manager visits the instructor's class and observes for a minimum of one hour. After the class, the instructor will meet with the Campus Director or Campus Manager to discuss the evaluation and address any concerns.

Requirements for Graduation

To graduate, students need to have completed all course requirements plus the practicum or co-op, if applicable. The College tries to host graduation ceremonies twice a year – normally in June and November (exact dates to be announced). Students who have paid the non-refundable Student Service Fee may attend the graduation ceremony for free. Guests attending graduation ceremonies are normally charged as well. Please note that graduation ceremony schedule and related fees are subject to change depending on the size of the graduating class and venue.

PRACTICUM

Work Experience (Practicum) Placement

Q College is committed to providing all opportunities to our students to enhance their learning experience. We strongly believe that practicum placements benefit students by providing a platform to apply previously learned theories at a real work environment. Practicum experience offers the students an excellent opportunity to build on their knowledge base as well as enhance core employment skills in a real work setting.

Practicum (unpaid work experience) is a mandatory component of most programs at Eton (The Flight Attendant Preparation Program does not have a Practicum Component). Students enrolled in programs that include a practicum component must successfully complete the required practicum hours in order to graduate. Students will be placed for practicum as per the scheduled practicum start date and complete the required number of practicum hours as per their Student Contract. Each program has a different practicum time requirement (vary from 120 hours to 300 hours). Please refer to the specific Program Outline for details.

The College has identified and established work experience partnerships with reputable hosts in the Business, Tourism and Hospitality industries who provide work experience opportunities to students, are suitable and appropriate for the student's program of study, and support them with the necessary supervision.

The following policies and procedures apply to all students whose program requirements include a

practicum component and cannot be waived or modified unless approved by the College under special and extenuating circumstances.

Practicum Approval and Criteria

All students enrolled in any program that has a practicum component must successfully complete all courses of the program to the minimum acceptable grade for their program before starting the practicum.

In order to commence practicum, the student must meet all of the following criteria for approval:

- a. **PASS Grade in Courses:** Students must demonstrate that they are passing all the courses and progressing well in their program of study. Students failing courses may not be approved for practicum until they have demonstrated a commitment to successfully complete the courses and a set education plan, as per SEA's discretion, is in place for the student to meet the outstanding requirements. (Re-take options are available for students failing courses).
- b. **No Outstanding Tuition Dues:** All outstanding tuition fees must be paid before a student can be approved for practicum.

A PASS grade in Practicum is a mandatory requirement for Graduation from the program of study. The Practicum Host (Employer) will assess your performance and complete the Practicum Host Evaluation Form, which will indicate whether or not you have attained a PASS Grade.

Practicum Coordination

- a. Practicum placements will be coordinated by the Practicum Coordinator who will liaise with placement hosts (confirmed with the PTIB) who are able to provide supervised work experience for students in the area of their training and meet the learning objectives of the student's program. When a student is successfully placed, the Student, the Host, and the School will enter into a Practicum Agreement to formalize the placement prior to the practicum commencement. The Practicum Agreement Form will be completed and signed by all three parties and a copy will be extended to the student.
- b. Students interested in host organization that is not on the approved PTIB list may submit a request to the Practicum Coordinator. The request must be completed at least one month prior to the scheduled work experience and include the following details:
 - i. Proof of confirmation that the host organization is willing to accommodate the work experience
 - ii. Host organization contact information:
 - Business name
 - Business Address
 - Contact name
 - Phone number, email address
 - Type of work experience placement
 - iii. A completed request will be reviewed by the Practicum Coordinator however it should be noted that while the student has indicated a location that may support placement, the College will have final discretion in determining if the site is an appropriate host for a work experience.

A student will not be assigned or re-assigned to a placement site if;

- The student declines or refuses opportunities made available to them,
- The student is released from a practicum assignment by the host site for just cause; or
- The student terminates their work experience without prior authorization from the SEA.

Actions to Take to Commence Practicum

- a) About a month before the practicum start date, the student will be required to attend a Practicum Orientation session.
- b) Following the orientation session, the student will be provided with a Practicum Approval Form and instructions to complete the form.
- c) Submit the completed Practicum Approval Form and an updated resume to the Practicum Coordinator.
- d) The Student Services Coordinator will liaise with relevant practicum placement hosts to seek a placement. Once a suitable host has been identified, a practicum interview with the Host will be arranged and the student duly informed.
- e) The practicum placement host reserves the right to accept or decline a student for placement with the company. Students are strongly advised to prepare for this interview. Acceptance for practicum at the company is solely dependent on the student's performance at the interview and their personal suitability for the practicum position as determined by the Host.
- f) If the student is accepted for placement, the student must discuss the work schedule directly with the host and confirm an actual practicum start date.

