



# CORNERSTONE

International Community College of Canada

## Student Manual

### Policies and Procedures

Last updated: February 26, 2019

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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PTIB Institute ID: 570



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## **Mission Statement**

The mission of Cornerstone International Community College of Canada (CICCC) is to actively engage students in rigorous academic studies and practical work experiences while providing up-to-date and relevant programs. We strive to provide students with a foundation of knowledge and learning opportunities to help them to become lifelong learners, and we ensure that every student who graduates from CICCC is equipped with the work-ready skills and experience needed to meet today's demanding industry standards. CICCC is dedicated to nurturing and supporting students within a diverse campus and an environment of continual improvement where students are exposed to the excitement of discovery. We seek to develop in each member of the CICCC working and learning community the ability and passion to work wisely, creatively and effectively for the betterment of humankind.

## **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.

Many of our programs integrate a period of co-operative (co-op) work experience equal to the term of academic studies. The co-op is an essential part of these programs, and participating students are paid an industry standard competitive wage. The 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 students. Respecting individual goals, we support students in their focus on employment possibilities relevant to 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 with whom we affiliate 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 else, fostering individual success is our commitment.

## 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 regarding race, colour, creed, national or ethnic origin, marital status, sexual orientation, age, or religion. Applicants must meet program prerequisites and have sufficient financial support for his/her study in Canada.

Before entering 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 and Articulation Policy
- XI. Respectful and Fair Treatment Policy

### Procedures

All applicants participate in a comprehensive admissions procedure to determine their likelihood of being successful in the program of choice.

1. Inquiries are referred to the International Student Advisor who communicates (by email/ face-to-face, social media, Skype or telephone) to confirm the suitability of the 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 PTIB.
2. Evidence of Admission Requirements is confirmed by the International Student Advisor.
3. Optional step: An interview with the instructor and/or trial lesson in the program of choice may be conducted.
4. The Admission Coordinator obtains student credentials (e.g. transcript, proof of age, etc.) and confirms that the student meets all program admission criteria and places the evidence in the student profile.
5. After receiving evidence that the prospective student meets all the admission criteria, the International Student Advisor prepares an invoice; and the Admission Coordinator prepares the Letter of Acceptance. These are forwarded to the student for review.
6. The Admission Coordinator prepares the Student Enrolment Contract.
7. The Admission Coordinator and the student review the contract and the policies that will affect the student during his/her completion of the program of study.
8. If necessary, the prospective student meets with International Student Advisor to discuss and agree upon financial arrangements for payment of tuition and other fees.
9. If, after understanding their rights and responsibilities, the prospective student wishes to sign the contract, the Admission 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 profile.

## Admission Requirements Policy

### English as a Second Language Full Course

### Advanced English as a Second language

### English as a Second language Individual Courses

All students who are enrolled in an ESL Program will take the CICC English Placement Test to help determine their level of English for placement in the appropriate class.

### Advertising and Graphic Design Co-op

- Graduation from an accredited high school or equivalent; or 18 years of age
- Meet minimum level of English language proficiency from one of the following:
  - TOEFL PBT – 513; CBT – 183; iBT – 65;
  - English 12 – minimum final grade of 60%;
  - TOEIC – 620;
  - IELTS – 5.5
  - Cornerstone Placement Test – Level 5\*

### Digital Marketing Specialist

- High school graduation or equivalent; or 18 years of age.
- The minimum level of English language proficiency required is one of the following:
  - English 12 - minimum final grade "C"
  - English Literature 12 - minimum grade "C"
  - Communications 12 - minimum final grade "B"
  - English 12 First Peoples – minimum final grade "C"
  - Technical and Professional Communications 12 - minimum Grade "C" or
  - AP English Language or Literature – minimum grade 3
  - IB English Language A (SL) – minimum grade 3
  - TOEFL PBT – 513; CBT – 183; iBT – 65;
  - TOEIC – 620;
  - IELTS – 5.5, or
  - Cornerstone Placement Test – Level 5\*

### Hospitality Management Co-op

### One Year Hospitality Management Co-op

### 8 Month Hospitality Management Co-op

### Hospitality Management Individual Courses

### Hospitality Management Online Courses

### Hospitality Management Online Courses – Individual Courses

- High school graduation or equivalent; or 18 years of age.
- Applications must successfully demonstrate English language proficiency based on one of the following:
  - TOEFL PBT – 513; CBT – 183; IBT – 65;
  - IELTS – 5.5;
  - CICC Placement Test – Level 5 or equivalent\*

