Student Handbook

2019

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Mission Statement

To empower our graduates to succeed in the world through quality, affordable, and relevant education.

Welcome

You have chosen to take a direction that will allow you to go beyond what you thought was possible, giving you the option of many new opportunities after you graduate.

It will not be easy, but you are now part of our family, people who believe passionately in what they do and who have a common purpose, your academic success!

Please help us to help you have the best educational experience possible.

Note: This handbook is periodically reviewed and updated as necessary to reflect current academic, operating and related policies and procedures. The information contained within this document is subject to change without notice at the discretion of ITD Canada. Changes are effective when made. You can view the latest version at any time online at https://itdcanada.ca/student-handbook/

Admissions

Admission Requirements

All programs have admission requirements that applicants are required to meet to be eligible for program acceptance. Applicants are required to provide original documentation to demonstrate that they meet the program admission requirements. Admissions to programs at the College require that applicants follow an application procedure that ensures that they meet all program admission requirements. Applicants are required to complete or submit the following.

1. Admissions Interview - The purpose of the interview is to
   - Explore the applicants background and interests as they relate to the programs offered,
   - Assist applicants to identify an appropriate area of study consistent with their education and stated interest in program offerings, and
   - To provide additional information related to all program offerings and support services available at the College. The interview may be conducted in person, via email, telephone or other video enabled device or using any smart phone app.

2. Completed Canadian high school and be a Grade 12 graduate or its equivalent, or a mature student (defined as being 19 years of age) as of the start date of the program

3. A separate *Application Form* must have been completed and *Enrollment Agreement* must have been signed by the applicant. If the applicant is a minor, a parent or guardian will also be required to sign.

4. A $350 **non-refundable** application fee for international students.
   There is a $100.00 **non-refundable** application fee for domestic students.
   There is a $100.00 **non-refundable** application fee for English courses.

5. For applicants whose "first" language is not English they are required to submit proof of English language proficiency, any of the following:

   A. IELTS: 5.5 (or better) or
   B. TOEFL (paper): 520 (or better) or
   C. TOELF (CBT): 190 (or better) or
   D. TOEFL (IBT): 70 (or better) or
   E. Cambridge: CAE (or better) or
   F. Canadian High School Diploma or
   G. English 12 graduation certificate from a Canadian high school or
   H. Canadian LINK or ELSA program level 4 certificate or
   I. CELPIP(Canadian English Language Proficiency Index Program) 3H or better or
   J. CLB (Canadian Language Benchmark) 6 or better or
   K. Pre-Intermediate (or better) Certificate from a Language Canada accredited school or
   L. Pre-Intermediate (or better) Certificate from any language school accredited by local authorities worldwide or
   M. Two years study in an English program that leads to a degree worldwide or
   N. BA, MA or PHD in English Language from a university worldwide or
   O. Student has TESOL, CELTA or DELTA certification or
   P. The student has lived and worked in an English speaking country longer than 10 years or
   Q. The student has spent at least two years studying in a secondary, post-secondary or higher education school in any program in a system where English is the official language of instruction or
   R. The student has passed ITD Canada's English Assessment Test (online with a proctor or in person)

at the Pre-intermediate level.

6. If an applicant wishes to receive advanced standing in a program, they must submit an 'official' post-secondary transcript for review. Transcripts and other supporting documentation must be submitted **before** the first day of class.

    The College reserves the right to request any additional information deemed necessary to evaluate an "advanced standing in a program" application.

Acceptance Notification

The College will notify the applicant in writing whether or not an application is accepted. In the event an applicant is not accepted, the application fee, will **not** be refunded.

International Students

English Language Proficiency Policy
All applicants regardless of their immigration status must demonstrate that they are proficient in English. Demonstration of proficiency in English can be satisfied by meeting or exceeding one of the English proficiency requirements indicated in item 5 of admission requirements section explained above in this student handbook.

ESL Admission Requirements

Those applicants who do not meet the proof of *English Language Proficiency* as described above, will have to take English classes at ITD Canada or in schools approved by ITD Canada admission requirement standards, as explained in item 5 of admission requirements explained above in this student handbook.
Students will not be admitted unless they can satisfy our admission requirements. These admission requirements cannot be waived by student or by school.

To be admitted into one of the academic programs the applicant will have to have successfully completed the *Pre-Intermediate* level at ITD Canada English program. If an applicant places at or higher than Pre-Intermediate on the assessment test, they meet the academic program English language requirements.

When students take ITD Canada Online Assessment test, their level of English will be tested again upon arrival under a supervised environment to make sure that they satisfy the English proficiency admission requirement. Should a student not meet the minimum required level, they will be required to take English classes until this condition is satisfied through further tests in said classes. The student is responsible for the tuition fee of The English classes.

Student Information

Medical

Canadian or permanent resident students are covered by MSP in BC.

International students must have a valid Study Permit upon entering Canada to be eligible for medical coverage under the BC Medical Services Plan (MSP). Students who have been granted study permits for six or more months must be covered under the province's medical service plan.

Students must obtain three-month private insurance as there is a three-month waiting period for obtaining BC Medical Service plan. Students must be insured at all time(s) while they are students, therefore program of study cannot be commenced unless the three months private insurance is purchased. Please visit student services page on our web site for more information on how to obtain private insurance. https://itdcanada.ca/student-services/

International students should not acquire private medical insurance for more than three months from the date of arrival in Canada, as it will still be mandatory for them to be covered by MSP at all times while in BC.

As there is a three-month waiting period, students should apply for MSP immediately upon acceptance. To apply for MSP please login to the following link at https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/how-to-enrol

Student Feedback

We welcome feedback and suggestions from our students. The college conducts at least two online student surveys per term. The surveys provide students with an opportunity to provide feedback with respect to the admissions experience, school administration, facilities, faculty and programs. Participation in these surveys is mandatory as prescribed by the provincial regulators. Repetitive questions may be asked to establish a baseline for college improvement over time. ITD Canada is open and receptive to all comments and suggestions, however it only considers taking action(s) based on the priority and validity of the comments/suggestions.

You can also schedule an appointment with the student services or email studentservices@itdcanada.ca.

