



# **Student Manual**

## **Policies and Procedures**

Last updated June 29, 2015

This manual is subject to change.  
A copy will be issued to all students prior to receiving their  
Letter of Acceptance into the college.  
An updated copy will be kept at Reception.

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## Mission Statement

Cornerstone Academy provides the highest in quality educational services and career counselling in a positive team environment. We are committed to assisting our students to obtain gainful employment in the best possible time.

## Profile

Cornerstone Education, incorporated in 1980, is an accredited private educational agency with a long history offering training courses, academic upgrading and career counseling to individuals seeking employment. We are committed to the development of individual potential both in students and staff.

One of our newest programs, The Hospitality Management Diploma at Cornerstone International Community College of Canada (CICCC) integrates a one year Co-operative (Co-op) period and one year of academic studies. The co-op is an essential part of the Hospitality Management program, and paid an industry standard competitive wage. Their co-op work term will be evaluated, by the student, their host employer and a CICCC instructor.

Our network of collaborative relationships within the business community is continually being enlarged with a view to developing further opportunities for our clients. Respecting individual goals, we support clients in their focus on employment possibilities relevant to the current market needs.

As a learning organization, CICCC supports staff development through a wide range of professional development courses aimed at updating and increasing staff skills on an ongoing basis. In a positive, supportive team environment, our highly qualified staff assists clients in working toward their future success.

CICCC conducts itself in accordance with the highest business ethics. In turn, we expect that those whom we affiliate with will adhere to the same values and principles. We respect and celebrate the differences between individuals, regardless of their physical ability, race, religion, gender, language, or culture. Above all, individual success is our commitment.

## Principal's Message

Dear Prospective Students,

Nothing in life is more important to you than your education. Everything else flows from how you learn, how you interact with those around you, and how well you can adapt to change. The world gets smaller every day.

I am very pleased to invite you to become a member of the Cornerstone International Community College of Canada. As an important member of our college I know you will value and enjoy our programs. Whether you are enrolled in one of our in-class or online programs, the faculty and staff of Cornerstone College will provide you with the very best of education and cultural support.

Most educators agree that many of the jobs available in 10 years do not exist today with many of them not even considered by schools and employers at this time. It is much more important to study the processes behind the job, how the job will evolve, and how to make transitions when challenges arise. Simply learning how something is done right now is a poor way to prepare for a career. Learning how to use a single system may well leave a student trained in something that is obsolete when they enter the workplace.

At Cornerstone, we believe that learning how to adapt to changing situations is the most important part of your education and simple memorization is not. Our goal is to train a student to be a problem solver and a real asset to their employer rather than a pair of hands to do a specific task.

We look forward to working with every student to prepare them in the best possible way.



Dr. Ian Andrews  
Principal

## Admission Policy

### Purpose

To ensure applicants who are accepted in Cornerstone International Community College of Canada programs have the best chance to succeed in their studies.

### Policy

Cornerstone International Community College of Canada admits qualified students without discrimination with regard to race, color, creed, national or ethnic origin, marital status, sexual preference, age, religion. Applicants should meet program prerequisites and have sufficient financial support for his/her study in Canada.

Before entering into any kind of an agreement with the College, students are provided a copy of our current Student Manual for their review, which will include the following policies:

- I. Tuition and Refund Policy
- II. Dispute Resolution/Grade Appeal Policy
- III. Dismissal Policy
- IV. Admissions Policy
- V. Withdrawal Policy
- VI. Attendance Policy
- VII. Program Outline
- VIII. Work Experience Policy
- IX. Language Proficiency Assessment Policy
- X. Credit Transfer Policy
- XI. Program Outline

### Procedures/Steps

1. All applicants participate in a comprehensive admissions procedure to determine their likelihood of being successful in the program of choice.
2. Inquiries are referred to Marketing Director/ Assistant who communicates (Email/ face-to-face, or by telephone) to confirm suitability of program and discuss career and employment opportunities and challenges. A thorough assessment is done through this process and students are provided a copy of the Student Manual, which includes all policies as required by PCTIA.
3. Evidence of Admission Requirements is confirmed by the Marketing Director/Assistant.
4. Optional step: An interview with the instructor and/or trial lesson in program of choice may be done.
5. The Education Coordinator obtains student credentials (e.g. transcript, proof of age, etc.) and confirms that the student meets all of the program's admission criteria and places the evidence in the student file.