### International Business Management

- High school graduation or equivalent; or 18 years of age.
- The minimum level of English language proficiency required is one of the following:
  - English 12 - minimum final grade "C"
  - English Literature 12 - minimum grade "C"

- Communications 12 - minimum final grade "B"
- English 12 First Peoples – minimum final grade "C"
- Technical and Professional Communications 12 - minimum Grade "C" or
- AP English Language or Literature – minimum grade 3
- IB English Language A (SL) – minimum grade 3
- TOEFL PBT – 513; CBT – 183; iBT – 65;
- TOEIC – 620;
- IELTS – 5.5, or
- Cornerstone Placement Test – Level 5\*

### **Network Systems Solutions Specialist**

#### **Network Systems Solutions Specialist Co-op Diploma**

- High school graduation or equivalent; or 18 years of age.
- The minimum level of English language proficiency is one of the following:
  - BC High School English 12 – minimum C (60% to 65%) or equivalent
  - BC High School Communications 12 – minimum C+ (66%-70%) or equivalent
  - TOEFL PBT – 513; CBT – 183; iBT – 65
  - TOEIC - 620;
  - IELTS – 5.5
  - Cornerstone Placement Test – Level 5\* or equivalent

### **Web and Mobile Application Development**

#### **Web and Mobile Application Development Program (Individual Courses)**

- High school graduation or equivalent; or 18 years of age.
- Applicants must successfully meet applicable entrance assessments.
  - The minimum level of English language proficiency is one of the following:
    - BC High School English 12 – minimum C (60% to 65%) or equivalent
    - BC High School Communications 12 – minimum C+ (66%-70%) or equivalent
    - TOEFL PBT – 513; CBT – 183; iBT – 65
    - IELTS – 5.5
    - CCCCC Placement Test – Level 5 or equivalent\*
- Knowledge of Computer Basics

### **Customer Relation Specialist Co-op 12 Diploma**

#### **Customer Relation Specialist Co-op 8 Diploma**

- High school graduation or equivalent; or 18 years of age.
- The minimum level of English language proficiency is one of the following:
  - Successful completion of CCCCC ESL level 3.5
  - Qualification for ESL level 4.0 on the CCCCC placement test

\* Completing CCCCC ESL Level 4.5 or above is considered equivalent to achieving a score of Level 5 or above for the CCCCC Placement Test.

## **Prior Learning Assessment Policy**

### **1. Purpose**

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

### **2. Scope**

The policy is applicable to all CIGCC diploma courses currently offered. All applications for a Prior Learning Assessment (PLA) will be assessed according to CIGCC 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:

Learning that takes place through a structured program of learning and assessment that leads to the full or partial attainment of a credential from a recognized PTIB institution or other qualification formally recognized by CIGCC. An example of this may include formal work experience or be demonstrated by challenging an exam.

2) Informal learning:

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 CIGCC.

3) Non-formal learning:

Learning that takes place through a structured program of learning but does not lead to a formal qualification recognized by CIGCC.

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

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

#### **Credit and Learning Objectives Transfer**

CIGCC provides students with consistent credit and learning objectives in a CIGCC diploma program based on identified equivalence in learning outcomes, volume of learning, program of study including content, and learning and assessment approaches from other institutions.

#### **Recognition of Prior Learning (RPL)**

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 CIGCC qualification.

### **4. Policy principles**

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

Prior learning must be assessed by the SEA and the PLA Committee as being equivalent to the CIGCC credit and learning objectives. This assessment will consider 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 at least two individuals (plus the SEA) who are knowledgeable in the field of study of 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 previously acquired knowledge and skills of an applicant must still be current, in the context of the course to which the student has been admitted, for credit recognition to be approved. The time frame of prior learning that can potentially be accepted for credit by CIGCC will be determined for a course or subject by the relevant SEA and the PLA Committee.

### C. Assessment of knowledge and skills

The SEA and the PLA Committee of CIGCC 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 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 prior learning for credit and learning objectives

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

### E. Applicants' responsibilities

Applicants are required to provide the information specified and meet the processing deadlines set by CIGCC 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 and the determination of the SEA and the PLA on any particular application is final.