Student Records

Provincial regulators require that student records be archived. The College will not disclose any personal information from student files to ANY third parties without prior written consent. Student records may be reviewed by Student Aid BC, PTIB (Private Training Institutions Branch), or authorized government officials. These reviews are generally conducted as part of accreditation or compliance requirements.

The College abides by PTIB and SABC regulations and the "Personal Information Protection Act-PIPA" with respect to student information, confidentiality and retention of student records.

If a student wishes to give information access to his/her parent or guardian or any other third party he/she MUST sign a written consent that will be kept in his/her file.

If a student wishes to review their student file they can do so by submitting a written request to the Registrar. The Registrar will arrange for supervised access within a reasonable amount of time, not exceeding 30 days after the initial request. The student will be notified of the day, time and place.

The College may be required to disclose student information and provide notice/confirmation to funding, sponsorship agencies, and provincial/federal regulatory agencies. This information may include, but is not limited to, the student's continued enrollment, withdrawal, attendance and/or graduation from the program for which they were provided student financial assistance. The College may use student information for the purposes of co-op placement, employment assistance tracking and recovery of debt owing to the College.

International students' Study Permit

In order to study at the College international applicants must obtain a Study Permit prior to entering Canada. Obtaining a Study Permit is the applicants' responsibility. Additional information can be found at *Citizenship and Immigration Canada*, www.cic.gc.ca.

If a student needs to extend their study permit they must contact the nearest Canadian Immigration Centre at least two-months before the expiry date on the permit.

When an international student on a study permit has been dismissed or withdraws from a program for which a study permit has been issued, the College is obliged to provide a notification to *Citizenship and Immigration Canada*.

International students' Work Permit

The majority of the College's programs have a paid Co-op component therefore an international student will need to obtain a work permit. The work permit can be obtained before or after a student enters the country.

Non-Discrimination

The College respects individual diversity and human rights and complies with the applicable Canadian and Provincial Human Rights Legislation, regulations and policies.

Respectful and fair treatment of the students

ITD Canada is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. At ITD we promote an environment free from discrimination, bullying and harassment with equal opportunity for and fair treatment of all students. This policy is in compliance with anti-discrimination laws.
ITD Canada will take all reasonable steps to identify and eliminate unequal opportunities, unfair treatment, harassment, bullying and discrimination in order to create an inclusive culture that fosters acceptance and respect of all students from any race, gender or background.

While on ITD Canada premises or in the course of activities or events hosted by ITD Canada the

following activities are prohibited:

- **A student cannot be discriminated against based on his/her gender, race, skin color, weight, physical attributes or sexual orientation**
- **A student cannot be bullied based on his/her gender, race, skin color, weight, physical attributes or sexual orientation**
- **Any activity that denies equal opportunity to a student**

If under any circumstances, a prohibited activity occurs, and a formal complaint is received from a student or staff, the following outlines the process for addressing the activity:

- **Request apology to those involved.**
- **A formal warning on student perpetrator's file.**
- **Probationary enrolment for a period up to a term, subject to the perpetrator student's ongoing good behavior.**
- **Suspend the perpetrating student from the College for a specified period of one term, reentry will be after the assessment of the perpetrator's behavior.**
- **Dismissal of a perpetrating student based on SEA or his/her delegate's decision.**

Graduate Employment

The College does not find graduates employment, nor does the successful completion of a program guarantee employment or a particular income level as the result of that employment. Employment can be dependent on a variety of factors including, the match of applicant's skill sets to required employment requirements and competencies, the employment interview, and experience, eligibility to work in Canada and employment opportunities available. The College assists students in finding employment by reviewing their employment needs, reviewing their personal marketing collateral, and assisting with job search planning.

The College is required to track employment outcomes for a period of 6 months after a student's graduation, so graduates who are searching for employment during this time period will be contacted by the College.

To assist the College in assisting you please keep the Student Services and Co-op Placement Specialist updated with your most current contact information.

Co-op (Work Experience)

All co-op programs require the completion of a co-op work experience period as indicated on the program outline. Co-ops are paid work experience opportunities. Students are required to successfully complete co-op terms in order to graduate from their program and receive a diploma. Co-op terms vary in length depending on the program. Co-op terms are on- the-job paid training opportunities provided by a co-op host. **Students must proactively and fully comply with Co-op rules and be cooperative in providing different documents to school in order to be eligible for Co-op.** It is important that students know they have to be eligible for Co-op and fully employable based on Canadian standards and ITD policies and procedures before they are contracted for the Co-op terms. An important compliance item for co-op eligibility is attending and passing co-op preparation workshops starting from the first term of enrollment until students finish the study part of their program and are ready to start co-op. The passing grade for co-op preparation seminars is 80%. Failing the co-op preparation workshops course will result students to become ineligible for co-op. should a student become ineligible for co-op, he/she may apply to receive a diploma without co-op. The SEA, his/her delegate, and/or the academic committee will decide whether the student has complied with all requirements of a diploma without co-op. only after the approval of The SEA, his/her delegate, and/or the academic committee the student may receive a diploma without co-op. Any fees toward the co-op preparation workshops is paid by the college and students are not required to pay anything beside the transportation.
Failure to comply with the attendance policy with regards to the co-op preparation workshops voids eligibility for co-op.
Co-op Preparation workshops consist of different activities including and not limited to
- o Attending Job fairs
- o Attending TMI sessions based on TMI curriculum and pathways
- o Attending special events that are organized by ITD Canada like inviting employers or guest speakers
- o Attending informational seminars that are scheduled by ITD Canada

Co-op Eligibility

A student is eligible for a co-op when they have successfully completed any of the following ITD diploma programs:

- Business Administration Diploma
- Accounting and Finance Diploma
- Graphic Design Diploma
- Interior Design Diploma
- Hospitality Management Diploma
- Open Source Web Development Diploma
- Information Technology Network Administration Diploma
- Information Technology, Software Development, General Programming Diploma
- Information Technology, Software Development, Graphic and Web Development Diploma
- Information Technology, Software Development, E-commerce Diploma
- Information Technology, System Programming, Embedded Programming Diploma
- Information Technology, System Programming, Game Development Diploma

