



High-Tech Professional Programs Student Handbook

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BCIT POLICIES



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1. Disclaimer

The policies listed in this Handbook are designed to conform to BCIT Institute policy. Where discrepancy occurs, however, BCIT Institute policy will supersede the policies written in this Handbook.

The policies contained in this Handbook are not a complete listing of all BCIT Institute policies. A complete listing of all BCIT Policies can be found at the following sources:

- BCIT Registrar's Office;
- BCIT Full-time Calendar;
- BCIT Web – <http://www.bcit.ca/SubLinkPages/PoliciesProcedures.shtml>

The policies in this handbook can change at anytime, but students will be notified in writing when and if a change to policy takes place.

2. HTP Department Specifics

2.1. Approach to Learning

The HTP Programs are your opportunity to gain experience and try out new ideas in a unique environment. It is *your* responsibility to make the most of this time.

Being part of the HTP Programs means group effort. What you do, and how you do it, reflects not only on yourself, but also on your colleagues. It is therefore essential that you conduct yourself in a responsible, professional manner. Your success will depend on the degree of commitment you have to the program. The rewards, however, are substantial. Full participation will provide you with the opportunity to grow and develop personal, business and technical skills in a unique environment.

Learning is your responsibility; all we can provide is the framework. You will be faced with a variety of different challenges over the course of time you are in an HTP program and we will help you face these challenges, but ultimately the journey is up to you.

2.2. Professionalism

Professionalism in the HTP Programs suggests a commitment to ongoing improvement and development. Attitude, dress, conduct and other related aspects of business and personal interaction are all governed by an expectation of professional behaviour.

Key elements of professional behaviour are:

- Accept responsibility for your learning, successes and mistakes.
- Personal differences are never an excuse for discourtesy.
- Ethical behavior is an end unto itself.

2.3. Personal Appearance

Because we are preparing students for entry into professional environments, one of our goals at HTP is for all students and staff to present a professional appearance and attitude at all times. A tasteful appearance contributes to one's self-confidence, as well as creating the appropriate business atmosphere. At HTP we emulate the industry standard of ***business casual attire*** (e.g. no work-out clothes, no tank tops, no exposed midriffs, no items that can be considered offensive in nature, etc.).

In addition, at HTP and in most business environments, it is normal to dress in ***business attire*** when delivering formal presentations, when hosting guest speakers, clients, or prospective employers, and when travelling off-site to visit other businesses.

2.4. Graduation Requirement

Your performance and progress will be evaluated on an ongoing basis. For HTP Programs, the standard pass mark is 65%. Forms of assessment will include, but are not limited to, exams, peer review, project and initiative assessment, and vendor exams.

BCIT will award an Industry Partnership Certificate* to successful students who have:

- completed all HTP projects at a satisfactory level;
- demonstrated active and satisfactory participation in **all** HTP learning activities including HTP teacher-led instruction, labs, initiatives and projects;
- completed the work term requirements for the specific program (**if applicable to the program**) with satisfactory feedback from the workplace supervisor. In the event you do not receive a work term placement, the first weeks (number will vary by program) of regular employment will count towards the HTP graduation requirement;
- written all HTP exams and achieved an average mark of 65% or better;
- achieved satisfactory attendance (**see attendance policy for specifics**);
- achieved an HTP-approved vendor certification (**if applicable for program**). In the event a vendor certification is not attained by the course completion date, you have 6 months from the last date of class to complete the required vendor exams.

* *.Net – Associate Certificate, SSD – Certificate of Technology*

2.5. Program Specific Vendor Exam Grad Requirements

Network Administration & Security Professional Program (NASP)

Student must complete the required 4 Microsoft, 4 CompTIA & 2 Linux vendor exams to achieve the Microsoft Certified Systems Administrator (MCSA), the A+ certification and the Linux Professional Institute certification to be eligible for graduation.

Technical Support Professional Program (TSP)

Student must complete the required 1 Microsoft and the 2 CompTIA vendor exams to achieve the Microsoft Certified Systems Administrator (MCSA) and the A+ certification to be eligible for graduation.

Office Administrator with Technology Program (OAT)

Student must complete the required 2 Microsoft vendor exams to achieve the Microsoft Office Specialist (MOS) certification to be eligible for graduation.

2.6. Student Status

BCIT student privileges commence the first day of classes and conclude the last day of onsite classes.

2.7. VUE Testing Centre



Built with the best technology and backed by even better service, the VUE Testing Network allows you to test with confidence. Your exam will be ready when you expect it, your results will be rapidly transmitted and merged appropriately with your vendor-specific certification records, and any testing concerns you have will be tackled by a dedicated and caring staff.

Below are the procedures for booking an exam with VUE:

1. Please provide the VUE Administrator with your name, your phone number, the number of the exam and the exam name when booking your appointments. You may book your appointment via e-mail at vue@htp.bcit.ca, in person in Room 320 or over the telephone at (604) 412-7708.
2. Once you have booked your exam, you will receive an e-mail from VUE confirming your exam time.
3. Please ensure that if you need to re-schedule or cancel an exam, you do so 48 working hours prior to the exam time.
4. On your exam day, please ensure you arrive at Room 320 fifteen minutes prior to the start of your exam. Please bring with you two pieces of ID (one with picture).

3. Disciplinary Actions – HTP Specific

This policy pertains to matters of conduct, as well as your ability to handle the demands of the HTP program. To ensure that the HTP program maximizes the learning opportunities for all students, you must conform to certain standards of attendance, conduct, educational performance and ethical behaviour. If a problem arises, your Program Head will counsel you until a solution is reached. If you fail to respond to their advice, or an incident occurs requiring formal discipline, the following procedures will apply except in cases where otherwise stated:

HTP disciplinary procedure

Occurrence	Action	Result	Facilitator
1 st infraction	Failure to adhere to HTP policy, code of conduct, or academic requirement	Written warning	Program Head
2 nd infraction	Written warning breached	Learning contract	Program Head
3 rd infraction	Learning contract breached	Failure or withdrawal from module, course or program	Program Head and/or Associate Dean

1st Infraction: Written Warning

If you are in violation of HTP practices, rules, policies or standards of conduct, your Program Head will first review the situation. The Program Head will then discuss the problem with you, emphasizing the need for you to remedy the situation immediately.