6. After receiving evidence that the prospective student meets all of the admission criteria, the Marketing Director/Assistant prepares an Invoice; and the Education Coordinator prepares the Letter of Acceptance. These are forwarded to the student for review.
7. The Education Coordinator prepares the Student Enrolment Contract.
8. The Education Coordinator and the student review the contract and the policies that will affect the student during his/her completion of the program of study.
9. If necessary, the prospective student meets with Marketing Director/Assistant to discuss and agree upon financial arrangements for payment of tuition and other fees.
10. If, after understanding their rights and responsibilities, the prospective student wishes to sign the contract, the Education Coordinator arranges for the prospective student to meet with the Principal/ SEA or his/her representative to sign the contract. A copy of the signed contract is provided to the student and the original is placed in the student file.

## Language Proficiency Assessment Policy

### **ESL Programs**

All students who are enrolled in an ESL Program will take the Cornerstone English Placement Test to help determine their level of English for placement in the appropriate class. This test uses the Placement and Evaluation Package (Interchange Third Edition and Passages Second Edition from Cambridge University Press (2008).

### **Hospitality Programs**

All students who are enrolled in a Hospitality Program will be required to provide documentation that they have achieved the minimum level of English language proficiency.

The minimum level of English language proficiency is one of the following:

- TOEFL PBT – 513
- TOEFL CBT – 183
- TOEFL IBT – 65
- IELTS – 5.5
- Cornerstone Placement Test – Level 5
  - This test uses the Placement and Evaluation Package (Interchange Third Edition and Passages Second Edition from Cambridge University Press (2008).

### **Web and Mobile App Design Programs**

All students who are enrolled in a Web and Mobile App Design Program will be required to provide documentation that they have achieved the minimum level of English language proficiency.

The minimum level of English language proficiency is one of the following:

- BC High School English 12 – minimum C (60% to 66%) or equivalent

- BC High School Communications 12 – (minimum C+) or equivalent
- TOEFL PBT – 513; CBT – 183; iBT – 65
- IELTS – 5.5
- Cornerstone Placement Test – Level 5 or above

## Prior Learning Assessment Policy

### 1. Purpose

This policy prescribes Cornerstone College's requirements for granting credit to students for their prior learning, including the types of learning that may be recognized, the processes Cornerstone College uses, and the types of credit that can be granted.

### 2. Scope

The policy is applicable to all Cornerstone College diploma courses currently offered. All applications for a Prior Learning Assessment (PLA) will be assessed according to College policies. Credit and learning objective recognition assessed prior to an applicant being made an offer of admission does not guarantee the applicant a place in the course.

### 3. Definitions

Types of learning:

1) Formal learning:

Refers to learning that takes place through a structured program of learning and assessment that leads to the full or partial attainment of a recognized PCTIA institution or other qualification formally recognized by Cornerstone College. An example of this may include formal work experience or by challenging an exam.

2) Informal learning

Refers to learning gained through work-related experiences. Unlike 'formal' and 'non-formal' learning, 'informal learning' is not organized or externally structured in terms of learning objectives, time or learning support from an institution recognized by Cornerstone College.

3) Non-formal learning

Refers to learning that takes place through a structured program of learning but does not lead to a formally qualification recognized by Cornerstone College.

### **Processes for recognizing credit and learning objectives:**

All applications for a PLA must be done in writing with the proper paperwork, proof of transcripts and the PLA review fee. Additional charges may result based upon the number of qualified credits a student is granted.

### Credit and Learning Objectives Transfer

Is an arrangement that Cornerstone College provides students with consistent credit and learning objectives based on identified equivalence in learning outcomes, volume of learning, program of study, including content, and learning and assessment approaches from other institutions into a Cornerstone College diploma program.

Recognition of Prior Learning (RPL)

Is the assessment of an individual's relevant prior learning by the Senior Education Administrator (SEA) and the PLA Committee to determine the outcome of that individual's application for credit towards a Cornerstone College qualification.

#### **4. Policy principles**

Cornerstone College encourages lifelong learning, including formal, informal and non-formal learning, and provides the opportunity for students to have previous learning recognized for credit in their courses.

Previous learning must be assessed by the SEA and the PLA Committee as equivalent to the Cornerstone College credit and learning objectives. This assessment will take into account the learning outcomes, volume of learning, program of study including content, and learning and assessment approaches of the previous learning.