And also successfully meet the following criteria, where students must:

- Have met all financial obligations
- Have met all conditions and responsibilities that are required by immigration Canada
- Maintain a minimum of a C+ (75%) average.
- Complete any individual course with a grade not less than C+ (75%)
- Have passed Career Preparation Course (CAP 100) either online or in-class
- Maintain an attendance record of 80% or better
- NOT miss more than two co-op preparation workshop without an excuse
- Have passed the Co-op Preparation workshop not less than 80%(B-)
- Have a positive attitude, be highly motivated and have a strong work ethic.
- Be committed to conducting a self-directed work search.
- Hold an open Co-op work permit or be eligible to work in Canada
- Have signed the co-op host agreement and co-op handbook
- Have notified the employer that they have to sign the documents that the college requires
- Have made sure that the employer is aware of all the conditions and requirements that are attached to the co-op work permit by immigration Canada authorities.

Each co-op student is also responsible for fully cooperating with college in terms of seeking out a position, and it is entirely up to employers to determine who will be interviewed and hired. **Acceptance into the co-op program does not guarantee a placement in a co-op work term, if the student is not 100% in cooperation with school.**

Important Notes:

- Students will be notified of ineligibility as soon as they are not eligible for Co-op due to academic performance, attendance ratio including co-op preparation workshops, and cooperativeness.
- Should students become ineligible for Co-op they are given a chance to appeal and provide their documentation to the SEA and/or Academic Committee along with their reasons of why their appeal should be accepted. The committee will then make a decision which may or may not be accepting the appeal.
- No refund will be issued if an institution offers a work experience component and a student does not attend or if a student fails to meet the criteria to complete the work experience program
- All co-op work terms are to be completed in Canada, preferably in BC, unless otherwise specified on work permit
- If a student persists on getting a co-op job out of BC, providing the co-op work permit and provincial authorities' regulation do not conflict with student's wish, ITD must be provided reasonable means of communication with the co-op host.
- Students can accept non-paid jobs providing that they request this in writing, explaining why they think accepting the job is beneficial for them. The SEA, his/her delegate and/or academic committee may or may not agree to let a student to take on a non-paid job. Students may not accept a non-paid co-op job unless they have a written approval from the college.
- Students must be willing to apply to a broad range of positions related to chosen field of study and must attend all interviews set up by the Co-op office. Failure to attend interviews for any reason will result ineligibility for co-op immediately.
- Students must adhere to all the conditions and responsibilities as outlined in the co-op student and employer handbook, which is to be read and signed before the start of the co-op work term.
- ITD Canada will not accommodate students who refuse, for no valid reason, a work experience placement that meets PTIB's work experience standards.

- ITD Canada fairly and consistently applies the requirements for participation in a work experience placement.

Co-op Attendance:

- Whether you are an international student using study permit or a local student on student aid BC, you need to fulfill certain attendance requirements to be able to hold your status.
- ITD starts preparing you for the co-op starting the first day of your school, however in the real world you may not have been placed immediately after finishing your study portion of the program. If your co-op term started but you have not been placed for any reason, you still have to attend school as a full-time student with full-time attendance requirements.
- This means you have to be at school for a minimum of 60% of the full load of 20 hours per week.
- School is responsible to record your attendance and submit it to the authorities when required. The schedule of this time is given by the school and you MUST attend in the time frame indicated by ITD Canada. During this time you need to attend school for the purpose of preparing and searching for jobs and you will be under the supervision of our co-op/industry relationship/career facilitator representative. You are required to provide the report of your activities while you are attending school for the purpose of being placed.
- ITD Canada always offers internship while students are waiting to be placed. Students who would like to take advantage of the internship program must submit an official request to the co-op coordinator, sign an NDA and provide their consent in writing. Internship hours will **NOT** be counted toward co-op hours, however students get a recommendation letter and performance review from school and obtain work experience while they are waiting to be placed.
- Co-op is a paid work experience. Only and if only a student is willing to work on a project without getting paid, they must submit their written consent to do so. School MUST agree with student's decision based on the nature of the project as well as provincial and federal regulations. Only then can students start work at their desired job.

Every effort will be made to schedule up to two (2) co-op placement interviews. If a student is unsuccessful in their interviews they will meet with the Coop Placement Specialist to debrief and create a new placement plan, ITD will do its best to get a report from the interviewing party. ITD relies on students to reproduce the interview to find possible errors during interview.

Declining a Co-op

If a student declines a co-op placement interview or a co-op placement, the student must complete and sign the Co-op Student Agreement acknowledging their refusal. This will be placed in the student's file.

Students who do not complete the co-op term of their program may not be eligible to receive their diploma and/or certificates. If the student is funded by student loans, funding agencies will be notified of the change in end-date.

International Co-op Placement Prerequisites

In addition to the conditions described above, international students must have the required work - study permit (C-32).

Co-op Objectives

- A co-op experience provides the student with the following benefits:
- Being able to apply knowledge and skills gained
- Strengthening of employable skills
- Working in their discipline over a meaningful period of time
- Gaining project, organization and time management skills
- Being responsible for a set of deliverables
- Gaining insight into how businesses operate
- Increasing professional confidence
- Establishing contacts and networking for future employment

- Student's Responsibilities when starting a co-op:
- Complete and have approved a 'Co-op Agreement & Training Plan'
- Provide regular feedback, via the 'Co-op Assessment' evaluation form.
- Upon completion, attend an exit interview with the Co-op Placement Specialist and College instructor and/or Academic Director.

Failing to comply with co-op requirements may result in the student being withdrawn from the program.

Campus Operations

The College is generally open from 8:00 AM to 6:30 PM Monday through Friday. Saturday openings are schedule dependent.

Instructional Hours

Morning classes	8:30 am - 12:30 pm
Afternoon classes	1:00 pm - 5:00 pm
Evening classes	5:00 pm - 9:00 pm

Open labs are available to students, these are not instructor led.

Statutory Holidays

The campus is closed on the following statutory holidays.

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

Food and beverages are not permitted in classrooms, a student lounge with a fridge and cold drinks is provided.

