



Avalon Community College

College

STUDENT HANDBOOK





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This handbook contains information about Avalon Community College policies and procedures as well as information about community safety and supports for students. Please take the time to fully read the Handbook. If you have questions, please ask!





Message from Management

Welcome to Avalon Community College.

Congratulations! We are excited to have you start your education journey with us at Avalon Community College.

At Avalon Community College, our objective is to provide an exceptional educational experience that will guide you towards your career goals. We believe in our student's abilities and ethics, we are committed to providing our students with all the tools, skills and resources we can offer as a college and that the students need to successfully achieve their education and career goals.

You came to Avalon Community College with a passion to contribute to the world, and during your time here, we encourage you to bring your ideas, observations, and questions. You will leave here with the knowledge, skills, and relationships that will empower you to make meaningful impact on your future and the community.

From all of us here at Avalon Community College, we wish you a great, successful journey with us.

Sincerely,
Chamara Perera





College Contacts

Campus Telephone Number (250) 824-1545
College email info@avaloncommunitycollege.ca

College Hours

The Campus is open as follows:

Monday	9:00 AM – 4:30 PM
Tuesday	9:00 AM – 4:30 PM
Wednesday	9:00 AM – 4:30 PM
Thursday	9:00 AM – 4:30 PM
Friday	9:00 AM – 4:30 PM
Saturday	closed
Sunday	closed

Students are welcome to remain at the College for extra study and to complete assignments during outside-of-class hours.





School Closures and Holidays

Avalon Community College is closed for the following Statutory Holidays:

Statutory Holiday	2024	2025
New Year's Day	January 1	January 1
Family Day	February 19	February 17
Good Friday	March 29	March 18
Victoria Day	May 20	May 19
Canada Day	July 1	July 1
BC Day	August 5	August 4
Labour Day	September 2	September 1
National Day for Truth and Reconciliation	September 30	September 30
Thanksgiving Day	October 14	October 13
Remembrance Day	November 11	November 11
Christmas Day	December 25	December 25

Note: Canada Day is usually July 1st. If July 1st falls on Sunday, Monday July 2nd replaces July 1st as the statutory holiday.

Note: The dates noted above are Statutory Holidays in British Columbia. The Campus Administrator will post notices of other school closures.





Code of Conduct

The Code of Conduct

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted according to our mission, processes, functions, and goals. To function properly, members must exhibit respect for the individual and collective rights of all those within the community.

Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

Respectful and Fair Treatment - Student Conduct Policy

The College recognizes its students as responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.





Elements/Violations

Violations that threaten the health, safety, or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviors that violate the Student Code of Conduct include, but are not limited to:

1. Persistent or gross acts of willful disobedience or defiance toward college personnel;
2. Assault, battery, or any other form of physical abuse of a student or college employee;
3. Fighting;
4. Verbal abuse of a student or college employee;
5. Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees;
6. Any conduct that threatens the health or safety of one's own self or another individual. Threats to commit self-harm and/ or actual incidents of self-harm by any student are a violation of this code;
7. Harassment by any means of any individual, including coercion and personal abuse. Harassment includes but is not limited to, written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person;
8. Any form of unwanted sexual attention or unwanted sexual contact;
9. Violations by guest of a student on college property. Students are responsible for the actions of their guests;
10. Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty or staff member;
11. Interference with the normal operations of the college (i.e., disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities);
12. Use of cell phones and pagers during scheduled classroom times;
13. Unauthorized entry into, or use of, college facilities;
14. Forgery, falsification, alteration or misuse of college documents, records or identification;
15. Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials;
16. Disorderly, lewd, indecent, or obscene conduct. This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by college officials;
17. Extortion;





18. Violation of College safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats;
19. Breach of peace on College property or at any college sponsored or supervised program;
20. Use, sale, possession or distribution of illegal or controlled substances, drug or drug paraphernalia on college property, or at any function sponsored or supervised by the college. Being under the influence of illegal or controlled substances on college property, or at any college function is also prohibited. Although it is legal to consume alcohol or cannabis based products, possession and/or use is not allowed on campus. Anyone under the influence of alcohol or cannabis products, will be subject to immediate probation and/or termination. In the case of cannabis consumption for medical purposes, students will be required;
21. to provide official medical documentation prior to usage, to the Senior Education Administrator. In some cases, where student safety is a concern, the Senior Education Administrator, can deny the use of medical cannabis on campus
22. Use, sale, possession or distribution of alcoholic beverages on college property or at any function sponsored or supervised by the college. Being under the influence of alcohol on college property or at any college function is also prohibited;
23. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions;
24. Smoking in classrooms or other college buildings or areas unless designated as a smoking area;
25. Failure to satisfy college financial obligations;
26. Failure to comply with direction of college officials, faculty, staff or security officers who are acting in the performance of their duties;
27. Failure to identify oneself when on college property or at a college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties;
28. Violation of federal, provincial or local laws and college rules and regulations on college property or at college sanctioned or college sponsored functions;
29. Any form of "hazing" and any act that endangers the safety of a student, or that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization. "Hazing" includes any method of initiation or pre-initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending the college;
30. Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation.