The PLA Committee will consist of individuals who are knowledgeable in the field of study for the courses being assessed.

#### **5. Policy statements**

A. Specific course requirements

Regardless of the nature or amount of credit or learning objectives recognized, all other admission requirements must be met before a student can be admitted into a program.

B. Currency of knowledge and skills

The previous knowledge and skills of an applicant must still be current, in the context of the course to which the student has been admitted, in order for credit recognition to be approved. The timeframe of previous learning that can potentially be recognized by Cornerstone College may be determined for a particular course or subject by the relevant SEA and the PLA Committee.

C. Assessment of knowledge and skills

The SEA and the PLA Committee of Cornerstone College may, at its discretion, but subject to the requirements of any formal credit or learning objective recognition arrangements, set additional requirements, such as testing or portfolio submission, and academic paper writing for the process of recognizing credit and learning objectives for a particular course or subject.

In other exceptional cases, and on a case-by-case basis, the Senior Education Administrator may recommend to the PLA Committee that credit recognition be approved in excess of the limits defined above.

D. Once-only use of previous learning for credit and learning objectives

Previous learning can only be recognized once in any individual Cornerstone College diploma program. That is, previous learning deemed as equivalent to a specific Cornerstone College subject(s) or other course component cannot be used again as credit for another subject or course component in that course.



#### E. Applicants' responsibilities

Applicants are required to provide the information specified and meet the processing deadlines set by Cornerstone College in relation to credit and learning objective recognition applications.

#### F. Ownership of decisions

The SEA and the PLA Committee is responsible for all credit recognition matters.

#### G. Quality assurance

The SEA and the PLA Committee are responsible for setting specific credit and learning objective recognition requirements within the Cornerstone College Prior Learning Policy, ensuring that a systematic approach to assuring the quality of credit recognition processes and decisions is established, and for monitoring the current and updated trends related to credit and learning objective recognition.

The SEA is broadly responsible for the implementation of the Prior Learning Policy and Procedures, including providing education to the Cornerstone College community about their operation, and reporting to management and owners as required on the effectiveness of the policy and its implementation.

#### **NOTE:**

Acceptance of prior learning through education and experience may be considered by the SEA of Cornerstone College. Acceptance is based on the following criteria:

- I. Evidence of prior learning/experience is provided in hard copy from the previous institution or workplace
- II. Prior learning must have been obtained from a legitimate and verifiable domestic or international educational institution
- III. Previous learning/experience is directly related to the program course curriculum or thirty-three(33) credit hours of related work experience is required to obtain one (1) course credit
- IV. Prior Learning Assessment will not exceed 30% of the total program credits
- V. A fee of \$200 for the evaluation of prior learning will be levied
- VI. A charge of \$50 per approved credit will be assessed

## Payment Policy

### **Fee payment**

1. Fees are payable before the start date of the program unless otherwise stipulated in the Student Enrolment Agreement and Financial Contract. Cornerstone International Community College of Canada will accept payment in certified cheque or money order, debit card, credit card. All cheques should be made payable to "Cornerstone International Education Inc."
2. A \$100.00 fee is charged for non-sufficient funds.
3. Late payments will be subject to the following fee and discipline structures:
  - a. More than 3 days: \$50.00

- b. More than 5 days: \$100.00
  - c. More than 10 days: may be subject to Dismissal
4. In accordance with Part 4(10)(1)(a) of the *Personal Information Protection Act*, we hereby notify you that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Career Training Institutions Agency for the purpose of administering the Student Training Completion Fund. This information is collected by the PCTIA under section 26 of the Freedom of Information and Protection of Privacy Act. For more information about the collection, use and disclosure of your personal information, visit the Agency's website at [www.pctia.bc.ca](http://www.pctia.bc.ca).

