

# HOLLAND COLLEGE

## ISO 9001:2008

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## QUALITY PROCEDURES LIST

Holland College Quality Procedures are categorized under six headings—[A](#), [B](#), [C](#), [D](#), [E](#) & [F](#). Access to a pdf copy of each procedure is through the links in the column to the left.

<https://sam.hollandcollege.com/shared/QMS/Procedures/D/D03.pdf>Recent revisions have the revision number shown in **red**.

[QMS Homepage](#)

ID #	TITLE	REVISION (Issue Date)
<b>A</b>	<b>PROGRAM DESIGN, ORGANIZATION &amp; DELIVERY</b>	
<a href="#">A01</a>	Program & Curriculum Development	<b>THIRTEEN</b> (Sep 29/16)
<a href="#">A02</a>	Student Accidents and Injuries	<b>SEVEN</b> (Jun 10/09)
<a href="#">A03</a>	Contract/Customized Training	<b>SIX</b> (Jan 22/03)
<a href="#">A04</a>	Program/Course Planning and Delivery	<b>SIX</b> (Apr 29/16)
<a href="#">A05</a>	Student Orientation	<b>FIVE</b> (Aug 18/05)
<a href="#">A06</a>	Program-Related Meetings	<b>FOUR</b> (Jul 14/06)
<a href="#">A07</a>	Academic Progress	<b>NINE</b> (Jul 15/15)
<a href="#">A08</a>	Student Attendance	<b>SEVEN</b> (Jun 6/16)
<a href="#">A09</a>	Student Misconduct	<b>EIGHT</b> (Jul 15/15)

<a href="#"><u>A10</u></a>	Student Appeals	<b>TWELVE</b> (Oct 27/16)
<a href="#"><u>A10-WI-1</u></a>	Category 2 Student Appeals (Work Instruction)	<b>SEVEN</b> (Jun 29/16)
<a href="#"><u>A11</u></a>	On-the-Job Training	<b>ELEVEN</b> (Jan 8/14)
<a href="#"><u>A12</u></a>	Customer Supplied Facilities, Equipment and Materials	<b>ONE</b> (Feb 13/03)
<a href="#"><u>A13</u></a>	Implementation of Prior Learning Assessment & Recognition (PLAR) in College Programs and Courses	<b>ONE</b> (Nov 26/14)
<a href="#"><u>A14</u></a>	Control of Program/Course Related Documentation	<b>THREE</b> (Jul 14/11)
<a href="#"><u>A15</u></a>	Development, Approval and Delivery of Continuing Education Courses	<b>SIX</b> (Jan 29/07)
<a href="#"><u>A16</u></a>	APA In-Service Training	<b>TWO</b> (Feb 11/03)
<a href="#"><u>A17</u></a>	Production of Program/Course Materials	<b>THREE</b> (Feb 14/03)
<b>A18</b>	Adult & Community Education Program Planning and Delivery Rescinded April 9, 2015; Procedure was merged with B09	<b>RESCINDED</b>
A19	Procedure Rescinded Aug , 2005	
A20	Procedure Rescinded Aug , 2005	
A21	Procedure Rescinded Aug , 2005	
<a href="#"><u>A22</u></a>	Satisfactory Academic Progress (SAP) – U.S. Federal Student Aid Recipients	<b>ONE</b> (Mar 19/15)
<b>B</b>	<b>STUDENT ENTRY AND EXIT</b>	<a href="#"><u>Top A</u></a>
<a href="#"><u>B01</u></a>	Control of Program Information and College Marketing Material	<b>SEVEN</b> (Nov 4/10)
<a href="#"><u>B02</u></a>	Student Recruitment	<b>THREE</b> (Jul 25/08)
<a href="#"><u>B03</u></a>	Student Admissions and Registration in Post-Secondary Programs and Courses	<b>NINE</b> (Jan 8/15)
<a href="#"><u>B04</u></a>	Student Grading, Exit and Change of Status in Post-Secondary Programs and Courses	<b>TEN</b> (Aug 22/16)
<a href="#"><u>B05</u></a>	Academic Exchange	<b>NEW</b> (Aug 22/16)
<a href="#"><u>B06</u></a>	Graduations, Recognitions & Closing Ceremonies	<b>SEVEN</b> (Dec 1/16)