### G. Quality assurance

The SEA and the PLA Committee are responsible for setting specific credit and learning objective recognition requirements within the CIGCC 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 CIGCC 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 CIGCC. Acceptance is based on the following criteria:

1. Evidence of prior learning/experience is provided in hard copy from the previous institution or workplace
2. Prior learning must have been obtained from a legitimate and verifiable domestic or international educational institution
3. 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
4. Prior Learning Assessment will not exceed 30% of the total program credits
5. A fee of \$200 for the evaluation of prior learning will be levied
6. A charge of \$50 per approved credit will be assessed



## Tuition and Fees 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 by certified cheque or money order, debit card, credit card, cash, or electronic funds transfer. All cheques should be made payable to “Cornerstone International Education Inc.”
2. A \$100.00 fee is charged for non-sufficient funds.
3. A \$25.00 fee is charged for re-issuing Letters of Acceptance/Enrollment Letter/Transcript/Certificate/Diploma as per students ‘requests.
4. A \$50.00 fee is charged for mailing Letters of Acceptance/Enrollment Letter/Transcript/Certificate/Diploma as per students ‘requests.
5. A \$30.00 fee is charged for cancellations.
6. An administration fee of \$50.00 is charged on withdrawals.
7. A fee of \$750 is charged for program changes and extensions required for examination retakes due to failure or in case where required documents have not been submitted to qualify for program completion and graduation.
8. A \$50.00 fee is charged for Payment Plan.
9. 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 barred from attending classes or examinations
10. In accordance with 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 Training Institutions Branch for the purposes of administering the Student Training Completion Fund. This information is collected by the Private Training Institutions Branch (PTIB) under the Freedom of Information and Protection of Privacy Act. For more information about the collection, use and disclosure of your personal information, visit the website at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)
11. All tuition must be paid on time as per the schedule outlined in the student contract.
12. It is student’s responsibility to honor their financial obligations to the school as outlined in their student contract. Failure to do so may result in the student being barred from classes and examinations until all tuition payments are brought up-to-date.
13. If a student is having financial difficulty and is not able to fulfill the terms of the contract, s/he should make an appointment with the Finance Department to discuss the situation and consider options. The student is strongly encouraged to arrange to meet before actual default occurs. The Finance Department may need to consult with the senior management team to determine the most appropriate course of action in a particular case.

## Refund Policy

### Policy

A student may be entitled to a refund of tuition fees in the event that:

1. The student provides written notice to the institution that he or she is withdrawing from the program; or
2. The institution provides written notice to the student advising that the student has been dismissed from the program.
3. The written notice of withdrawal or dismissal may be delivered in any manner provided a receipt or other verification is available that indicates the date on which the notice is delivered.

4. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
5. 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.
6. If the institution has received fees exceeding the amount it is entitled to under the student contract, the excess amount must be refunded.

### **Refunds before the program of study starts**

1. 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.
2. 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.
3. 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.

### **Refunds after the program of study starts**

1. 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.
2. 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.
3. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
4. 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.
5. 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.
6. Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
7. The student must return the equipment unopened or as issued within 14 calendar days; and
8. 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.
9. 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.
10. 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.

## **International Students**

1. 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.
2. 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.
3. If an international student is denied a Study Permit, CCCCC 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 Development: \$400
  - International Business Management: \$400
  - Digital Marketing Specialist: \$400
  - Network Systems Solutions Specialist: \$400
  - Advertising Graphic Design: \$400
  - Customer Relation Specialist: \$400
4. 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.
5. 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.
6. CCCCC reserves the right to cancel any program due to insufficient enrollment. Should this occur, 100% of the fees will be refunded.
7. The letter of acceptance is considered as a signed contract; accordingly, in case of cancellation/withdraw, the refund policy is implemented.

## **Withdrawal Policy**

### **Policy**

If a student decides to withdraw from a program, s/he must provide a dated, written, notice of withdrawal to the Education Coordinator. Refunds are calculated per the CCCCC 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 Private Training Institutions Branch (PTIB) Bylaws, if a copy of the denial letter is provided to Cornerstone International Community College of Canada prior to the program start date.

