Edenbrook College

STUDENT HANDBOOK

British Columbia



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A MESSAGE FROM YOUR DIRECTOR

Thank you for choosing Edenbrook College of Health, Business and Technology for your training needs.

Welcome to an exciting new educational adventure where your opportunities to succeed are without boundaries.

We are fortunate to have talented and highly committed teaching and support staff to provide quality education in a culturally sensitive environment. Edenbrook College students leave with knowledge, happy memories, and life-long friendships.

At Edenbrook College, we encourage students to be diligent in their studies, to persevere through difficult times and do their best every day to achieve their goals.

This handbook is designed to help make your time with us rewarding and productive. It is important that you read this handbook and keep it handy. It contains important information on academic and graduation policies, student services and career services.

If you have any questions about information in this handbook, please approach any of our friendly staff who will be happy to assist.

It is my sincere hope that you will find your Edenbrook College experience rich and deeply satisfying, and that you will whole-heartedly seize the opportunities to expand your horizons, grow as an individual and realize your potential towards your training, your career, and your future.

We look forward to working with you and wish you success in your academic and career endeavors.

Our Training Philosophy

You will find when you begin your classes that the people who make up the student body come from a wide range of backgrounds. Each person brings a life experience that can and should be shared.

Your time at Edenbrook College of Health, Business and Technology will help you make the transition to a new career. By the time you graduate, you will have acquired the technical skills and work habits that are required for employment success.

Our programs are designed not only to develop technical skills but also to develop the qualities that employers want; initiative, discipline, the ability to solve problems and work independently. For this reason, we intentionally create and foster a career focused environment in our classroom. Consequently, our codes of conduct, policies and regulations have been developed with the “employer-employee” relationship in mind.

In addition to the qualities listed above, employers want employees with great attitudes. Attitudes cannot be taught; they can only be refined. It is for this reason that we place much of the responsibility for your progress on you.

Government Registration & Licensing

Edenbrook College of Health, Business and Technology is designated with the Private Training Institutions Branch (PTIB) and Education Quality Assurance (EQA) of the British Columbia Ministry of Advanced Education and Skills Training.

ADMISSIONS POLICIES AND PROCEDURES

To qualify for admission into any diploma or certificate course or program, all applicants will attend the initial interview and receive a positive recommendation from the Campus Admissions Department. The minimum admission requirements are:

- High school graduates (BC Grade 12, GED 12, or equivalent) or at least 19 years of age by the first day of class.
- Must provide an original or certified true copy of their high school transcript, diploma, or GED certificate upon registration and legal picture ID (Canadian passport or driver's license) for proof of age.
- Passing grade on the entrance exam if a mature student, 19 years of age or older in the Province of British Columbia and having been out of high school for one year. Proof of age is required. This entrance exam also applies to residents who are unable to obtain a copy of their high school diploma or transcript.

Programs may have specific additional entrance requirements such as, but not limited to, Senior Science, Math or English credits, reference letters and the like. For detailed information regarding the different program prerequisites, please contact the Admissions Department.

Please note that the existence of a criminal record can impact eligibility for registration and licensure with certain regulatory bodies, securing a practicum and may also impact employment opportunities. Many programs require the student to provide a criminal record check within 30 days of starting their program. For detailed information regarding the programs with this requirement, please contact the Admissions Department.

Foreign Students

Foreign students are also required to meet the minimum admission requirement to apply for a diploma level or certificate level program.

English Proficiency

All courses provided by Edenbrook College of Health, Business and Technology are instructed in English and require an understanding of the English language. English upgrading opportunities may be recommended prior to enrolment.

Advanced Standing / Credit for Prior Learning (CPL)

A former student of Edenbrook College of Health, Business and Technology may be able to obtain credits from a previous course or program they have completed within the last 24 months applied to a new program. To be considered for advanced academic standing in a program module, the student's academic subject must be equivalent in content to a specific module in the program applied for and must be at the post-secondary level. Credits awarded through advanced academic standing are not transferable to other learning institutions. If the Campus Director approves an exemption, the College will reduce the number of study weeks thereby reducing the tuition, book and other material fees accordingly. It is imperative that exemptions are in place prior to the student registering, so that the start and end dates along with the financial portion of the contract are accurate.

Credits earned for prior learning can qualify for a reduction in course duration and tuition fees. Credits earned will appear on the new program transcript as Credit for Prior Learning (CPL). All CPL requests must be submitted and approved prior to the study period start date. Exemptions are not allowed after registration.

Statement of Non-Discrimination Admissions Procedure

Edenbrook College of Health, Business and Technology does not discriminate on the basis of sex, age, disability, race, creed, religion, or sexual orientation in its admission to or treatment in, its programs and activities, including advertising, training, placement and employment.

ADMINISTRATIVE POLICIES AND PROCEDURES

Health, Security and Safety

Edenbrook College will take every reasonable precaution to provide a healthy, safe and secure learning environment for its students and comply with applicable Federal, Provincial, and Municipal health and safety legislation. All classrooms and laboratories comply with the requirements of the various Federal, Provincial, and local building codes, local fire departments, as well as the Ministry of Health and Safety Boards.

Students should immediately report any medical, criminal, or other emergency occurring on the school premises to the School Director (or any other college employee if unavailable.) Upon receipt of any report of a medical or criminal emergency, the College will, on behalf of the student, obtain the services of medical or security professionals, as required. Following a criminal emergency, the College may require the reporting student to confirm in writing the details of the criminal emergency reported. Students are encouraged to promptly report all crimes to college officials and the appropriate police agencies.

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

Emergency/Fire Evacuation Plan

Each classroom within the facility has an evacuation map posted near every entrance and in the public hallways designating the location of all exits. All students should be aware of emergency evacuation routes.

In case of an emergency evacuation, elevators should not be used. Fire/evacuation drills will be held throughout the academic school year.

In case of fire, the fire alarm will sound continuously. Students must obey all college and other officials during emergencies. Students must leave the premises immediately and in an orderly fashion.

Ensure you report any hazards, accidents, or injuries immediately to a college official.

Bullying/Psychological Harassment

Edenbrook College also believes that everyone has the right to a safe and secure environment that is free from bullying/psychological harassment, violence, or threat of violence. Edenbrook College is committed to ensuring the safety of everyone in all College facilities, at college functions and in all College sponsored programs including work placements. This applies to all members of the College community including, but not limited to students, employees, volunteers, clinical preceptors, and visitors who have a direct relationship and/or association with Edenbrook College.

In order to achieve this objective, Edenbrook College will not tolerate any form of violence, threat of violence, bullying or harassment, or any situation that places members of the College community in a position that may jeopardize their personal safety on college property or during any College sanctioned activity.

Accessibility

Edenbrook College is committed to improving opportunities and providing services to our students, the public, and our staff that are free of barriers and biases. Edenbrook College strives to ensure that key principles of independence, dignity, integration, and equality of opportunity are reflected and valued in our learning and working environments. Our conduct shall demonstrate our belief in the strength diversity brings to our communities.

It is the policy of Edenbrook College to support the rights of all persons with disabilities by providing equal opportunities to participate in our school with respect, independence, and dignity.

Harassment and Discrimination Policy

Harassment is any annoying, persistent act or actions that single out a student or any employee to their objection or detriment because of race, sex, age, religion, ancestry, national origin, physical handicap, mental condition, marital status, or veteran status. Harassment may include, but is not limited to, any of the following:

- Verbal abuses or ridicule. This includes abusive or derogatory comments, slurs or unwanted sexual advances, invitations, or comments.
- Interference with a student or employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work, directed at an individual because of his/her sex or other protected status.
- Displaying or distributing sexually offensive, racist, or derogatory materials. This includes derogatory posters, cartoons, drawings, gestures, or intimate physical contact.
- Demanding favours (sexual or otherwise).