## Refund Policy

### Policy

- 1) A student may be entitled to a refund of tuition fees in the event that:
  - a) The student provides written notice to the institution that he or she is withdrawing from the program; or
  - b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) Refunds before the program of study starts**
  - a) If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
  - b) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
  - c) Subject to Section 1(a) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction

specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

**7) Refund after the program of study starts**

- a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
  - b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
  - c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
- 8) Where a student did not meet the college and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the college will refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- 9) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- 10) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
- a) The student must return the equipment unopened or as issued within 14 calendar days; and
  - b) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
- 11) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
- 12) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

**13) International Students**

- a) An international student is a person who is not a Canadian citizen, permanent resident or who has been determined under the Immigration and Refugee Protection Act to be a Convention Refugee.
- b) If an international student's Study Permit application has not been completed by the start date identified in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student, the institution may issue an additional Letter of Acceptance for a later start date. In such a circumstance, the institution may

charge the student an additional \$50 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

- c) The institution may retain the lesser of 10% of the total fees due under the contract or If an international student is denied a Study Permit, Cornerstone will retain the following fees, including registration and tuition fees, according to the program they have applied for:
- ESL: \$200
  - Hospitality Management: \$400
  - Web and Mobile App Design: \$400
- d) Students denied a Study Permit must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance.
- e) Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy set out in Section 6 will apply. Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

Cornerstone reserves the right to cancel any program due to insufficient enrollment. Should this occur, 100% of the fees will be refunded

## Withdrawal Policy

### Policy

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Education Coordinator. Refunds are calculated according to the Cornerstone International Community College of Canada's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund under PCTIA Bylaw 38.3, if a copy of the denial letter is provided to Cornerstone International Community College of Canada prior to the program start date.

### Procedure

1. Once a letter of withdrawal is received by the college, the Education Coordinator arranges, where possible, a meeting between the Student and Senior Education Administrator or his/her assistant to discuss the reasons for withdrawal.
2. All withdrawal records will be placed in the student file.
3. The Education Coordinator will update the College Student Attrition File.
4. All refunds are processed according to the College Refund Policy.
5. Student files are uploaded to DataWitness in a timely manner.

## Dismissal Policy

### Policy

Cornerstone International Community College of Canada expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the SEA of Cornerstone International Community College of Canada if they have any questions.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any (institution) programs or activity.

### The Code of Conduct

Expectations for Students:

- i. Attend school in accordance with the Attendance Policy.
- ii. Treat all students and staff with respect.
- iii. Dress according to the school’s dress code as outlined in the Student Handbook.
- iv. Treat school property with respect.
- v. Complete all assignments and examinations on the scheduled completion dates.
- vi. Avoid any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
- vii. The institution forbids; disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to school; bringing any alcohol or any prohibited mood altering substances to the institution; making inappropriate remarks concerning another student or staff’s ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.

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

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

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

misconduct.

Concerns related to a student's conduct shall be referred to the SEA of Cornerstone International Community College of Canada to process in accordance with this Policy.

### **Procedure**

- i. All concerns relating to student misconduct shall be directed to the SEA of Cornerstone International Community College of Canada. Concerns may be brought by staff, students or the public.
- ii. The SEA of Cornerstone International Community College of Canada will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the SEA of Cornerstone International Community College of Canada will meet with the student as soon as possible.
- iii. Following the meeting with the student, the SEA of Cornerstone International Community College of Canada will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- iv. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- v. The SEA of Cornerstone International Community College of Canada will meet with the student and do one of the following:
  - (a) Determine that the concern(s) were not substantiated;
  - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
    - (i) Give the student a warning setting out the consequences of further misconduct;
    - (ii) Set a probationary period with appropriate conditions; or
    - (iii) Recommend that the student be dismissed from the Institution.
- vi. The SEA of Cornerstone International Community College of Canada will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institutions complaint file, and the original will be placed in the student file.
- vii. If the student is issued a warning or placed on probation, the SEA of Cornerstone International Community College of Canada and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- viii. If the recommendation is to dismiss the student, the Owner of the school will meet with the student to dismiss him/her from study at the school. The Owner of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.
- ix. If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- x. If the student owes tuition or other fees to the school, the head of the school may undertake the collection of the amount owing.

## Dispute Resolution Policy

### Policy

Cornerstone International Community College of Canada provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Cornerstone International Community College of Canada students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the SEA of Cornerstone International Community College of Canada.

### Procedure for Student Disputes

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

The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's Student Conduct File, and the original will be placed in the student file.

- v. If the student is not satisfied with the determination of the SEA of Cornerstone

International Community College of Canada, the student must advise the SEA of Cornerstone International Community College of Canada as soon as possible but within five school days of being informed of the determination. The SEA of Cornerstone International Community College of Canada will immediately refer the matter to the Owner or Director of Cornerstone International Community College of Canada.