## 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 CCCCC if they have any questions.

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

### The Code of Conduct

Expectations of Students:

1. Attend school in accordance with the Attendance Policy.
2. Treat all students and staff with respect.
3. Treat school property with respect.
4. Complete all assignments and examinations on the scheduled completion dates.
5. Avoid any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.
6. 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:

1. Sexual assault.
2. Physical assault or other violent acts committed on or off campus against any student.
3. Verbal abuse or threats.
4. Vandalism of school property.
5. 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 CCCCC SEA to process in accordance with this policy.

## Dispute Resolution Policy

### Policy

CCCCC is committed to providing an educational and work environment in which students may raise and resolve issues without fear of intimidation or retaliation and in a confidential and protected manner. The individual raising a concern must be prepared to appear and state the cause of their concern in person.

### Procedure

1. This policy governs complaints from students respecting and any aspect of its operations.

2. Students will not be subject to any form of retaliation if filing a complaint.
3. All complaints must be made in writing.
4. The student must provide the written complaint to the On-site Administrator who is responsible for making determinations in respect of complaints. If the On-site Administrator is absent or is named in a complaint, the student must submit the complaint to the Senior Education Administrator.

**What to Report:**

- a. You should report any situation or school conduct you believe violates an applicable law, regulation, government contract or grant requirement, or PTA policy.
- b. You do not need to know the exact law or requirement or be certain a violation has or will occur. If you suspect something is wrong, the better course of action is always to report it.
  - i. Examples include theft; abuses; discrimination or sexual harassment; misuse of school property or equipment; violation of safety rules; environmental abuse concerns; conflicts of interest; student/student or student/teacher compatibility; any issue that impedes the learning of material contained in the program, and intentional misuse of the school's network or computers.
5. The On-site Administrator of the school will receive written submissions, may call for verbal presentations by the party or parties concerned. The On-site Administrator may add school administrators, faculty members, advisory board members, or other knowledgeable persons to the hearing committee.
6. The determination regarding the complaint along with written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
7. Written reasons for the determination will be placed in school complaint administration file.
8. The student making the complaint may be represented by an agent or a lawyer.
9. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutionsbranch.bc.ca](http://www.privatetraininginstitutionsbranch.bc.ca)).
10. If a finding results in a written warning or other action being taken against any person, that written warning shall be placed in that person's student or personnel file.
11. If the finding results in a policy change for the school, an amendment to the policy and procedure handbook shall be made and updated at the next publication.

**Procedure for Grade Appeal**

1. 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.
2. 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.
3. 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.
4. 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.
5. 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 by CCCCC within 30 school days.

## Respectful and Fair Treatment Policy

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

While on CCCCC premises or during activities or events hosted by CCCCC the following activities are prohibited:

1. Conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.
2. 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.
3. Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:
  - a. Sexual assault.
  - b. Physical assault or other violent acts committed on or off campus against any student.
  - c. Verbal abuse or threats.
  - d. Vandalism of school property.
  - e. Theft.
4. Plagiarism, which is intellectual theft, occurs where an individual submits or presents the oral or written work of another person as his or her own. Plagiarism should not occur in submitted drafts or final works. A student who seeks assistance from a tutor or other scholastic aids must ensure that the work submitted is the student's own. Students are responsible for ensuring that any work submitted does not constitute plagiarism. Students who are in any doubt as to what constitutes plagiarism should consult their instructor before handing in any assignments.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

All incidents of suspected non-academic misconduct will be reported to the SEA, who will then bring the matter to the attention of the President of the college. The SEA will consider the allegations and may do any of the following:

1. Meet with the student suspected of the misconduct;
2. Conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated. Such inquiries or investigations shall be completed within 5 school days of the initial meeting with the student. After investigating, the SEA will 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.
3. The CCCCC SEA will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student file.
4. If the student is issued a warning or placed on probation, the SEA 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.

5. If the recommendation is to dismiss the student, the President of the college will meet with the student to dismiss him/her from study at the school. President of the college 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.
6. If a refund is due to the student, the President of the college will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
7. If the student owes tuition or other fees to the school, the President of the college may undertake the collection of the amount owing.

Where a monetary disciplinary measure is imposed, the costs to the College and the degree of financial hardship imposed upon the student, if any, should be taken into consideration.

Academic misconduct often results in a one-year suspension from the College and a notation of academic discipline on the student's record. However, disciplinary measures which may be imposed, singly or in combination, for academic misconduct include, but are not limited to the following:

1. a letter of reprimand
2. a failing grade or mark of zero on the assignment or in the course in which the academic misconduct occurred
3. suspension, cancellation of program
4. a notation of academic discipline on the student's record in the college student management system, which will appear on the student's Transcript of Academic Record
5. revocation of a diploma or other academic credentials dishonestly or improperly obtained.