- a. Theft or abuse of computer, email, Internet or Intranet resources
 - b. Unauthorized entry into a file, to use, read, or change the contents, of for any other purpose
 - c. Unauthorized transfer of a file
 - d. Unauthorized downloading of copyrighted materials in violation of law
 - e. Unauthorized use of another individual's identification and/or password
 - f. Use of computing facilities to interfere with the work of another student, faculty member, or college official
 - g. Use of computing facilities to send obscene or abusive messages
 - h. Use of computing facilities to interfere with normal operation of the college's computing system
31. Abuse of the College's disciplinary system, including but not limited to:
- a. Failure to obey the summons of a disciplinary body or college official
 - b. Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
 - c. Disruption or interference with the orderly conduct of disciplinary proceeding
 - d. Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of disciplinary proceeding
 - e. Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
 - f. Failure to comply with the sanction(s) imposed under the student conduct policy
 - g. Influencing or attempting to influence another person to commit an abuse of the disciplinary system
32. Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law;
33. Conduct disruptive to the positive learning environment at any of the colleges that fall under the College.
34. Acts of dishonesty, including but not limited to:
- a. Giving false information to any official, Instructor, or staff member.
 - b. Forgery, alteration, or misuse of any College document, record, or instrument of identification.
 - c. Computer piracies—copying software, copyright infringement, and unauthorized computer entry.
 - d. Signing in to someone's account or gaining access to networks data or information to which you do not have explicit permission.
35. Disruption of teaching, administration, disciplinary proceedings, and other College activities.
36. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person.
37. Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes





are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone.

38. Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property.
39. Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property.
40. Violation of federal, provincial, or local law on College property or College-sponsored activity.
41. Use, possession, or distribution of controlled substances (e.g., drugs and alcohol), except as permitted by law. Students in violation of federal, provincial, or other local regulations may face both criminal prosecution and disciplinary sanction.
42. Illegal or unauthorized possession of any weapon(s) on College premises or College-sponsored activities.
43. Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct.
44. Aiding, encouraging, or inducing another to commit a violation to the Student Code of Conduct.
45. The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities.

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.





CONSEQUENCES OF MISCONDUCT

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

1. Warning – a notice in writing to the student that the student is violating or has violated the College regulations.
2. Loss of Privileges – denial of specific privileges (such as Internet access) on a permanent basis or for a designated period.
3. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
4. Suspension – Separation of the student from the College for a designated period, after which the student is eligible to return. Conditions for re-admission may be specified.
5. College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges.

The above list is not meant to be progressive or exhaustive and the College reserves the right to impose the sanction it deems appropriate.





Admissions Policy

Avalon Community College is committed to enrolling students who meet specific program admission criteria, including all academic standards and course requirements. The College is dedicated to helping students succeed in achieving their education and career goals.

Procedure:

1. The Admissions Representative will meet with the prospective student in an interview, either in person, by telephone or through an online video meeting to discuss the program of interest.
2. Once a prospective student has decided on a program of study, the Admissions Representative will review the admission criteria for the selected program of study with the student and gather all pertinent and required documentation evidencing the student has met all requirements. A copy of each document will be placed on the student's file. Please refer to the specific program outline for the detailed admission requirements for each program.
3. Prospective students whose first language is not English must provide the College with a completed language proficiency test showing the student has attained the acceptable level of English proficiency, as set out in the College's Language Proficiency Policy. Kindly refer to the program outline for the detailed list of acceptable Language Test.
4. Once it is established the student has met all admission requirements:
 - a. the Admissions Representative will prepare and review the enrollment contract and all relevant policies, with the student.
 - b. The Admissions Representative will discuss financial arrangements for payment of tuition and other fees.
 - c. The student will be asked to pay a non-refundable registration fee.
5. Once enrollment contract has been properly executed, the student will receive the following:





- a. A fully signed copy of the enrollment contract, including a copy of the Program Outline.
- b. A Student Handbook containing:
 - i. Tuition and Fee Refund Policy.
 - ii. Code of Conduct.
 - iii. Dispute Resolution.
 - iv. Grade Appeal Policy.
 - v. Withdrawal Policy.
 - vi. Dismissal Policy.
 - vii. Attendance Policy.
 - viii. Use and Disclosure of Personal Information Policy.
 - ix. Work Experience/Co-Op Policy (if applicable).
 - x. Safety Policy.





Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. Students are expected to attend every class session in accordance with their contractual agreement. Student absences will be recorded from the first day the class meets. In case of an absence, it is the student's responsibility to notify the college before the start of classes on the day of absence. The student is also responsible for notifying the third-party funder, if applicable, of the absence.

ATTENDANCE POLICY

If a student is going to be absent from any class, they must inform the instructor and Student Services via email. Supporting documents (doctor's note, travel documents, etc.) will be required.

