



# College Policies



## **General Policies**

In order to ensure transparency and consistency in the relationship between SELC College and our students, please familiarize yourself with the policies below. These policies guide our interactions with our students and likewise let students know what our expectations of them are. You are always welcome to speak with the Student Services Coordinator for clarification on any policy you are unsure of.

## **Admission Policy**

We admit qualified students without discrimination regarding race, color, creed, national or ethnic origin, marital status, sexual preference, age, or religion. Applicants should meet program prerequisites and have sufficient financial support for his/her study in Canada.

Before entering into any kind of an agreement with SELC College, students are given access to our Student Orientation Manual and take the following steps:

- All applicants participate in a comprehensive admissions procedure to determine their likelihood of being successful in the program of choice.
- After receiving evidence that the prospective student meets all the admission criteria, the Marketing Team prepares a Letter of Acceptance and Letter of Support. These are forwarded to the student for review.
- If necessary and available, the prospective student can discuss and agree on financial arrangements for payment of tuition and other fees with their marketer.
- The Student Enrolment Contract is prepared before the student's program begins and signed after reviewing their rights and responsibilities. A PDF copy of the contract is placed in the student's file.



## **Postponement Policy**

If a student would like to postpone their program, they must notify the school in writing at least 14 days prior to the original starting date. Acceptable reasons to postpone a program are as follows:

- Sickness or family emergency with valid documentation for either situation (example: doctor's certificate, etc.).
- Visa delay with a copy of the confirmation of the application from IRCC.

If the student does not have any proof as to why they would like to postpone their studies at SELC College an administration fee of \$100.00 will apply. Students are only able to postpone once; however, the institution will make the decision as to whether the postponement will be granted. If the student does not come for their new start date of the program or requests an additional postponement without a valid reason, SELC College reserves the right to cancel the program that the student is enrolled in and will immediately report them to IRCC.

Please note, deferrals are not automatic and the institution will make the decision as to whether the postponement will be granted.



## **Terminology of Student Status**

The following terminology is used to show student status at SELC College.

- **In Class:** Study term. A student must attend classes and meet mandatory attendance policies.
- **Co-op:** During Co-op term, a student can work full-time and gain valuable work experiences in Canada.
- **Program Interruption:** A student who has requested a break in their program with written approval. In this status, a student is not allowed to work or study.
- **Complete:** A student has succeeded in both the Academic and Co-op components. Note, he/she is not eligible for graduation due to an outstanding payment or missing mandatory documentation.
- **Graduated:** All components and requirements for the program are complete. A student is eligible to receive a certificate and official transcript.
- **Withdrawal:** A student who decides not to continue study or co-op in the middle of the program. He/she did not complete the program.
- **Incomplete:** A student did not complete the program within the allotted time.
- **Dismissed:** A student is dismissed from the program prior to program end date.



## Attendance Policy

SEL College recognizes that good attendance is directly related to student success in completing their program of study. This policy applies to all students who are currently enrolled in a program at SEL College. Attendance is calculated based on the actual time spent in class. **You must maintain at least 80% attendance to pass each module.** On the first day of class, you will receive your instructor's email or mobile phone information. If you are going to be late or absent you **MUST** contact your instructor and/or the school.

### Late policy for entering the classroom:

- Students will be allowed to enter the classroom within 5 minutes of class start and your attendance will not be affected.
- After 5 minutes, students will lose 15 mins of attendance.
- Students arriving 15 minutes past the start of class will not be allowed into the classroom until after the 1st Students will lose attendance based on the time between class start and class break (Example: class starts at 8:15am, student arrives late, class break is at 10:15am, the student loses 2 hours of attendance)

### Sick Time

- With a doctor's note:
  - Students will still lose attendance for time away from class.
  - Students will be allowed to submit missed assignments and complete quizzes within assignment guidelines.
- Without a doctor's note:
  - Students will not receive attendance for missed classes.
  - Students are not able to submit assignments or complete quizzes.

### General Attendance Percentages

- If your attendance drops to 90%, you will receive an email warning.
- If your attendance drops to 85%, you will receive a second email warning.
- If your attendance drops below 80%, you will be required to repeat the module and pay a fee of \$1,500. Fees are due prior to starting the repeated module.



## **Health and Safety Policy**

SELC College is committed to providing a healthy and safe working and learning environments for all employees and students. The policy applies to all SELC College employees and students.

### **Procedure for Fire Safety**

- The Floor Warden ensures that adequate fire suppression equipment is available as needed throughout the campus and is inspected by a qualified inspector at least annually.
- The Floor Warden or designated alternate ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
- Admin staff are responsible for preparing/posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a colored highlight.
- In the event of a fire emergency, admin staff will dial 911, advising the fire department of the school's location, providing details of the type of fire (if known) and location of the fire.
- The Floor Warden or designated alternate will advise all employees to evacuate the campus and be the last person to leave the campus after first checking all rooms including washrooms.
- Instructors will direct their students to walk out of the classroom single file, close the classroom door when all students have exited and then escort them to the start of Pender Street ensuring that he/she has access to the class list via mobile phone, tablet or laptop. At Pender Street, instructors will check the students present against the list of students in attendance that day and will immediately advise the admin staff if anyone is missing.
- The Floor Warden or designated alternate will act as a liaison between fire officials and students/employees during the emergency. If necessary, the Floor Warden or designated alternate will authorize school closure.