Following this conversation, you will receive a memo (E-mail) summarizing the discussion. A copy of this memo (E-mail) will be kept on file. The written warning will remain in effect for the duration of the program. As part of the written warning, you may be subject to a suspension.

2nd Infraction: Learning Contract

The HTP Programs may initiate a learning contract when a student is not meeting expected course objectives as described in the course outline or if a student has violated any HTP or BCIT policies. Learning contracts may be created for any issues such as BCIT's student conduct or any other HTP/BCIT policy. Please refer to Policy # 5002 BCIT Student Regulations or this handbook. The student will also receive a learning contract if he/she has continued to violate an item that was stated in the written warning above.

The intent of the learning contract is to formalize the manner in which the student will attempt to fulfill the expected course learning outcomes or redress the policy or conduct infraction. The learning contract will outline:

1. the deficiencies in the student's performance;
2. the student's expected corrective actions and the timeframe for corrective actions;
3. any special conditions required by the student and/or the instructor; and,
4. the consequences for the student, if he/she does not successfully meet these outcomes or address the issues covered in the contract; finally,
5. the learning contract may also outline any special assistance, avenues, or resources available to the student to assist the student to fulfill the course objectives or actions covered in the contract.

The Program Head shall meet with the student to discuss the contract. Both parties will sign and date the contract. The Program Head and student shall each retain a signed original of the learning contract.

If the student does not agree with the proposed learning contract, the Program Head shall formally correspond with the student. The correspondence shall notify the student that his/her successful completion in the program is at risk, and will outline the actions needed to successfully complete the program.

3rd Infraction: Withdrawal from Program

If a student violates the conditions laid out in the learning contract he/she may be in a position to be withdrawn or failed from the program. The HTP Programs may initiate the steps to have a student involuntarily removed from the program at this time.

Should the student violate a condition in the learning contract the Program Head will discuss the next course of action with the Associate Dean of the program. The Associate Dean and/or the Program Head will discuss with the student the situation and listen to any defense for his or her actions that led to the violation of the learning contract. Upon the completion of the discussion the student will be informed within two business days in writing, the decision of the HTP Programs.

A student may challenge the decision through the normal appeal channels of BCIT.

4. HTP Management Items

4.1. Personal Business on HTP Site

Students' personal or business activities must not disrupt HTP activities. Use of the HTP facilities or HTP name, resources, equipment, or liability for non-HTP related activities is not permitted.

4.2. Intoxicants and Narcotics

The possession, use, or sale of illegal drugs, narcotics, or alcoholic beverages on BCIT premises or during class hours is prohibited — as is reporting to school under the influence of such substances. This prohibition also covers all prescription or non-prescription drugs, which impair your ability to perform your job safely and effectively. Violations of this policy will result in disciplinary action, with the possibility of discharge from the program.

4.3. Smoking Policy

Smoking is prohibited in all HTP offices, classrooms, meeting rooms and in any other area of the BCIT Downtown Campus. Smoking is permitted outside, in front of the DTC building.

4.4. Refund Policy

The refund policy varies slightly between HTP Programs therefore please refer to our web site at <http://www.http.bcit.ca/register/refunds.html> for the current information.

5. Computer / Networking Policy

5.1. Statement of Purpose

BCIT provides computer services to HTP students. Any computer or equipment connected to the BCIT networks can be searched. All computer clients have the responsibility to use the computer and information systems in an effective, efficient, ethical and lawful manner.

All clients of computing and information resources shall be governed by BCIT's Policy 3501, "Responsible Use of Information Technology at BCIT." You will find this and other policies on BCIT's web site at www.bcit.ca. Policy 3501 can be found at www.bcit.ca/~presoff/3501.htm. The following policy will apply to all use of computers and network interconnections owned or administered by BCIT, including Institute-wide microcomputer facilities. This shall also include any telecommunication access to any of the above-mentioned facilities, and to all of the systems, software, and information stored and managed on these facilities. These guidelines and principles also apply to any use of public or private networks that are accessed via any of the above mentioned systems or facilities.

It is the intent of these principles and guidelines to ensure that HTP and BCIT can provide secure reliable resources to legitimate clients of computing and information resources, providing them with the necessary assurances of privacy and integrity of systems and information.

5.2. Client Responsibilities

Your signature on an account application form, on-line registration for a service, or any other form of authorization or use of computing facilities at BCIT denotes that you have read and are aware of the guidelines and principles described in the policy. This also denotes that you accept the terms and conditions of use. Furthermore, it is the responsibility of each client of computing and information resources of BCIT, to report any known or suspected violation of the terms and conditions of these guidelines and policies to your Program Head or any head office staff or BCIT's Computer Resources immediately.

5.3. Implication of a Violation of Use

Penalties for abuse/violation of policy will vary dependent on the nature of the transgression. At minimum, disciplinary actions will include, but are not limited to, written warning to be placed in student's permanent records, withdrawal of work term (if applicable) privileges, suspension or expulsion from the program or institute.

Optionally, or in addition, HTP and BCIT will take the necessary steps to notify the appropriate office or individuals. In the case of a student client violation, Computer Resources will inform the Registrar and the Vice President of Student Services.

If violation constitutes a breach of federal, provincial, or local laws or statutes, HTP or Computer Resources will, at the direction of the President or his or her designate, contact the appropriate authorities and provide them with all necessary information for them to begin a formal investigation.

5.4. Definitions

Client: any person who has been granted use of any computer hardware, network privileges or software owned or operated by BCIT.

ID and Password: a code word or number that identifies a client to a computer or network.

5.5. BCIT Policy

Introduction

Information technology and services at the British Columbia Institute of Technology are intended to serve the educational, research, and administrative purposes of the Institute. Students and employees need access to the best tools for success, while protecting the Institute and others from exposure.

Users of BCIT technology are expected to be aware of and comply with applicable Institute policies and all applicable Federal, Provincial, and local laws and statutes. This includes the Criminal Code of Canada, the Copyright Act, the BC Freedom of Information and Protection of Privacy Act, and the Human Rights Code. Users are also expected to be aware of and comply with licenses governing the use of computer software. Violation of any or all of the laws or licenses referred to above constitutes a violation of this policy.