Practicum Documents

- a) Practicum Agreement – will be jointly completed and signed by the student and the placement host. The completed Practicum Agreement Form must be returned to the Practicum Coordinator to be counter-signed upon starting the practicum. A copy of the Practicum Agreement form will be extended to the student.
- b) Practicum Hours Tracking Form – this form to be completed by the student to ensure that they complete the required practicum hours as stated in the Student Contract. The immediate supervisor at the practicum site must counter-sign the form to validate the hours completed. Required hours as stated on the program outline must be completed. Hours may be shifts according to availability and host facility/agency requirements. Under no circumstances is the student obliged to work more than the stated hours on the Student Contract. Should the student decide to do so, it will be at the sole discretion of the student and the school will not be held accountable for any issues arising out of this.
- c) Practicum Host Evaluation Form – At the end of the practicum students will be evaluated by the practicum host and the report will be provided to the school. The host evaluation will cover the following areas: professionalism, work performance, communication, job specific and general employability skills at the practicum site. The final grade for practicum (PASS or FAIL) will be based on the Host's evaluation of the overall performance of the student during practicum.

It is important that the student maintains a high standard of performance during practicum as this impacts their graduation status. Students will not be eligible for graduation if they fail, withdraw or are terminated from a Practicum.

- d) Student Evaluation Form – this form to be completed by the student to share feedback on their overall experience during practicum. The student may arrange to meet the Student Services Coordinator to provide feedback in person.

Monitoring the Student's Progress

Punctuality, appropriate attire, and professionalism are expected of work experience participants. The practicum host will meet with the student to discuss performance and progress periodically at suitable intervals and are required to report any performance issues to the school.

Withdrawal from Practicum

When a student voluntarily withdraws from a practicum opportunity before the start or completion of the placement for any reason, the student becomes responsible to make their own arrangement for another placement with a placement host who meets the standards as required by the College for practicum purposes. Prior approval for choice of placement host must be sought from Q College and the Private Training Institutions Branch before starting the practicum.

Termination

When a student is terminated by the practicum placement host for reasons due to, but not limited to:

- Poor work performance
- Inability to follow instructions
- Tardiness
- Attendance issues
- Poor attitude
- Unable to adapt to work environment
- Unable to work in team environment/conflict with co-workers, etc.

the student becomes responsible to make their own arrangement for another placement with an approved placement host who meets the standards as required by the College for practicum purposes. Prior approval for choice of placement host must be sought from Q College and the Private Training Institutions Branch before starting the practicum. Non-compliance will result in a FAIL grade.

At the End of Practicum

Upon completion of the practicum work experience, the student must submit the documents to the school as soon as possible.

Impact on Student Funding

When a student is on student loan funding and does not fulfill the practicum obligations for any reasons (did not qualify, delayed, failed at interviews, terminated from practicum, withdrew from practicum), Q College will inform the funding agency, which in most cases will result in the student having a "withdrawal" status with Student Aid BC or equivalent funding source. The student will become solely responsible for any financial consequences arising out of this.

Career Preparation Seminar

The Career Preparation program prepares students for their next stage of career development with a focus on helping students become employment ready. During this program, students will review their personal strengths, weaknesses and identify barriers to their success. Students will set personal and career goals; develop strategic action steps to overcome challenges, research employment resources, seek employment opportunities, practice writing resumes, cover letters and practice interview skills. Each program of study at Q College includes a Career Preparation segment or component, either incorporated within the courses or as a separate course, and the duration may vary within programs.

Attendance Policy

Q College expects students to attend all of their classes, to be on time and ready for classes and not to leave classes before they are finished. If a student is unable to attend classes, he/she is required to inform Q College in advance. In the event of an unexpected delay or absence, please notify the College immediately. If students need to leave class early, they may receive a “late” or “absent” on their attendance record. How this will be recorded will ultimately be up to the course instructor.

We understand that life can sometimes get in the way. However, excessive lates or absences will not be tolerated and will thus be reflected in the Participation portion of your grades. Students should also be aware that attendances are tracked, and the records may be submitted to PTIB, and/or IRCC as required. Excessive absences could cause your student loans or funding to be defaulted or your study permit to be revoked. Additionally, absences and punctuality are qualifications for co-op and practicum, if applicable. In the event of a delay or absence, please notify the College immediately.

Please note that the attendance policies may differ for those students who are on academic probation. For more details, please refer to Academic Probation section in this policy booklet. Please also note that the attendance policies may differ for non-credit courses.

Please follow the policies specified in the course outlines handed out by your instructor.

Students should be reminded that by simply stop attending does not constitute withdrawal. An official withdrawal is only valid and effective from the date a Course Add/Drop form is received and approved by the Registrar’s office. Students who do not meet the class attendance requirements may be required to withdraw from a class and will assigned a letter grade of RW (required class withdrawal).