The CCCCC SEA 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 will meet with the student as soon as possible.

Following the meeting with the student, the SEA will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.

Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student

1. The SEA will meet with the student and Conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
2. After investigating, the SEA will 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.
3. The SEA will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student file. If the student is issued a warning or placed on probation, the SEA 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.

## Privacy & Disclosure Policy

Cornerstone International Community College of Canada collects, uses, retains and discloses information in accordance with the British Columbia *Personal Information Protection Act* (“PIPA”). CCCCC 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, work permits and practicum/work placement information.

CCCCC 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, CCCCC 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.

## Attendance Policy

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 CCCCC. 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 PTIB, 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 CCCCC as soon as possible, **prior to class start**, that you will not be able to attend.
2. Absenteeism for three (3) consecutive days without informing the school and/or providing a Doctor’s note will result in a review of the student’s placement in the college. Disciplinary action may follow.



3. Absence and attendance falling below 80% without prior arrangements in writing may result in student not being able to take the final exam and receiving a failing grade for that course. The student must submit an explanation for their absence(s) and obtain permission from the instructor or SEA to take the final exam during a regularly scheduled exam retake period and a fee for re-taking the exam will be applied.
4. Absences for any reason, including illness, personal crises, athletics or other extra-curricular activities are included in this total.
5. Non-emergency medical and dental visits need to be scheduled outside of class hours.
6. Appointments with banks, professionals and other institutions also need to be scheduled outside of class hours.
7. It is your responsibility to catch up on any assignments, reading, or work missed because of absences.
8. Please note that to minimize disruptions, instructors may refuse entry to late arrivals. Lost time in the class will be recorded in its entirety as lost hours.
9. Leaving class early will be recorded as absence. Lost time in the class will be recorded in its entirety as lost hours.
10. Attendance is required as a condition of successful completion of all courses at the college. After missing any class session, a student is responsible for finding out about assignments, due dates, announcements, handouts, and so forth that were covered during the missed session, and for making up any missed work. The student is also responsible for obtaining class notes from a classmate for the session, and for learning the material from that session for any relevant exams or quizzes.

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)

### **Conduct**

1. Instructors will set standards and expectations of what constitutes appropriate classroom behavior.
2. Students are expected to respect the right of other students to a positive learning environment.
3. Respect is fundamental to everything we do at CIGCC. In the classroom and in the building, standards for appropriate behavior have been set based on mutual respect and cooperation.
4. Abusive language is unacceptable. Students are expected to conduct themselves politely and respectfully with Instructors, Program Managers and Administrative Assistants.
5. When the rights of others have been infringed upon, disciplinary action will take place per the Conflict Resolution Policy of CIGCC.
6. 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 Contracts**

1. Students are required to sign a contract at the beginning of the program. Behavioural requirements for attendance, student/staff relationships, smoking, food, drugs and alcohol, personal appearance, materials and work placements are outlined in the contract.
2. A digital copy of each signed contract will be kept in the individual student's file.

## Credit Transfer and Articulation Agreements

To increase the quality and value of our educational programs, CCCCC works continuously to develop and expand its network of academic partners with the goal of using all applicable courses as university or college pathway programs.

Each institution with which CCCCC works will have its own review and requirement criteria. To understand the nature and details of the agreements, students should discuss their academic objectives and study plans with a CCCCC student advisor.

## Final Exam Policy

### Final Examinations

Final examinations shall be written during within the last two days of the academic month. Final examinations shall be interpreted in the ordinary sense of the word; usually covering all, or a very substantial portion of, the material dealt with in one academic month. The SEA will decide any unresolved disputes between an instructor and student concerning an interpretation of whether an examination should be regarded as a “Final Examination.”

### Qualifying to Write a Final Exam

The college strives to create a learning environment that encourages professional and academic responsibility, with emphasis on attendance, punctuality, participation and completion of academic course work. As such, students must complete each of the following items to qualify to take a final exam:

1. Attend at least 80% of classes (or obtain exemption permission from their instructor or the college SEA as per the Attendance Policy)
2. Complete all course work, including quizzes, case studies, essays, projects and oral presentations. All coursework must be handed in to the instructor at least 24 hours prior to the final exam

Once the above have been completed, a student may take the final exam.