Parking is not provided for students.

Smoking is not permitted in the building. This includes e-cigarettes. You may not smoke within the distance if 6 meters from the entrance either

Accessing the campus

A student ID Card will be handed to students on the first week of their enrollment. Students' pictures will be taken by staff on the first week and they are required to pay $10 to receive the ID Card. The ID Card is used to accessing the campus as well as the printer(s). Each ID Card is charged with $5 for printing. Students MUST carry their ID Card at all time as coming into the campus and leaving the campus is depending on their ID Card. Also, the time at school will be partially affecting attendance.
In order to protect our campus, the safety of staff and students and their belongings, students MUST tap in and tap out when they come in and leave the campus.
As the attendance is depending on the tap in and tap out, EACH STUDENT must tap in and out

separately. In other words, one student cannot tap and let others come in or go out.

Students are not permitted to let strangers in. strangers must buzz themselves in and the front desk staff must open the door for them. The campus is controlled by the security cameras. Students who bring a stranger in will face $500 penalty the first time and maybe dismissed if they let strangers in the second time.

If a student wants to bring in a friend or an acquaintance, they can

- Either arrange it with school staff prior to bringing the friend or
- Buzz and ask for permission to bring their friend

Students are responsible to notify the school immediately on the event of losing their ID Card or the ID Card being stolen.

The staff will immediately deactivate the card. It will be reactivated when the student arrives with the card upon showing The ID Card to staff.

In the event of a student forgetting to bring the ID Card, he/she must buzz in and staff will let them in and put the time in the attendance database. Each time it happens there is a $5 Administration fee that must be paid before the student can go to class. In such a case, the student ID Card will be deactivated and reactivated the next time student shows up with the ID Card in hand and shows it to the staff.

If a student loses his/her ID Card or it is being stolen, ITD Canada will charge $50 (nonrefundable) for the replacement card.

Online and offline Security

On site security is important. Students must also accept responsibility for the security of their personal property and the facilities. Please take the following into consideration.

- Do not share your college network password.
- Log out when you leave a college computer.
- Keep your personal belongings with you and do not leave your personal communication devices unattended.
- Keep the back hallway door locked at all time. Do not open it as the alarm will sound.
- Report any unsafe or suspicious activity to a college staff member.
- During an emergency follow the directions of a college staff member.

Photocopying

ITD Canada is a promoter of green and sustainable business. We encourage students and staff to save trees and stay away from useless printing when possible. Having said that, photocopiers are available for student use, however, students are required to obtain an electronic ID Card that allows them to use the printer/photocopier and recharge their card. The smart card may be used as an access token in and out of the building too. Students receive some credit at the beginning of their studies when they receive electronic cards. They need to charge their ID Cards if they need extra printing and photocopying. Scanning is always free.

Network Services

Each student is given an ID to login to school's network, an ID for the Moodle site that hosts supplemental and online course web site, as well as an email address from school with itdcanada.ca suffix.

All communication with students will be through the school email address. Students are responsible to login to this email at least once a day. Time sensitive information will be sent to school's email address. Failure to open this email address does not exempt students from complying with emails sent to students.

Passwords for school network, email and Moodle site are set by school once and students are supposed to change it the first time they login.

Please remember your password. Excessive password change request is administrative headache. You may be charged a small fee ($5) if you ask more than three times to change your password each term.

Administrative and Financial Services

Student Financial Aid (Domestic)

When a student is ready to enroll they work with an Enrolment Signing Officer to work on a plan so that they will be able to meet the expenses involved in the education process (tuition, fees, supplies, cost of living, etc.) for the length of the program. Student financial assistance comes with responsibilities. These responsibilities include attendance and repayment of the loan after graduation.

The Enrolment Signing Officer can assist students in understanding the student financial assistance options that are available, but only SABC (Student Assistance BC) makes the determination as to a student's eligibility and the amount of loan for which they may qualify. To preserve student- funding students must maintain enrollment and attendance in at least 60 percent of a full course load at all times.

Student Financial Services (International)

ITD Canada offers a number of convenient payment plans to cater to students with different needs. Students can change their payment plans providing the approval of the finance department. There is a $50 fee for changing a payment plan.

Payment of Tuition and Fees

A student may not continue in a program unless all tuition and fees that are due have been paid.

Should a student withdraw from their program for any reason prior to meet his/her financial obligations based on the refund policy, he/she will be responsible for any remaining account balance. Non-payment of account balance may result in collection/investigational costs and/or legal actions.

The College charges a $25 service charge on all N.S.F. cheques.

To receive the second copy (and any copy after the second) of Transcripts, certificates, diplomas renewing letters of acceptance the college will charge $25.

No document will be provided to students who have an outstanding balanceUnless the balance is paid first.

Tuition Tax Receipts T2202A

T2202A tax receipts will be mailed to each student's address on record. A $10 fee will be charged for duplicate copies.

Refund Policy

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

   (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;

   (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or

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

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

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

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

   (a) more than seven days after the effective contract date and

      i. At least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of $1,000.

      ii. Less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of $1,300.

   (b) after the contract start date

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

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

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

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

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

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

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

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

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

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

   (a) of the date the institution receives a student's notice of withdrawal,

   (b) of the date the institution provides a notice of dismissal to the student,

   (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or

   (d) After the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7,**Error! Reference source not found.** and 8 of this policy apply as if t he copy of the refusal were a notice of withdrawal, unless:

   (a) The international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or

   (b) The program is provided solely through distance education.

10. Information for International Students:

   (a) If a student did not complete the Study Permit by the start date in the Letter of Acceptance, the student must notify ITD in writing. ITD will issue an additional Letter of Acceptance for a later start date upon student's written request **and** approval of the SEA (or academic committee). In Such cases ITD will not charge any fee for additional Letter of Acceptance up to a year after the date that the previous application fee was paid. ITD will charge a normal $350 application fee again if a student wants to apply to receive a Letter of Acceptance after one year from the date his/her previous application fee paid.

Academic Administration

The goal of all College programs is to prepare graduates for employment in the career field of their study. Academic staff and faculty have the credentials and professional experience to assist students in achieving their career related goals.