1. Lates

- Students are considered late if they arrive past the scheduled start time, and, at the instructor’s discretion, may be required to wait until the first break to be allowed entrance.
- 3 lates will be considered equal to 1 absence.

2. Absences:

- If a student misses an hour of a class - either by arriving late, missing in between, or leaves early, then it could be counted as an absence at the discretion of the instructor.
- Students are allowed a maximum of 4 absences (including excused absences) per 3-credit course – a 5th absence will result in a Required Withdrawal.

- Students may be required to provide a doctor's note or other documentation at the discretion of the course instructor to make up missed assignments, tests, quizzes, or projects while they were away.
- Students who are receiving student loans and miss 2 consecutive weeks will be withdrawn from student loan.
- Students who do not attend the College for an extended period of time may be dismissed from the College. See Deferring Enrollment and Dismissal Policy sections for more information.

3. Sick Days

If a student will be absent from classes due to illness, he/she should notify Q College by phone beforehand. A doctor's note will be required for absenteeism over 2 days due to illness.

4. Vacation/Planned Absences

An "Application for Leave" form must be completed and submitted to the Student Service Officer a minimum of two weeks in advance. After receiving the completed form, the Student Service Officer will schedule a meeting with the student to discuss their academic progress and how the absence will impact their graduation date. If approved, students can take a maximum of one cycle off per calendar year. Class rescheduling fees will apply to all classes affected.

If a student takes time off without Q College's permission, or extends their approved time off without permission, they are still responsible for all of the tuition paid/owed for classes that they miss during that time. No refunds or tuition credits will be issued for courses missed during unexcused absences.

If attendance is less than 90%

- A warning letter will be sent if the tardiness continues
- A second warning letter will be sent. This will result in a meeting with the Administrator and possible probation.
- Third offence will result in the student's dismissal
- If a student is consistently late, it will require a meeting with the Administrator

A student who misses 2 consecutive days will be required to produce a Doctor's note. A student who misses 4 consecutive days without contacting the college will be required to meet with the Administrator. A student who misses 10 consecutive days or more is considered a withdrawal.

Note: If you need to be absent from class due to an observance of a religious holiday, please inform your Instructor at the beginning of the session and obtain a form from Administration to fill out.

Medical Illness

In the event a student becomes medically unable to attend classes as scheduled the student will be able to restart the program with a subsequent intake or course scheduled. The actual re-entry date and academic schedule will be determined in consultation with an education advisor. Non-refundable tuition fees will be prorated and transferred to the re-entry date. Students will be required to submit a medical note for such medical leaves. The medical note will need to be sufficiently explicit to verify the student cannot study and when they are expected to return.

1- and 2-year Certificate/Diploma programs

The purpose of this policy is to communicate the importance of regular attendance. Q College expects all registered students to attend classes in order to receive the education, knowledge and skills needed to graduate. Many Federal and Provincial programs have minimum attendance requirements that must be adhered to. In the event they require reports, Q College will fill in any required reports for said agencies.

Student must notify both their instructors and administration regarding being absent. This can be done by calling the campus at 250-298-5059 or by emailing both parties. Instructors will be providing students with their emails in class and all administration emails can be sent info@qcollege.com.

Students must adhere to the following:

- You must attend class
- If you are late, your time will be marked against your overall attendance accumulatively
- Instructors will take attendance daily and note absences or tardy arrivals
- Instructors will notify Administration of any student who does not comply with this policy
- Minimum attendance of 80% of the program is required in order to graduate (extenuating circumstances will be considered)
- Class hours must be adhered to. Students are expected to be in class, ready to start at the required time.
- Behaving in a way which is threatening or disruptive to others will result in a meeting with the Administrator with possible suspension or dismissal

Note: If you need to be absent from class due to an observance of a religious holiday, please inform your Instructor at the beginning of the session and obtain a form from administration to fill out

3-month Bootcamp

The purpose of this policy is to communicate the importance of regular attendance. Q College expects all registered students to attend classes in order to receive the education, knowledge and skills needed to graduate. Many Federal and Provincial programs have minimum attendance requirements that must be adhered to. In the event they require reports, Q College will fill in any required reports for said agencies.

Student must notify both their instructors and administration regarding being absent. This can be done by calling the campus at 250-298-5059 or by emailing both parties. Instructors will be providing students with their emails in class and all administration emails can be sent info@qcollege.com.

Students must adhere to the following:

- You must attend class
- If you are late, your time will be marked against your overall attendance accumulatively
- Instructors will take attendance daily and note absences or tardy arrivals
- Instructors will notify Administration of any student who does not comply with this policy
- Minimum attendance of 80% (44 days) of the program is required in order to graduate (extenuating circumstances will be considered)
- Class hours must be adhered to. Students are expected to be in class, ready to start at the required time.