Discrimination is the negative valuing, stereotyping, or discriminatory treatment of individuals and/or groups as defined by the provisions of the BC Human Rights Code. Discrimination directed at any

individual or group is unacceptable. Discrimination can be detected by its effects and can be manifested in both personal attacks and insults, and in the structure of social institutions. It may be intentional or unintentional, the result of activity or arrangements that set out to discriminate or harm, or of ignorance or inadvertence. Discrimination may include, but is not limited to, any of the following:

- Behaviour such as the dissemination of hate literature,
- Graffiti, racial slurs, and jokes,
- Derogatory remarks and gestures, and physical attacks,
- Bias in administrative decisions,
- Bias in academic decisions such as marks,
- Choice of scheduling of academic activities, and decisions related to the practicum or group assignments

The College does not condone harassment or discrimination of any student, staff, client, or visitor to the College. Students or Staff participating in harassing or discriminatory activities will be subject to discipline, including immediate suspension from any or all programs and courses from the College, depending on the severity of the activity and the results of any internal or external investigation.

Privacy Policy

Edenbrook College of Health, Business and Technology is committed to and accountable for the protection and proper use of your personal information. Our commitment extends to meeting or exceeding all legislated requirements related to personal information.

"Personal information" is personally identifiable information, such as your name, address, e-mail address, Social Insurance identification, birth date and gender. Personal information is collected when you enroll for training, requesting information from an Edenbrook College of Health, Business and Technology school on training, or attending an Edenbrook College of Health, Business and Technology school to obtain information. Business contact information such as the name, title, business address, e-mail address or telephone number of a business or professional persona or an employee of an organization is not considered personal information.

'Non-personal information' is information of anonymous nature, such as aggregate information, including demographic statistics.

Use of Personal Information

Personal information may be used by us for the following purposes:

- To manage and administer the delivery of training and relevant services to Edenbrook College of Health, Business and Technology students
- To maintain the accuracy of our records, in accordance with legal, regulatory, and contractual requirements
- From time to time, to contact consumers about training and relevant services that are available from Edenbrook College of Health, Business and Technology
- To perform statistical analyses of the collective characteristics and behavior of Edenbrook College of Health, Business and Technology students, in order to monitor and improve our operations and to maintain the quality of our products and services

Disclosure of Personal Information

We will not sell or rent your personal information to third parties. We will only disclose your personal information to third parties:

- Where you have specifically given us your consent to disclose your personal information for a designated purpose
- Who are acting on our behalf, as our agents, suppliers or service providers, solely to enable us to more efficiently provide you with the training and other services that you have requested
- To facilitate the provision of training and services that you have requested; or
- As required by law, including by any order of any court, institution, or body with authority to compel the production of information.

Access to Personal Information

For access to your personal information, please contact the Student Services Department. A request should be in writing, and should include sufficient identifying information, so that we can expeditiously locate your personal information.

Questions, Comments

If you have questions or comments about this Privacy Policy or Edenbrook College of Health, Business & Technology privacy practices that were not answered here, please contact the Student Services Department.

Should you have any questions about the collection, disclosure, and use of personal information you may write to the Director, Regulation, at the Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, Skills and Training 203-1155 W Pender St, Vancouver, BC V6E 2P4, or reach them by telephone at (604) 569-0019.

Student Records

All student records are confidential and kept at the college where the student attended classes for 8 years. Academic records are computerized and filed and maintained by Edenbrook College of Health, Business and Technology. This database also contains personal information which is subject to our privacy policy. **No** information about a student will be released or confirmed without proper authorization from the student. Written permission from a student is required before any information is released. The Ministry of Advanced Education and Skills Training has the right to inspect all of the student files without notice.

The college will cooperate, where it deems proper, with police or other government agencies in the investigation of a crime. Upon presentation of a subpoena, the college will release a student's file (or copies of the contents – paper or electronic) to the court.

Change of Address and/or Personal Data

It is important that your information in your file is accurate and current. It is your responsibility to inform us of any changes in name, address, telephone number or other important information.

Student Identification

A student identification number has been issued to you upon enrollment in your program. You must always have your student identification number with you. You will need it for:

- Signing out resource material
- Proof of identification to use college equipment or facilities during college hours of operation
- Obtaining official documents such as transcripts, tuition receipts or letters

GENERAL CAMPUS ADMINISTRATION

Hours of Operation

Monday to Friday 8:00am – 6:00pm

Student Dress Code

Students must always in proper uniform, as per the program requirements. Where uniform is not applicable, we encourage students to wear appropriate business attire.

The college reserves the right to request any student wearing inappropriate attire to leave the college. Inappropriate attire includes, but is not limited to, cut-off shorts or shirts, halter tops, tank tops, crop tops and ripped clothing. The student may return to the college once they are properly attired.

Holidays

The college operates year-round. There is a scheduled one-week Winter break. The college observes all government statutory holidays.

General Illness

During the winter months it is very difficult to avoid coughs, colds, and flu. If you are not feeling well and are unable to attend your program, kindly contact your college early in the morning on the day you will not be in attendance. If you are sponsored, contact your funding agency regarding your absence. Absenteeism of more than 3 consecutive days will require a doctor's note. It is imperative that a doctor's note be submitted to your college for those being sponsored or through the Student Loans program. It would be in your best interest if you are under the weather to stay home. If you decide to attend, please be sensitive to the students around you and try to work at your own workstation.

Break Area or Lunchroom

Some college locations may have a Break Area or Lunchroom. These designated areas are there for you to utilize and enjoy. Please keep the tone of your voice down so that it will not disturb other students at your college.

The Break Area or Lunchroom must be kept neat and tidy at all times. If you have access to a fridge at the college, please ensure that you discard any food placed in the fridge which has not been consumed by you on that day. The college will not be responsible for any food or personal items.

Consumption of Food and Beverages

Students may consume food and beverages in designated areas only. **Under no circumstances are beverages or food allowed in the computer classroom**. Any student found eating or drinking in the practical areas will be asked to leave. Repeated offenses may lead to suspension.

Washroom Facilities

Please keep the washroom area neat and tidy. Don't forget any personal belongings when leaving the washroom area.

Smoking

The college does not provide a smoking area or facility. Anyone smoking at the college must be at least 30 metres from the front door, or as stated in the city by-law.

Cancellation of Classes

Classes are cancelled only in cases of public emergencies, as these conditions are deemed to impact on the safety of staff and students. However, should the administration determine that the school must be closed due to inclement weather; the students will be notified, if possible. Call the college before you leave home to ensure it is open.

Textbooks, Practical Fees, and Supplies

Edenbrook College has an online campus bookstore that you can purchase the required textbooks for your program. Once you select the campus you will be attending and your program the list of textbooks available for that program will be displayed. Campus Bookstore Website: www.edenbrookcollege.ca

It is imperative that you have your textbook each day for your course. Please keep your textbook in a safe place.

Supplies for computer or other specialized practical areas are provided by the college as you need them and are included in the program equipment fees. You will be required to buy general school supplies, such as pens, pencils, and notebooks.

Workstation Guidelines

We cannot guarantee specific computers or workstations to any student. Regarding your workstation, please follow these guidelines:

- Leave your workstation clean and tidy. Allow yourself sufficient time to tidy up and vacate your workstation for the next student.
- Please obtain permission to remain at the workstation beyond your scheduled time.
- Please do not leave personal belongings at the workstation.