Orientation

The College provides a **mandatory** orientation session for all new students. The purpose of the orientation is to introduce students to

- College staff
- College policies and procedures
- The facilities
- The available network technology (passwords, email)

Orientation activities also provide students with an opportunity to meet other students.
Orientation contains extremely important information that may not be repeated. Failure to attend orientation or start orientation late with no valid reason will result in a $100 penalty to pay for staff to go over the orientation briefly.
Valid reasons for skipping orientation and not being penalized are as follows:

- Immigration and visa related issues
- Death in family
- Sickness with providing a Dr.'s note

Proof of Graduation

Under 19 years old students who have finished high school must provide official transcripts and diplomas officially translated to English. Unofficial transcripts will be required prior to scheduling and testing (if official transcripts have not been received) and must be verified by either the SEA or Academic committee or the Registrar. The official transcript is required at the latest, 30 days after class start and will be verified by the Registrar and placed in the student file.

Students entering into programs under the "mature students" may not be required to provide official transcripts or may provide documentation other than transcripts deemed acceptable by the SEA.

Course Scheduling

The College reserves the right to reschedule students or modify the sequencing of program courses at any time to accommodate the curriculum, classroom and facility usage needs. Unofficial schedules will

be made available around Week 10 of each term, with official schedules posted in Week 12.

ITD Canada accepts no complain or suggestion about schedule. Scheduling is a complicated task that has to do with instructor availability, room availability, pre-requisite, the need of computers for class and many other factors. There is no room for student complaints with regards to course scheduling each term. Students are expected to change all other schedules to accommodate school schedule. ITD Canada has a zero-tolerance policy in terms of changing schedule based on students' request. Persisting on disagreement with schedule is considered a behavior against student code of conduct and as per dismissal policy may cause disciplinary action or even dismissal.

International students must comply with certain attendance requirement to be able to hold a valid study permit. The reason that international students are in Canada is because they have a study permit. Study permit holders are subject to certain compliance. Attendance is one of the most important factors that a study permit holder must comply with. Below is section 220.1 of the *Immigration and Refugee Protection Regulations*

220.1 (1) the holder of a study permit in Canada is subject to the following conditions:
(a) They shall enroll at a designated learning institution and remain enrolled at a designated learning institution until they complete their studies; and
(b) They shall actively pursue their course or program of study.

Local students funded by student aid BC or Canada, are required to carefully follow the attendance policy. The reason that they are funded is that they MUST spend 20 hours a week at school.

You are at school for a reason and have responsibilities. No other schedule in students' life supersedes school schedule. Student may not skip classes or ask for schedule change for any reason including and not limited to their work schedule.

Changes to Program or Courses

Programs and courses are periodically reviewed for currency, changing demands of industry, and changing technologies. Reviews may result in changes in curricular content, available resources and/or the sequencing and scheduling of courses. Students will be notified of these changes and their effective dates.

Transcript Requests

The Registrar's Office is responsible for issuance of student transcripts. The first transcript is issued to graduates free of charge. For all additional copies, there will be a $25 processing fee. Please allow one week processing time. The College charges a $25 service charge on all NSF cheques. Transcripts, certificates or diplomas will not be provided to any student until all money owed to college is paid in full.

Student Records

Student records are maintained at the College. The College retains electronic copies of the Enrolment Application, Enrolment Contract, student transcripts, payment records, student loan documents (if appropriate and applicable), refund, student dispute, dismissal and/or graduation information. Electronic files are archived off-site. Copies of student records are available to current and former students at a cost of $25.

The College complies with privacy, file management, and retention policies consistent with both provincial and federal protection of privacy legislation. The College also complies with designation obligations

Dress Code

Students are expected to dress in a 'business casual' manner meeting the following minimum requirements.

- Shirt and shoes are required at all times.
- Apparel should be clean and tidy so as not to offend others.
- Please refrain from wearing suggestive/very short clothing

Please remember that your Co-ops/employment will occur in a professional working environment, so presentation is important.

Contact Information

The Registrar's Office must be notified if a student's name or contact information (including address, cell phone and email) changes while attending the College. This will allow the College to keep students informed of College notices and schedule changes.

Student Conduct Disciplinary Process

All students are expected to behave in a professional, respectful, and courteous manner towards other students, staff, and instructors. Failure to do so may result in disciplinary action including suspension and dismissal. The severity of disciplinary action is at the discretion of the SEA. The student may appeal this decision at which point an academic committee will review the appeal.

The following may be imposed on any student found to have violated any policies, rules or regulations of the College.

1. Warning – a notice in writing indicating that the student is violating or has violated the College regulations.
2. Probation – a written reprimand, which includes a specific period, for violation of a specific policy. Conditions may apply.
3. Suspension – a written notice indicating that the student is not allowed on campus for a specific period of time after which it may be appropriate for a student to return. Conditions may apply.
4. College Expulsion – Withdrawal from the program, termination of the enrolment and expulsion from the campus.

Academic Policies and Procedures

Academic Progress Policy

Students are expected to consistently progress through their program and maintain satisfactory academic performance. The College is committed to student success therefore attendance and academic performance are reviewed regularly. Students are encouraged to immediately seek assistance when they are having difficulty. In the event that academic progress is not satisfactory or the student is seeking additional assistance, the following steps will be followed.

- A discussion with the instructor and student will occur and additional remedial strategies will be suggested and if needed additional assistance will be provided.

- If unsuccessful a second more comprehensive meeting between student and instructor will occur. All aspects of the student life cycle to date will be reviewed and an 'action plan' that identifies and addresses specific issues will be formulated and executed. This plan will include calendared review dates and identify key milestones. The student will be expected to follow the plan, meet the milestone targets, and show significant academic improvement. The action plan will be placed on the student's file.

- If change does not occur, the student will meet with student services and the student will be placed on probation, with terms and conditions specified, and a review date specified. On that date the student will meet with the student services to review the terms and conditions of the probation.

- If progress has not been made the SEA will be notified and either SEA or qualified delegate (Academic Committee) will decide either to continue the probation or to withdraw the student from the program.

- A final grade of 60% is required to a pass a course.