This is an Institute-wide policy pertaining to both ethical and legal use of information technology and services, and to the resources these technologies make available in support of the Institute mission. It applies to all computing, communications, and networking resources connected to Institute facilities.

This policy is applicable to any user of Institute hardware, software, networking, or communication facilities, whether located at the Institute or elsewhere.

Definitions

1. **Broadcast E-mail:** E-mail that is sent to all or large quantities of internal user mailboxes.
2. **Spam:** spam is defined as "flooding the internet with many copies of the same message, in an attempt to force the message on people who would not otherwise choose to receive it". Products typically promoted through spam are pornography, pyramid schemes, financial services.
3. **Virus:** a computer 'virus' is a program that can 'infect' other programs by modifying them to include a possibly evolved copy of it. With the infection property, a virus can spread throughout a computer system or network using the authorizations of every user using it to infect their programs. Every program that gets infected may also act as a virus and thus the infection grows.
4. **User:** any person who has been granted use of any computer hardware, software or other technology resources owned or operated by BCIT.
5. **Information Technology:** Systems and services related to computer hardware, system and application software, servers, and networks (including the Internet).

General Principles

1. Each user of information technology, services and facilities accepts full responsibility for her or his use of these services and for the information he or she transmits, receives, or stores through use of these services. Users agree to be bound by this policy, and understand that contravention may result in immediate removal of access to and use of BCIT information technology.
2. Use of information technology services and facilities for outside business or commercial purposes is prohibited except for those activities sponsored or sanctioned by the Institute, for the purpose of enhancing the Institute's educational mission.
3. Connection of privately owned computer equipment to Institute information technology services is permitted as long as Institute guidelines and regulations are followed. Access to Institute information technology and services from these computers, or from computers attached to remote networks, is also permitted. All such usage is governed by this policy.

Responsibilities

As a condition of access to information technology and services and facilities, a user agrees:

1. not to use any Institute computing or communications system or user account until this policy's conditions are agreed to by the user;
2. not to compromise or attempt to compromise the integrity of any computing or communications system or the data that is housed on that system;
3. not to misrepresent their identity as a sender of messages, or misrepresent the content of messages;
4. not to seek by any means copies of or information regarding passwords, data, or programs of another user unless authorized by the user;
5. not to harass other users of information technology services or facilities;
6. not to attempt to disrupt, degrade, or interfere with the normal operation of any information technology service or facility;
7. not to download or use unlicensed or unauthorized copies of computer software;
8. not to download or save large file formats (eg. MP3, MPEG, AVI, etc) except where warranted by Institute programs;
9. not to monitor network transmissions without authorization. Exceptions for specific educational needs or Institute security monitoring will be approved by the Institute Security Officer;
10. not to use an Institute computer account without authorization after their relationship with the Institute has ended;
11. to take all reasonable precautions to minimize opportunities for unauthorized persons to obtain access to passwords, files, distribution and mail lists;

12. to be aware of computer viruses and other destructive programs and to take steps to avoid being a victim or unwitting carrier;
13. not to introduce or propagate any computer code designed to self-replicate, damage, secretly monitor, or otherwise interfere with the normal operation of any computer system, network, or communication facility;
14. not to knowingly download, view, create or distribute material or visit sites that include, but are not limited to those containing pornographic, racist, hate promoting material, or other material whose access may contravene Human Rights policies, Criminal Code provisions, or other Institute policies.

Compliance

1. Abuse or misuse of information technology, services and facilities may not only be a violation of user responsibilities and applicable Institute policies but also a violation of the Criminal Code of Canada.
2. In circumstances of alleged or suspected abuse or misuse, an investigation will be initiated. Persons responsible for computing, networking, or communication services will have institutional authorization to revoke access, examine directories, files, or other electronic records that are relevant to the investigation. Hardware may be seized temporarily for the purposes of investigation, if necessary. Investigation and resolution, including possible disciplinary action as applicable, will be governed by Institute policies, student code of conduct, procedures, and collective agreements. Disciplinary action may include suspension or expulsion of students, or termination of employment.
3. This policy shall be communicated to the user at the time access to computing and communications facilities is given. The user must agree to comply with this policy to gain access.

The Use of Electronic Mail (E-mail)

1. The Institute E-mail system is part of the Institute's information technology and services and is maintained for the purpose of carrying on the administration and business of the Institute. The E-mail records created by using Institute computers or the Institute E-mail system are Institute records and are, therefore, records for the purposes of the Freedom of Information and Protection of Privacy Act.
2. E-mail messages are Institute records subject to records retention guidelines and may be either transitory or required for ongoing purposes. Retention will be guided by Institute guidelines for Records Management.
3. If a request for access is received under the Freedom of Information and Protection and Privacy Act, existing E-mail records are included and must not be deleted.

4. E-mail, similar to other Institute records is not personal or private, and can be reviewed by those in the Institute with proper authorization. Circumstances may include, but are not limited to, a request under the Freedom of Information and Protection of Privacy Act, labour relations issues, a reasonable suspicion of abuse, or the need for business access in the absence of an employee.
5. Electronic communications are neither private nor secure. Outgoing E-mail may be used by the recipient or others in a manner beyond the sender's control.
6. Sending 'spam' is not permitted. The use of large distribution lists should be limited.
7. As E-mail bears identification marks of the British Columbia Institute of Technology, users are reminded that recipients and readers of messages may consider the contents endorsed and supported by the Institute, not unlike a letter on Institute letterhead.

The Use of Broadcast E-mail

1. Unsolicited E-mail messages to all faculty, staff, or students may only be sent by permission of the President's Office when the message is institutional in nature or relates to the critical operation of the Institute. Messages sent to groups via distribution lists to carry out normal Institute operations or teaching and research functions are not considered broadcast E-mail.
2. Requests to send broadcast E-mail must be forwarded to the President's Office. Once approval has been given, the President's Office will inform the parties that permission has been provided.
3. Topic-specific bulletin boards and list-serves knowingly subscribed to by individuals are exempt from 7.1 and 7.2 above.

Copyright

1. The intellectual property provisions of copyright law are operative for all materials stored in electronic form. Unless the material is clearly in the public domain or unless there is explicit release by the copyright owner, information available on a computer network or the Internet may not be copied nor distributed without permission. Copyright laws apply to all electronic mediums including, but not restricted to software, music, videos and movies.