Avalon Community College expects students to attend classes regularly and to be punctual while completing a program of study. This includes attendance to all labs, lectures, classroom activities, quizzes, tests, and examinations. Students who are absent for more than 20% of a course or more than 30% of an overall program may receive an incomplete grade for that course or program, respectively. Students are reminded to pay attention to their Avalon Community College email accounts for any warnings.

As a student, you will be withdrawn/dismissed from studies and/or Student Loan funding based on one of the following external and internal policies:

- Miss two consecutive calendar weeks of study (with the exception of the year-end break when schools are permitted to close for up to 3 weeks at the end of the calendar year).
- Have missed sufficient days/hours that they can no longer successfully complete the program within the ministry-approved study period.

Note: Students are required to attend all scheduled classes regularly, including make-up sessions. From time to time, class or work experience schedules may be adjusted to address changing or unexpected circumstances, including the temporary interruption of service. To ensure students have achieved the required hours of instruction and outcomes and/or to address an unexpected interruption of studies, the end date of a program may be adjusted accordingly, or other schedule accommodations may be made to ensure students receive the required program and contact hours.





Procedure:

1. Attendance will be recorded by each Instructor for all students enrolled in a program of study at the beginning of each class using the Attendance Sheet provided by the College. Attendance will be reported daily to the Campus Administrator and/ or Senior Education Administrator .
2. It is the responsibility of each student to contact their instructor or the College's administrative staff in the event they will be absent or late in arriving to class. Reported absences may be marked as "excused" based on the reason and evidence provided. Absences or late arrivals will be marked as "unexcused" for any student who does not advise the College of their intended absence or late arrival. In the case of any absence, whether excused or not, students will be responsible for making up for the time lost and all work, quizzes, tests, labs, and exams assigned during the student's absence.
4. If a student is absent for three or more consecutive days for compassionate reasons, he/she must submit evidence of the reason for the absence (i.e. a copy of the Order of Service for a funeral).
5. Students may apply for a leave of absence in the case of an unavoidable personal or family emergency. Students must complete a Leave of Absence Request Form and deliver that form in person, by email, or by registered mail to the College Administrator prior to being granted leave.
6. Leaves of absence may not be granted for more than a period of two (2) consecutive calendar weeks and must be substantiated by providing the College with all relevant documentation (including, but not limited to, a doctor's note or report) to support their application for leave.
7. A leave of absence does not excuse the student from completing the work, quizzes, tests, labs and exams assigned during the student's leave. In the event a leave of absence constitutes an absence of more than 20% of a course or 30% of an overall program, the student may be required to repeat the course or program at their own expense.
8. Program end dates will not be extended due to absences or a leave of absence. Students are expected to complete their program of study in accordance with the program end date indicated on the Enrollment Contract.
9. Students will not be granted a leave of absence for vacations, studying for exams, or visits from family or friends.
10. Whenever possible, the College will make a reasonable effort to accommodate an excused absence or approved leave of absence by re-scheduling the student into an alternate class for the same course on their return; or by providing the instructional materials missed during their absence; and/or rescheduling a time to write a missed test or exam; however, it is ultimately the responsibility of the student to make-up any instruction, tests or exams missed during their absence.
11. Excessive absences or lateness may be a reason for dismissal from study.





Dispute Resolution Policy

Avalon Community College provides an opportunity for students to resolve disputes in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting a notice of written concern(s) to the Campus Administrator and/or Senior Education Administrator .

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual most directly involved and the instructor of the course or program the student is enrolled in. If the student is not satisfied with the outcome at this level, the student should put his/her concern(s) in writing and deliver this written notice to the Campus Administrator and/or Senior Education Administrator , either in person, by email or by registered letter.
2. The Campus Administrator and/or Senior Education Administrator will arrange to meet with the student to discuss the concern(s) and desired resolution(s) within 5 business days of receipt of the notice.
Following the meeting with the student, the Campus Administrator and/or Senior Education Administrator will conduct whatever enquiries and/or investigations they deem necessary and appropriate to determine whether the student's concern(s) are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate College personnel.
3. All enquiries and/or investigations shall be completed, and a formal response shall be provided, within 15 business days following the receipt of the student's written notice. If it is determined that the student's concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint; or if it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.
4. The student will have 5 business days to appeal the decision. All appeals will be reviewed by the Campus Administrator and/or Senior Education Administrator within 5 business days of receipt of the notice of appeal, at which time the Campus Administrator and/or Senior Education Administrator shall supply the student with a written decision to their appeal. A copy of the decision and all supporting materials will be placed in the institution's Student Conduct File, and the original will be placed in the student file
5. During the dispute resolution process, the student may file a complaint with PTIRU (www.privatelearninginstitutions.gov.bc.ca) if he/she feels the institution misled the student regarding the complaint or any aspect of its operations. Students who make a complaint may be represented by an agent or lawyer.





Grade Appeal Policy

Avalon Community College provides an opportunity for students to appeal grades in a fair and equitable manner. The policy applies to all College students who are currently enrolled or were enrolled 30 days prior to submitting a notice of grade appeal to his/her instructor.