We reserve the right to inspect, at any time, the computer display, hard drive, and memory sticks students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules. The appropriate officials will investigate the matter and, if circumstances warrant, proceed to investigate all work and files belonging to the student.

Internet and Email

Your college has provided you with internet and email access to assist you in completing your course assignments. Please refrain from using these tools for your own personal use.

Consideration for Others

Edenbrook College of Health, Business and Technology aims to provide the best possible learning environment for our students. We ask for your cooperation in that endeavor. Please be considerate of fellow students to maintain a quiet learning environment and do not disturb other students. Please be especially considerate of students writing exams. It would be helpful if you could keep conversations in the social areas designated by your college. Mobile telephones should be turned off or in silent mode while on campus.

Financial Obligations

The college expects students to pay their tuition according to the arrangements outlined in the student enrolment contract.

1. Students are financially responsible for all charges incurred after the Enrolment Contract has been signed.
2. A fee of $25.00 will be levied for any returned cheque's, regardless of the reason it is returned.
3. Academic credits and release of official documents will be withheld until **all** financial obligations to the college have been met.
4. Textbooks may not be included in tuition fees. Textbooks will be available to purchase at the start of each course. See also, "Textbooks, practical fees and Supplies".
5. Postdated cheques or pre-authorized credit card agreement is required within the first week of study as per the payment schedule as outlined in the enrollment contract.

Tuition Payment, Inquiries and Deferments

Tuition is due according to the terms and conditions of the Student Payment Schedule as outlined in your Enrollment Contract. You are expected to make payments on time; however, if you run into financial difficulties, speak to the Student Financial Aid Department. Receipts will be given to you each time monies are received on your behalf for payment of tuition and other fees. (Excluding students through a sponsoring agency).

The Student Financial Aid Department can provide you with up-to-date and accurate information on your tuition account. A copy of your account statement can be requested at any time.

Tuition receipts for income tax purposes will be sent to students who have made payments in the previous calendar year. These are generally available in mid to late February. Those students funded by a third party will not receive Tuition Receipts for income tax purposes. (WCB, Aboriginal Funded, Insurance or Corporate)

Students who do not pay fees as agreed or do not make satisfactory arrangements to pay tuition and other charges (practical fees, textbooks, etc.) will be suspended or dismissed.

Financial Clearance

Graduating students must be in good financial standing before a diploma or certificate is issued. Graduating students should check with the Student Financial Aid Department when they finish their program to ensure their account is cleared and/or up to date. If a student's account is not cleared, arrangements must be made immediately.

Withdrawal Procedures

The college's policy on withdrawals and refunds adheres with the directives governing Private Training Institutions as established by the Private Training Institutions Branch of BC (PTIB). Students wishing to withdraw from their program must:

1) meet with an Admissions Representative or the Student Services Department of the college **and**
2) submit an official letter of withdrawal, delivered personally, by email, by registered mail or by regular mail to the college.

Refund Policy

The refund policy is outlined in your contract and follows the directives governing Private Training Institutions as established by the Private Training Institutions Branch of BC (PTIB). It is your responsibility to ensure you follow the correct procedure for withdrawal from your studies (See Withdrawal Procedures).

Please note that non-attendance does not constitute Notice of Withdrawal. A student is responsible for all charges up to the time that the school receives an official notice of withdrawal.

A refund will be processed after receipt of the student's official notice of withdrawal, or the college notifies the student regarding their non-attendance and completes the withdrawal process. The refund will be paid within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Refund chart

Circumstances when Refund Payable	**Amount of Refund**
Before program start date, institution receives a notice of withdrawal (applies to all students)	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
• At least 30 days before the later of: a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract.	Institution may retain up to 10% of tuition, to a maximum of $1,000. Institution must refund fees paid for course materials if not provided to the student.

• More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract.	Institution may retain up to 20% of tuition, to a maximum of $1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
• After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
• After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – "no-show" (applies to all students except those enrolled in a program delivered solely by distance education):	
• Student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
• Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
• Student completed up to 30% of the program.	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

• Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Student enrolled in a program without having met the admission requirements for the program	
• If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	**Amount of Refund**
Institution does not provide a work experience	
• The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% tuition and all related fees, other than application fees

Dispute Resolution Policy

1. This policy governs disputes from students respecting Edenbrook College of Health, Business and Technology and any aspect of its operations.

2. A student who makes or is otherwise involved in a dispute will not be subject to any form of retaliation by the institution at any time.

3. The process by which the student dispute will be handled is as follows:
    - Statements of dispute must be made in writing.
    - All disputes are confidential.
    - The procedure outlined below must be followed.
    - A staff presented with a verbal dispute will ask the student to follow the procedure and remind the student of the written dispute requirement
    - The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
    - Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No dispute will go unanswered.
    - Records of Disputes will be maintained at the location where they originated for a period of at least three years. The student will be provided a copy of the dispute record.
    - Written reasons for the determination will be provided to the student within 30 days from the date on which the complaint was made.
    - The student making the dispute may be represented by an agent or a lawyer.

The Dispute Resolution Procedure is designed to provide students with two processes, Informal and Formal, to resolve any concerns. Students are encouraged to address any concerns immediately with the staff member involved.

We encourage you to follow the steps as outlined in the following Dispute Resolution Policy, if you have any concerns. Please do not let a minor problem develop into a major one. “HELP US TO HELP YOU.”

Edenbrook College of Health, Business and Technology strives to provide you with the highest quality training available. Our staff have been carefully selected and trained to provide a professional, caring environment. Should we fall short of our goals we want you to let us know. Our staff is available to review and discuss any concerns you have and are ready to provide you with assistance.

Edenbrook College of Health, Business and Technology is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Dispute Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern. If satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution, the student has the right to present his / her case and has the opportunity to make an oral submission. They have the right to be accompanied by an individual of his / her choice at all times during the process that can also make an oral submission on behalf of the student.

Informal Dispute Process

Should you have any problems or concerns during your training we encourage you to discuss them promptly with your instructor. If you require additional assistance, your instructor will approach, or direct you to the staff member who will be able to help you. If for any reason the matter is not resolved, you should follow the Formal Dispute Process.

Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. Should a student have any problems or concerns during their training period, Edenbrook College encourages the student to discuss them promptly with the staff member directly involved. Should the resolution to the issue require further involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director, If the Campus Director is absent or is named in a dispute, the student must provide the dispute to the Chief Operating Officer.

Formal Dispute Procedure

1. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal dispute procedure be launched. To do so, a student must complete and sign a Student Dispute Form, recording the concern and documenting the student's desired resolution. Once signed, the form is given to the student. A copy is submitted to the Campus Director / Chief Operating Officer.

2. The Campus Director / Chief Operating Officer will arrange to meet with the student within two working days of the date of the written dispute. If, as a result of that meeting, the student and the Campus Director / Chief Operating Officer decide to implement a mutually agreed to dispute resolution plan, then that decision, the reason for the decision, and a description of the resolution plan must be recorded by the Campus Director / Chief Operating Officer in Part B on the student’s original dispute form. The original form must be co-signed by the student and the staff member in sub-section i) of Part B of the

form. The original must be returned to the student and a copy will be filed in the student's academic file.