### General Rules for Proctoring and Conduct for All Final Examinations

1. Instructors should normally proctor their own final examinations. If this is not possible, the SEA, or his/her designate, should appoint an alternate who is familiar with the subject of the examination.
2. Students are expected to remain in the examination room for 30 minutes if the instructor/proctors do not arrive by the scheduled start time of the examination. The selection of proctors shall be entirely at the discretion of the SEA.
3. If, during an examination, a candidate gives assistance to or receives assistance from another candidate, or has unauthorized aids, such individuals will be liable to disciplinary action.
4. If an instructor or proctor has reasonable grounds to believe that a violation of academic regulations has occurred, that person shall collect all the evidence available. What follows is advice to presiding officers and proctors regarding confiscating material if cheating is suspected during mid- term tests or final examinations.
  - a. Only those items authorized for use in the examination are to be on the desk and/or accessible to the student.
  - b. Bags, purses, knapsacks, etc., are to be closed and placed under the desk.
  - c. All hats/caps must be removed and placed under the desk.

- d. Wireless or electronic devices (e.g., cell phone, tablet, earphones) must be turned off before the test or examination commences.
5. No food or drinks are allowed except for water in a clear bottle with no label.
6. A student may request a brief nutrition break, accompanied by a proctor, outside the exam venue if necessary. If a student needs to consume food or drinks regularly during a final exam, he/she must register for special accommodations with the Administration Office and must submit appropriate documentation from a recognized professional at least two weeks prior to the start of the final examination.
7. Where there are reasonable grounds for believing a violation of exam protocol has occurred, the presiding officer or proctor has authority to:
  - a. remove anything on the desk not authorized for use in the test/examination and keep it until the student has completed the test/examination and handed in the booklet, etc., as required.
  - b. consider knapsacks, bags, purses, pencil cases, etc.; remove any “evidence” (this to be done in the presence of the student and another proctor); and return the knapsack, bag, purse, pencil case, etc., to be put under the student’s desk.
  - c. Note: if the student requires a copy of such evidence, a copy is to be provided with the original to be retained by the presiding officer or proctor.
  - d. require the student to move to a seat where the presiding officer or proctor can more easily monitor the student.
  - e. ask a student to adduce “evidence” where the presiding officer or proctor believes that student has hidden it on his/her person.
  - f. Note: if the student refuses, under no circumstances should the alleged offender be touched.
  - g. remove answer book(s) and replace them with new ones; in all cases, student(s) are to be allowed to finish writing the test or examination.
8. As soon as possible following the conclusion of the test/examination, the presiding officer or proctor is expected to: make a note of the time and details (e.g., refusal to cooperate); explain to the alleged offender that the status of her/his paper is in question; identify the paper and set it aside; inform the course instructor of the circumstances, and turn over all the evidence available. If the instructor is not available, the presiding officer or proctor will inform the Senior Education Administrator.
9. Candidates must remove earphones and portable tape or disc players during the writing of examinations. Devices such as pagers and portable telephones must be turned off.
10. After the examination, has begun, all candidates must remain for the 30 minutes. Candidates who arrive more than 30 minutes late for an examination may be barred from writing the examination if students have already completed the examination and left the examination room.
  - a. The decision to allow a candidate to write the examination is at the discretion of the proctor.
  - b. If the candidate can write the examination, the proctor will mark the time of entry clearly on all the answer booklets.
  - c. There shall be no extension of time for candidates who can sit the examination after arriving late.
11. A candidate may, with the permission of the instructor or proctor, leave the examination room briefly only if accompanied by an assigned proctor.
12. At ten minutes before the conclusion of the examination period, the instructor or proctor shall announce the time remaining. Candidates may not leave their seats in the examination room after this time until all papers have been collected.
13. After the examination, all candidates shall cease writing and proctors shall collect the examination booklets.
14. In accordance with provincial regulations, smoking will not be permitted in an examination room at any time.
15. Plagiarism, which is intellectual theft, occurs where an individual submits or presents the oral or

written work of another person as his or her own. Plagiarism should not occur in submitted drafts or final works. A student who seeks assistance from a tutor or other scholastic aids must ensure that the work submitted is the student's own. Students are responsible for ensuring that any work submitted does not constitute plagiarism. Students who are in any doubt as to what constitutes plagiarism should consult their instructor before handing in any assignments.