<a href="#"><b>B07</b></a>	Request for Transcripts and Release of Student Information	<b>SEVEN</b> (Jul 18/11)
<a href="#"><b>B08</b></a>	Continuing Education Student Registration, Exit and Issuing of Certificates	<b>SIX</b> (Jan 30/07)
<a href="#"><b>B09</b></a>	Adult Education	<b>SIXTEEN</b> (Apr 9/15)
<a href="#"><b>B10</b></a>	Block Release Courses	<b>TWO</b> (Feb 18/03)
<a href="#"><b>B11</b></a>	Prior Learning Assessment & Recognition (PLAR) Application Processes	<b>NEW</b> (Nov 26/14)
<a href="#"><b>B12</b></a>	Marine Training Centre - Student Registration, Exit, and Issuing of Certificates	<b>THREE</b> (Apr 9/15)
<a href="#"><b>B13</b></a>	Application & Admission Process for Police Science Program	<b>TWO</b> (Dec 4/14)
<a href="#"><b>B14</b></a>	Language Instruction	<b>NEW</b> (Apr 9/15)
<b>C</b>	<b>SUPPORT SERVICES</b>	<a href="#"><b>Top A</b></a>
<a href="#"><b>C01</b></a>	Equipment Purchasing	<b>FOUR</b> (Jan 18/12)
<a href="#"><b>C02</b></a>	Storage and Control of Firearms and Ammunition	<b>ONE</b> (Mar 22/13)
<a href="#"><b>C03</b></a>	Student Support Services	<b>FOUR</b> (Jul 18/11)
	C03 - <a href="#">A Faculty &amp; Staff Guide to Helping Students</a>	
<a href="#"><b>C04</b></a>	Equipment Maintenance and Repairs	<b>ONE</b> (Feb 18/03)
C05	Procedure Rescinded November 25, 2005	
<a href="#"><b>C06</b></a>	Accommodations List	<b>TWO</b> (Feb 22/13)
<a href="#"><b>C07</b></a>	Transportation	<b>EIGHT</b> (Oct 21/10)
<a href="#"><b>C07-WI-1</b></a>	Work Instruction for College Staff Renting Vehicles from the College's Preferred Rental Company	
<a href="#"><b>C08</b></a>	Students and Off-Campus Activities/Events	<b>TWO</b> (Sep 16/02)
<a href="#"><b>C09</b></a>	Student Access to Computing and Networking Resources	<b>TWO</b> (May 11/10)
<a href="#"><b>C10</b></a>	Establishing, Implementing & Monitoring Agreements for Accommodating Learners with Disabilities	<b>THREE</b> (Jun 12/07)

<b><u>C11</u></b>	Holland College Assessment Services	<b>THREE</b> (Dec 4/14)
<b><u>C11-WI-1</u></b>	Internal Referrals for Career Assessment Inventory - Work Instructions for College Counsellors	<b>TWO</b> (Dec 4/14)
<b><u>C11-WI-2</u></b>	External Referrals to Holland College Assessment Services (Clients 17 years of age and older)	<b>THREE</b> (Dec 4/14)
<b><u>C11-WI-3</u></b>	External Referrals to Holland College Assessment Services (Clients 16 years of age and younger)	<b>THREE</b> (Dec 4/14)
<b><u>C11-WI-4</u></b>	Academic Testing of Applicants to Holland College Programs	<b>FOUR</b> (Dec 4/14)
<b><u>C12</u></b>	Out-Of-Province Student Travel	<b>SEVEN</b> (Oct 21/10)
	<a href="#">Student Travel Guide - Out of Province/Country Travel</a>	
<b><u>C13</u></b>	College Fundraising Activities	<b>ONE</b> (Aug 18/05)
<b>D</b>	<b>QUALITY ASSURANCE AND STRATEGY</b>	<b><u>Top A</u></b>
<b><u>D01</u></b>	Program/Course Monitoring, Evaluation and Review	<b>SEVEN</b> (Apr 9/15)
<b><u>D02</u></b>	Complaints Procedure	<b>THREE</b> (Jan 29/07)
<b><u>D03</u></b>	Receiving and Investigating Complaints of Sexual Assault, Sexual Violence, Harassment and Discrimination	<b>SIX</b> (Jan 19/17)
<b><u>D04</u></b>	Document and Data Control	<b>FOUR</b> (Apr 6/09)
<b><u>D05</u></b>	Management Review	<b>Ten</b> (Apr 18/16)
<b><u>D06</u></b>	Staff Roles and Responsibilities	<b>TEN</b> (Apr 4/09)
<b><u>D07</u></b>	Concession Procedure	<b>ONE</b> (Mar 1/03)
<b><u>D08</u></b>	Continual Improvement	<b>FIVE</b> (Jan 23/09)
<b><u>D09</u></b>	Control of Quality Records	<b>FOUR</b> (Sep 09/09)
<b><u>D10</u></b>	Internal Quality Audits	<b>NEW</b> (Aug 17/1998)
<b><u>D11</u></b>	Performance Indicators	<b>TWO</b> (Feb 25/03)