## **Health and Safety Policy**

- No student or employee will re-enter the campus until the fire officials have authorized re-entry

### **Procedure for Earthquake Safety**

The Floor Warden ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.

- The Floor Warden ensures that all employees receive training in the school earthquake evacuation procedures.
- Admin staff are responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a colored highlight.
- In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
- When it is deemed safe to do so, the Floor Warden or designated alternate will advise all employees to evacuate the campus and be the last person to leave the campus after first checking all rooms including washrooms.
- Instructors will direct their students to walk out of the classroom single file, close the classroom door when all students have exited and then escort them to the start of Pender Street ensuring that he/she has access to the class list via mobile phone, tablet or laptop. At Pender Street, instructors will check the students present against the list of students in attendance that day and will immediately advise the admin staff if anyone is missing.
- The Floor Warden or designated alternate will act as a liaison between rescue officials and students/employees during the emergency and will authorize school closure if necessary
- No student or employee will re-enter the campus until the Floor Warden or designated alternate has authorized re-entry.



## **POLICY FOR REPEATING MODULES**

Should a student not pass a module he/she will need to repeat and pay \$1,500 for the module if the student wishes to successfully graduate from the program. Reasons for repeating a module may be one of the following:

- Failure to complete one or more elements of the module (attendance, assignments, quizzes, presentations, exams or similar).
- Failure to pass one or more elements of the module (attendance, assignments, quizzes, presentations, exams or similar).

### **Program Module Exam Rewrites**

Students who do not successfully pass their module final exam will be required to take a rewrite exam for that module of study. The maximum score they can receive on the rewrite is 70%. There is no charge for this first rewrite. However, if students fail the first rewrite, they are required to attempt a second rewrite and must pay a fee of \$100.00. If required, a third subsequent rewrite will cost students \$150. Therefore, students have a maximum of three chances to rewrite the exams. Please see the fees listed below for rewrite exams.

### **Rewrite Exam Fees**

<b>1st Rewrite</b>	<b>Free</b>
<b>2nd Rewrite</b>	<b>\$100.00</b>
<b>3rd Rewrite</b>	<b>\$150.00</b>

\*Rewrites will take place on a scheduled day.

\*\*If a student rewrites for the 3rd time and fails, the student will be required to retake and complete the module before their co-op starts.





## **LEAVE OF ABSENCE POLICY**

Students requesting a leave of absence MUST:

- Complete the Leave of Absence Request Form and
- Provide documentation showing that they have a personal or medical issue. This is mandatory for both academic and co-op periods.

\*If approved, the student will be considered absent for their time away and will be responsible for all missed assignments.

\*\*This is mandatory for both academic and co-op periods.



## PROGRAM INTERRUPTION POLICY

Students that require a longer period of absence may apply for a Program Interruption (PI). PI is a period of break granted to a student at a specific point during the student's education at SELC College and is reserved for an authorized and specific reason. This leave can only be taken **once** during the entire duration of the program and up to a **maximum of 150 days**. Students will need:

- to complete Program Interruption and Return to Study Forms
- the Campus Director's authorization prior to planning the leave
- to provide supporting documents for personal or medical reasons (medical reasons or pregnancy, family emergency, death or serious illness of a family member, any other type of leave which SELC College deems acceptable).

\*If the student does not have a valid personal or medical issue, a program interruption fee of \$500.00 will apply.

\*\* Students enrolled in International Business Communication (IBC) do **not** qualify for a program interruption.

If the student or the school defers the program start date, the student must begin their studies the next session, and get an updated letter of acceptance. If approved, the student's classes will be postponed until the next module after their personal or medical issue is resolved.



## **PROGRAM INTERRUPTION POLICY**

If the student does not have a valid personal or medical issue but still wants to postpone their studies, an administration fee of \$100.00 will apply. While on a Program Interruption

- Students are still classified as enrolled in their program and are classified as current students.
- Students are responsible for ensuring and planning for permit extensions (Study Permit or Work Permit) that may be necessary while taking an authorized leave.
- Any costs associated with these extensions are the sole responsibility of the student.
- Students are not permitted to work while on a Program Interruption.
- If the Program Interruption falls when a student is currently in an active course, and the student misses class presentation, final exams, or other requirements to complete their module, they will be required to repeat that module and fees will apply.
- Program Interruption's will only be approved prior to a student starting their co-op.



## **CHEATING & PLAGIARISM POLICY**

This policy is intended to promote and educate students about academic integrity, and to protect the interests of students, faculty and the College. Cheating and plagiarism are violations of academic integrity and are considered to be very serious academic offenses. They undermine the legitimacy of the academic degrees awarded by the College and deny honest students of some of the rewards of their efforts.

### **1. DEFINITIONS:**

**1.1 Students' Original Work:** All students must complete their own original coursework and assignments. Unless otherwise indicated by the teacher, students must assume that any course work or assignment is to be completed individually and presented using their own original writing, including text, formulas, diagrams, and calculations.