Procedure for Grade Appeal:

1. If a student is not satisfied with a grade assessed on an assignment or test, the student must provide a written statement of their concerns to the instructor who assessed the grade within 5 days of the grade assessment. The statement should set out the reasons for disputing the grade and include copies of any relevant evidence the student wishes to submit and have considered. Please note, grades will not be adjusted for compassionate reasons or unexcused absences.
2. The instructor will reconsider or remark the assignment/test based on the criteria of the assignment/test and will provide the student with a written determination, setting out the reasons which led to both the original grade and any re-marked grade, if applicable. Instructors are to provide students with their determination within 3 business days of receipt of the student's grade appeal statement.
3. If the student is still not satisfied with the instructor's determination, the student should submit a formal written grade appeal, together with all relevant supporting documents to the Campus Administrator and/or Senior Education Administrator within 3 business days.
4. Upon receipt of the written grade appeal, the Campus Administrator and/or Senior Education Administrator will meet with the student to review the original assignment/test and all relevant supporting documentation (including the written





determination of the instructor). The Campus Administrator and/or Senior Education Administrator may also meet with the instructor to conduct a re-marking of the assignment/test.

5. The decision of the Campus Administrator and/or Senior Education Administrator will be provided to the student in writing within 3 business days of receipt of the written complaint by the Campus Administrator and/or Senior Education Administrator . All decisions of the Campus Administrator and/or Senior Education Administrator with respect to the grade appeal will be considered final.





Withdrawal Policy

Avalon Community College's Withdrawal Policy is intended to provide guidance for students wishing to withdraw from a program of study at the College.

Procedure

1. Any student wishing to withdraw from a program of study must submit a written notice of withdrawal (together with any supporting documentation) to the Department in person, by email or by registered mail. The notice of withdrawal must clearly state the date on which the student intends to withdraw.
2. International students providing a copy of a refusal of study permit are considered to have withdrawn for the purposes of this policy.
3. The College will follow its Tuition Refund Policy in calculating any refund due to a student who withdraws.
4. The College will refund fees paid for course materials that have not been delivered to the student.
5. Students withdrawing from study must return any related equipment or supporting materials which have not been paid for by the student immediately upon withdrawal from their program of study.
6. Equipment and/or materials must be returned in original condition as issued.
7. Failure to return all equipment and materials in its original condition will result in a deduction for reasonable replacement costs of the equipment or material from any refund payable to the student. If no refund is due to the student, the institution will issue an invoice to the student for reasonable replacement costs of the equipment or materials or any unpaid tuition in accordance with the Tuition Refund Policy.





Re-Enrollment

Students wishing to re-enroll will be required to pay a \$250 CDN fee and need to wait until the next available start date.





Dismissal

Avalon Community College expects students to meet and adhere to the rules and regulations of the College and its Code of Conduct (as set out in the College's Respectful-Fair Treatment Policy) while completing a program of study. Failure to adhere to the College's rules, regulations and/or code of conduct may result in dismissal or disciplinary actions.

Procedure for dismissal or disciplinary measures:

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to the Campus Administrator or the Senior Education Administrator . Concerns may be brought by staff, students, instructors, or the public.
2. The Campus Administrator and/or Senior Education Administrator will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Administrator or Senior Education Administrator will meet with the student as soon as possible.
3. Following the meeting with the student, the Campus Administrator or Senior Education Administrator will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
5. Upon completion of all inquiries and investigations the Campus Administrator or Senior Education Administrator will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination; the dispute shall be resolved in accordance with the College's Dispute





Resolution Policy.

6. In the event the complaint has been substantiated, the Campus Administrator and/or Senior Education Administrator may:
 - a. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed on the student's file.
 - b. Set a probationary period with conditions which must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Campus Administrator and/or Senior Education Administrator. Any notice of a probationary period will be signed and acknowledged by the student and placed in the student's file.
 - c. Relocate the student to another class.
 - d. Dismiss the student from the program of study. In the event of a dismissal, the Campus Administrator and/or Senior Education Administrator will provide the student with a written notice of dismissal, which will include a calculation of any refund that may be due under the Tuition Refund Policy. Any refund deemed to be owed under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Campus Administrator and/or Senior Education Administrator may undertake collection of the amount owed, forthwith upon dismissal.
 - e. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.





Language Proficiency Policy

Instruction at Avalon Community College is conducted in English. All prospective students whose first language is not English are required to demonstrate they have the appropriate English language skills to successfully complete their program of study. The minimum level of English Language proficiency is noted below. Please note that some programs may require higher levels of language proficiency, which will be set out in the Program Outline.

Procedure:

1. Prospective Students whose first language is not English must provide proof of completion of a secondary school education English program at a grade 12 level or a post-secondary education program in English in Canada or abroad.
OR
2. Submit the results of one of the acceptable English Language Proficiency tests as per the program admissions requirement. A list of acceptable English Language Proficiency tests can be found on each program outline.
3. Any costs related to the taking of one of the English Language Proficiency Tests noted in this policy are the sole responsibility of the prospective student.
4. Prospective Students who are unable to provide official proof of their English Language Proficiency as set out in this policy will not be admitted into a program of study.