3. If the student and the Campus Director / Chief Operating Officer reach a mutually agreed to resolution in step 2 above then the plan must be implemented and the Campus Director / Chief Operating Officer must follow up to ensure the resolution plan satisfactorily resolves the concern. Upon mutually satisfactory resolution of the student concern, the Campus Director / Chief Operating Officer will meet briefly with the student to close the concern and record in Part B of the original Student Dispute Form a confirmation that the concern has been satisfactorily resolved. The student and the Campus Director / Chief Operating Officer will sign the declaration at the bottom of Part B. The original form will be given back to the student and a copy will be filed in the student's academic file. A second copy will be filed in the Campus Student Dispute Binder and kept for three years.

Review / Reconsideration Process

1. Where a student concern has arisen that could not be resolved to the student's satisfaction, through the formal procedure outlined above, the student may initiate an appeal. The student must complete and sign Part C (Request for a Review) of the original Student Dispute Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the Campus Director/ Chief Operating Officer.

2. The Campus Director/ Chief Operating Officer will form a Student Dispute Committee to investigate the student's concern and meet with the student within two (2) working days of the request for a review to discuss resolution. The committee will consist of a minimum of 3 people including a staff member from the academics department, a student representative, and the Campus Director / Chief Operating Officer.

3. The Committee will report to the student by completing and signing Part D of the Student Dispute Form within five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the committee's dispute resolution decision including the reasons for arriving at that decision.

4. The student will be given the original signed copy of the student dispute form. A copy of the student dispute form will be retained in the student's academic file and a second copy will be placed in the Campus Student Dispute Binder, where it will remain for a minimum period of three (3) years.

5. The Campus Director will maintain this binder on site for possible annual inspection.

The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB)

www.privatetraininginstitutions.gov.bc.ca.

Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Sexual Misconduct Policy

Edenbrook College of Health, Business and Technology is committed to providing its students with an educational environment free from sexual misconduct and treating its students who report incidents of

sexual misconduct with dignity and respect. The college is committed to the prevention of and appropriate response to sexual misconduct.

Edenbrook College of Health, Business and Technology has adopted this Sexual Misconduct Policy, which defines sexual misconduct and outlines its training, reporting, investigative and disciplinary responses to complaints of sexual misconduct made by its students that have occurred on its campus, or at one of its events and involve its students.

The person accused of engaging in sexual misconduct will be referred to as the "Respondent" and the person making the allegation as the "Complainant".

This Policy is not intended to be used in situations where Sexual Misconduct is of a violent nature. In the event of violent incidents, law enforcement authorities will be contacted, and support will be provided to the victim.

Definition of Sexual Misconduct

Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

- sexual assault;
- sexual exploitation;
- sexual harassment; • stalking;
- indecent exposure;
- voyeurism;
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video; • the attempt to commit an act of sexual misconduct; and
- the threat to commit an act of sexual misconduct.

Disclosures/Complaints of Sexual Misconduct

A Complaint of sexual misconduct is different than a Report of sexual misconduct. A Complaint is when the victim/survivor discloses or chooses to tell someone at the institution of an incident of sexual misconduct in order to seek support but may not want to make a formal report to police or the institution. A Report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A Report does not have to be made by the victim/survivor.

A student making a Complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a Report.

The process for making a Complaint about sexual misconduct involving a student is as follows:

i) Students who have been affected by sexual misconduct or who need information about support services should contact the Campus Director. If the Campus Director is absent or is named in a dispute, the student must provide the dispute to the Chief Operating Officer.

ii) A student can make a disclosure/complaint without initiating the formal report process.

iii) Students may file a formal complaint of an incident to the Campus Director / Chief Operating Officer in writing.

iv) Upon receipt of a complaint, the Campus Director or Chief Operating Officer (if appropriate) will conduct an initial review to determine whether the allegations in the complaint fall within the scope of the policy. This review will occur within four business days. The complaint may be dismissed if it is not within the policy and the student will be advised of the reasons in writing. Alternatively, the complaint will be investigated further.

For the purposes of this policy, a report is a formal notification of an incident of sexual misconduct to someone at the College accompanied by a request for action. The actual process/procedures may vary in relation to the nature of the disclosure/complaint or report (for example, whether or not there has also been a report to law enforcement). To make a formal complaint to the College, the student should follow the Dispute Resolution Policy.

Upon receipt of the complaint the Campus Director / Chief Operating Officer will respond promptly, and this review will occur within four business days:

i) determine whether the behaviour(s) in question may fall within the definition(s) of Sexual Misconduct under this Policy.

ii) determine whether an investigation should proceed and if the student wishes to participate in an investigation;

iii) determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;

iv) determine whether the incident should be referred immediately to the police and/or relevant authorities.

Investigating and Responding to Disclosures/ Complaints and Reports of Sexual Misconduct

Career college management, instructors, staff, other employees and contractors of Edenbrook College of Health, Business and Technology will report incidents of or complaints of sexual misconduct to the Campus Director upon becoming aware of them.

Students who have been affected by sexual misconduct or who need information about support services should contact the Campus Director.

To the extent it is possible, Edenbrook College of Health, Business and Technology will attempt to keep all personal information of persons involved in the investigation confidential except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:

(i) ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and

(ii) ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.

(iii) Edenbrook College of Health, Business and Technology recognizes the right of the Complainant not to report an incident of or make a complaint about sexual misconduct or not request an investigation and not to participate in any investigation that may occur in order to obtain supports and services or accommodation.

(iv) Notwithstanding (iii), in certain circumstances, Edenbrook College of Health, Business and Technology may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

Edenbrook College of Health, Business and Technology will assist students who have experienced sexual misconduct in obtaining counselling and medical care and provide them with information about sexual misconduct supports and services available in the community. Students are not required to file a formal complaint in order to access supports and services.

All reported incidents of sexual misconduct will be investigated in a manner that ensures due process as detailed in the procedures below.

Under this Sexual Misconduct Policy, any student at Edenbrook College of Health, Business and Technology may file a report of an incident or a complaint to the Campus Director in writing. The other officials, offices or departments that will be involved in the investigation are Campus Director, Chief Operating Officer, Human Resources, and/or The President.

Upon receipt of a report of an incident or a complaint of alleged sexual misconduct being made, the Campus Director will respond promptly and:

(i) determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;

(ii) determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;

(iii) determine whether the incident should be referred immediately to the police;

In such cases or where civil proceedings are commenced in respect of allegations of sexual misconduct, Edenbrook College of Health, Business and Technology may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and

(iv) determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

Once an investigation is initiated, the following will occur:

(i) the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;

(ii) interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;

(iii) informing and interviewing the Respondent of the complaint, providing details of the allegations, and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation;

(iv) interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses;

(v) providing reasonable updates to the Complainant and the Respondent about the status of the investigation.

Following the investigation, the Campus Director will:

(A) review all of the evidence collected during the investigation; within a reasonable timeframe

(B) determine whether sexual misconduct occurred; and if so (C)

determine what disciplinary action, if any, should be taken.

(D) confirm next steps in writing.

Disciplinary Measures

If it is determined by Edenbrook College of Health, Business and Technology that the Respondent did engage in sexual misconduct, immediate disciplinary or corrective action will be taken. This may include:

(i) disciplinary action up to and including termination of employment of instructors or staff; or

(ii) dismissal of a student; and /or

(iii) the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or

(iv) any other actions that may be appropriate in the circumstances.

Appeal

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the President within 10 days by submitting a letter addressed to the President advising of the person's intent to appeal the decision.

Making False Statements

It is a violation of this Sexual Misconduct Policy for anyone to knowingly make a false complaint of sexual misconduct or to provide false information about a complaint.