### **1.2 Plagiarism:**

Plagiarism is submitting or presenting work in a course as if it were the student's own original and individual work done expressly for that course when, in fact, it is not. Plagiarism includes, but is not limited to, the following:

- Copying in whole or in part from published material, electronic sources or any material that the student did not originate himself or herself without documenting the source in accordance with a recognized academic or technical style guide. Plagiarism includes copying, paraphrasing or summarizing text, information or ideas from sources without proper documentation.
- Copying of another student's course work or assignment. A student who knowingly permits his or her work to be copied is considered to be as guilty as the plagiarizer.

### **1.3 Cheating:**

Cheating includes, but is not limited to, the following:

- Copying of another student's work. Detection may occur during the test or examination or during the evaluation of the test or examination. Anyone who knowingly permits his or her work to be copied is considered to be as guilty as the cheater.



## **CHEATING & PLAGIARISM POLICY**

- Possessing unauthorized material during a test or examination, regardless of whether the student uses this material. Detection may occur during the test or examination or during the evaluation of the test or examination.
- Impersonating another person or being impersonated by another person at any test or examination, or in connection with any other form of academic work.
- Forging, altering or falsifying any academic record, or making use of any false record whether the record is in print or electronic form.

### **2. Procedures:**

At any point in the process the student may request advice and assistance from any member of the College community e.g. the Student Advocate or another teacher.

At any point in the process the teacher may consult any member of the College community e.g. other colleagues or administrators, etc.

### **2.1 Detecting and Reporting Cheating and Plagiarism:**

- The penalty for plagiarism or cheating is a grade of zero for that course work or assignment without the possibility of revising that course work or assignment or preparing an alternate assignment.
- When a teacher has reason to believe that a student has cheated or plagiarized, the teacher will explain to the student the reasons why the course work or assignment is seen as an academic offense within ten working days of detecting the offense. If, after consultation with the student, the teacher determines that cheating or plagiarism did not, in fact, occur then the work or assignment may be re-marked and a grade assigned.
- If, after consulting with the student (or if the student does not respond to the teacher), the teacher remains convinced that the student cheated or plagiarized, then the teacher must complete a Cheating and Plagiarism Report Form and submit this form, along with copies of all relevant evidence relating to the offense, to the Academic Advisor within fifteen working days of detecting the offense or conferring with the student.



## **CHEATING & PLAGIARISM POLICY**

- The Student Services Coordinator will record the offense and related evidence in the student's file, notify the student and inform the student of the serious nature of the offense. The Student Services Coordinator will acknowledge to the teacher that the offense has been recorded in the student's file.

### **2.2 Requesting a Review of a Cheating and Plagiarism Report:**

- A student who wishes to contest the accusation of offense must complete a Student Appeal Form indicating why the student believes that the accusation of offense is not justified. This form must be submitted to the Student Services Coordinator within ten working days of the notification of the offense. The Student Services Coordinator will forward a copy of the Student Appeal Form to the teacher and the Academic Advisor in which the offense occurred. The Academic Advisor will forward the form to the Managing Director. (Note: The communication may take place electronically and via internal mail.)
- Upon receipt of the Student Appeal Form, the Managing Director will review the accusation of offense and related evidence. The teacher will be allowed to present the reasons for the accusation of offense and the student will be allowed to present the reasons for contesting the accusation of offense in person or in writing to the Managing Director. The student may be accompanied by another member of the college (e.g. the Student Advocate/Teacher) if they wish to meet the Managing Director to plead their position.
- The Managing Director will inform the Student Services Coordinator, Academic Advisor, the teacher and student of his decision in writing within five working days.



## **CHEATING & PLAGIARISM POLICY**

### **2.3 Appeals:**

There is no appeal of the Managing Director's decision.

### **2.4 Disciplinary Action, Information Provision, and Record Keeping:**

- If there is no contest of the offense, then the offense report and related evidence will remain recorded in the student's college file until graduation. If the accusation of offense is overturned by the Managing Director, then the offense report and related evidence will be removed from the student's file and destroyed.
- If there is a subsequent instance of a cheating or plagiarism offense, the Student Services Coordinator will refer the case for disciplinary action to the Academic Advisor. The disciplinary action may include suspension, expulsion or other appropriate penalties. In the case of expulsion, appeals can be made to the Managing Director. The Managing Director will meet with the student and make a final decision on disciplinary action. Any disciplinary action will be recorded in the student's file.
- It is the responsibility of all faculty members to inform their students of the importance of this policy and the meaning and consequences of cheating and plagiarism. All course outlines should include a statement on the importance of this college policy and the consequences of cheating and plagiarism.

### **3. Additional Policy on Cheating:**

**Resource materials for examinations, tests and assignments:** Teachers should indicate what resource materials students are permitted to use during an in-class examination or test prior to the start of the test and ensure that students understand the consequences of cheating on college examinations and tests. Teachers should be vigilant about the misuse of electronic devices during in-class examinations and tests. If students can collaborate on out-of-class examinations or assignments then this should be indicated by the teacher when the examination or assignment is provided to the students, otherwise students must complete the examination or assignment individually.