- Behaving in a way which is threatening or disruptive to others will result in a meeting with the Administrator with possible suspension or dismissal

Note: If you need to be absent from class due to an observance of a religious holiday, please inform your Instructor at the beginning of the session and obtain a form from administration to fill out.

Accelerated Bootcamp

The purpose of this policy is to communicate the importance of consistent attendance. Q College expects all registered students to attend classes in order to receive the education, knowledge and skills. Many Federal and Provincial programs have minimum attendance requirements that must be adhered to. In the event they require reports, Q College will fill in any required reports for said agencies. Student must notify both their instructors and administration regarding being absent. This can be done by calling the campus at 250- 298-5059 or by emailing both parties. Instructors will be providing students with their emails in class and all administration emails can be sent info@qcollege.com.

Students must adhere to the following:

- You must attend class
- Instructors will notify administration of any student who do not comply with this policy
- Scheduled class hours must be adhered to. Students are expected to be in class, ready to start at the required time
- If unable to attend, the student must give 24 hours' notice. If notice is not given in the allotted time frame, the student will be charged for that scheduled class time
- Behaving in a way which is threatening or disruptive to others will result in a meeting with the Administrator with possible suspension or dismissal

If student postpones training for 30 days or more:

- A warning email will be sent
- Students will be responsible to be current in their material review
- Course curriculum will resume where it left off before training was postponed

If training sessions continue to be postponed:

- A second warning email will be sent. This will result in a meeting with the Administrator
- A student may not be in a position to complete the required curriculum to pass the course. It is not the college's responsibility to compensate any missed training

Note: If you need to be absent from class due to an observance of a religious holiday, please inform your Instructor at the beginning of the session and obtain a form from administration to fill out.

Attendance For Funding Agencies

Attendance forms for funding agencies are to be sent in by the Q College administration every 1 to 2 weeks (depending on the funder), up to and including the Friday they are due. Completing this earlier than the time stated, could result in a fraudulent claim therefore, attendance for funding agencies are to be signed when class has ended on the day, they are due. For privacy reasons, attendance forms will be signed in the administration office.

International Students

International students should be aware that Q College is required to report on the status of international students to IRCC. International students studying in Canada on a Study Permit are responsible for ensuring they meet the terms of their Study Permit.

Health and Safety Policy

Q College is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all Q College employees and students. The purpose of this policy is to endeavor to maintain a safe and accident-free environment. Q College is concerned with the health, safety and the security of Students, Instructors, Staff, and Visitors on college property as well as the prevention of inefficient operation and damage to property and equipment. This Safety and Health Policy applies to all students and those employed or contracted to Q College, regardless of their position.

Q College encourages security awareness. Instructors, particularly those teaching evening classes or students attending evening classes are actively encouraged to use a "buddy system". Students are advised to walk with a friend or, if possible, travel in groups to parked cars or to other locations or get a ride to their vehicle if they are parked away from others.

Please report all security incidents to Administration.

Classroom Safety

If a student is disruptive and not following reasonable instruction from the Instructors, the student can be asked to leave the class and not return until the next class. The student would then make an appointment to meet with the Instructor, or to meet with the Instructor and Administration and/or President. Any special circumstance should be made clear to the student by the Instructor or with the assistance of staff (i.e. if the Instructor feel that the situation warrants the student leaving the campus, this should be stated.)Q College is committed to the prevention of violence and the promotion of a violence-free environment. Any act of violence or threatening behavior against employees or other students, is unacceptable and will not be tolerated.

Building Safety Procedure

It is essential that everyone on Q College premises familiarize themselves with the evacuation placard posted in each classroom.

Fire Safety Policy and Related Emergency Evacuation Procedures

1. The Safety Team ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The Safety Team ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The designated Safety Officer, normally the Administrative Assistant, is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.

- a. In the event of a fire emergency, the Safety Officer will dial 911 and advise the fire department of the location of the school. He/she will provide details of the type of fire (if known) and the location of the fire within the campus.
4. The Safety Team will advise all students and employees to evacuate the campus.
5. Instructors in session will take their students to the designated meeting place. At the designated area, the instructor will check the students presented against the list of students in attendance that day and will immediately advise the Assembly Area Coordinator, normally the Campus Director or Campus Manager, if anyone is missing.
6. All other staff and faculty members and students who are on the campus but are not in attendance of a class at the time should take the most nearby exit to leave the building and report to the Assembly Area Coordinator at the assembly area.
7. The Safety Team and the Safety Officer will act as liaisons between fire officials and students/employees during the emergency. If necessary, the Safety Team will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