Graduation Requirements

The College awards Diplomas to successful graduates. In order to graduate a student must fulfill all of the following requirements:

- Successful completion of all program courses.
- Successful completion of program co-op.
    - If indicated in the program outline, a professional portfolio.

Attendance Policy

- All classes run at their allocated time, no early departure.
- Students' attendance in all rescheduled and make up classes is mandatory
- Attendance is taken in every class, handed in at the end of each class by instructors and reconciled by staff.
- Students who miss over 50% of each class are marked absent for that class.

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- Late arrivals and early departures from class are noted in the attendance record and added to the total time absent.

- Students who miss 5 consecutive working days without school approval will receive a written warning.
- Students who miss 10 consecutive working days will be withdrawn.
- Students who miss 10% of a program will receive a written warning.
- Students who miss 15% of a program will be placed on probation.
- Students who miss 20% of a program will be withdrawn
- Students who miss 20% of each course will receive a written warning.
- Students who miss 25% of each course will be placed on probation.
- Students who miss more than 30% of each course will be withdrawn from that course
- Students who miss two co-op preparation workshops without a proper excuse will receive a written warning
- Students who miss more than two co-op preparation workshops without a proper excuse will be ineligible for co-op

Note: Late arrival and early departure (in minutes) are noted. This missed time is accumulated over the length of a student's program and may result in the student being initially placed on 'academic probation', and then being withdrawn from the program.

Programs are content rich, requiring students to be focused and engaged in class and complete homework and assignments given. Therefore, attendance plays an important role in the success of a student. It is important that no class time be missed. Students are required to attend every class, lab, or studio that is a scheduled. If a student cannot attend they are required to contact their instructor and the Academic Program Director.

Where a student does not demonstrate improvement in their attendance, the student may be dismissed.

The College recognizes only the following as valid reasons for excusable absence.
- Personal sickness accompanied with a valid doctor's note upon return.
- Medical or family emergencies providing with a valid document as a proof.
- Death in the immediate family providing with a valid document as a proof.
- Any case where SEA or Academic committee deems acceptable.

Students must present supporting documents for any of the cases mentioned above.

The College is required to take attendance by provincial regulators and report delinquent attendance to funding agencies, government, accreditation, and student assistance agencies. The failure to follow attendance policies may put the student's government student assistance funding in jeopardy. Some programs may have additional attendance requirements due to the nature of the program.

Leaves of Absence

Leaves of Absence are designed to allow for students to be temporarily excused from studies to attend to important matters outside of the classroom. The College will only recognize the following reasons for permitting a student to take a temporary leave of absence, accompanied by supporting documentation:
- Personal sickness accompanied with a valid doctor's note upon return.
- Medical or family emergencies.
- Death in the immediate family.
- Any case where SEA or Academic committee deems acceptable.

Students must present supporting documents for any of the cases mentioned above.

No leaves are permitted to go beyond 90 days, absence beyond this is subject to the College's attendance policy.

International students and their spouses (if they have an open work permit as a result of the study permit of their spouse) CAN NOT work during the time off based on the clear directive from Immigration Canada.

Postponing Start Date

Students are not allowed to postpone their start date. This will interfere with study and work permit for international students and the duration that the student gets funding from student aid for domestic students.

International students can postpone their start date only ONCE and for the period of one term, ONLY if they have a valid reason. The College will only recognize the following reasons for permitting an international student to postpone a term, accompanied by supporting documentation:

- Personal sickness accompanied with a valid doctor's note upon return.
- Medical or family emergencies.
- Death in the immediate family.
- Any case where SEA or Academic committee deems acceptable.

Domestic students funded by student aid have to cancel their application and reapply again. For more information contact SABC at 1(800) 561-1818.

International students and their spouses (if they have an open work permit as a result of the study permit of their spouse) CAN NOT work before commencing the school based on the clear directive from Immigration Canada.

Transfer Credit

At the time of application the SEA or (Academic Committee) can approve course transfer credit for up 50% of a program without co-op, but only for those courses in the first half of the academic portion of the program. Transfer credit is based on credit received for the completion of an equivalent course at another recognized public or private institution. Courses put forward for credit transfer must have received a final grade of at least 60% or its letter equivalent.

Since co-op portion of a program cannot exceed 50% of the entire program, students may not be eligible for transferring any credit for programs with co-op.

Students cannot receive any transfer for IT programs and they may only receive credits up to 3 courses or 120 hours for all other programs.

To receive transfer credit applicants must submit original transcripts (dated within the last year), and if requested, supporting documentation such as a course syllabus, before starting the program.

Credit is not given for previous Co-op experiences.

There is a $75 nonrefundable transfer credit assessment fee for each course. Receiving credit is at the sole discretion of ITD Canada. Any application for transferring credit may be refused based on the discretion of the SEA, his/her delegate or academic committee.

Course challenge

Students are allowed to challenge up to 20% of the courses in each program. Challenging a course means student has acquired the skills through self-study or work experience. Course challenges based on prior learning are contingent on completing all assignments and exams with a passing grade. This must be completed within a period of two weeks.

Applicants may be awarded credit by meeting the following guidelines:

- Must submit an application along with $75 application fee for challenging a course 4 weeks prior to the start date of a new quarter. Application fee is non-refundable regardless of its approval or denial.
- After the review of application by SEA (or Academic Committee) and upon approval the student will receive a course challenge package.
- Student must submit all documentation including exams and assignments within two weeks of receiving the package
- Only one attempt at a challenge examination per course per program is permitted.
- Current industry certification <u>may </u>be acceptable as credit for prior learning at the discretion of SEA (or Academic Committee).
- The grade received on a challenge exam must be at least 70% to pass.
- For art and design programs an applicant may submit a portfolio for evaluation.

A qualified faculty member conducts all prior learning assessments.

Course Auditing

Students can audit any course, not for credit, as long as they have completed or audited any required pre-requisite course(s). Students who audit a course pay the full course fee.

Program Completion

Program completion is based on a student being continuously enrolled as a full-time student (full course load) to program completion. If a student reduces their course load or interrupts their studies the Registrar must be notified so that their program completion date can be amended, along with their enrolment contract. Program completion dates may be impacted by course scheduling changes.