<a href="#"><u>D12</u></a>	Academic Partnerships	<b>NEW</b> (Aug 17/1998)
<a href="#"><u>D13</u></a>	Overview of the Main Educational Process	<b>ONE</b> (Jul 14/2005)
<b>E</b>	<b>HUMAN RESOURCES</b>	<a href="#"><u>Top Δ</u></a>
<a href="#"><u>E01</u></a>	Staff Recruitment	<b>THREE</b> (Nov 6/08)
<a href="#"><u>E02</u></a>	Staff Orientation	<b>FOUR</b> (Jul 19/11)
<a href="#"><u>E03</u></a>	Employee Achievement and Success	<b>TWO</b> (May 24/12)
<a href="#"><u>E04</u></a>	Staff Training and Development	<b>SEVEN</b> (Nov 4/09)
<a href="#"><u>E04-WI-1</u></a>	Work Instruction – Application for Educational Development Assistance	
<a href="#"><u>E04-WI-2</u></a>	Instructions for Completing QF042 (Application for University/College Courses)	
<a href="#"><u>E05</u></a>	Contract Instructor Evaluation	<b>FOUR</b> (Apr 9/15)
<a href="#"><u>E06</u></a>	Instructional Development	<b>EIGHT</b> (Jan 12/17)
<b>E07</b>	Tourism & Culinary Centre Contract Instructor Evaluation Rescinded April 9, 2015	<b>RESCINDED</b>
<b>E08</b>	Tourism & Culinary Centre Staff Orientation	<b>RESCINDED</b> (Aug 12/09)
<b>E09</b>	Purchasing of Instructional Services through an Employment Agency Rescinded April 9, 2015	<b>RESCINDED</b>
<a href="#"><u>E10</u></a>	Adult & Community Education Staff Orientation	<b>TWO</b> (Jul 19/11)
<b>E11</b>	Adult & Community Education Contract Instructor Evaluation Rescinded April 9, 2015	<b>RESCINDED</b>
<a href="#"><u>E12</u></a>	Employee Exit Process	<b>NEW</b> (Dec 8/05)
<b>E13</b>	Procedure Rescinded - Jan 09, 2004	
<a href="#"><u>E14</u></a>	Approval & Delivery of Staff Professional Development Courses	<b>FOUR</b> (Nov 4/09)
<b>F</b>	<b>MISCELLANEOUS</b>	<a href="#"><u>Top Δ</u></a>

<a href="#"><b>F01</b></a>	Reporting of Incidents & Staff Workplace Accidents	<b>SIX</b> (Jan 19/17)
<a href="#"><b>F02</b></a>	Miscellaneous Forms	<b>THREE</b> (Dec 14/16)
<a href="#"><b>F03</b></a>	Promotion, Planning and Hosting Events Where Alcoholic Beverages will be Sold or Consumed	<b>THREE</b> (Sep 12/08)
<b>F04</b>	Interactive Multimedia Assistantships	<b>Rescinded (July 16/12)</b>
<p><b>To report any errors or problems with these webpages please call or email Brian Lambert, Quality Coordinator at 566-9594 or internal extension 594 or email <a href="mailto:blambert@hollandcollege.com">blambert@hollandcollege.com</a>.</b></p>		
<a href="#">Quality Forms</a>		
<a href="#">Policy, Regulations &amp; Operational Procedures</a>		