## CHEATING & PLAGIARISM POLICY

Cheating detected during an in-class examination or test: If cheating is detected during an in-class examination or test, the teacher may follow one of two options:

**Option 1.** The teacher removes the examination or test material and any suspect material from the student and asks the student to leave the examination or test. The teacher will complete a Cheating and Plagiarism Report Form for this offense following the examination or test and include copies of the materials in question. The Cheating and Plagiarism Report Form should briefly but clearly indicate why the teacher believes the student was cheating during the test or examination and attach copies of relevant material. In the event of a review, the teacher may introduce new evidence not included in the initial report to the Managing Director. If a review or appeal of the accusation of offense overturns the accusation of offense, then the student may be permitted to complete a make-up examination or test as appropriate.

**Option 2.** The teacher removes any suspect material from the student and allows the student to complete the test or examination. After the test or examination, the teacher consults with the student. If the teacher remains convinced that the student has cheated, the teacher assigns a grade of zero to the test or examination and completes a Cheating and Plagiarism Report as indicated in Option 1. If the accusation of cheating is later overturned, the teacher can grade the original test or examination instead of giving a make-up test/examination.

**Cheating detected following an in-class examination or test or in an out-of-class test or assignment:** If cheating is detected following an in-class examination or test or in an out-of-class test or assignment, then the teacher should complete a Cheating and Plagiarism Report Form for this offense and include copies of the materials in question. The Cheating and Plagiarism Report Form should briefly but clearly indicate why the teacher believes the student was cheating and attach copies of relevant material. If the committee overturns the teacher's decision, then the student's examination or test will be graded, or the student will be permitted to complete a make-up examination or test as appropriate.





## **CODE OF CONDUCT AND DISMISSAL POLICY**

SEL College 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. This list is not exhaustive, and students should request clarification from the Student Services Coordinator if they have any questions. "Student" is defined as including prospective students as well as those currently registered or enrolled in any SEL College programs or activity. The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Refrain from any disruptive or offensive classroom behavior. This includes any jokes or comments that refer in a degrading manner to race, ethnicity, sexuality or religious orientation.
- Refrain from cheating or plagiarism in completing class assignments.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from bringing any alcohol or any prohibited mood-altering substances to the school.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the school.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period and be reported to the authorities as well as IRCC:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.



## **CODE OF CONDUCT AND DISMISSAL POLICY**

Without limitation, a student may be dismissed/expelled from a program after review by the Campus Director for one of the following reasons:

- Failing or not completing all core courses (determined by program) in which the student is registered;
- Failing any core course two (2) or more times;
- Failing the payment after receiving two (2) financial warning letters.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the school depending on the severity of the misconduct. Concerns related to a student's conduct shall be referred to the Managing Director to process in accordance with this Policy.

Procedure:

- All concerns relating to student misconduct shall be directed to the Managing Director. Concerns may be brought by staff, students or the public.
- The Managing Director 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 Managing Director will meet with the student as soon as practicable.
- Following the meeting with the student, the Managing Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- The Managing Director will meet with the student and do one of the following:
  - Determine that the concern(s) were not substantiated;
  - Determine that the concern(s) were substantiated, in whole or in part, and either:
    - Give the student a warning setting out the consequences of further misconduct;
    - Set a probationary period with appropriate conditions; or
    - Recommend that the student be dismissed from the Institution.



## **CODE OF CONDUCT AND DISMISSAL POLICY**

- The Managing Director will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the school's Student File, and the original will be placed in the student file.
- If the student is issued a warning or placed on probation, the Managing Director 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.
- If the recommendation is to dismiss the student, the Managing Director of the school will meet with the student to dismiss him/her from study at the school. The Student Services Coordinator 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.
- If a refund is due to the student, the Managing Director will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- If the student owes tuition or other fees to the school, the Managing Director will undertake the collection of the amount owing.

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- If a refund is due to the student, the Managing Director will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- If the student owes tuition or other fees to the school, the Managing Director will undertake the collection of the amount owing.



## **ANTI-BULLYING AND HARASSMENT POLICY**

SELC College is committed to a harassment free environment where everyone is treated with dignity and respect. The school has zero tolerance for bullying or harassment of any kind. Harassment is any inappropriate conduct or comment by a person toward another individual that the person knew or reasonably ought to have known would cause that person to be humiliated or intimidated. Examples of harassment includes verbal aggression; insults based on race, religion, sexuality, disability, or physique; conduct or comments of a sexual nature that are unwelcome or offensive; vandalizing personal property; the spreading of malicious rumors. A student who believes that he or she has been subjected to harassment is encouraged to first clearly and firmly make known to the alleged harasser that the harassment is objectionable and must stop. Where this cannot be done, or is unsuccessful, the student should report the alleged harassment to their instructor, who will then provide all the incident details to the Managing Director. The Managing Director will investigate and deal with all complaints or incidents of harassment in a fair and timely manner. Information about a complaint will not be disclosed except to the extent necessary to protect students, to investigate the complaint, to take corrective action or as otherwise required by law. A copy of all documentation relating to the incident will be kept in the school's Dispute Resolution Binder.