Maximum Allowable Completion Timeframe

To successfully graduate from a program the student must successfully complete all the program requirements within the maximum allowable timeframe, which is 150% of the of the program length. Program completion and completion timeframe will be influenced by a student's academic success and unexpected life circumstances. For example if a student fails a course, they are required to retake the course resulting in an amended completion date.

Assessment Policy

Assessment means any form of student academic activity in a course to which a grade is assigned by a faculty member. All forms of instructional assessment provide the student with the opportunity to know how they are performing in a course and equally importantly how well they have understood and are able to apply new learning in practice. Assessment will be frequent and meaningful. Students

should receive frequent, meaningful, comprehensive and timely assessment feedback, advice, and guidance from faculty at regular intervals throughout a program.

Course outlines provide a detailed summary of the manner and frequency of assessments to be undertaken.

- Attendance is not graded.
- Unless participation is an integral component of the learning experience, participation will not be graded. In those circumstances were it is assessed, students will be provided with a comprehensive grading rubric in advance.

The College will provide reasonable accommodation to those students with recognized disabilities, religious commitments, or other valid documented reasons, as previously described.

Assignment Policy

Students will be provided with detailed course assignment documents that clearly describe the goal, objective(s)/outcome and assessment model used. All assignments are due at the start of class, unless the course outline indicates otherwise. Assignments will be graded and returned within one week.

Exam Policy

Course outlines will indicate when exams/quizzes will be administered. Exams/quizzes will be returned to the student within one week.

If a student is unable to attend a midterm or final exam it will be rescheduled within a reasonable amount of time. Re-scheduling exams should be avoided. If a student cannot make a class scheduled midterm or final exam the SEA (or Academic Committee) must be notified prior to the examination date for approval to re-schedule. Exam make-up/re-scheduling is allowed only for

- Personal sickness accompanied with a valid doctor's note upon return.
- Medical or family emergencies.
- Death in the immediate family.
- Any case where SEA or Academic committee deems acceptable

Students may be required to provide written documentation to substantiate their absence. The fee for re-scheduling an exam is $25.

Grading Policy

The College uses percentage grades to indicate student academic performance with the exception of Co-op experiences. Co-ops are graded as 'P' (pass) or 'F" (fail). Academic grading is based on assignments, projects, quizzes, and examinations. Students should ensure that they understand what is required for each course and how individual course grades are calculated.

A final grade of 60% is required to pass a course, unless otherwise indicated in the course outline.

In addition, the following may be used to describe course outcomes on a student's transcript.

- Pass (P) is used when assessing work and Co-op experiences.
- Withdrawal (W) is applied when a student withdraws before 33% of the course has been completed.
- Fail (F) is used when a student does not complete a course (after the 33% point), who has received a final course grade of less than 60% or who has been unsuccessful in a co-op experience.
- Incomplete (I) is used when there are outstanding assessment components that need to be completed. These components need to be submitted and graded within a two-week period after a course is complete and the Registrar has been notified. If a grade is not submitted then the incomplete (I) becomes a fail (F).
- Exempt (E) is used when an international student declines a Co-op experience.
- Transfer Credit (T) is used when a student has completed an accredited course that is transferrable to their program.
- Course Challenge (C) is used when a student is given credit for self-study or work experience.
- Audit (A) is used when a student is not taking a course for credit or is repeating a course for which they have already received a passing grade.

Program Withdrawal

Should a student choose to withdraw from the College prior to completion of their program, the student should
- Provide a written notice for withdrawal and the effective date, and
- Arrange to meet with the SEA.

A student who withdraws from a program will be assigned a 'W' for the courses within that term. Any course in the program that has not been taken will be graded as 'F'.

Students will receive a financial report from the finance department within a week after withdrawal letter submission. Students will receive refunds within 30 days from the submission date of the withdrawal letter if applicable.
Students must return any and all school property including the student card/pass immediately after submission of the withdrawal letter. If there is any balance on the student account, it must be cleared within two weeks. Non-payment of account balance may result in collection costs and/or legal actions.

Failed Courses

If a student fails a course, they will be required to retake it in the following term if the course is available. Some courses are pre-requisites for others; therefore a failed course may affect a student's program completion date. If the course is not available a student may take an equivalent course for the course failed, as approved by the SEA (or the committee).

Retakes are charged at the regular course tuition rate.

Students may only **fail a course 3 times**, after which they will be dismissed from the program. A student may **fail only 3 courses** throughout the duration of their program, after which they will be dismissed. Students are given a chance to appeal the dismissal and provide their documentation to the SEA (or Academic Committee) and their reasons of why their appeal should be accepted. The committee will then make a decision which may or may not be accepting the appeal.

Standard course tuition for each failed course will be charged.

Failed Co-op

A failed co-op experience will result dismissal of the program. Students are given a chance to appeal the dismissal and provide their documentation to the SEA (or Academic Committee) and their reasons of why their appeal should be accepted. The committee will then make a decision which may or may not be accepting the appeal.

Academic Appeals Process

In the event of a course related academic disagreement students should attempt to resolve the circumstance with his/her instructor. If the student is unable to resolve the situation they may appeal to the SEA (or Academic Committee). The basis for the appeal must be described along with a complete explanation and any supporting documentation. The appeal must be presented in chronological order. The SEA (or Academic Committee) will review the reason for the appeal, the documentation, and will make a decision based on the information provided and applicable policies and procedures. Unless the SEA (or Academic Committee) refers the matter to the President, their decision is final and without appeal.

Grade Appeal

The College provides students who are currently enrolled the opportunity to appeal course grades. Only grades received on midterm and final assessments, and major assignments (e.g. projects) may be appealed. Grades received for quizzes or short assignments may not be appealed. Student should attempt to resolve the circumstance with his/her instructor. If the student is unable to resolve the situation they may appeal to the SEA (or Academic Committee).The basis for the appeal must be described along with a complete explanation and any supporting documentation. The SEA (or Academic Committee) will review the reason for the appeal, the documentation, and will make a decision based on the information provided and applicable policies and procedures. their decision is final and without appeal.