Privacy & Security

1. The Institute will not normally monitor individual usage of any Institute provided service, although all usage of Institute facilities may be monitored to enable accurate auditing or when policy violation is suspected. Students using open lab facilities during class may be subject to monitoring at the instructor's discretion.

2. As systems administrators, computer support and other authorized staff responsible for the support of the Institute's technology infrastructure and facilitating access to data, will have access to confidential, sensitive data. They may need to confer with other support staff in resolving any problems. All administrators, computer support and other authorized staff are governed by Institute confidentiality expectations as well as professional ethics and code of conduct.
3. The Institute reserves the right to inspect, copy, remove, or otherwise alter data files, system resources, or user files in the regular conduct of its duty to maintain efficient and well-run computing resources.

5.6. Virus Protection Policy

All computers connected to the BCIT network must have Network Associates (McAfee) virus protection software running on each operating system that the computers may have; and must be kept up to date with the latest patches to reduce problems like code red, nimda, etc.

BCIT has Network Associates (McAfee) virus protection software available to all BCIT computers for WIN9x, NT 4.0 or W2K operating systems. If you are using any other type of virus protection software your Program Head must approve it.

Should you need to run other O/S's other than WIN9x, NT 4.0 or W2K on your computer which is connected to the network, you will have appropriate virus protection software supplied to you.

Any user who does not have proper virus protection on their computers will be locked out of the HTP network until proper virus protection software is put on their computers.

5.7. Network Security

Passwords are essential to help prevent unauthorized access to a student's workstation. Each student is responsible for maintaining the security of his/her own password. Students should not reveal their passwords to anyone or write their passwords down where others can see them.

Students must authenticate to the network before using any network services.

Each student is responsible for backing-up any important documents/files kept on the local hard drive.

6. HTP Software Support Policy:

6.1. Objective

This policy identifies supported software and the type of support that is available to a student in the HTP Programs. All software that is listed in this policy will be supported* (see below) by HTP Programs and Computer Resources (CR).

6.2. Scope

This procedure affects all programs in the HTP Programs department. This procedure encompasses classroom software. CR and HTP Tech will only support approved software on BCIT workstations provided for the sole purpose of a specific program. They will not support personal computers or software belonging to students.

6.3. General

Only approved, supported and licensed software can be installed on BCIT computer equipment. Any unapproved installed software on BCIT equipment will **void support** to those student workstations and could lead to disciplinary action by BCIT.

6.4. Illegal Software

No personal software of any kind can be loaded onto BCIT computers. Any software that is requested by an instructor and is to be loaded for a class by a student from the Internet or another source must be pre approved by the Program Head and CR.

Illegal software on computers can also be considered a criminal act and lead to action under BCIT misconduct policy.

6.5. Software Support

There are two types of software support:

1. **Installation and basic functionality** – HTP and CR will support students through installation/re-installation of software and guarantee basic functionality of all approved software (voided if it is found to be hardware related issues). This **support is voided and can lead to disciplinary actions** if any unapproved software is loaded on the individual's workstation.
2. ***Programming support** – Neither HTP nor CR will support programming related issues on any product including the ones listed below. Programming support will have to be arranged with individual instructors. HTP will make an effort to have staff or other individuals available to students for programming support, but no guarantees can be made.

6.6. Currently Supported Software Versions

The following software is supported by HTP and CR. Should a student load software that is not listed below onto their machine this will void all support until the software is removed by the student. Loading unapproved software can lead to disciplinary actions by BCIT. This list may change without notice.

Front-End		Back-End	
Name	Version #	Name	Version #
MS Project	2008	Apache – Java Ext.	Windows Platform
Visual .NET Visual Basic C# C++ Extensions	.NET	.NET Framework	.NET
Visual Studio Visual Basic C C++	6	Oracle	8i
Crystal Reports	9	SQL	7 / 20000
Oracle reports	6i	IIS	5 & 6
Flash	MX	Access (faculty only)	2000 / XP
MS SQL Client	2000	Servelet – JDK	
JDK		Windows	2000
MS Office	2007	Exchange	2000
DreamWeaver	MX	Linux	Red Hat 8
Windows	XP	Novell Netware	5
Visio	2007		
Linux	Red Hat 8		
Novell Client			
MacAfee	2008		
Simply Accounting	9		
MS Publisher	2007		
Adobe Acrobat	5		

7. Student Conduct Policy

7.1. BCIT Policy

BCIT is committed to creating and maintaining an environment that is conducive to learning and teaching. During any institutional related activity on or off campus, students are expected to conduct themselves appropriately at all times, respecting other's rights, property, the environment, and the health and safety of themselves and others. Students are held responsible for their individual and collective actions. All policies except where noted will be subject to HTP-specific disciplinary actions as stated in section 3 of this handbook.

7.2. HTP Full-time Program Attendance Policy

Regular attendance in instructional sessions, seminars, labs, and guest speaker engagements is seen as critical to student success at BCIT High-Tech Professional Programs, and will be monitored by faculty, administration and contract instructors. Attending any educational function is not only crucial to the learning of the student, but to others in the program, in addition to classroom and instructional integrity. The HTP Attendance Policy sets high attendance requirements for students of all HTP Programs.

The HTP full-time programs permit 1 day of absenteeism per month of in-class instruction, known as the Absent Days Quota. Once a student exceeds the Absent Days Quota, the Disciplinary Process is triggered.

Days of student absence from HTP are known as Absent Days and are applied towards ANY period of absence involving instructional sessions, seminars, labs and guest speaker engagements.

Student Responsibility:

Students are required to be in attendance 100% of the time, unless:

- In the case of illness or other unavoidable cause of absence, the student must communicate as soon as possible to their Program Head or Program Assistant indicating reason for absence.
- Prolonged absence of two or more consecutive days requires either:
 - Doctor's note substantiating the illness; or
 - Explanatory letter from reputable source substantiating the absence.

Absence from any instructional day (in whole or in part) is counted as a day towards the Absent Days Quota.

Absence for writing vendor certification exams are exempt from the Absent Days Quota; however, at least 24 hours notice must be given in advance to the Program Head or Program Assistant. Failure to give notice triggers the 1st infraction of the disciplinary process.