## SEXUAL MISCONDUCT POLICY

SELC College is committed to the prevention of and appropriate response to sexual misconduct. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

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

A Complaint of sexual misconduct is different than a Report of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report.

A Report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

A student making a Complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a Report. The process for making a Complaint about sexual misconduct involving a student is as follows:

If a student wishes to make a complaint about sexual misconduct, he/she/they should contact the Campus Manager or any other member of the SELC community.

**Campus Manager: Junelle Chang ( [junelle.c@selcedu.com](mailto:junelle.c@selcedu.com) )**



## **SEXUAL MISCONDUCT POLICY**

The process for responding to a Complaint of sexual misconduct involving a student is as follows:

- If the College receives a Complaint of sexual misconduct, the ED or CD will acknowledge the Complaint within one business day of receipt.
- If a Complaint is made to a member of the SELC community, that member must contact the Executive Director or Campus Manager for support and information on how best to respond to the Complaint and to support the individual making the Complaint. Members of the SELC community who receive a Complaint are not expected to file a Report related to the Complaint although, at the request of the individual making the Complaint, they may file a Report on behalf of the individual making the Complaint.
- Except as provided in this Policy, SELC will respect an individual's choice not to make a Report and where possible will keep the Complaint confidential. In exceptional circumstances, where required by law or where, at the judgement of the ED or CD, there is a risk of significant harm to anyone's health or safety, the ED or CD may do one or both of the following:
  - Refer the matter to a SELC Investigations Team, in which case the individual who Complained has the right not to participate in any subsequent Investigation; or
  - Notify third parties, such as the police or child protection authorities.

The process for making a Report of sexual misconduct involving a student is as follows:

If a student wishes to make a Report about sexual misconduct, he/she/they should contact the the Campus Manager, or any other member of the SELC community.



## **SEXUAL MISCONDUCT POLICY**

The process for responding to a Report of sexual misconduct involving a student is as follows:

- If the College receives a Report of sexual misconduct, the Campus Manager will acknowledge the Report within one business day of receipt.
- The Campus Manager will initiate an investigation to determine the circumstances of the allegations.
- An individual can submit a Report to the College and pursue other processes external to SELC against the individual alleged to have committed the Sexual Misconduct. These external processes may include reporting to the police or initiating a civil action (including a complaint under the BC Human Rights Code). These are separate processes and submitting a Report to the College does not result in a report to the police except as provided in section 7.2 of this Policy, where SELC may notify third parties, such as the police or child protection authorities.
- If an Investigation is initiated under the Procedures to this Policy, and an external process is also being pursued, the Campus Manager may elect, after consultation with the Complainant, to continue with the SELC process or to suspend the SELC process as appropriate. Suspension of a SELC process does not prevent further action from being taken under the SELC process later as appropriate.
- It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
- Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.





## **SEXUAL MISCONDUCT POLICY**

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

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

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

[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).



## Work Experience Placement

SELC College provides guidance and relevant assistance to students with work experience placements in Canada as part of their studies during work experience semesters that will alternate with academic semesters (the co-op placement will not exceed 50% of the total program hours whereas the practicum placement will not exceed 20% of the total instructional hours). It ensures that work experience placements provide an opportunity for its students to enhance the skills learned throughout their program of study. It will also ensure that work experience placements for its students are with employers who are committed to introducing students to work related to their field of study.

- **Co-op placements are PAID work experience.**
- **Practicum placements are UNPAID work experience.**

SELC College works with work experience host companies to evaluate the student's performance during their work experience placement.

- Unless otherwise agreed by the student and SELC, the work experience component will take place with host employers located within the Greater Vancouver region.
- The Work Experience component in the program is planned to start immediately upon completion of the academic portion of the program.

### Procedure

- Students must complete job preparation workshops provided by SELC or Career Success courses within their programs, which include resume revision and mock interviews, before the beginning of their work terms.
- Students must attend the work experience information workshop and submit the completed work experience Application Form before the beginning of their work terms. Copies of the documents will be saved in students' files.
- SELC College will ensure to arrange host sites and organize placement interviews, Student can assist if they wish in the job search and must be responsible for the acceptance of any jobs. \*All co-op placements must be paid, Practicum placements must be UNpaid.



## **Work Experience Placement**

- Students complete job interview(s) with the prospective company(ies). Students must inform SELC of the result of the interview(s).
- If the student is successful at the interview, students must inform SELC with the detailed information of the workplace and the accepted position as requested and receive a confirmation from the SELC Placement Officer on the acceptance of the position.
- SELC will prepare a Work experience Agreement and applicable full policy related to the program of study. Students must sign the document, have their co-op host company sign the Agreement, and return it to the Co-op Placement Officer. Copies of the documents will be saved in students' files.
- During the Co-op work experience work term, students are required to complete and submit Monthly Reports to SELC, at the end of each month they worked at the host companies. During the Practicum work experience work term, students are required to complete and submit Weekly Reports to SELC, at the end of each month they worked at the host companies. Reports will be evaluated by SELC, and the copies of the reports will be placed in the student's files.
- At the end of the work experience placement the student will complete the SELC College work experience Student Feedback Evaluation form and have the Supervisor from the work experience host company to conduct an assessment of the student's performance, using the SELC work experience Host Evaluation Report. The copies of the forms will be placed in the student's files.
- Student Responsibilities
- Students must ensure that they provide the college with accurate and updated contact information, which includes a telephone number as well as current home and email addresses.
- Students must have valid Study and Work Permits throughout their programs.
- Students must follow the terms and conditions of the SELC work experience Application Form.