Individuals who violate this Sexual Misconduct Policy are subject to disciplinary and / or corrective action up to and including termination of employment of instructors or staff or dismissal of a student.

Reprisal

It is a violation of this Sexual Misconduct Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual misconduct, provided information related to a complaint, or otherwise been involved in the complaint investigation process.

Individuals who violate the Sexual Misconduct Policy are subject to disciplinary and /or corrective action, up to and including termination of employment of instructors or staff or dismissal of a student.

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

Students who disclose their experience of sexual misconduct through reporting an incident of, making a complaint about, or accessing supports and services for sexual misconduct, will not be asked irrelevant questions during the investigation process by the College's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

Edenbrook College of Health, Business and Technology will:

- Ensure the safety of the victim/survivor.
- As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
- Respect the right of the individual to choose the services they consider most appropriate.
- Treat all parties with dignity and respect.

Confidentiality and Further Support

All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

STATEMENTS OF STUDENTS' RIGHTS AND RESPONSIBILITIES

Edenbrook College of Health, Business and Technology is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to: http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student.

STUDENT SERVICES

Tips on How to Maximize Your Training

There is no overnight formula for getting better grades, but you can ensure your maximum potential is reached by proper preparation and planning. Start by setting your own goals and developing a personal action plan at the start of each course. The following study tips show you how to score better on tests and examinations.

Time Management

- Enter major tests and project due dates on a calendar.
- Record daily homework, minor assignments, and readings.

Study Environment

- Select one study location at home. Ensure you have good lighting, a firm chair and flat writing surface.

- Keep reference material and supplies handy.
- Eliminate distractions such as telephones, radios, and TV.

Study Strategies

- Study every day.
- Set a definite time limit. The length of time you need for studying depends on you and your goals. No two students are identical.
- Review each lesson quickly. Get the overview and then tackle any details and difficulties.
- Review relevant textbook sections, or chapters, and make use of all other available resources.
- Allow for brief breaks of 5 to 10 minutes if studying for a long period of time. Be disciplined – 5 minutes means 5 minutes!
- Prepare for all examination formats – essay questions, short answer, multiple choice, etc.
- Reinforce what you learn in class by:
    - ○ Writing summaries in outline form ○ Reciting material aloud without referring to note ○ Telling someone what you have learned
    - ○ Testing your answers with flashcard question and answer items.

Listen to your instructor's tips on what will be emphasized. Never assume something won't be included on a test or exam unless told so specifically.

Test and Exam Tips

1. Morning of the test or exam:
    a) Get 8 hours of sleep and have a good breakfast (or meal).
    b) Get to school without hurrying. Allow ample travel time – plan for unexpected traffic, etc.
    c) Look over your summary review notes.
    d) Avoid classmates that are quizzing each other. You won't learn anything, and you'll probably pick up on any anxiety.

2. The Exam Room or Workstation:
    a) Prepare your workstation or desk prior to starting your exam. Be comfortable.
    b) Bring your favorite pens, pencil, or any other tools you might need.
    c) Put away all course material and keep only the material your instructor / facilitator has approved for the test or exam.

3. The Test or Exam
    a) Read the introduction / instructions carefully. If you don't understand what is expected, ask your instructor for assistance.
    b) Quickly, look through the entire test or exam, noting the mark distribution.
    c) Note the key words in each question that tell you what to do. E.g. List the 10 capitals.

d) Build your confidence and reduce your test anxiety; do the questions you are sure of first and the ones worth the most marks next (if applicable).

e) Answer as many questions as you can. If you have time left, and you don't know an answer, try an educated guess.

f) Review your answers. Read for completeness, spelling, grammar, and punctuation.

Academic Support

A student who feels they are having difficulty with a course is urged to request assistance from the instructor. The college recommends a peer tutoring system to help students having difficulty. In the case where the student has received additional guidance from their instructor and has tried the peer system without success, additional hours with an instructor, if available, or tutor, can be arranged for consultation on weekdays, after or before hours at the student's sole expense.

Job Search Facilities

Edenbrook College of Health, Business and Technology have a facility that is available to graduates actively searching for work.

As alumni, the Career Services Department will aid with your resume, cover letter, job search strategies, interview techniques and many more essential resources for employment success.

Graduate Employment Survey

Your success is important to us. Keeping in touch with you ensures our employment rates are accurate. After you complete your studies, a member of our staff and/or a third party (Forum Research) contracted by the college will contact you to update your employment status.

It is important for us to have your current phone number and address, so that we can send you important news. Remember our staff is here to help you, so we urge you to call us with your questions, and to give us the good news when you find employment.

Mental Wellness Student Support Program

At Edenbrook, we care about you and your wellbeing. We have partnered with **keep.meSAFE** to provide our students with a free Mental Wellness Student Support Program (SSP). We recommend that you download the **mySSP app** as soon as possible so that you can benefit from the service. For more information, please visit: https://www.keepmesafe.org/.

Key Features of the Program

1. 24/7 Unlimited Support
2. Service is provided in many languages
3. Fully Secure and Confidential
4. Completely Free Service
5. Chat or Phone Support
6. Licensed Counsellors

ACADEMIC POLICIES AND PROCEDURES

Attendance Policy

Students are expected to adhere to the Active Participation Policy and to attend **all** scheduled classes, as outlined in the Enrollment Contract. Regardless of reason, **every** absence is counted. Every campus maintains daily attendance records, and the College staff may verify student attendance at any time during the student's scheduled school hours and during any scheduled clinical placement hours. It is the responsibility of the student to notify the College of any period of absence.

Students who must be absent due to illness or personal emergencies must call the school on the day that they are absent, stating the reason for the absence and the anticipated date of return. Students are expected to advise their instructors in advance if they know they will be away. Students are responsible for fulfilling course requirements that are missed due to any absence from scheduled classes.

The College is required to report any attendance irregularities to funding agencies. Please be aware that verification of attendance may be required by certain professional associations or funding providers. These agencies include StudentAid BC (SABC), WorkSafeBC (WCB), Service Canada (EI), private insurers and professional associations. Absence from school for any reason may affect a student's funding or certification eligibility.

Punctuality is as important as good attendance. Students are expected to call the College if they think they will be late. Students who arrive after class has started may only enter at the discretion of the instructor. During structured presentation (i.e., lecture, seminar, etc.), students may be asked to wait until the break to enter.

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

NOTE: Some programs regulated by outside associations/regulatory bodies may have specific attendance requirements. Please ensure that you are aware of the attendance details for your specific program.

Attendance Records

Attendance is recorded each day when students arrive and leave for the day.

The attendance records are required for reporting purposes. Please note these records are part of your permanent file and are subject to audit by the government, sponsoring agencies or their designated agents.

Breaks

Students must treat their training as they would an employment situation. As in any job, you are requested to "watch the clock" when you take lunch or coffee breaks, and it is essential to get used to this now and ensure you return to class promptly. If a student requires an extended break, he/she must obtain permission from the instructor.

Active Participation Policy

All students are required to demonstrate a commitment to their studies and to progress at a satisfactory rate. You demonstrate active participation in your studies by:

- Attending all scheduled classes
- Arriving to class on time
- Remaining in class for the full, scheduled time each day
- Being prepared (homework or reading may be required depending on the program)
- Being an active learner, by listening, doing, and completing each task assigned
- Working on assigned tasks during class time
- Participating actively (with a good attitude) in campus practical areas, classes, and clinical placements
- Seeking help when you need it (e.g., academic, financial and career guidance
- Remaining in good academic standing (See Academic Policies).