There may be exceptional days in which students are required to be absent over and above the Absent Days Quota; however, approval for such days is issued at the discretion of the Program Head and with suitable advance notice.

Disciplinary Process:

Occurrence	Action	Result
1 st infraction	Exceeds Absent Days Quota or fails to provide evidence	Written warning
2 nd infraction	Written warning breached	Learning contract
3 rd infraction	Learning contract breached	Withdrawal from access to HTP project privileges *

** The disciplinary process requires the student to secure their own final project. The cost associated with approving, monitoring/reviewing and marking the final project will be born by the student. The cost to the student is \$500 and must be paid in full before the start date of the final project.*

Students may appeal the decision through the normal BCIT appeal procedure.

7.3. HTP Part-time Program Attendance Policy

Regular attendance in instructional sessions, seminars, labs, and guest speaker engagements is seen as critical to student success at BCIT High-Tech Professional Programs, and will be monitored by faculty, administration and contract instructors. Attending any educational function is not only crucial to the learning of the student, but to others in the program, in addition to classroom and instructional integrity. The HTP Attendance Policy sets high attendance requirements for students of all HTP Programs.

The HTP part-time programs permit 12 instances (1 instance = 3 hours) of absenteeism (not totalling more than 36 hours), known as the Absent Days Quota (mid-week or week-end classes are instances). Once a student exceeds the Absent Days Quota, the Disciplinary Process is triggered.

Days of student absence from HTP are known as Absent Days and are applied towards ANY period of absence involving instructional sessions, seminars, labs and guest speaker engagements.

Student Responsibility:

Students are required to be in attendance 100% of the time, unless:

- In the case of illness or other unavoidable cause of absence, the student must communicate as soon as possible to their Program Head or Program Assistant indicating reason for absence.
- Prolonged absence of two or more consecutive days requires either:
 - Doctor's note substantiating the illness; or
 - Explanatory letter from reputable source substantiating the absence.

Absence from any instructional day (in whole or in part) is counted as a day towards the Absent Days Quota.

There may be exceptional days in which students are required to be absent over and above the Absent Days Quota; however, approval for such days is issued at the discretion of the Program Head and with suitable advance notice

Disciplinary Process:

Occurrence	Action	Result
1 st infraction	Exceeds Absent Days Quota or fails to provide evidence	Written warning
2 nd infraction	Written warning breached	Learning contract
3 rd infraction	Learning contract breached	Withdrawal from access to HTP project privileges *

** The disciplinary process requires the student to secure their own final project. The cost associated with approving, monitoring/reviewing and marking the final project will be born by the student. The cost to the student is \$500 and must be paid in full before the start date of the final project.*

Students may appeal the decision through the normal BCIT appeal procedure.

7.4. HTP Lateness Policy

Being on time to instructional sessions, seminars, labs, meetings and guest speaker engagements is critical to student success and instructional integrity. Lateness is disruptive to classroom activities, students and the instructor, and ultimately inhibits class. Therefore, lateness will be monitored by faculty, administration and contract instructors of BCIT High-Tech Professional Programs.

Whether for the beginning of a session or returning from lunch/dinner, it is imperative that the student be on time.

A student is permitted 5 instances of lateness during their period of HTP study, known as the Lateness Quota. Instances of lateness are documented by the instructor when a student is more than 2 minutes late to any of the following:

- beginning of any instructional, seminar, lab, meeting, speaker session or any HTP prescribed event;
- returning from lunch or dinner.

Student Responsibility:

In the case of known lateness, it is the responsibility of the student to inform the Program Head, Program Assistant and/or instructor about his/her whereabouts and expected arrival.

Disciplinary Process:

Occurrence	Action	Result
1 st infraction	Exceeds Lateness Quota	Written warning
2 nd infraction	Written warning breached	Learning contract
3 rd infraction	Learning contract breached	Withdrawal from access to HTP project privileges *

** The disciplinary process requires the student to secure their own final project. The cost associated with approving, monitoring/reviewing and marking the final project will be born by the student. The cost to the student is \$500 and must be paid in full before the start date of the final project.*

Students may appeal the decision through the normal BCIT appeal procedure.

7.5. Client Relationships

HTP regularly welcomes clients, employers and industry partners to its facilities and has built a reputation for its friendly atmosphere. The client must never feel that he/she is intruding, regardless of the situation. It is vital that all staff and students understand and uphold this principle. Furthermore, no HTP student will misrepresent a competitor or use defamatory statements, exaggerated claims, or improper declarations about a competitor or client's prices or abilities.

7.6. Conflict of Interest

Staff and students will take caution not to be drawn into situations that could constitute a conflict of interest. A conflict of interest is defined as “*a situation whereby an employee profits, directly or indirectly, from misuse of the Company's position.*” For example, no staff or students can accept exclusive rebates, fees or commissions from suppliers.

7.7. Conflict Resolution

Any complaints or issues arising from program operations, including personal disputes, should follow the procedure below. However, at any time, if deemed necessary, a student may choose to bypass Steps 1 and 2, and initiate Step 3 immediately, if the issue is of a confidential or urgent nature:

1. If appropriate, report the incident or difficulty to your Class Rep or Team Lead. He/she will attempt to resolve the issue.
2. If issue remains unresolved, the Class Rep, Team Lead, or Complainant can approach the Faculty Project Coordinators or Lead Instructor.
3. If issue remains unresolved, report the complaint to the appropriate Program Assistant or Program Head.

In general, students should first attempt to resolve matters themselves through professional and respectful discussion and negotiation. If these attempts do not result in an affable resolution, then the procedure above should be initiated.

Any issues of harassment or illegal behaviour should be brought immediately and directly to the attention of the Program Head.

7.8. Properties and Facilities

Each student is accountable for the work materials and information that he/she uses on a daily basis. This means:

- You are responsible for having all the necessary equipment to do your job.
- You are to ensure that all your equipment is operating smoothly and is properly maintained.
- You are expected to keep your work, meeting, and eating areas clean and tidy.
- You are responsible for ensuring that materials used for special assignments or presentations are returned in the same condition in which you received them. If equipment/materials are damaged, it is your duty to ensure they are repaired before you return them.
- You are expected to be responsible and reasonable in your use of program resources.