## **Work Experience Placement**

- The work experience Placement Officer or Placement Agency must be notified at least 24 hours in advance if a change in time or day is needed for the student to attend an interview.
- Students who fail to show up for an interview with a prospective work experience host company without any notification will be dismissed.
- Students must be suitably prepared for the interview; this includes both appropriate clothing as well as having conducted research on the related work experience host company and position.
- Students must ensure that the information that they provide to SELC College and to the prospective work experience host company is truthful and accurate; the college is not responsible for consequences such as job loss if the student has lied on an application or to a work experience host company.
- 
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- SELC will prepare a Work experience Agreement and applicable full policy related to the program of study. Students must sign the document, have their co-op host company sign the Agreement, and return it to the Co-op Placement Officer. Copies of the documents will be saved in students' files.
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## **Work Experience Placement**

- At the end of the work experience placement the student will complete the SELC College work experience Student Feedback Evaluation form and have the Supervisor from the work experience host company to conduct an assessment of the student's performance, using the SELC work experience Host Evaluation Report. The copies of the forms will be placed in the student's files.

### **Student Responsibilities**

- Students must ensure that they provide the college with accurate and updated contact information, which includes a telephone number as well as current home and email addresses.
- Students must have valid Study and Work Permits throughout their programs.
- Students must follow the terms and conditions of the SELC work experience Application Form.
- The work experience Placement Officer or Placement Agency must be notified at least 24 hours in advance if a change in time or day is needed for the student to attend an interview.
- Students who fail to show up for an interview with a prospective work experience host company without any notification will be dismissed.
- Students must be suitably prepared for the interview; this includes both appropriate clothing as well as having conducted research on the related work experience host company and position.
- Students must ensure that the information that they provide to SELC College and to the prospective work experience host company is truthful and accurate; the college is not responsible for consequences such as job loss if the student has lied on an application or to a work experience host company.



## **Work Experience Placement**

- Students must confirm in writing that they accept a particular work experience placement; however, a verbal agreement will also be considered binding. This acceptance must be received within 24 hours of work experience placement being made.
- Students must honor the contract that they sign with the work experience host employer and must complete the contract dates as they have been agreed upon.
- Students must not resign from a work placement without prior discussion with the SELC Co-op Placement Officer or the Placement Agency.
- Students must acknowledge that it is their responsibility to complete and submit the work experience final assignment to either work experience Placement Officer no later than 1 week after the end of their work experience term. Failure to submit their assignment will result in non completion of their Program and not receiving any certificate.

\*Assignments can be given in various forms such as tests, written reports and or presentations.



## **DISPUTE RESOLUTION AND GRADES APPEAL POLICY**

- SELC Language College and SELC College provide an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. Only grades received on midterm or final assessments may be appealed. Grades received for assignments or weekly quizzes may not be appealed.
- Procedure for Student Disputes
- This policy governs complaints from students respecting SELC College & SELC Language College and any aspect of its operations.
- A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
- The process by which the student complaint will be handled is as follows:
- Complaints must be filed with PTIB (Private Training Institute Branch) within one year of the date a student completes, is dismissed from, or withdraws from the program.
- 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 Student Services Coordinator at [studentservice@selcedu.com](mailto:studentservice@selcedu.com)
- The Student Services Coordinator will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as the student is available. If the Student Services Coordinator is absent or is named in the complaint, the Campus Manager will be responsible for deciding regarding the student's complaint.
- Following the meeting with the student, the Student Services Coordinator 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.



## **DISPUTE RESOLUTION AND GRADES APPEAL POLICY**

- The necessary enquiries and/or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Student Services Coordinator will do one of the following within 10 days of receiving the student's written concerns: If the issue is of a serious nature the Vice President of Academics may, in his/her sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute.
- Determine that the student's concerns are not substantiated; or
- Determine that the student's concerns are substantiated in whole or in part
- Determine that the student's concerns are frivolous and vexatious.
- 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 Dispute Resolution Binder, and the original will be placed in the student file. All records at SELC are held digitally and copies of disputes are in a secured folder as well as copies kept in the student profile.
- If it has been determined that the student's concerns are substantiated in whole or in part, the Student Services Coordinator shall include a proposed resolution of the substantiated concern(s).
- If the student is not satisfied with the determination of the Student Services Coordinator, the student must advise the Campus Manager in writing. The Campus Manager will review the matter and meet with the student within 5 school days.
- The Campus Manager of the institution shall either confirm or vary the determination of the Student Services Coordinator.
- If the student is not satisfied with the determination of the Campus Manager, the student must advise the Vice President of Academics in writing who will review the matter and meet with the student within 5 school days.