- vi. The Owner or Director of the institution will review the matter and may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
- vii. The original decision will either be confirmed or varied by the Owner Director of Cornerstone International Community College of Canada in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered exhausted.

The student, once the dispute resolution process is complete, may file a complaint with PCTIA ( [www.pctia.bc.ca](http://www.pctia.bc.ca)) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

### **Procedure for Grade Appeal**

- i. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
- ii. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
- iii. The Senior Educational Administrator will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
- iv. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
- v. Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

The decisions on the grade appeal will be provided to students within 30 school days of Cornerstone International Community College of Canada.

## **Privacy Policy**

Cornerstone International Community College of Canada collects, uses, retains and discloses information in accordance with the Personal Information Protection Act ("PIPA"). Cornerstone International Community College of Canada 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.

## **Student records**

### ***For all career training programs***

A student's record includes, as applicable, a student enrolment contract; evidence a student met all admission requirements and entrance examinations; financial records, attendance records; documentation of any dispute, grade appeals or dismissal; copies of study permits and practicum/work placement information.

Cornerstone International Community College of Canada retains student records for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the student record is destroyed using a secure destruction method.

Within 60 days of a student completion of the program of study or withdrawal or dismissal, Cornerstone International Community College of Canada uploads a copy of the students' enrolment contract, transcript and diploma or certificate (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years.

### ***For short duration programs***

A student's record includes a student enrolment contract; financial records and documentation of any dispute, grade appeals or dismissal. Student records are kept for 8 months following the completion of a short duration program and are not archived.

### ***Access to student's records***

Student records are maintained in a secure storage medium in a secure location.

Upon written request to Senior Education Administrator, a student may access his/her records for a fee of \$0.25 per page.

## **Punctuality and Attendance Policies**

Employers expect perfect or near-perfect attendance and your instructor requires the same. Excessive absenteeism results, in most cases, in a student's inability to maintain the academic standards set by Cornerstone International Community College of Canada. Students are expected to attend **all** classes, labs, and field trips in which they are enrolled.

Daily attendance records are kept on file and submitted to regulatory bodies such as PCTIA, financial assistance agencies, and Citizenship and Immigration Canada, if necessary and whenever requested.

***Please be advised that you may be dismissed if your attendance and/or academic performance is below standards.***

1. In case of serious illness, emergency, or family bereavement, you are expected to advise Cornerstone International Community College of Canada as soon as possible, **prior to class start**, that you will not be able to attend.
2. Arriving to school late be recorded as missed hours in the following manner:
  - 0 to 60 minutes late = L1 (indicating 1 less hour)
  - 61 minutes to 120 minutes = L2 (indicating 2 less hours)
  - 121 minutes to 180 minutes = L3 (indicating 3 less hours)
  - Arriving any time after 3 hours from start of class = L4 (indicating 4 less hours)**(this formulae was obtained from student loan authorities)**
3. Absenteeism for three (3) consecutive days without informing the school and/or providing a Doctor's note may result in immediate dismissal.
4. Attendance falling below 80% without prior arrangements with your instructor, within a period of one week (5 school days), may result in immediate dismissal.
5. In case of dismissal due to attendance/punctuality reasons, regular refund policy will apply (please see your enrolment contract) and admissions to further programs of studies will require special permission by the Registrar and the Principal as well as full applicable tuition fees.
6. Non-emergency medical and dental visits need to be scheduled outside of class hours.
7. Appointments with banks, professionals and other institutions also need to be scheduled outside of class hours.
8. **It is your responsibility to catch up on any assignments, reading, or work missed because of absences.**
9. Please note that in order to minimize disruptions, instructors may refuse entry to late arrivals until the next break time. Lost time in the class will be recorded in its entirety as lost hours.
10. Leaving class early will be recorded as absence. Lost time in the class will be recorded in its entirety as lost hours.

**Please note that your instructor may deduct hours for your attendance whenever he/she feels you have not fully participated in lessons (i.e. extended breaks)**

Regular attendance in all classes is important for the duration of all programs. Class hours have been set up so that personal appointments can be made outside of regularly scheduled hours.

- i. It is the responsibility of all students to schedule appointments so they will not miss class.
- ii. In the case of a sudden illness or emergency, students must inform their Program Manager prior to class that day.
- iii. When students will be away from class either on a scheduled absence or due to illness, proper documentation may be requested.
- iv. Without proper documentation and/or notification all absences will be considered

- unexcused.
- v. Frequent absences, excused or unexcused, may result in the loss of participant allowances and dismissal from the program.