Earthquake Safety Policy and Related Emergency Evacuation Procedures

1. The Safety Director, normally the Director of Operations, ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The Safety Team ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated Safety Officer, normally the Administrative Assistant, is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all employees and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the Safety Team will advise all employees to evacuate the campus.
6. Instructors in session will take their students to the designated meeting place. At the designated area, the instructor will check the students presented against the list of students in attendance that day and will immediately advise the Assembly Area Coordinator, normally the Campus Director or Campus Manager, if anyone is missing.
7. The Safety Team and the Safety Officer will act as liaisons between rescue officials and students/employees during the emergency. If necessary, the Safety Team will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

First Aid

A First Aid Kit is available at reception. Please speak to the receptionist if you need any items from the First Aid Kit or need any help. Please note that Q College staff or faculty will not distribute or dispense any medication. A First Aid Officer trained in administering First Aid is available at the College.

Additional Policies

Standards of Conduct for Students

Q College students are expected to conduct themselves in a manner that does not interfere with the education process both within the College and when engaged in College activities.

They must obey the law and College regulations, demonstrate respect for all persons on campus, and display mature behaviour. Students are held responsible for their individual or collective actions. Students have a right to learn, and Q College employees have a right to provide services without danger or disruption. The Campus Director or Campus Manager may take disciplinary action against students whose conduct is considered inconsistent with the objectives of Q College.

The following list provides examples of such conduct, but is not exhaustive:

1. Disruptive Behaviour

Generally, disruptive behaviour is any behaviour that interferes with the instructor's ability to conduct the class, or the ability of other students to profit from the instruction. Such behaviour may take various forms. Classroom disruptions are rare. Instructors discuss classroom behaviour expectations with students in order to help students know the standard. Q College respects the right of instructors to teach and the right of students to learn.

Disruptive behaviour may be viewed on a continuum ranging from the isolated incidents of mildly annoying or irritating behaviour (which probably should be tolerated as much as possible) to more clearly disruptive, dangerous, and/or violent behaviour that should not be tolerated.

Examples of disruptive behaviour may include the following:

- Persistent speaking without permission
- Inappropriate use of electronic devices or cell phones
- Threats of any kind and/or harassment
- Poor personal hygiene
- Sleeping in class
- Entering class late or leaving early (without permission)
- Eating/drinking in class without permission
- Failing to bring necessary equipment or materials to class (pen, notebook, textbook, lab materials, etc.)
- Being unprepared for class
- Disputing authority and arguing with faculty and other students
- Grandstanding
- Physical disruptions

2. Dangerous Behaviour

This is behaviour that endangers the health or safety of students or Q College employees. This includes any conduct that could lead to the physical and/or emotional injury, or the threat of physical and/or emotional well-being of all persons at Q College.

3. Misuse of School Property

Damaging, removing or making unauthorized use of College property or the personal property of faculty, staff, students or others at Q College. "Property" includes, but is not limited to information, equipment, and resources.

4. Use or Possession of Illicit Substances or Goods

Students in possession or using illicit substances or goods will be immediately suspended or expelled from Q College, depending on the severity of the situation. Q College may also contact the local authorities.

5. Academic Dishonesty

Academic dishonesty includes, among other things, plagiarism and cheating, and is defined by Q College policy.

6. Plagiarism and Cheating

Cheating, which includes plagiarism, occurs when a student uses or tries to use materials, methods or assistance, which is not approved by an instructor (i.e. copying off someone else's tests, "cheat sheets", etc.). Cheating is a serious educational offence. Plagiarism occurs when a student submits or presents the work of another person as his/her own, either by copying text word for word, or using someone else's work. It is not considered plagiarism when excerpts are used in paragraphs or essays, and the author is acknowledged through footnotes or other accepted practices.

7. Respectful and Fair treatment of Students Policy

Q College is committed to ensure that its learning environment promotes the respectful and fair treatment of all students. The management of Q College will ensure that learning environment at the College remain conducive and helpful to promote dissemination of knowledge. For this purpose, the College has implemented Respectful and Fair Treatment Policy that will be applicable to all students, employees, management, alumni or any person representing the College. In case of an event, the College will take all reasonable measures to identify and eliminate the unfair treatment.

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

Bullying

Bullying is a form of harassment that includes intentional intimidation from a person to another in order to force compliance or assert dominance and intentional harm to the other. As a result, the victim will be distressed, less powerful or helpless resulting a risk to the wellbeing of the victim. Bullying can be physical, verbal, or cyber harassment.

Examples include: unfair and excessive criticism; unreasonable ignoring a student's point of view; constantly changing or setting unrealistic targets for a student; undervaluing the efforts of a student; taking advantage of any power etc.