Appealing Academic Termination

Any student wishing to appeal an academic termination should do so in writing to the SEA (or Academic Committee) within 10 days. The written appeal must state the mitigating circumstances that contributed to the termination, supported by appropriate documentation, and an academic improvement plan describing how the student intends to remediate the situation should be provided. Mitigating circumstances are generally events that are outside a student's control and are unavoidable. The SEA (or Academic Committee) will review the student's appeal, determine whether the circumstance(s) warrant consideration, and respond in writing within 7 business days.

Dispute Resolution

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Educational Administrator (or the Academic committee).

2. The SEA (or the Academic committee) will arrange to meet with the student to discuss the concern and desired resolution within 5 school days (Business days when school is open) of receiving the student's written concern.
3. Following the meeting with the student, the SEA (or the Academic committee) will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel.
4. The necessary enquiries and / or investigations shall be completed no later than 15 school days following the receipt of the student's written concerns. The SEA (or the Academic committee) will do one of the following within 15 days of receiving the student's written concerns:
   a. Determine that the student's concerns are not substantiated; or
   b. Determine that the student's concerns are substantiated in whole or in part;
   c. Determine that the student's concerns are frivolous and vexatious.
5. The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
6. If it has been determined that the Student's concerns are substantiated in whole or in part the SEA (or the Academic committee) shall include a proposed resolution of the substantiated concern(s).
7. If the student is not satisfied with the determination of the SEA (or the Academic committee), the student must advise the SEA (or the Academic committee) within 48 hours of being informed of the determination. The SEA (or the Academic committee) will immediately refer the matter to the President of the Institution. The president of the institution will review the matter and meet with the student within 5 school days.
8. The President of the institution shall either confirm or vary the determination of the SEA (or the Academic committee). At this point the School's Dispute Resolution Process will be considered exhausted.
9. If the issue is of a serious nature the president of the School may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.
10. If the matter is still unresolved, student will be guided to file a complaint with PTIB.

Note: If the issue is with the SEA or the president of the institution, Academic Committee will replace SEA or the president in this dispute resolution process.

Dismissal policy

ITD Canada may dismiss a student based on the following grounds
- Violation of attendance policy
- Violation of Academic progress policy
- Violation of federal and provincial laws governing study permit/work permit/Student Aid BC/Private training institution's Branch policy manual or private training act.
- Refusal to provide ITD Canada with required documentation/information that are needed for the student file
- Rude/disrespectful/aggressive/belligerent conduct toward staff, instructors and/or other

students

- Spreading false/fictitious statement(s) about ITD Canada, its staff and instructors without any merit
- Damaging school property
- Plagiarism, cheating or similar behavior in submitting assignments, exams, and any other assessment tools
- Refusal to fulfill financial obligations to school on the specified due date
- Behavior that causes damage to the school's reputation or financial well-being.

Dismissal procedure

The procedure by which a student may be dismissed from a program is as follows:

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

- Verbal warning
- Written warning – Student Activity Form
- Suspension
- Probation

This list is not necessarily progressive or exhaustive. ITD Canada reserves the right to review each situation on a case-by-case basis and respond accordingly. Where the SEA determines there is a risk to health, safety and/or integrity and productivity of the learning environment he/she decides on the appropriate action that should be taken, including the option of immediate suspension or dismissal.

Students who are dismissed for any reason will be notified in writing, using email and a paper copy either hand-delivered or by registered mail with return receipt. ITD Canada 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.

In the event the student wishes to appeal the dismissal or suspension, the student may do so by following the Dispute Resolution Policy.

Fire and Natural disaster safety

ITD Canada is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all ITD Canada's employees and students.

Procedure for Fire Safety:

1. The president ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.

2. The president ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The designated institution safety officer (currently the same as Senior Education Administrator) is responsible for preparing and posting emergency exit instructions route maps in the campus In the event of a fire emergency, the Administrative assistant will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
4. The president will advise all employees to evacuate the campus.
5. Instructors will escort their students to the outside of the entrance of the building on Granville Street ensuring that he or she takes the class list with them. At the entrance of the building, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the president if anyone is missing

Cheating and Plagiarism

Cheating is the concealed, purposeful, and willful use of unauthorized sources for a test, exam, assignment or any other forms of academic deliverable. Cheating is any act of general/academic dishonesty.

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

ITD Canada has a zero-tolerance cheating and plagiarism policy. Any student who is involved in the act of cheating or plagiarism will be forcefully penalized.

The following acts or behaviors include, but are not limited to, the definitions of cheating and plagiarism:

1. Unauthorized sharing of material (copying, or allowing others to copy).
2. Submitting another person's work as your own, or providing work for another person to submit as their own
3. Submitting the same work or part of the same work for an assignment, project, quiz or exam.
4. Submitting the same work or part of the same work, for credit in two different courses without the prior agreement of the instructors involved
5. Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.)
6. Presenting oneself as another student for a class, test, or exam
7. Unauthorized communication, verbal or nonverbal, with another student in a test or exam;
8. Falsifying, Tampering or misrepresenting academic records

9. Gaining, or attempting to gain access to an exam or test, or a part thereof, without permission from the instructor

10. Deliberately preventing, or attempting to prevent, the fair access by other students to all types of learning resources

11. Act of copying for the purpose of providing advantage to yourself or another student

12. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as appropriate reference, to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first. (When in doubt, consult with the Instructor for the course.)

13. Collaboration is the act of two or more students working jointly on any assignment when the Instructor has not permitted this act. This may include, but is not limited to, homework, papers

14. Completed outside of class hours, in-class assignments, lab exercises or reports. Collaboration also includes writing an assignment or paper for another student

15. Theft or solicitation of another student's assignment or paper, grade books, administered tests or other academic work/material

16. Intentionally helping or attempting to help another student to commit any act of academic dishonesty

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

•   Award of zero marks for the piece of work or examination;

•   Award of a fail grade for the whole course;

•   Academic Probation;

•   Suspension;

•   Dismissal

Student appeals can Appeal the decision as per decision appeal process related to each action taken. The SEA/academic committee will decide whether or not the appeal is accepted.