Use And Disclosure Of Personal Information Policy

Avalon Community College collects, uses, retains, and discloses information in accordance with the Personal Information Protection Act ("PIPA"). The College may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics. The College may also disclose a student's personal information under the following circumstances:

1. The College obtains written consent from the student.
2. The College is required to disclose personal information by law.
3. The College is required to share personal information with Citizenship and Immigration Canada, as necessary for the purposes of an International Student program and in accordance with applicable provincial privacy legislation.
4. Student files are maintained in accordance with the College's Records and Information Management Policy and procedures.





Safety Policy

Avalon Community College is committed to providing a safe and healthy working and learning environment for all staff and students.

Procedure for Fire Safety:

1. The Senior Education Administrator is responsible for ensuring adequate fire suppression equipment is available as needed throughout the campus and that it is inspected by a qualified inspector at least annually.
2. The Senior Education Administrator is responsible for ensuring all employees receive safety training with respect to fire suppression and fire evacuation procedures during their orientation.
3. The Senior Education Administrator is responsible for preparing and posting emergency exit plans in each classroom at the campus with the exit from that room specifically highlighted.
4. In the event of a fire emergency, the Senior Education Administrator, or a designated staff member, will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. In the event of a fire emergency, all staff and students are to evacuate the campus.
6. Instructors will escort their students to a designated meeting location, ensure that he or she takes the class list with them. At the designated meeting location, the instructor will check the students present against the list of students in attendance that day and will immediately advise the Director of Operations if anyone is missing.





7. The Senior Education Administrator or designate, will act as liaison between fire officials and students/employees during the emergency. If necessary, the Senior Education Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re- entry.
9. Students will be advised of all safety procedures during their first day of class and all emergency procedures will be posted throughout the campus.

Procedure for Earthquake Safety:

1. The Senior Education Administrator is responsible for ensuring 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.
2. The Senior Education Administrator is responsible for ensuring all employees review earthquake and evacuation procedures during their orientation to the College.
3. The Senior Education Administrator is responsible for preparing and posting emergency instructions and emergency evacuation plans in each classroom at the campus with the exit from that room specifically highlighted.
4. In the event of an earthquake emergency, all employees and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, all employees and students are to evacuate the campus.
6. Instructors will escort their students to a designated meeting location ensuring that he or she takes the class list with them. At the designated meeting location, the instructor will check the students present against the list of students in attendance that day and will immediately advise the Director of Operations if anyone is missing.





7. The Senior Education Administrator or designate, will act as liaison between rescue officials and students/employees during the emergency. If necessary, the Campus Administrator and/ or Senior Education Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.
9. The Senior Education Administrator and/or Campus Administrator will provide such further safety policies and procedures as are deemed necessary for program specific safety issues.



Respectful And Fair Treatment Policy

Avalon Community College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on the College's premises or in the course of activities or events hosted by the College, Avalon Community College expects students to meet and adhere to the code of conduct while completing a program of study. The College is a community of students and staff who are involved in learning, teaching, and other activities. In accordance with the code of conduct, all staff and students are expected to conduct themselves in a manner that promotes a positive learning environment. Students are expected to follow the College's code of conduct as set out below and are responsible for reading and understanding the Code. Failure to fulfill these responsibilities may result in dismissal or disciplinary action.

Disciplinary measures:

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to the Campus Administrator or the Senior Education Administrator . Concerns may be brought by staff, students, instructors, or the public.
2. The Campus Administrator and/or Senior Education Administrator will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Administrator or Senior Education Administrator will meet with the student as soon as possible.





3. Following the meeting with the student, the Campus Administrator or Senior Education Administrator will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
5. Upon completion of all inquiries and investigations, the Campus Administrator or Senior Education Administrator will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination, the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
6. In the event the complaint has been substantiated, the Campus Administrator and/or Senior Education Administrator may:
7. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed in the student's file.
8. The campus Administrator or Senior Education Administrator will meet with the students as soon as possible.
9. Following the meeting with the student, the Campus Administrator or Senior Education Administrator will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
10. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
11. Upon completion of all inquiries and investigations, the Campus Administrator or Senior Education Administrator will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination, the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.





12. In the event the complaint has been substantiated, the Campus Administrator and/or Senior Education Administrator may:
13. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed in the student's file.
14. Set a probationary period with conditions that must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Campus Administrator and/or Senior Education Administrator. Any notice of a probationary period will be signed and acknowledged by the student and placed on the student's file.
15. Relocate the student to another class.
16. Dismiss the student from the program of study. In the event of a dismissal, the Campus Administrator and/or Senior Education Administrator will provide the student with a written notice of dismissal which will include a calculation of any refund which may be due under the Tuition Refund Policy. Any refund deemed to be owed under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Campus Administrator and/or Senior Education Administrator may undertake collection of the amount owed, forthwith dismissal.
17. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.