Anti-racism and Stigma

The COVID-19 pandemic has sparked a rise in stigma and prejudice against people who have the virus, people from countries where the virus originated or that are considered hot zones, people who have travelled recently, people who have come in contact with someone who has the virus. Health care workers may also be stigmatized as people assume; they must have the virus. To combat this discrimination, it is important to stay informed while treating others with the respect and dignity they deserve.

Stigma is a negative stereotype or negative association about people with an illness. Prejudice is a negative stereotype about a group, such as racism. The current COVID-19 pandemic has sparked a rise in stigma and discrimination against people who have the virus; people from countries where the virus originated or are considered hot zones; people who have travelled recently; or even those who it is believed have come in contact with someone who has the virus.

Stigma often arises because of fear or uncertainty about something we don't fully understand. Because COVID-19 is new and there are still many unknowns, people are anxious. The mass of information flowing through social media and other channels can create misconceptions about the disease that may further cause anxiety.

- The discrimination and racism that results from stigma can appear in various ways, such as:
- referring to COVID-19 as the “foreign virus,” or Asian or Chinese flu
- blaming a person or group of people who may have the virus for “being careless and spreading the illness”
- avoiding places associated with myths about the virus, such as Asian restaurants and grocers
- verbal or physical attacks on certain ethnic groups
- different treatment of stigmatized people in health care, schools and workplaces.

The impact of stigma

Stigma obviously affects the people who are targeted, but it can also have a wider impact. For example:

- Stigma can make people feel guilty or bad about themselves if they have the virus.
- It can lead people to become isolated to avoid discrimination.
- People may be less likely to get tested or seek treatment for the virus if they fear they will face discrimination.
- People who have COVID-19, or think they may have come into contact with someone who it is infected,
- might avoid a quarantine to hide the fact they are sick.
- Stigma and discrimination can also increase anxiety, as the person has to worry about how to manage the
- Discrimination

How you can reduce stigma

You might be feeling anxious or scared, and it may be comforting to look for someone to blame. However, this is a time to focus on facts and evidence.

- Be careful of the language you use to describe the virus or someone who has the virus. Avoid using “Asian/Chinese/Wuhan flu.”
- Stay informed with facts from credible sources. There are many posts on social media about the virus, how it originated and how it is spread. Many of these are just stories, not facts. Look to sources such as the Public Health Agency of Canada, the WHO, or the CDC for information and facts about the virus.
- Respect people's privacy. There is no need to tell others if someone you know is infected. Instead remind others always to use preventative measures.
- Focus on positives, such as the steps being taken to contain the virus and the preventative steps that people can take to keep safe.
- Support someone who is experiencing stigma or discrimination because of COVID-19. Speak out against stigmatizing behaviours.
- Raise awareness about COVID-19 by sharing messages based on facts. Correct any misconceptions that people believe or have spread.

If you have been affected by stigma associated with COVID-19:

- Reach out to someone you trust and talk about how you are feeling.
- Remember that you did not do anything wrong. Anyone who encounters the virus can get sick.
- Avoid reading social media discussions or blogs where people are posting stigmatizing language.
- Don't blame yourself because you have the virus.

The following sites offer more resources on stigma, racism and discrimination:

- Reducing Stigma
- Stigma Discrimination

- Here to help
- Mental Health Canada
- Resilience BC Anti-Racism Network

Personal or Sexual Harassment

Harassment is a form of discrimination that consists of unwelcomed words or conduct. In order to be guilty of harassment, the person engaging in this behaviour must know or ought reasonably to know that the behaviour is unwelcomed. Harassment may be accompanied by expressed or implied threats or promises of rewards.

Unwelcomed comments or actions are considered harassment which may concern a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, family status, gender, physical or mental disability, age or sexual orientation.

Sexual harassment is behaviour or comment of a sexual nature, which is known or ought reasonably to be known to be unwelcomed. Both males and females can be victims of sexual harassment by either gender. A consensual relationship, a gesture of affection between friends, or a guided classroom discussion dealing with sex or sexuality does not constitute sexual harassment. Sexual harassment may include, but is not limited to:

- patting, touching or other physical contact
- leering, staring or making sexual gestures
- demands for sexual favors
- unwanted sexual invitations
- unwanted questions or comments of a sexual nature
- display or distribution of sexual or offensive pictures or materials.

Discrimination

An act is considered discrimination when a student is denied a benefit, service, accommodation, facility, or treated less or more favorably than another student on the grounds of a personal characteristic or attribute, age, race, gender, religion, political belief, physical or mental disability, colour, ancestry, place of origin, marital status, family status, sexual orientation. Discrimination includes decisions/actions based on factors irrelevant to the matter at hand. Discrimination may include but is not limited to:

- words, gestures, actions or practical jokes, with the result of humiliating, alarming or abusing another person, distribution or display of offensive pictures or materials etc.

