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This package is made available to all students prior to enrollment in Lighthouse Labs bootcamp classes and outlines Lighthouse policies and procedures. Please find enclosed:

- Student Withdrawal Policy
- Student Attendance Policy
- Student Dismissal Policy
- Student Dispute Resolution/Grade Appeal Policy
- Admissions Policy

Tuition and refund policies can be found in individual student contracts. The enclosed policies outline the responsibilities of Lighthouse students and responsible parties at Lighthouse Labs. Please do not hesitate to contact your on-site administrator should you have any questions regarding our policies.

Welcome to Lighthouse Labs!

The Lighthouse Team



Name Policy: Student Withdrawal Policy

Implemented: 2014-07-25

Position(s) responsible for administering this policy: On-site administrator

Last Revised: 2015-04-02

Policy

If a student decides to withdraw from a program, he/she must provide a dated, written notice of withdrawal to a company director (COO, Director of Education, or Director of Admissions). Refunds are calculated according to Lighthouse Labs' Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

Procedure

The student must send a notice of withdrawal via email or in hard copy to a company director. The notice of withdrawal should include a reason for the withdrawal. The notice is deemed effective from the date the letter is delivered; the student is responsible for ensuring that the letter is received by the institution representative. This notice will be confirmed by the company representative and their refund will be calculated and remitted to the student within 30 days.



Name Policy: Student Attendance Policy

Implemented: 2013-10-28

Position(s) responsible for administering this policy: On-site administrator

Last Revised: 2015-04-02

Policy:

These rules are established to establish Lighthouse Labs' expectations of the effort students will put into their education. All full time courses attended by students comprise of a minimum of 30 hours of day-time supervised study per week. If a student's cumulative attendance (for the purposes of this policy, cumulative attendance is calculated over one academic term) falls short of 80%, the student will have not completed Lighthouse Labs program and thus not be eligible for their co-op.

The Importance of Attendance

Attendance is very important. Students have made a commitment to work towards achieving academic success by enrolling. In order to achieve success in their studies it is important that they participate in, and engage fully with, all their scheduled activities such as lectures, workshops, seminars, etc. Lighthouse Labs therefore regards attendance as an essential part of students' studies.

Procedure for Recording Attendance

The instructor will take attendance during each lecture. Only arrivals who miss the entire lecture will be considered absent. All markings of 'absent' will be saved and indicated on a student's record.

Procedure for Authorized Absence

If students are unable to attend a class, they need to follow the appropriate procedure:

- In case of planned leave, inform the instructor by email and submit it ahead of time
- In case of unplanned absence, inform the instructor as soon as possible (preferably on the day of absence) to explain reasons
- On return to Lighthouse Labs following any period of unplanned absence, complete a Leave Form explaining the reasons for absence (e.g. due to illness, a doctor's appointment, etc.)
- Records of authorized absence will be retained on the student's file.

Monitoring and Evaluation of Policy

The Senior Education Administrator is responsible for ensuring continuous and effective implementation of this attendance policy. All Senior Administration monitors the operation of this policy on a weekly basis by receiving regular reports on student attendance. The attendance is discussed in the weekly meeting of the Management Committee - all instances of authorized and unauthorized absence are reviewed. The Policy itself is reviewed in order to make sure that it is in full compliance at all times with the relevant laws and regulations. The following is the procedure for monitoring the attendance policy:

- Students will receive a warning letter within 2 business days of when they have effectively missed what would account for 15% of the program.
- Students with cumulative attendance falling to 80% will receive a second warning letter within 2 business days.
- The termination letter is sent on the day in which a student misses what would account for 21% of the program.
- If a student who has already been terminated reports back to Lighthouse Labs with a valid reason for his/her absence and Lighthouse Labs is satisfied with the response from the student to warnings and his/her efforts to improve the attendance, the student may be reinstated.
- A Register of those students expelled is maintained. A log of all the communications with students is maintained for future references and follow-ups.
- An interview conducted with a student and attendance/absence or warning sent to the student must be recorded on the student file. The reasons for any authorized absences being granted will also be recorded.



Name Policy: Student Dismissal Policy

Implemented: 2013-10-28

Position(s) responsible for administering this policy: On-site administrator

Last Revised: 2015-04-02

Policy:

Lighthouse Labs expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the On-site Administrator if they have any questions.