Work Experience Policy

Where a work experience placement is part of a program, completion of the placement is a required part of the program of study in which the student obtains practical skills relevant to the learning objectives of the program. Successful completion of the work experience placement is a graduation requirement.

Depending on the program of study, a work experience placement may be a practicum or a co-operative placement.

1. For programs that include a practicum, students must complete each course/module in the program with a mark of 70% or higher before being placed in a practicum.
2. For programs that include a cooperative placement, students must have successfully completed all program components and have attended a minimum of 80% of classroom sessions included in the program before being placed in a cooperative placement.
3. In addition to the specific requirements outlined in sections 1 and 2 above, all students must meet all of the following conditions before being placed in a work experience placement:
 - a. Complete and receive a passing grade on all assignments for the program up to the date of the work experience placement.
 - b. Complete and receive a passing grade on all quizzes, tests and examinations up to the date of the work experience placement.
 - c. Return all borrowed items to the College.
 - d. Successfully complete a work experience placement interview.





4. The process by which the student will be placed in a work experience is as follows:
 - a. The student must have the Ready for Work Experience (whether Practicum or Co- Op) form signed by the instructor.
 - b. The student must successfully complete a work experience placement interview.
 - c. Once a placement is agreed upon, the student, the work experience host organization, and a College Representative must sign the Work Experience Agreement.
5. The College, the student and the host organization, will enter into a written agreement detailing each party's responsibilities and the activities the student will undertake during the work experience. A copy of the agreement will be provided to the student before the start date of the work experience.
6. The process by which the student will be evaluated in relation to the work experience component is as follows:
 - a. The College will monitor the student's attendance at the work experience placement by contacting the placement host weekly to gather information on the student's attendance during that week.
 - b. The College will assess the student's progress in meeting learning objectives, by providing the host organization a standardized evaluation survey for completion at the mid-point and at the end of the work experience placement.
 - c. The completed evaluation survey will be retained as a part of the student record.
 - d. The student must attain an overall positive evaluation from the host organization in order to be eligible for graduation.
7. The student will be provided with at least one written evaluation in relation to the work experience component.





Graduation Policy

In order to graduate, students must have met all terms and conditions of the Enrollment Contract.

Procedure:

1. Students must:
 - a. Achieve a passing mark on each course within the program of study as set out in the Program and Course Outlines;
 - b. Students whose program of study includes a Work Experience Placement must have successfully completed the entire Work Experience Placement.
 - c. Have paid all fees and tuition owing under the Enrollment Contract.
 - d. Have returned all items borrowed from the College.
 - e. Have paid all outstanding fines for items borrowed from the College.
 - f. Provide the College with updated contact information in order that the College may contact them after graduation.
2. Once all the above-noted requirements have been met, the College will process the student's transcripts and other relevant graduation documents.





Personal Safety

Within the classrooms at this campus, you will find Emergency Exit Maps showing the closest exit to the classroom. If you have concerns about your personal safety while attending classes, you should talk to the College Administrator and/ or College Director.

If you notice any areas of the campus that you feel are unsafe, please contact the College Administrator and/ or College Director.

The following tips and suggestions may help in ensuring your safety.

At home:

- Change the locks when you move into a new apartment.
- Use a deadbolt rather than just a safety chain.
- Know who is at your door before you open it.
- Ask for identification before letting someone into your house.
- Never let strangers into your house to use the phone. Offer to make the call for them and have them wait outside.
- If you receive a wrong number phone call, don't give out your name or phone number.
- If you receive an obscene phone call, hang up and call police.
- In an apartment building, NEVER be alone in the laundry room.
- If you think someone is in your home, do not go in. Go to a neighbour's or public area





and call the police.

- If you see or hear anything suspicious, call the police.

While you are out:

- Always tell someone where you are going and when you expect to return home.
- If you are going on a first date or out with someone you don't know well, plan with someone you trust to check in once you are home.
- Travel with a friend if possible. Try to avoid going out alone.
- Carry only small amounts of cash and take only the credit cards you plan to use.
- Keep your purse closed and carry it across your body or keep an arm on it.
- Make sure to zip all pockets on your backpack. When in crowded places, on public transit, or on busy street corners, bring your backpack to the front and hold it.
- Pay attention to your surroundings and stay alert.
- If you are using earbuds, keep the music volume low so you can hear what is happening around you.
- Keep in mind when you are using your phone in public that other people can hear your conversation. Be careful about what information you are giving.
- Try NOT to go out alone at night.
- Avoid unfamiliar areas if possible.
- Don't walk near dark doorways or shrubbery. Don't use alleys or shortcuts.
- If you are driving, try to park only in lighted areas. Have your keys in your hand when returning to your car.
- Never leave your keys in the car. Never leave valuables in plain sight; lock them in the trunk.
- Always check your back seat before getting into your car.