These are just a few examples, but if you have any concerns about whether you are meeting your obligation, please speak to the Student Services Department at the college.

There are minimum standards which all students must meet:

- Attend all scheduled class hours as per the registered diploma program
- Complete all assignments, projects, and homework on or before the deadline date
- Submit all quizzes, tests, mid-terms and final exams as scheduled
- Obtain a minimum of 70% in each course. Note: The minimum mark may vary by program
- Maintain a minimum average of 70% in a registered diploma program or registered certificate program.

Diploma Program or Course Enrollment Status Change

Every request for a change of enrollment status for a diploma program, or course, will be considered, provided you have discussed the feasibility of the change with the Admissions Office. You will be asked to provide a written request outlining your reasons and how this change will help you achieve your career goals. If your request is approved, you will be required to complete a new registration contract.

Any, or all of the courses which you have completed, may be applied to the new diploma program, provided they are listed on the new diploma selection list.

You should be aware that any changes to your enrollment status for a program, after you commence classes, may affect your sponsorship or student loan funding. Check with the Financial Aid Office or your sponsor before you reach your final decision.

Interruption and Resumption of Studies

Any prolonged period of non-attendance from scheduled classes (more than 5 days) constitutes an interruption. The college may notify the sponsoring agencies and/or student loan providers after 5 consecutive days of absenteeism (or sooner, depending on the agency's policy). Those students funded

through student loans in British Columbia will be reported as withdrawn if they meet one or more of the following criteria:

- Misses two consecutive calendar weeks of study;
- Drops below 60 percent (40 percent for students with a permanent disability) attendance for three consecutive calendar weeks of study; and/or
- Misses sufficient days/hours that they can no longer successfully complete the program.

If for any reason you must interrupt your studies but wish to return to them later, please ensure that you follow the appropriate procedure to obtain a leave of absence. Contact the Student Services Department or Campus Director at your college for this purpose. Also, please note that an interruption may affect your eligibility for further funding. Check with the Financial Aid Office or your sponsor for more information regarding your interruption of studies.

If you did obtain a leave of absence, and are ready to resume your studies later on, you must make arrangements through the Admissions Office as soon as you are sure of your return date. Your new start date will depend upon seating and equipment availability.

If a leave of absence was not granted, or you were not in good financial or academic standing at the time you interrupted your studies, you may apply to resume studies by submitting a written request. This written request must explain any reasons and/or mitigating circumstances which prevented you from obtaining a leave of absence. You will be advised of the final decision, and should you be re-admitted, you may be advised of any conditions that you must meet.

Please note that non-attendance does not constitute official notice of withdrawal.

Scheduling and Curriculum Changes

The enrollment contract will state the dates and times that classes are scheduled. Program outlines are given to each student at the start of the program. Copies are also kept on file and in a database maintained and controlled by Edenbrook College of Health, Business and Technology.

When you start your diploma program or certificate(s), please take note of your scheduled classes to maintain attendance and academic progress for each course. Students are required to attend all scheduled classes and internships / clinical placements on a fulltime basis in accordance with the active participation policy.

Program End Date

Your program end date is specified on your Enrolment Contract. Students are expected to complete all of the courses in their registered diploma or certificate program outline on this date. You may need to schedule extra time in order to adhere to your timetable and complete your diploma or certificate on the scheduled end date of your program.

Students who are funded through a third party (WCB, Insurance, Corporate, or other funding sources) must obtain written permission from the third-party provider prior to making any changes to their student enrolment contract. A valid reason must exist, and a request must be provided to the Student Services Department at the college in writing. The program extension will be at the sole discretion of the college.

Health Care Programs

Students studying in Health Care programs must adhere to a higher standard due to the nature of the program. Stricter attendance rules also apply. Your instructor will review the programmatic attendance policy with you. Laboratory and clinic rules relating to personal protective equipment, dress code, food/drinks and other safety aspects must be strictly adhered to.

All Health Care students are required to wear name badges when onsite either at school or at a clinical placement. As well, some Health Care programs have specific attendance and academic requirements that will be explained by the instructor. For example, attendance is compulsory in the clinical and practicum components.

Active participation in some health care programs requires the student to sometimes play the part of "client" or "patient" and allow other students to practice techniques on him or her. For example, a Dental Assisting student may be required to allow other students to practice the application of rubber dams or selective coronal polishing.

Most Health Care programs include a clinical placement component. Edenbrook College makes every effort to accommodate the student when arranging clinical placement. Depending on the availability of clinical placement hosts, however, the student may be required to travel to another community in order to complete the clinical component of the program.

Tests and Final Examinations Policy

1. You may ask questions during an exam regarding the interpretation of exam questions. Answers will be limited to only those questions which pertain to interpretation of the exam questions.
2. You are not allowed to leave the classroom during an exam. You may leave once the examination session is finished, and when you have submitted the exam. In case of emergencies, the college will interrupt the exam.
3. No time extensions will be given on a test or exam. All tests and exams must be completed within the official time allotted. No additional time will be given for a test or exam if the student is late.
4. If you are absent for a test or exam without sufficient reason, you will receive a grade of zero. If you had special circumstances, a letter or email outlining the reasons must be submitted to your instructor within two business days of the examination date. If your appeal is approved, only one date will be arranged for a make-up test / exam. Failure to write a make-up test / exam as scheduled will result in a grade of zero, which is not open to appeal.
5. Should any examination be cancelled due to extreme circumstances, alternate arrangements will be made by the college to reschedule the examination.

Students funded through the student loans program (StudentAid BC) will be monitored consistently to see that they meet the minimal overall average of 70%, during their registered program. If the student is not meeting the minimal average while in their registered program, the College will provide a Warning Letter to the student, outlining that they will be required to remedy the situation. The student will then be continually monitored to see if they are able to remedy the situation and reach the minimal average of 70% in their registered program. If the student still has not been able to reach the minimal average of 70%, the student may be withdrawn from their program.

A student may be placed on Academic Probation if the college believes the student has abused this policy. A student will be given every chance to remedy his/her situation. If the problem(s) persists after being placed on Academic Probation, a student may be dismissed from the program. A verbal warning and a written warning will be issued before a student is dismissed for a violation of the Active Participation Policy (refer to Dismissal policy).

Exam Re-Write Policy

In the event a student fails an exam and would like to attempt the exam a second time to maintain their academic progress, the student may apply for an exam re-write. The application to re-write an examination must be submitted in writing to their instructor within two business days of the original exam date for approval. If your application is approved, only one date will be arranged for the exam re-write. The maximum achievable score of any re-written exam cannot exceed 70% (e.g., If a student achieves 85% on the re-write, the recorded score will be 70%)

Unless otherwise prohibited by the applicable accreditation/certification standards, the Director may allow a maximum of three (3) re-writes per program. Approval of re-write applications are solely at the discretion of the College.

Examination Appeals

Edenbrook College of Health, Business and Technology develop examinations to test the student's knowledge or ability to use the skills they have learned. Edenbrook College of Health, Business and Technology may allow the student to re-write an exam in a course within a diploma program, if the grade is less than 70%. Failure of the second attempt at a course examination may result in withdrawal or he/she may need to repeat the course, subject to schedule availability. Please be advised that regular course fees will be due and payable for any course repeat.

Should the student not agree with his/her final examination mark, a written appeal may be submitted for a reassessment of the paper. The final decision will be made by a Review Board of Edenbrook College of Health, Business and Technology.