“Student” is defined as included prospective students as well as those currently registered or enrolled in any Lighthouse Labs (referred to in this policy as “the institution”) programs or activities.

The Code of Conduct

Expectations for Students:

1. Attend school in accordance with the Attendance Policy.
2. Treat all students and staff with respect.
3. Treat school property with respect.
4. Complete all assignments and examinations on the scheduled completion dates.
5. Avoid conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
6. The institution forbids: disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to school; bringing any alcohol or any prohibited mood altering substances to the institution; making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.

It must be stressed that the institution maintains high academic standards, and students that are unable to complete the curriculum will receive a warning and, ultimately, be dismissed from the program.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

1. Sexual assault.
2. Physical assault or other violent acts committed on or off campus against any student.
3. Verbal abuse or threats.
4. Vandalism of school property.
5. Theft

Students who do not meet the expected code of conduct or performance standards will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct or performance issues.

Concerns related to a student's conduct or performance shall be referred to the Onsite Administrator to process in accordance with this Policy.

Procedure:

1. All concerns relating to student misconduct and performance shall be directed to the Onsite Administrator. Concerns may be brought by staff, students or the public.
2. The Onsite Administrator will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Onsite Administrator will meet with the student as soon as possible.
3. Following the meeting with the student, the Onsite Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
5. The Onsite Administrator will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - i. Give the student a warning setting out the consequences of further misconduct;

- ii. Set a probationary period with appropriate conditions; or
 - iii. Recommend that the student be dismissed from the Institution.
- 6. The Onsite Administrator will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institutions complaint file, and the original will be placed in the student file.
- 7. If the student is issued a warning or placed on probation, the Onsite Administrator and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- 8. If the recommendation is to dismiss the student, the Onsite Administrator of the school will meet with the student to dismiss him/her from study at the school. The Onsite Administrator of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.
- 9. If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10. If the student owes tuition or other fees to the school, the head of the school may undertake the collection of the amount owing.



Name Policy: Student Dispute Resolution/
Grades Appeal Policy

Implemented: 2013-10-28

**Position(s) responsible for administering
this policy:** On-site administrator

Last Revised: 2015-04-02

Policy

Lighthouse Labs provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all Lighthouse Labs students who are currently enrolled or were enrolled 30 days prior to the submitting of their concern to the On-Site Administrator.

Procedure for Student Disputes

1. When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the On-Site Administrator.
2. The On-Site Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the On-Site Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Lighthouse Labs personnel.
4. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student's written concerns. One of the following may happen:
 - a. If it is determined that the student's concerns are not substantiated the institution will provide a written explanation of the decision and deny the complaint; or
 - b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

5. The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student and the original will be placed in the student file.
6. If the student is not satisfied with the determination of the On-Site Administrator, the student must advise the On-Site Administrator as soon as possible but within five school days of being informed of the determination. The On-Site Administrator will immediately refer the matter to one of the Owners of the Institution.
7. The Owner of the institution will review the matter and may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
8. The original decision will either be confirmed or varied by the Owner in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered exhausted.



Name Policy: Admissions Policy

Implemented: 2014-07-25

Position(s) responsible for administering this policy: Director of Admissions

Last Revised: 2015-04-02

Policy:

Lighthouse Labs is committed to providing accurate information and guidance to prospective students to ensure they make informed decisions about their program of study. Lighthouse Labs' admission criteria are well publicized and applied consistently. Entry assessment tools and admission requirements ensure students have the required problem-solving aptitude, and the basic knowledge, skills and abilities to achieve program outcomes. Admission requirements may not be waived by either the student nor Lighthouse Labs.

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

1. Tuition and Refund Policy (as outlined in student contract)
2. Dispute Resolution/Grade Appeal Policy
3. Withdrawal Policy
4. Dismissal Policy
5. Admissions Policy
6. Attendance Policy
7. Program Outline

Procedure:

Students must fill out an application on the website. Applications are reviewed by the Admissions & Student Engagement Coordinator and/or the Director of Admissions. Applicants are then invited for an interview. Interviews last approximately one hour.

After the interview, the Admissions & Student Engagement Coordinator and/or the Director of Admissions will remit notes on the candidate to the Onsite Administrator and Director of Education. Together they will agree on an admissions decision

If the applicant is successful, they will be offered enrollment. If unsuccessful, they will be contacted to be informed of this decision and advice for preparing for the program of choice will be offered. Students may reapply for admission at any time.