### **Conduct**

- i. Instructors will set standards and expectations of what constitutes appropriate classroom behavior.
- ii. Students are expected to respect the right of other students to a positive learning environment.
- iii. Respect is fundamental to everything we do at Cornerstone. In the classroom and in the building, standards for appropriate behavior have been set based on mutual respect and cooperation.
- iv. Abusive language is unacceptable. Students are expected to conduct themselves politely and respectfully with Instructors, Program Managers and Administrative Assistants.
- v. When the rights of others have been infringed upon, disciplinary action will take place according to the Conflict Resolution Policy of Cornerstone.
- vi. In keeping with our commitment to conduct ourselves with the highest business ethics, we expect our students to behave toward each other and the staff in a professional, ethical and respectful manner.

### **Student Behaviour Contracts**

- i. Students are required to sign a behavioural contract at the beginning of the program. Behavioural requirements for attendance, student/staff relationship, smoking, food, drugs and alcohol, personal appearance, materials and work practicums are outlined in the contract.
- ii. Each signed contract will be kept in the individual student file.

## **Credit Transfer / Articulation Policy.**

In an effort to increase the quality and value of our educational programs, Cornerstone will work to develop and expand its network of academic partners with the goal of using all applicable courses as university pathway programs.

To date, Cornerstone has articulation agreements with the following educational institutions:

- Blue Mountains International Hotel Management School, Australia
- Les Roches International School of Hotel Management, Switzerland
- Royal Roads University, Canada
- Farleigh Dickinson University, Canada

Each institution will have its own review and requirement criteria. To understand the nature and details of the agreements, please review each agreement individually.

## Work Experience Policy

### Policy

- i. Cornerstone International Community College of Canada provides work experience placements for students. Cornerstone International Community College of Canada ensures that work experience placements provide an opportunity for its students to enhance the skills learned throughout completion of a program of study.
- ii. Cornerstone International Community College of Canada seeks work experience placements for its students with employers who are committed to introducing students to work in the field of study.
- iii. Cornerstone International Community College of Canada works with work experience placement hosts to evaluate the student's performance during a work experience placement.

### Procedure

- i. Work experience placements are sought through networking and direct contact by school staff.
- ii. When a possible work experience training site is identified, then college authorized staff contacts the proposed site to assess the commitment of the training place host to enhancing student learning. The college authorized staff explains the college's expectations with respect to joint evaluation of student performance.
- iii. If the training place host is approved to accept work experience students, the host's name and contact information are entered on the school's roster of work experience placement sites.
- iv. When a student has completed the required on-site components of the program and is ready for a work experience placement, the college authorized staff contacts the training place host to discuss a possible placement and training plan, and arranges an interview for the student.
- v. If the student is successful at the interview, the college authorized staff prepares the Work Experience Agreement and Training Plan and meets with the student to sign these documents. Copies of the documents are placed in the student's file and the student is given the original documents to deliver to the training place host. The college authorized staff advises the student's instructor of the placement dates.
- vi. The Instructor notes the placement dates and plans a contact schedule which should not be less than bi-weekly phone calls to the training place host and two site visits within the period of the placement.
- vii. At the end of the work experience placement, the Instructor meets with the training

place host and the student to conduct an assessment of the student's performance throughout the work experience placement. The assessment is designed to include the student's performance at the work site of the skills learned during completion of the program of study. The completed assessment is signed by the instructor, the training place host and the student. A copy of the assessment is given to the training place host and the student. The original assessment is placed in the student's file.

## Co-op Records

### Timesheets

- i. Students will keep records of the co-op hours to ensure that they complete the required number of co-op hours.
- ii. Co-op timesheets with totals clearly readable will be submitted to the office upon termination of each co-op term. (There are 4 co-op terms of 12 weeks each.)
- iii. Students are expected to keep copies of co-op timesheets for their personal records.
- iv. Failure to submit timesheets may result in delay of transcripts.
- v. Submitted timesheets will be placed in the student's file.