Grade Appeals Policy

The College is committed to fairness and consistency in making decisions affecting students. The Appeal process is a service function for students that provides a mechanism for reasonable review of decisions affecting their progress. The Appeals policy and procedure are designed to ensure that students who believe that they have not received a fair decision related to their progress will have access to a comprehensive, respectful and impartial review of their concerns.

Process

The College maintains a two-stage Appeal procedure. Students must complete the Stage 1 Appeal before proceeding to Stage 2. Stage 1 is an informal process, attempting to resolve the issue with the faculty and manager of education. The student moves on to Stage 2 where there is no resolution at Stage 1.

Student Rights

a) Students who file an appeal under this Policy have the right to a fair, transparent, and equitable process.

b) At any stage in the Appeal process, students may bring an advocate - support person to meetings relating to their Appeal.

c) Students awaiting Appeal hearings may continue in all regular courses while a decision is made.

d) In the case where a student continue in their program and the Committee denies the Appeal, they will be required to withdraw from the program if they are no longer qualified to attend.

Stage 1: Informal Process

a) A student must first attempt to resolve the issue under appeal by meeting informally with the faculty member or the manager of education, where possible.

b) The faculty member or the manager of education will meet with the student and explore possible resolutions on a case-by-case basis, considering all the circumstances.

c) If no informal resolution is possible, the appeal will proceed to the Stage 2 appeal process.

Stage 2: Appeal Committee

a) An Appeal Committee is responsible for administering the Stage 2 appeal process. This committee consists of the following members:

- Campus Director (Chair of the committee)
- Program Coordinator (if not involved in the original appeal)
- Two Faculty Members from another discipline

The Committee has the responsibility to examine all documents submitted by the student as well as those submitted by the faculty member or person involved (Preceptor). The Committee may examine the student's record as well as examine other written evidence. It may interview the student, faculty member, and other individuals with potentially relevant information.

b) Committee members **cannot participate** if they have been previously involved in a decision- making process related to the matter under Appeal or if they have any conflict of interest, as determined by the Chair.

c) In cases where a student is appealing a grade, and seeking that work be re-assessed, the Committee will determine whether the student's work should be re-assessed. If the committee finds in favor of the student, the manager of education or program coordinator will be responsible for coordinating re- assessment of the work under appeal by a suitable content expert that is not the course instructor for the course under appeal. The grade determined by that reviewer will be the grade assigned for the coursework in question.

d) The decision reached by the Committee is final and cannot be further appealed.

Cheating

Cheating on assignments, tests or exams will not be tolerated. Any student caught cheating will face the following penalties:

1. First offence: zero on the assignment, test, or exam
2. Second offence: dismissal

Acts that constitute cheating include, but are not limited to those listed and explained below:

- Use of any means of aid not expressly permitted will result in immediate dismissal from the exam.
- The act of **copying** for the purpose of providing advantage for yourself or another student will not be tolerated.
- **Plagiarism** is the act of representing someone else's work as your own. This includes, but is not limited to misrepresentation of homework, written papers, exams, practical assignments, published work, circuit designs, software, etc.
- **Collaboration** is the act of two or more students working jointly on any assignment when this act has not been permitted by the instructor. This includes, but is not limited to, homework, papers completed outside of class hours, in-class assignments, practical exercises, or reports. Collaboration also includes writing an assignment or paper for another student.
- **Theft** or solicitation of another student's assignments or papers, grade books, un-administered tests, or other academic work / material will result in immediate dismissal.
- **Intentionally** helping or attempting to help another student commit any act of academic dishonesty constitutes cheating. The first offence will result in a grade of zero for both students. A second offence for either student will result in dismissal.

Protecting Academic Integrity

All students and staff are responsible for protecting the academic integrity of the college. This is best done through preventing and stopping academic dishonesty. Here are some ways to achieve this:

- Report any irregularities immediately to your instructor
- Make it unacceptable and difficult for students to cheat. Here are a few suggestions:
- Cover your work during exams.
- Give discouraging glances to students trying to cheat.
- Refuse to give away old term papers, assignments, etc.
- Deny others access to your computer files.
- Try to always protect your belongings. Do not leave your work unattended.

Repeating a Course

If you have attained a grade of less than 70% in a course, (marks may vary by registered diploma program) after attempting the examination a second time, you may be allowed to repeat a course. It is important to note that the course repeat is a privilege you must earn. Several factors are considered when determining

your eligibility to repeat a course, such as student attendance, academic standing, program requirements, course schedules and seat availability. A formal interview with the director of the college may be required.

Where possible, the course to be repeated will be arranged outside of your scheduled class time. Please note that a fee for the tuition, course material, etc. is applicable to all course repeats.

Official Transcripts and Official Documents

Official Transcripts shall be issued for programs, in accordance with the Private Training Regulation B.C. Reg.217/2021. An Official Transcript, detailing individual courses, will be provided by your college upon successful completion of all course requirements.

2. Diplomas and Certificates for registered diploma programs and registered certificate programs are issued by Edenbrook College of Health, Business and Technology within 30 days of submission of all graduation requirements.

You will be contacted to attend a graduation interview at the college to receive your official Graduation documentation.

A fee of $50.00 will be levied for replacement of lost or damaged diplomas, certificates, or transcripts.

Graduation Requirements for Diploma Level Programs

Graduation requirements for all students are as follows:

1. You must successfully complete all courses and other requirements as specified in the Diploma program outline.
2. To receive your diploma, you must achieve a minimum overall average of 70% with no grade less than 70%. (Marks may vary by diploma program) Please note that there may be additional requirements specific to your program not noted here. Refer to your diploma program outline or program handbook.
3. All financial obligations have been met.

It is your responsibility to ensure that you have met all your graduation requirements. To avoid any disappointment, it is strongly recommended that you obtain a copy of your progress report at the end of your training period and check with the Student Financial Aid Office to ensure that your financial obligations have been met.

Student Code of Conduct

We expect mature and professional behaviour on the part of our students. You should conduct yourself as you would in a place of business. All students have the right to a training environment in which they can learn to their maximum potential. Poor behaviour on the part of some students will have a negative impact on all students.

We would like to provide more than skills training to our students. We hope that our students will be exposed to all aspects of the workplace, including the requirement of appropriate professional conduct. For these reasons, we reserve the right to start disciplinary action if we deem a student's work ethics or conduct unsatisfactory.

Rules and Regulations

Any student found to have committed any of the following acts of misconduct is subject to disciplinary consequences outlined below. Please note that this list is not all-inclusive, but it gives you an idea of the categories of misconduct.

Appropriate Use of Information Technology

We are committed to ensuring a learning environment in which all persons are treated with respect. Information technology facilities include computers and associated peripherals, means of communication (namely, the internet) and related equipment. Such resources and tools are made available to students in support of their training objectives and academic needs. Use of these resources is governed by codes such as the B.C. Human Rights Code, and the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send or display. The facilities may not be used in any manner to create, send or display material which contravenes our policies and/or statutes of the codes named above. Personal computers or other devices used on school property, whether owned by the school or by their users, are subject to the abovementioned standards.

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

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

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

The possible consequences will depend on the nature and severity of the misconduct. These can range from damage to the school's reputation, to the loss of privileges, suspension, and dismissal of the student. If provincial or federal laws have been broken, charges will be laid.

Cell Phones and Personal Data Devices

Cell phones and all other electronic devices must be turned off during official class hours. If you have an emergency, please advise the office **before** the start of the class. Any student who disrupts or interferes with a class, practical lesson or activity will be asked to turn off the device, and possibly also to leave the class, practical area, or activity.