- Always lock your door while driving or when parked.
- Keep your car in gear at stoplights or when stopped in traffic.
- Don't hitchhike or accept rides from strangers.
- Do NOT respond to comments from strangers on the street.
- If someone is following you, cross the street and walk into a business or other area where people are gathered.
- If you meet a new friend, exchange phone numbers but NOT addresses. Always meet in a public place and consider a daytime meeting rather than nighttime.
- Do not allow alcohol or drugs to impair your judgment. Always use in moderation. Be particularly careful of street drugs. They may not be what you have been told
- Always prearrange meeting times so you do not have to sit and wait alone.
- When walking, always keep distance between you and other walkers. Don't let anyone get too close.
- When walking, if a car follows you, do NOT approach it. Turn around and walk in the opposite direction. Don't be afraid to yell for help.

Using Public Transit:

- Have your fare ready. Don't open your purse or wallet at a bus stop.
- During off hours, sit as near to the driver as possible.
- Keep your possessions in your lap.
- Pay attention. Don't sleep, clean out your pockets, or play on your phone. If you are reading or listening to music, look up and around periodically.





- If someone is bothering you, don't be afraid to tell the driver and move seats.
- If you are going to be out late, make sure you have cab fare.

Computer and Internet Safety

- Do not post anything defamatory about another student or bully others online
- When working on a project, save your work often
- Try not to pass along viruses or other malware. Be careful about what you share on Facebook
- Use virus detection programs and scan your computer for viruses often





Sexual Misconduct Policy

1. Avalon Community College is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior, 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 people 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
3. 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.

4. 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.
5. The process for making a Complaint about sexual misconduct involving a student is as follows:
 - a. Under this Sexual Misconduct Policy, any student at Avalon Community College may file a report of an incident or a complaint to the Campus Administrator/ Senior Education Administrator in writing.
 - b. The other officials, offices, or departments that will be involved in the investigation are the Senior Education Administrator , Campus Administrator, and/or the Chief Operating Officer.
6. The process for responding to a Complaint of sexual misconduct involving a student is as follows:
 - a. Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Campus Administrator and/ or Senior Education Administrator will respond promptly and:
 - (i) Determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation.
 - (ii) Determine who should conduct the investigation, having regard to the seriousness of the allegation and the parties involved.





- (iv) Determine whether the incident should be referred immediately to the police. In such cases or where civil proceedings are commenced in respect of allegations of sexual misconduct, Avalon Community College may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and
- (v) Determine what interim measures ought to be put in place pending the investigation process, such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

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

- a. Once an investigation is initiated, the following will occur:
 - (i) The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation.
 - (ii) Interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred.
 - (iii) Informing and interviewing the Respondent of the complaint, providing details of the allegations, and allowing the Respondent to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation.
 - (iv) Interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses.
 - (v) Provide reasonable updates to the Complainant and the Respondent about the





- status of the investigation; and
- (vi) Following the investigation, the Campus Administrator/ Senior Education Administrator will:
- b. review all the evidence collected during the investigation.
 - c. determine whether sexual violence occurred; and if so
 - d. determine what disciplinary action, if any, should be taken as set out in Section 6.
8. The process for responding to a Report of sexual misconduct involving a student is as follows:
- (i) disciplinary action up to and including termination of employment of instructors or staff; or
 - (ii) expulsion of a student; and /or
 - (iii) the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
 - (iv) any other actions that may be appropriate in the circumstances.
9. 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.





10. 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.
11. 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.





Critical Incident and Crisis Management Policy

Policy Purpose

The purpose of this policy is to establish a framework for managing critical incidents and crises at Avalon Community College (ACC). This policy is designed to safeguard the safety and well-being of students, staff, and visitors while minimizing disruption to college operations and protecting the institution's integrity and reputation.

Policy Statement

Avalon Community College is committed to:

- Ensuring the safety and well-being of all members of the college community.
- Responding promptly and effectively to critical incidents and crises.
- Maintaining clear communication channels during emergencies.
- Providing resources and support to those affected by such events.

Definitions

- Critical Incident: An event or situation that presents a significant risk to the safety, security, or operation of ACC and requires immediate action.
- Crisis: A situation that escalates beyond a critical incident and threatens the long-term operational continuity or reputation of the College.
- Critical Incident Response Team (CIRT): A designated team led by the Campus Administrator to manage response procedures during critical incidents and crises.





Scope

This policy applies to all Avalon Community College campuses, students, staff, faculty, contractors, and visitors. It encompasses emergencies such as natural disasters, violent incidents, health emergencies, cyber threats, and infrastructure failures.

Roles and Responsibilities

Campus Administrator (Lead of CIRT):

- Ensure emergency response plans are in place, tested, and communicated.
- Serve as the on-site coordinator for managing responses during an incident.
- Lead post-incident reviews and report outcomes to senior management.

Critical Incident Response Team (CIRT):

- Assess incidents and determine the appropriate response.
- Coordinate communication across departments and stakeholders.
- Maintain detailed records of actions taken.