Reporting and Remedy;

Q College will ensure that any of these activities must not occur at the College; but under any circumstances, if a prohibited activity occurs, the following outlines the process for addressing the activity or behaviour:

If someone is subjected to bullying, harassment, or discrimination, he/she must bring the matter to the attention of the Registrar or campus manager of the College who will take immediate action to prevent further developments in the problems. The Registrar or campus manager will take all or any appropriate actions as a remedy and take mitigating measures to minimize the possibility of such events in future.

The College will ensure that the complaint or grievance process has been adopted to deal with in a professional and sensitive manner and will adhere to the principles of privacy and confidentiality. Details of the event will be recorded in writing and placed in the relevant file. Process at the College will exhaust.

If the student is dissatisfied with the internal process, he/she may explore other legal avenues available in the BC/Canadian legal framework.

1. Good Neighbor Policy

Students are expected to conduct themselves as mature and responsible members of the campus, local, and any community in which the student resides while a student at Vancouver Premier College. As such,

students are responsible for upholding all federal, provincial and municipal laws and ordinances, including those related to noise, traffic, parking, smoking and consumption of drugs/ alcohol. In addition, as responsible members of society, students are expected to foster an atmosphere that nurtures positive educational pursuits, the development of understanding and tolerance of those with different cultural and political points of view and an environment that encourages responsible behaviour in the community.

2. Smoke-Free Environment Policy

Q College is committed to create a working and learning environment that promotes the health and wellness of our school and community. This smoke-free environment applies to all staff, students, faculty and visitors to the school. No smoking areas include the patio, common areas, elevators, stairwells, parking facility, and within 6 meters of building lobby exteriors. Prohibited products include cigarettes, vaping (e- cigarettes), marijuana or the use of other similar exhaling devices. Any violations will result in suspension and a fine of \$500 from the building owner and/or enforcement officers from the Health Authority.

3. Automobiles

Students are expected to observe all city ordinances and exercise courtesy and common sense. Students should not obstruct the street, private driveways or private/reserved parking spots. For students' own safety, as well as the safety of the community they live and study in, students must abide by all traffic laws and drive responsibly.

Disciplinary Actions for Misconduct

Students who do not meet the Standards of Conduct will be disciplined in the manner the Campus Director or Campus Manager deems appropriate. Students may be disciplined by:

- a failing grade or mark of zero in the course, examination, or assignment in which the academic misconduct occurred.
- suspension from the course in which the academic misconduct occurred, for a specified period of time
- suspension from the College for a specified period of time. Students will not receive credit for courses taken at another institute during a suspension.
- expulsion from the College.
- a verbal or written reprimand. Written reprimands will be placed in the student's file.
- restitution in the case of damage to, or removal or unauthorized use of property.
- a notation on the student's permanent record of the penalty imposed.

Dress Code

All students are expected to dress appropriately in attire that suits a College setting. If you are dressed inappropriately, you may be asked to leave the class and/or change prior to being re-admitted. Professional dress is mandatory for field trips, presentations, and guest speakers.

Dispute Resolution Policy

The following policies and procedures have been designed for the protection and interest of both the student and Q College. It is acknowledged by both parties (or representatives thereof) that the contents are read and understood and will be the basis of conflict and dispute resolution between the two parties.

1. If a student has a dispute regarding the instruction, training, course content, scheduling, exam results, grades and other related academic matters, the student should:
 - a. Discuss and try to resolve the issue with the instructor directly.
 - b. If the student does not receive a suitable response, the student can make a written statement of the issue directly to the Campus Director or Campus Manager of his/her program (or another person of authority at the College if this person is involved). He/She/ They will meet with the student, request submissions from all involved parties (including witnesses) and conduct an investigation. The manager will then provide a written decision to all parties within 7 working days.