Digital Cameras and Cell phone Cameras

Use of digital cameras and cell phone cameras in the classroom or practical area is not permitted. Please respect the rights of others when it comes to their privacy, and do not use cell phones for photographs, unless authorization is obtained.

Respectful and Fair Treatment of Students Policy / Student Conduct and Discipline

Edenbrook College of Health, Business and Technology is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and reserves the right to expel/dismiss a student whose conduct is deemed to be unsatisfactory.

Unsatisfactory conduct includes academic fraud, non-payment of outstanding fees, not abiding by the code of conduct, significant omissions or errors in Admissions documentation, academic failure, non-attendance, harassment, bullying or discrimination, misuse of college property, endangerment of staff or students, and/or failure to abide by school rules and regulations, as per student handbook.

The following outlines the conditions under which an Edenbrook College of Health, Business and Technology student may be dismissed, with cause, related to acts of misconduct:

1. Cheating
2. Academic fraud – this could be deemed as any action or deed, performed alone or with others, for the unfair advantage or benefit for themselves or others, or use of any word or phrase that could be construed as fraud, including reproduction of college courseware, unapproved collaboration, alteration or records, and bribery
3. Plagiarism
4. Forgery by altering or misusing documents, records, or identification, or knowingly furnishing false information to Campus staff
5. Being under the influence of alcohol or illegal drugs while on the College premises
6. Selling or knowingly being in possession of dangerous, restricted dangerous drugs or narcotics while on the College premises
7. Failing to abide by the College policies
8. Where a student, previously suspended, fails to comply with the rules and/or terms of probation after returning to studies
9. Abuse of the Campus' Internet connections – including the propagation of hate literature
10. Unauthorized access, alteration, transfer, destruction, removal and or disclosure or data, information, equipment, software, or systems
11. Deliberate interference with the processing of a system, or deliberate vandalism of campus property, equipment or software
12. Use of College facilities and resources for commercial or non-academic purposes
13. Harassment, including bullying, sexual harassment (includes accessing, displaying, downloading, and installing pornographic material from the Internet and or personal media)
14. Theft or attempted theft of property and/or resources
15. Malicious or unethical use of resources
16. Use of resources that violates provincial laws
17. Assault upon any student, Campus staff member, or Campus guest
18. Insubordination to a Campus staff member

19. Engaging in lewd, indecent, or obscene behavior on the College premises
20. The disruption of classes, practical lessons or activities
21. Possession of weapons on the College premises
22. Giving false information, lying for academic acceptance to the program
23. Acts of dishonesty, including but not limited to:
    - giving false information to any Instructor, or Campus staff member
    - forgery, alteration, or misuse of any College document, record or instrument of identification
    - computer piracy – copying software, copyright infringement, and unauthorized computer entry 24. Expressions of discrimination, bias, or racism, including jokes of a stereotyping nature
25. Unauthorized possession, duplication, or use of keys to any College premises, unauthorized entry, or unauthorized use of the Campus property
26. Violation of federal, provincial, or local law on college premises or elsewhere during sponsored activities
27. Outstanding fees – where a student has outstanding tuition and/or fees owing and has not addressed or settled payment within 7 days of receiving written notification from the Campus.

Consequences

One or more of the following penalties may be imposed on a student found violating the Student Code of Conduct:

1. Warning - a notice in writing to the student that he/she is violating or has violated college regulations.
2. Loss of Privileges - denial of specific privileges to the student on a permanent basis, or for a designated period.
3. Probation - a written reprimand for violation of a specified section of the Student Code of Conduct. Probation is for a designated period of time and includes the probability of more severe disciplinary action if the student is found violating college regulations again during the probationary period.
4. Suspension - separation of the student from the college for a definite period of time, after which the student is eligible to return. Conditions for re-admission may be specified. During a suspension, a student shall be denied access to all areas of the college.
5. School or College Dismissal - permanent separation of the student from the campus.

The above list is not intended to be progressive, and we reserve the right to impose the penalty we deem appropriate. Documentation of any disciplinary action will form part of the student's confidential administrative file. If deemed appropriate, and depending on the situation, sponsoring agencies and the student loans department will be informed.

Student Dismissal Policy

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

In general, the College will attempt to resolve a situation without dismissal. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where the College deems the

integrity, safety or well-being of the College, students, staff, clients, visitors and other guests is in danger then dismissal may be applied at the College's discretion at any point in the process.

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

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

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

    a. cheating
    b. plagiarism
    c. unapproved collaboration
    d. alteration of records
    e. bribery
    f. lying
    g. misrepresentations

2. Outstanding Fees – failure to pay overdue accounts owing to the college within the specified period may be grounds for dismissal after a written warning has been given.

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

4. Significant Omissions or Errors in Admissions Documentation – the College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent their applications are subject to immediate dismissal.

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

6. Attendance – students who do not achieve the required attendance as stated in the College policy are subject to dismissal.

7. Harassment or Discrimination – the College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation.

Any student, who is deemed by the investigation to have engaged in severe harassing or discriminatory activities, may be dismissed at the discretion of the college, depending on the severity of the activity.

Racial harassment means bothering, threatening, or treating someone unfairly because of their race, colour, ancestry, birthplace, religious belief, ethnic background, citizenship, or language.

Sexual harassment means bothering someone by saying or doing unwanted or unwelcome things of a sexual or gender-related nature including touching inappropriately, making offensive jokes about women and men, making sexual suggestions or requests, staring at or making unwelcome comments about one's body, displaying sexually offensive pictures, or being verbally abusive because of one's gender.

Sexual orientation harassment means treating someone unequally because they are gay, lesbian, heterosexual, bisexual, or living in a same-sex relationship. This could include making a hurtful comment or action to an individual that is known or ought to be known to be unwelcome, making Homophobic jokes or hints about a person's sexual orientation or same-sex partnership status, or displaying of disrespectful signs, caricatures, cartoons or graffiti.

In determining what constitutes harassment or discrimination, the College refers to The British Columbia Human Rights Code. Students requiring more specific information may refer to the specific code as posted on the Provincial web site.
(https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/00_96210_01)

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

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

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

   a. verbal warning
   b. written warning
   c. suspension
   d. dismissal

Notification

Students who are subject to dismissal for any reason will be notified via email and in writing, hand delivered or by registered mail with return receipt. The College is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides. The notification will contain a description of the basis for dismissal and the effective date. Dismissed students who dispute the facts of the dismissal and wish to appeal must appeal the decision in writing within one week of the notification by following the college's student complaint procedure provided to the student and by providing sufficient proof to support the complaint.

A student, whose dismissal is upheld after having followed the college's student complaint and appeal procedure, may file a further appeal through the Private Training Institutions Branch (PTIB). www.privatetraininginstitutions.gov.bc.ca.

Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

If a student's appeal is successful and he/she is eventually reinstated as part of the internal college or Ministry appeal processes, then the college will arrange for the student to make up the training time that he/she had missed since the date of dismissal specified in the written notification.

Fees

Settlement of student's accounts, for students that have been dismissed, will be completed under the College's Fee Refund Policy, using the effective date of dismissal as the final day of attendance in their program of study.

Return of Property

A student who is dismissed is responsible for the return of any College property in his/her own possession within 10 days of the dismissal and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

Appeal Procedure

Dismissed students who dispute the facts of the dismissal must appeal the decision within five business days of the notification. Students must provide sufficient proof to support the dispute. A review decision will be made within five business days of receipt of the appeal paperwork, and the student will be notified accordingly.