Property and Equipment

Students are expected to use HTP and BCIT property and equipment with care, and to use supplies responsibly and economically. Accidents will happen, but if you misuse equipment or supplies, you may be required to share in the resulting replacement costs. In addition, such misuse is grounds for disciplinary action, up to and including dismissal from the program.

You may not remove HTP or BCIT property and equipment without the permission of the Program Assistant or Program Head.

The following office supplies are provided to students of HTP by BCIT:

Office Supplies

- Flipcharts
- Bookshelf (only some classrooms)
- Printer paper
- White board markers

Please note: Any additional supplies (ie. Post-it notes, thumbtacks, photocopying, report binding, etc) are the responsibility of each student.

Facilities

It is the intention of HTP to make your education environment as pleasant as possible. You are expected to keep your assigned work and study area in a neat and orderly condition. You are also responsible to ensure that communal eating and food preparation areas are kept tidy and sanitary.

Furthermore, there may be times whereby you require a room or lab that is not your own to conduct presentations, meetings, etc. Your Program Assistant will outline room booking procedures. You are not guaranteed a room, as they are booked on a first-come first-serve basis.

7.9. Student Equity

HTP is committed to a policy of student equity. This means non-discrimination in studies and equal opportunity with regard to race, colour, religion, creed, national origin, ancestry, disability, sex or age.

HTP will not discriminate against any qualified student with respect to any terms, privileges, or conditions of studies because of a person's physical or mental challenges. HTP will endeavour to keep student policies and practices free of systemic and deliberate barriers, and see that all educational activities occur in a fair and non-discriminatory fashion.

7.10. Respectful Workplace

You are expected to behave as professionally with each other as you would with a client. Everyone has something to contribute; however, this cannot happen in an atmosphere of poor communication and discourtesy.

7.11. HTP Education

Courseware

The Program Assistants will distribute any necessary courseware or subscriptions at the start of the applicable course and quarter. If you leave the program prior to its completion, you will not be eligible to receive any remaining courseware or subscriptions.

Examinations

There are two types of examinations within HTP – in-house and vendor-based.

HTP In-house Exams

HTP in-house exams will take place some time during a module or up to 21 days after the completion of a particular module of study.

Standard in-house exams will take place between 8:30am and 9:30am at a predetermined date. They can be given without the full attendance of the class. The length of each in-house exam depends on the number of questions asked as well as your ability in taking exams. Normal times range between 10 and 45 minutes. Exams may also be scheduled at any other time by an individual instructor.

Challenges to in-house exam questions may be made in writing to the Program Assistant. Challenges must be made within 2 business days.

Vendor Exams

Vendor exams are significantly different from HTP in-house exams. They are taken at BCIT's VUE Testing Centre.

Vendor exams are proprietary based exams derived from official exam objectives of technology companies.

Each vendor exam is extremely difficult in its own right. Passing grades range and some exams will involve simulations, while all predominantly use multiple choice or adaptive type questions.

Many of your exams will be taken in class as part of class wide examinations. Remaining vendor exams can be booked at the BCIT on-site VUE center or at an off-site center. Exams scheduled during class hours must be approved by the Program Assistant.

Please remind yourself of the HTP Attendance Policy before booking an exam.

7.12. VUE Testing Centre Procedures

The following procedures outline individual and class-wide testing. Class-wide testing registration will be taken care of by the Test Administrator:

- Please provide the Test Administrator with the number of the exam and the exam name when booking your appointments. You may book your appointment via e-mail at vue@htp.bcit.ca, in person in Room 350 or over the telephone at 604.412.7708.
- Once you have booked your exam, you will receive an e-mail from VUE confirming your exam time (**individual testing**).
- Please ensure that if you need to re-schedule or cancel an exam, you do so 48 working hours prior to the exam time (**individual testing**).
- On your exam day, please ensure you arrive at your classroom or Room 350 (VUE test centre), fifteen minutes prior to the start of your exam. Please bring with you two pieces of ID (one with picture).

7.13. Instructor and Program Evaluations

Any students who are enrolled in an HTP program will be expected to complete *Instructor and Program Evaluation* forms. This process will be used as a guide for future training opportunities.

Instructors will be evaluated either per module or course. This will depend on the individual program. Programs are evaluated at the end, probably scheduled for the last week of each program.

7.14. In-house Examination Rules and Procedures

One of the requirements to successfully completing your program includes the writing of in-house exams. Certain modules taught during the program will have 30-45 minute examinations to assess knowledge of topics covered in class. Below are the policies and procedures governing the examination process. Should you violate any of the policies and procedures below, you will be asked to leave the exam immediately, receive 0 on the exam and will have to use a rewrite to complete the exam at a later date.

These policies apply to all HTP programs.

The facilitator of the exam will not answer any questions dealing with content of the exam.

Examination Process (HTP exams)

- Unless the exam is open book or you are otherwise instructed, all books and material must be removed off your desk before the start of the exam.
- All programs on your computer must be closed except for the exam software.
- Your start bar must be visible at all times during the exam.
- If you have a problem or question raise your hand and the facilitator will come over to you.
- You cannot solicit help from your neighbour. You can only ask the facilitator to help you with non-content related questions.
- No talking during the exam.
- No printing during the exam. The only exception to this is printing your results upon completing and marking your exam.
- All cell phones and pagers must be turned off during the exam.
- If you arrive late for the start of the exam, you will not be allowed to take the exam, receive a zero, and will have to rewrite the exam. (See rewrite policy below.)
- You must report any restarts of the exam.
- When the exam is completed, shut down the exam software and please leave the room.
- If you need to use any scrap paper during the exam, ask the facilitator and he/she will provide it for you; upon completion of the exam you must hand it back to the facilitator prior to leaving the room.
- You must write all exams in order to graduate.

** NOTE: Should you lose your exam half way through and have to restart the exam be sure to inform the exam facilitator. If you do not inform the exam facilitator the first exam score registered will be taken as the official mark.*

7.15. Work Term Policy

Work terms are compulsory, and are required for successful completion of graduation requirements for applicable programs. Though it is the goal of HTP in conjunction with BCIT to provide a work term placement, BCIT does **NOT** guarantee that you will receive a work term (paid or non-paid).