### Work Term Evaluation

- i. Students are evaluated on the component of their program by their direct supervisor of their host employer; as well as by their instructor through the essay submitted by the student; and via bi-weekly meetings between the student and instructor. (Due to travel distances, these meetings may be facilitated via phone or online video calling.) The school principal, when necessary, may also provide feedback as part of this evaluation.
- ii. Feedback in relation to the co-op is part of the ongoing part of the instructional process.
- iii. Formal evaluation of the co-op experience occurs after each 12 week co-op work term.

### Co-op Essays Submission

- i. Students must submit an essay upon completion of each 12 week co-op work term.
- ii. The training program is not complete until all coursework is complete, and the essays have all been submitted. Graduation will not commence until this requirement is met.

## Student Responsibilities during Co-op Work Term

### Policy

Students are responsible for knowing College and Program policies and guidelines that govern their co-op work term.

### Procedure

- i. Upon acceptance, students will liaise with the Cornerstone Instructor to define the

terms of the placement with the host property, including confirmation of the length of the placement with Cornerstone Instructor. Please note that in some cases students may be offered, and elect to engage in, a work experience longer than Cornerstone's program requirement. In such cases, they will be required to bring to a close the course responsibilities at the end of the 48-week period. Supervision by Cornerstone beyond this point will not be available.

- ii. Students are responsible for paying their own airfare/ making arrangements to and from their work experience and assume their expenses for all costs of living for the duration of the placement, plus any required medical and travel insurance costs.
- iii. Learners must pay for their International Visa, if one is required, passport, and also provide a photocopy for Cornerstone College while they are abroad.
- iv. Remain in contact with the course instructor and respond to emails, telephone, Skype, etc. as required throughout the course.

## Health and Safety

### **Policy**

Cornerstone International Community College of Canada is committed to providing a healthy and safe, working and learning environment for all employees and students. The policy applies to all Cornerstone International Community College of Canada employees and students.

### **Procedure for Fire Safety**

- i. The SEA of Cornerstone International Community College of Canada ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
- ii. The SEA of Cornerstone International Community College of Canada ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
- iii. The SEA of Cornerstone International Community College of Canada is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
- iv. In the event of a fire emergency, the SEA of Cornerstone International Community College of Canada 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.
- v. The SEA of Cornerstone International Community College of Canada will advise all employees to evacuate the campus.
- vi. Instructors will escort their students to parking lot on the west side of the building ensuring that he or she takes the class list with them. At lot on the west side of the building, the Instructor will check the students present against the list of students in

- attendance that day and will immediately advise the SEA of Cornerstone International Community College of Canada if anyone is missing.
- vii. The SEA of Cornerstone International Community College of Canada will act as a liaison between fire officials and students/employees during the emergency. If necessary, the SEA of Cornerstone International Community College of Canada will authorize school closure.
  - viii. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

### **Procedure for Earthquake Safety**

- i. The SEA of Cornerstone International Community College of Canada ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
- ii. The SEA of Cornerstone International Community College of Canada ensures that all employees receive training in the school earthquake evacuation procedures.
- iii. The designated SEA of Cornerstone International Community College of Canada is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
- iv. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
- v. When it is deemed safe to do so, the SEA of Cornerstone International Community College of Canada will advise all employees to evacuate the campus.
- vi. Instructors will escort their students to parking lot on the west side of the building ensuring that he or she takes the class list with them. At parking lot on the west side of the building, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the SEA of Cornerstone International Community College of Canada if anyone is missing.
- vii. The SEA of Cornerstone International Community College of Canada will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the SEA of Cornerstone International Community College of Canada will authorize school closure.
- viii. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

### **Program Specific Safety Procedures**

- i. Programs that use dangerous equipment or hazardous materials must observe health and safety precautions for the specific equipment and materials as outlined by Health Canada, WorkSafe BC or by the equipment manufacturer.

- ii. The SEA of Cornerstone International Community College of Canada is responsible for ensuring that employees receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials.
- iii. Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.
- iv. Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.
- v. The SEA of Cornerstone International Community College of Canada schedules periodic inspections of all equipment and facilities as appropriate.
- vi. All inspections and their outcomes are documented and the inspection report is retained in a binder.



## Signature of Agreement

Your success in this program will depend on how much you put into it. Success is an individual result. You are here to participate as a team member and to support others who may have more difficulty with something than you do.

**GOOD LUCK!!**

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I understand and agree to abide by the above rules. Also I acknowledge that I have received policy manual and program outline with the application form when I enquired about the program.

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Student Signature

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Name of Student