- c. If further action is required, the student can initiate a written appeal with the Campus Director or Campus Manager or the other administrator, if the Campus Director or Campus Manager is involved.
2. If a student has a dispute regarding admissions, Q College policies, tuition fees, refunds, and other financial or administrative matters, the student should:
 - a. Discuss and try to resolve the issue with the Admissions staff member.
 - b. If the student does not receive a suitable response or further action is required, the student can submit a written statement of the issue directly to the Director of Operations, who will meet with the student, request submissions from all involved parties (including witnesses) and conduct an investigation. The Director of Operations will then provide a written decision to all parties within 7 working days.
3. If a student has a dispute regarding his/her practicum or co-op placement, the student should:
 - a. Discuss and try to resolve the issue with the Career Development Executive or Co-op Coordinator.
 - b. If the student does not receive a suitable response or further action is required, the student can submit a written statement of the issue directly to the Campus Director or Campus Manager, who will meet with the student, request submissions from all involved parties (including witnesses), and conduct an investigation. The Campus Director or Campus Manager will then provide a written decision to all parties within 7 working days.
4. If a student has a dispute with another student, a staff member or manager the student should:
 - a. Talk directly to the person involved in the dispute. Then both parties should try to resolve the problem.
 - b. If the student is dissatisfied, he/she may meet with a higher authority at Q College (Q College representative) who will then request submissions from all involved parties (including witnesses), and conduct an investigation. The Q College representative will then provide a written decision to all parties within 7 working days.
 - c. If further action is required, the student can initiate a written appeal with the Campus Director or Campus Manager or another administrator if the Campus Director or Campus Manager is involved.
5. Q College encourages students to follow the above communication channels to resolve any dispute. In case a student, for any reason, genuinely feels uncomfortable talking to the staff and/ or faculty who are directly involved in the dispute, students may try the following alternatives.
 - a. Admissions Executives - If a student has language concerns and feels more comfortable to speak in his or her own language, an Admissions Executive who speaks the same language can be invited as a translator to help with the communication between the student and other involved parties.
 - b. Suggestion Box – This is recommended as the last resource for solving disputes. Only suggestions that have a name on them will be taken seriously.
6. And Finally,
 - a. The student making the complaint may be represented by an agent or a lawyer.
 - b. 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).

Computer Access

1. All users are responsible for ensuring the protection of assigned Q College Computers. Promptly report any theft of Q College property to Administration
2. Devices that connect to the Q College network must comply with the Minimum Access Policy
3. Students shall have no expectation of privacy regarding computer files, email, or Internet usage. Q College reserves the right to monitor all computer files, email, and Internet use without prior notice to the student. Q College may restrict or discontinue access to some or all Internet and/or network resources at any time without prior notice to students.

4. Student must not interfere with College device management or security system software.

Network Use

You are responsible for the security and appropriate use of Q College's network resources under your control. Using Q College's resources for the following is strictly prohibited:

- Causing a security breach to either Q College or other network resources, including, but not limited to, accessing data, servers, or accounts to which you are not authorized; circumventing user authentication on any device; or sniffing network traffic
- Causing a disruption of service to either Q College's or other network resources, including, but not limited to, ICMP floods, packet spoofing, denial of service, heap or buffer overflows, and forged routing information for malicious purposes
- Violate copyright laws, including but not limited to, illegally duplicating or transmitting copyrighted pictures, music, video, and software
- Exporting or importing software, technical information, encryption software, or technology in violation of international or regional export control laws
- Use of the Internet or Q College network that violates the Minimum Access Policy or local laws
- Intentionally introducing malicious code, including, but not limited to, viruses, worms, Trojan horses, e-mail bombs, spyware, adware, and keyloggers

Electronic Communications

The following are strictly prohibited:

- Sending Spam via e-mail, text messages, pages, instant messages, voice mail, or other forms of electronic communication
- Forging, misrepresenting, obscuring, suppressing, or replacing a user identity on any electronic communication to mislead the recipient about the sender.
- Posting the same or similar non-College-related messages to large numbers of Usenet newsgroups (newsgroup spam)
- Use of a Q College e-mail or IP address to engage in conduct that violates Q College policies or guidelines. Posting to a public newsgroup, bulletin board, or listserv with a Q College e-mail or IP address represents Q College to the public; therefore, you must exercise good judgment to avoid misrepresenting or exceeding your authority in representing the opinion of the company.

Enforcement

Any user found to have violated this policy may be subject to disciplinary action, ranging from a verbal warning to dismissal.



AUTHORIZATION AND SIGNATURES

Please sign, tear off, and submit the following page to your Admissions Officer

Authorization for taking/using photographs/videos of student

By my signature below, I hereby grant consent to Q College to use photographs and videos taken of me while studying at Q College or participating in College organized activities for purposes including but not limited to advertising, marketing and promotion.

I understand that I may revoke this permission at any time by submitting a written document to the Registrar at Q College.

PRINT NAME OF STUDENT

STUDENT SIGNATURE

DATE

Do Not Authorize (plus Initials)

Do Authorize (plus Initials)

ACKNOWLEDGEMENT OF RECEIPT

(Please complete and return to the Admissions Officer)

I, _____
PRINT NAME OF STUDENT

do acknowledge receipt of this Student Handbook, understand all the contents, and agree to comply with Q College rules and guidelines during my period of enrollment.

STUDENT SIGNATURE

DATE

(If under the age of 19, a parent or legal guardian must also sign)

Accepted for Q College:

SIGNATURE OF AUTHORIZED STAFF MEMBER

DATE