As stated, BCIT does **NOT** guarantee that you will receive a work term placement during the program. In lieu of this work term, your first weeks (number will vary by program) of regular employment after completion of the program may count towards the requirement.

You must meet the following BCIT standards to be eligible for the work term placement:

- active and satisfactory participation in all learning activities;
- satisfactory completion of all projects, exams and initiatives;
- completion of in-house exams with a minimum average of 65%;
- successful completion of vendor exam(s) (number varies by program);
- adequate attendance: if a student is absent for any cause, other than illness, for more than 10% of the time during the period leading up to the work term, the student will not be permitted to perform the work term practicum.

Please note that onsite privileges are suspended during the work term period.

8. Harassment & Discrimination

8.1. Statement of Principle

The British Columbia Institute of Technology, the British Columbia Government and Service Employees Union (BCGEU) Local 703 Support and Instructional Bargaining Units, the BCIT Staff Society and the Student Association are committed to providing a learning environment where the individual differences of all students and employees are valued and respected. All members of the BCIT Community are entitled to be treated fairly and with dignity, free from harassment or discrimination.

BCIT, the BCGEU Local 703 Support and Instructional Bargaining Units, the BCIT Staff Society and the Student Association do not condone and will not tolerate any discrimination or harassing behaviour which undermines the dignity, self esteem and productivity of any student or employee.

BCIT, the BCGEU Local 703 Support and Instructional Bargaining Units, the BCIT Staff Society and the Student Association consider harassment and/or discrimination by any employee or student to be a serious breach of human rights which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

8.2. Definitions

a. Discrimination

As it applies to BCIT's students, discrimination is defined as denial of any accommodation, service or facility, or opportunity that is customarily available to the public, because of the race, colour, ancestry, place of origin, religion, marital status, physical or mental disability, gender, or sexual orientation of the individual who was denied the accommodation, service, facility or opportunity, except where there is a bona fide educational requirement.

Discrimination, as it applies to BCIT's employees, is defined as refusing to employ or to continue to employ a person, or refusing to provide an opportunity or benefit with respect to employment or any term or condition of employment, because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction of that person, except where there is a bona fide occupational requirement.

b. Harassment

Harassment, for the purposes of this policy, is defined as any unwelcome remarks, behaviours or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction which causes offence or humiliation to any person and;

- submission to such conduct becomes explicitly or implicitly a term or condition of employment or the learning environment, or
- submission or rejection of such conduct is used as a basis for employment or educational decisions, or
- such conduct has the purpose or effect of interfering with work or educational performance, or
- such conduct creates an intimidating, hostile or offensive working or educational environment.

c. Sexual Harassment

Sexual harassment is unwelcome sexually oriented conduct, which may be either verbal, physical or by innuendo, where:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment or of educational progress, or
- submission to or rejection of such conduct is used as a basis for employment or educational decisions; or
- such conduct has the purpose or effect of interfering with work or educational performance; or
- such conduct creates an intimidating, hostile or offensive working or educational environment.

d. Personal Harassment

Personal harassment is defined as unwelcome remarks, behaviours or communications directed toward an individual or a group of individuals, which misuses authority, or abuses the power one individual or a group of individuals have over an individual or a group of individuals and has the effect or purpose of seriously abusing, threatening, demeaning, or intimidating the individual or group of individuals and

- submission to such conduct is made either explicitly or implicitly a term or condition of employment or of educational progress, or
- submission to or rejection of such conduct is used as a basis for employment or educational decisions or
- such conduct has the purpose or effect of interfering with work or educational performances, or
- such conduct creates an intimidating, hostile, or offensive working or educational environment.

8.3. To Stop Harassment or Discrimination

If you believe you have been subjected to harassment or discrimination as defined above you should take the following steps:

- make your disapproval and/or unease known to the person who has harassed or discriminated and ask them to stop. Where it is too intimidating or inappropriate to do so, speak directly to the Harassment and Discrimination Advisor.
- if there is more than one incident, keep a written record of dates, times, the nature of the behaviour and witnesses if any.
- if the discrimination or harassment does not stop, speak to the Harassment and Discrimination Advisor.

8.4. Education and Prevention

A crucial component of this policy is the provision for education about harassment and discrimination which will encourage awareness and prevention. BCIT will endeavour to ensure that all employees and students are made aware of what constitutes harassment and discrimination, why it is so harmful to those who are hurt or offended by it and what individuals can do to take corrective action.

8.5. The Harassment and Discrimination Advisor

The role of the Harassment and Discrimination Advisor is to provide prevention-oriented education and confidential advisory services which promotes understanding and awareness of harassment and discrimination throughout the BCIT Community. Specifically the Harassment and Discrimination Advisor shall:

- act as a resource for all members of the BCIT Community who require general or specific information on harassment or discrimination.
- be available to provide confidential advice or information about harassment or discrimination issues to any student, employee, contractor or visitor. Individuals may seek advice only - it is not necessary to file a complaint.
- facilitate the resolution of a complaint process as outlined in the Procedures.
- develop and deliver a comprehensive BCIT community wide awareness program on harassment and discrimination.
- provide appropriate training and education to employees and, students on harassment and discrimination issues and the BCIT policy and procedures for resolution of these issues.
- after the policy and procedures have been in effect for 9 months, the Discrimination and Harassment Advisor shall commence a review of the effectiveness of the Harassment and Discrimination Policy and Procedures. BCIT, the BCGEU Local 703 Support and Instructional Bargaining Units, the BCIT Staff Society and the Student Association (the Committee) shall be involved in the review process. Within 3 months of the commencement of the review, the Harassment and Discrimination Advisor in consultation with the Committee shall prepare a report for the President of BCIT outlining the conclusions of the Committee regarding the effectiveness of the policy and procedures and recommendations for improvements if required.

8.6. Time Limit

For a complaint to be considered under this policy, it must be filed, under the informal or formal process within one year of the last incident of harassment or discrimination. The Harassment and Discrimination Advisor has the discretion to waive this requirement where there are extenuating circumstances which prevented the complaint from being brought forward in that time frame.

8.7. Confidentiality

The name of the person filing the complaint (the Complainant) and the person responding to the complaint (the Respondent) and the circumstances of the complaint will not be disclosed to any person except where disclosure is necessary for the purpose of investigating and resolving the complaint, taking any related disciplinary measures or as required by law.