## **DISPUTE RESOLUTION AND GRADES APPEAL POLICY**

- Once the Vice President of Academics has made a determination, the dispute resolution policy will have been exhausted and the school will determine the case closed. At this point the student will need to seek 3rd party litigation if dissatisfied. The school will agree to go to arbitration through the Better Business Bureau with costs borne by the losing party.
- Final written reasons for determinations offered by the school at each resolution stage will be given to the student within 30 days after the date on which the student made the complaint. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).
- The student making the complaint may be represented by an agent or a lawyer.

### *Procedure for Grade Appeal:*

- If a student is dissatisfied with the grade received for a midterm or final course assessment and can provide evidence that a higher grade is warranted, he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
- If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Academic Advisor.
- The Academic Advisor will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
- If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.



## **DISPUTE RESOLUTION AND GRADES APPEAL POLICY**

- If a grade appeal is reviewed by an Academic Advisor, the grade assigned following the re-mark and review will be final and cannot be appealed further.
- The policy applies to all SELC Language College and SELC College students who are currently enrolled or were enrolled within the previous year. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).



## REFUND POLICY

As a PTIB designated institution the SELC College follows the refund policy which is set out by the Private Training Institutions Branch which is described below.

Circumstances when Refund Payable		Amount of Refund
Before program start date, institution receives a notice of withdrawal (applies to all students)		
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date</li> </ul>		100% tuition and all <u>related fees</u> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>At least 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract</li> </ol> </li> </ul>		SELC College will retain up to 10% of tuition, to a maximum of \$1,000. SELC College will refund fees paid for course materials if not provided to the student.



## REFUND POLICY

Circumstances when Refund Payable		Amount of Refund
<ul style="list-style-type: none"><li>• More than seven days after the student and SELC College signed the enrolment contract, and</li><li>• Less than 30 days before the later of:</li><li>•<ol style="list-style-type: none"><li>1.The program start date in the most recent Letter of Acceptance (international students)</li><li>2.The program start date in the enrolment contract.</li></ol></li></ul>		SELC College will retain up to 20% of tuition, to a maximum of \$1,300. SELC College will refund fees paid for course materials if not provided to the student.



## REFUND POLICY

As a PTIB designated institution the SELC College follows the refund policy which is set out by the Private Training Institutions Branch which is described below.

**After the program start date, student withdraws or is dismissed** (applies to students enrolled in a program delivered solely by distance education):

Student completed up to 30% of the program.	SELC College will retain up to 30% of the tuition. SELC College will refund fees paid for course materials if not provided to the student.
Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).	SELC College will retain up to 50% of the tuition. SELC College will refund fees paid for course materials if not provided to the student.
SELC College will pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).	

The Institute will seek to apply its policy of graduated discipline consistently, and in accordance with its "Discipline Policy". A student is considered to have withdrawn from his/her program of study if the student:

has advised the Institute that he/she has withdrawn from the program by completed the Institute's Withdrawal and Transfer Form; and/or  
has not complied with the Institute's Academic Standards Policy and/or has not attended for four consecutive weeks for any reason, including absences for reason of sickness, accident, leave of absence, etc.



## ADMINISTRATIVE FEES

SERVICES	Cost	Details
Schedule Change	\$50	Changing of Day or Evening Schedule at the beginning of the module. Changing of Business, Hospitality Management or International Business Communications programs.
Program Change/Upgrade or Downgrade Fee	\$100	Moving from 3+3 to 6+6 months length programs or vice versa Moving from 6+6 to 12+12 months length programs vice versa
Payment Plan	\$100	Payment plans available only for 9 months, 1 year and 2 years programs. <b>Non Refundable</b>
Program Interruption	\$500	Taking Program Interruption without valid personal or medical issues.
Late Payment fee	\$50	Per late payment
Re-enrollment	\$350	Re-enrollment fee after dispute resolution. Re-enrollment fee after dismissal, incomplete.
Retaking a module	\$1,500	Retaking a module due to failure to pass the module.
Registration/ Cancellation fee	\$350	<b>Non-Refundable</b>
Criminal Record Check Paper Application	\$50	Criminal Record Check Paper Application



## ADMINISTRATIVE FEES

SERVICES	Cost	Details
Postponement fee	\$100	Per letter issued after 1st postponement
Co-op final report delay	\$100	Being 4 weeks late on the final reporting for co-op completion
Co-op reporting Delay	\$100	Late by 4 weeks on co-op reporting
Medical Insurance	\$2.30	Cost per day (16 days minimum coverage period)

DOCUMENTS	Cost	Details
Transcript (Official)	\$10	First copy is free. This fee is for additional copies. Up to 4 days required.
Transcript (Unofficial)	\$10	Upto 4 days required
Letter of Attendance	\$10	Upto 4 days required
Graduation Package	\$20/\$35	Register mail Domestic/International
Rush Order for Documents	\$20	Creation of document with in day
Replacement of Certificate	\$50	Upto 4 days required



## ADMINISTRATIVE FEES

EXAMS	Cost	Details
First Aid Cedrtificate	\$135	First Aid Certificate
Food Safe	\$40	Hospitality students have already paid this fee in their program fee, so there will be no additional charge.
Serving it Right	\$45	Hospitality students have already paid this fee in their program fees, so there will be no additional charge.
TOEIC Exam	\$100	TOEIC exams are held once every 8 weeks.
2nd Rewrite (Final Exam)	\$100	Fee for the second rewrite.
3rd Rewrite (Final Exam)	\$150	Fee for the third rewrite.
ACADEMIC	Cost	Details
Attendance below 80%	\$1500	Student must retake the course
Late Documents Submission Co-op	\$100	Late Co-op Documents Submission





## **DISTANCE EDUCATION**

Distance Education (DE) is an activity that encourages students to investigate, research and learn what is new or trending in the industry.