Employees:

- Be familiar with emergency response protocols.
- Report incidents to the Campus Administrator promptly.
- Follow directions issued by CIRT or emergency personnel.

Students and Visitors:

- Comply with emergency instructions from ACC staff.
- Promptly report any incidents or safety concerns to staff.





Procedure

Preparation and Prevention:

- Conduct annual risk assessments.
- Review and update emergency response plans each year.
- Deliver regular training and drills to staff and students.

Response:

- Report incidents to the Campus Administrator or CIRT immediately.
- Activate the college's emergency response plan.
- Provide accurate and timely communication through established channels.
- Deliver medical, counseling, or other support services as needed.

Recovery:

- Resume normal operations through a coordinated response plan.
- Conduct a post-incident review to capture lessons learned.
- Implement improvements to protocols based on findings.

Communication:

ACC will maintain a comprehensive emergency communication plan.

- Campus announcements, emails, and SMS alerts will be used for timely internal communication.
- A designated spokesperson will manage communications with media or external authorities.





Training and Awareness

- All employees must complete annual emergency preparedness training.
- Students will be oriented on emergency procedures at the beginning of their academic term.

Compliance

Non-compliance with this policy may result in disciplinary action for students or staff. Adherence is mandatory to uphold campus safety and operational stability.

Review and Accountability

- This policy will be reviewed every two years or following any major critical incident.
- The Campus Administrator is accountable for the enforcement, review, and update of this policy.





Bullying, Harassment, and Discrimination Policy

Policy Statement

Avalon Community College is committed to providing a learning and working environment where all individuals are treated with dignity, respect, and fairness. All students have the right to study in an atmosphere that is free from bullying, harassment, and discrimination.

Bullying, harassment, and/or discrimination are strictly prohibited and will not be tolerated. All incidents must be reported and will be addressed seriously, regardless of the individual(s) involved. Students engaging in such behaviors may face disciplinary or corrective action.

Definitions

Discrimination: Discrimination is defined as the unequal treatment of an individual based on their sex, race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, or a criminal conviction unrelated to their education. Discrimination also includes sexual harassment.

Bullying and Harassment: Includes any inappropriate conduct or comment that a person knows or reasonably ought to know would cause another individual to feel humiliated or intimidated. This does not include reasonable actions taken by instructors or staff in relation to students.





Examples of Bullying and Harassment

- Humiliating, ridiculing, or degrading actions or comments
- Threats or intimidation
- Cyberbullying
- Physical assault
- Malicious gossip, persistent rudeness, or vandalism of belongings

Scope

This policy applies to all students enrolled at Avalon Community College.

Responsibilities of Students

- Refrain from bullying, harassing, or discriminating against others.
- Report any observed or experienced incidents of bullying, harassment, or discrimination.
- Comply with this policy and participate in maintaining a respectful academic environment.





Complaint and Investigation Procedures

Informal Resolution: Students are encouraged to address the behavior directly with the individual involved, if they feel safe doing so. Alternatively, they may report the issue to an Instructor or the Campus Administrator for informal resolution.

Formal Complaint: A written complaint can be submitted to the Instructor, Campus Administrator, or the Director, Compliance and Regulatory Affairs. The complaint should include the names of involved individuals, detailed descriptions of the incident(s), dates, and witnesses.

Investigation Procedure: Complaints fitting the policy definitions will be investigated fairly and impartially. Investigations may be conducted by the Director, Compliance and Regulatory Affairs or an external party. Findings will be documented and appropriate actions will be taken.

Confidentiality

All parties involved must maintain confidentiality throughout the investigation. Breaches of confidentiality may result in disciplinary action. Information will be disclosed only as required by law or as necessary to investigate or resolve the complaint.





Retaliation

Retaliation against any individual who, in good faith, reports or participates in an investigation of bullying, harassment, or discrimination is strictly prohibited and may result in disciplinary action.

Frivolous Complaints

Complaints made with malicious intent or without merit may result in disciplinary action, including dismissal from the College.



Tuition Refund Policy

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none">• No later than seven days after student signed the enrolment contract, and• Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
<ul style="list-style-type: none">• More than seven days after student signed the enrolment contract, and• Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	





Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
<ul style="list-style-type: none"> No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 10% but before 30% of instruction hours have been provided. 	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 50% of instruction hours have been provided. 	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid under a contract.





Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
<ul style="list-style-type: none"> More than seven days after student signed the enrolment contract, and Before the program start date. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	





Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
<ul style="list-style-type: none"> No later than seven days after the program start date 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> no more than 10% of the program 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> no more than 10% but less than 30% of the program 	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> more than 30% but less than 50% of the program 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> Student has <u>completed</u> 50% or more of the program 	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.





Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees

Refund of Aircraft Utilization Fees
<p>The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:</p> <ul style="list-style-type: none"> Student provides notice of withdrawal Institution provides notice of dismissal Student completes the program Student does not attend any of the first 30% of the hours of instruction of the program

The institution must 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).