No documentation of the harassment or discrimination, including any materials resulting from an informal or formal resolution process, such as reports from the Harassment and Discrimination Advisor, the External Investigator, or Board of Inquiry will be placed on the Complainant's personnel file or student record.

In the event that the conclusion of an investigation is that harassment or discrimination did occur and where disciplinary action was taken, a letter indicating the disciplinary action taken is the only documentation that will appear on the Respondent's personnel file or student record.

All parties who are privy to information or in possession of documentation pertaining to matters/incidents in the course of dealing with a harassment or discrimination complaint shall hold such in strict confidence. This shall include refraining from discussions or releasing information in any form, beyond that outlined in this policy and procedures or as required by law.

Any documentation, files or records, which relate to a complaint under this policy, will be maintained in a confidential manner by the Harassment and Discrimination Advisor.

8.8. Representation

The Complainant and Respondent are entitled to be represented by a union representative, where they are a member of a bargaining unit, or by a representative of the Student Association, where they are a student, in all meetings with the Harassment and Discrimination Advisor, the External Investigator, or other meetings or hearings in relation to a complaint under this policy and procedures.

Where either the Complainant or Respondent are members of management or excluded staff, they are entitled to a representative who is an employee of the Institute in all meetings with the Harassment and Discrimination Advisor, the External Investigator, or other meetings or hearings in relation to a complaint under this policy and procedures.

Representation for the Complainant and Respondent may include legal representation at the Board of Inquiry stage.

8.9. Natural Justice and Fairness

The principles of natural justice and fairness shall be adhered to by anyone who becomes involved in any aspect of the process set out to deal with Harassment or Discrimination. This means that all parties to the harassment and discrimination complaint, including the Complainant, Respondent and witnesses, will be given the opportunity to fully explain what happened from their perspective, to have their explanations and concerns fully considered, and to challenge any evidence that is being or has been considered.

8.10. Retaliation

Retaliation against any individual who has filed a complaint, or who has been named as a respondent or witness in the complaint or who investigates the complaint according to the procedures outlined, shall itself be an incident of harassment and may result in disciplinary action.

8.11. Vexatious Complaint

Any person who makes a frivolous or vexatious complaint shall be subject to disciplinary action.

8.12. Cost Sharing of Investigative Process

All costs arising from a formal investigation by the Harassment and Discrimination Advisor or from a formal investigation by an External Investigator shall be borne by BCIT. Where the parties proceed to a Board of Inquiry, the costs of the Board of Inquiry shall be shared by BCIT, the BCIT Staff Society and the BCGEU as follows:

- a. Where the Complainant and Respondent are members of the same bargaining unit, BCIT shall pay 1/3 of the cost and the bargaining unit shall pay the other 2/3.
- b. Where the Complainant and Respondent are not members of the same bargaining unit, then BCIT shall pay 1/3 of the cost and the bargaining unit(s) shall each pay 1/3 of the remaining cost.
- c. Where either the Complainant and/or Respondent is a management or excluded employee of BCIT, then BCIT shall pay 1/3 of the cost, plus 1/3 of the remaining cost for the Complainant and/or Respondent who is a management or excluded employee. Where either the Complainant or Respondent in this instance is a member of a bargaining unit, then that organization shall pay the remaining 1/3 of the cost.
- d. Where either the Complainant and/or Respondent are a student, BCIT shall pay 1/3 of the cost, plus 1/3 of the remaining cost for the Complainant and/or Respondent who is a student.

8.13. British Columbia Human Rights Council

Employees and students should also be aware that they may file a complaint of harassment or discrimination with the BC Council of Human Rights. Complainants should note that the BC Human Rights legislation requires that a complaint be received within six (6) months of the last alleged contravention of the Human Rights Code of BC.

For further information concerning BCIT Policy 7507 *Harassment and Discrimination*, in specific the Grievance and Arbitration Process and Discipline procedures, refer to BCIT's website at <http://www.bcit.ca/~presoff/7507.htm>

9. Contact Information

Name	Position	Phone	Email	Responsibilities
Lorraine Fentie	<ul style="list-style-type: none">• Program Coordinator	604.412.7710	Lorraine_Fentie@bcit.ca	<ul style="list-style-type: none">• Attendance• Admissions• Student Support
Ron Terencio	<ul style="list-style-type: none">• Program Coordinator	604.412.7622	Ron_Terencio@bcit.ca	<ul style="list-style-type: none">• Attendance• Admissions• Student Support
Debra Williams	<ul style="list-style-type: none">• Program Head• Instructor	604.412.7695	Debra_Williams@bcit.ca	<ul style="list-style-type: none">• Program Delivery• Instructor

Generic E-mail Address: info@bcit.ca

Web Address: www.bcit.ca/cas/http/

10. Appendices



10.1. Appendix A – HTP Student Contract

Student Name: _____

Program: OAT 24

Intake: 24 – April 1, 2014

I agree to the following regulations & policies during my time as a student at BCIT HTP: *(please check)*

- ☐ I have read and agree to act in accordance with the Attendance and Lateness Policy as stipulated by the HTP Programs Department and understand the implications if breached.
- ☐ I have read and agree to act in accordance with the Student Regulations Policy as stipulated by BCIT (Policy 5002) and understand the implications if breached.
- ☐ I have read and agree to act in accordance with the Responsible Use of Information Technology Policy as stipulated by BCIT (Policy 3501) and understand the implications if breached.
- ☐ I have read and agree to act in accordance with the Harassment and Discrimination Policy as stipulated by BCIT (Policy 7507) and understand the implications if breached.
- ☐ I understand that during my tenure as a student of BCIT, I am held accountable to all Institute policies at all times. *(For detailed list, visit www.bcit.ca/~presoff/catlist.htm)*
- ☐ I am aware and understand that I am responsible for my own learning as a student.
- ☐ I agree to fully participate and engage in all lab and classroom activities as requested by the instructor or program team.
- ☐ I agree to act as a participant in all team related activities to the best of my abilities, being fair, dutiful, collaborative and communicative.
- ☐ I am aware of the requirements to graduate from my program.

Student Signature

HTP Administration

Date

Date