Instructors will assign/deliver the students DE learning activity on Wednesdays.

Students have until Monday the following week at 12 pm to submit their Distance Education online (even if the Monday is a statutory holiday).

Last week of a course: Distance Education **MUST** be submitted by 11:59 pm on the Friday after their Final Exam.

Instructors **MUST** have their attendance completed for this final week no later than Monday following at 5 pm.

This Distance Education learning activity will count towards the students Friday attendance.

Simply submitting the Distance Education activity does not count as 4 hours of attendance.

The quality of the student learning will determine if the submission is accepted by the instructor. Submissions **MUST** be in before 12 pm to be counted as complete (with the exception of the last week of the module when submissions must be received by 11:59 pm).

Late or incomplete submissions are not accepted. If submitted late the student will not receive any attendance for that Friday. There is no Distance Education make up allowed, so students must always keep track of their submissions.



## PRIVACY POLICY

SELC Career College collects students' personal information for the following reasons:

- To maintain student records as required by PTIB.
- To maintain student records as required by SABC (accredited schools).
- To keep students/graduates informed of activities at the school.
- To issue T2202As in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

For all career training programs:

- SELC College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation.
- After seven years, the full student record is destroyed using a secure destruction method.

SELC College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

Procedure for student access to the information on file:

- Students wishing to access the information in the student file must make the request in writing.
- The Managing Director will meet with the student to review the file and will provide copies of any document the student requests.
- The student will pay \$0.25 per page for the documents copied for him/her.

Procedure for authorizing release of information:

- If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.



## PRIVACY POLICY

### OFFICIAL DOCUMENT REQUESTS

All official document requests (graduation certificates, transcripts, letters of attendance) can be made either through the Front Desk or by email to [info@selcedu.com](mailto:info@selcedu.com)

All official documents can take up to two weeks to process. SELC College cannot guarantee that documents will be ready in less time than that.

**Each student will receive ONE official graduation certificate and ONE official transcript upon graduation.** If a student loses these documents and needs a replacement, he/she should contact CC admin at: [info@selcedu.com](mailto:info@selcedu.com). Please find the below list of Administrative Fees regarding the price of replacement copies.

A student will receive an email once the documents are ready. The documents can either be picked up at SELC or sent to the address that the student has provided.

SELC College will not issue graduation certificates to a student who has not completed his/her program. Thus, if a student is dismissed from SELC College, the student is not eligible for a graduation certificate.



## STATEMENT OF STUDENT RIGHTS

SELC College and SELC Language college are certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training. Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

- You have the right to be treated **fairly** and **respectfully** by the institution.
- You have the right to a **student enrolment contract** that includes the following information:
  1. amount of tuition and any additional fee for your program refund policy,
  2. if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided,
  3. whether the program was approved by PTIB or does not require approval.
- 
- Make sure you read the contract before signing. SELC Colleges will provide you with a signed copy.
- You have the right to access the College's **dispute resolution process** and to be **protected against retaliation** for making a complaint.
- You have the right to make a **claim** to PTIB for a **tuition refund** if:
  4. Your institution ceased to hold a certificate before you completed an approved program.
  5. You were misled about a significant aspect of your approved program.

You must file the claim within one year of completing, being dismissed or withdrawing from your program. For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.



## **INCLUSION POLICY**

SEL College is committed to providing equal educational opportunities to all students, including those with disabilities. In addition, it is committed to addressing the physical, systemic, technological, and attitudinal barriers that can limit the inclusion of students with disabilities.



## Online Learning

All courses at SELC College are expected to meet standards for quality of learning and teaching effectiveness. Online and distance education courses meet the same high standards for engagement and instructor-led learning experiences.

Digital Learning works with you to conceptualize, propose, design, launch, and evaluate your online course or program to meet these guidelines. In order to achieve the above outcomes, students are required to always have their cameras on while in class.

SELC takes the quality of your education seriously and recognizes and follows the best practices below to obtain the learning objectives of online learning.

- Active engagement of a qualified instructor who has significant expertise in the subject of the course.
- Frequent instructor guided activity to support student learning.
- Recorded lectures for the benefit of the student for review purposes (note: recordings will only be available for the duration of the module the lecture was recorded in, afterwards are deleted).
- Supports and provides information about how to be a successful online student.
- Communicates and models acceptable online etiquette.
- Implements frequent activities that require students to engage with peers.
- Communicates and models effective interaction norms.

**\*\*All government regulators and/or college affiliates, including but not limited to CITT, PTIB and IRCC require regular attendance reporting. Online attendance is determined by our camera on policies.**