Academic misconduct often results in a one-year suspension from the University and a notation of academic discipline on the student's record. However, disciplinary measures which may be imposed, singly or in combination, for academic misconduct include, but are not limited to the following:

1. a letter of reprimand
2. a failing grade or mark of zero on the assignment or in the course in which the academic misconduct occurred
3. suspension, cancellation of program
4. a notation of academic discipline on the student's record in the Student Information System, which will appear on the student's Transcript of Academic Record
5. revocation of a diploma/degree or other academic credentials dishonestly or improperly obtained

The CCCCC SEA 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 will meet with the student as soon as possible.

Following the meeting with the student, the SEA will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.

Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student

The SEA will meet with the student and do one of the following:

1. Following the meeting with the student, the SEA will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
2. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
3. Give the student a warning setting out the consequences of further misconduct;
4. Set a probationary period with appropriate conditions; or
5. Recommend that the student be dismissed from the Institution.

The SEA will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student file. If the student is issued a warning or placed on probation, the SEA and the student both sign the written warning or probationary conditions and the student is given a copy. A digital copy of the original document is placed in the student's online profile.

### **Emergency Procedures**

The SEA, in consultation with the On-Site Manager, will decide whether to proceed with or to postpone examinations in the event of extreme weather conditions or any other general emergency which occurs when final examinations are in session.

If the decision is made to postpone examinations, the postponement will apply to all examinations scheduled for a day or part thereof. Rescheduled examinations will be held at the same time and location as originally scheduled. The date chosen will be the next available day, including Sunday, on which examinations have not

been scheduled. Examinations could be rescheduled for times prior to that date by agreement of the instructor and the students in the class. If this occurs, students must be given the option of writing on the official alternative date.

### **Submission of Final Examination Results**

Due dates for specific courses are normally scheduled 7 days from the date of the final examination. Grades for courses without a scheduled final examination, are normally due 14 days after the start of examinations.

### **Religious Accommodation:**

#### **Examination Scheduling**

The College acknowledges that, due to the pluralistic nature of the College community, some students may, on religious grounds, require alternative times to write tests and examinations. Accordingly, a student who requires an alternative test or examination on religious grounds should consult with the Senior Education Administrator. Such a request must be made within one week of the announcement of the test or examination date.

#### **Accommodation Due to Elective Arrangements**

Elective arrangements (such as travel plans) are not considered acceptable grounds for granting an alternative examination time.

#### **Accommodation Due to Illness**

From time to time students become ill or have ongoing medical conditions that prevent them from meeting academic obligations. The College is committed to assisting students who are ill and has established the following policy, which is fair and practical.

#### **Documentation**

Students in on-campus courses who are ill and unable to meet assignment due dates or write a term test or final examination should seek medical treatment and provide confirmation of the illness to the instructor(s) within 48 hours by submitting a signed doctor's note for accommodation due to illness. Fees for this service are the student's responsibility.

#### **Management of Requests for Accommodation Due to Illness**

1. Adjustment of due dates or deferrals of term tests or final examinations are not automatic upon the presentation of suitable medical verification. Instructors will use this documentation among all information available to them when determining whether accommodation is warranted.
2. A student who becomes ill during the writing of an examination and is unable to continue should ensure, before leaving the site of the examination, that the proctor in charge is notified of the situation. In addition, the student must notify the course instructor and supply the medical documentation specified above within 48 hours after the partially completed examination.
3. If a student completes an examination, even though he/she is ill, the grade obtained in the course will normally stand. Subsequent petitions for an exception to academic regulations on the grounds of illness may be considered if accompanied by the documentation specified above. The student's department or Faculty may take the illness into consideration, and possibly alter academic standing, but the grade will not normally be altered.
4. False claims of illness and/or the submission of false supporting medical documentation constitute an academic offence that will result in disciplinary action.

## CICCC WORK EXPERIENCE POLICY

### Policy

- Work experience is a required part of the Cornerstone International Community College of Canada (CICCC) program in which students obtain practical skills relevant to the learning objectives of the program.
- CICCC provides work experience placements for students and ensures that work experience placements provide an opportunity for its students to enhance the skills learned throughout their programs of study.
- CICCC seeks work experience placements for its students with employers who are committed to introducing students to work in the appropriate field.
- CICCC collaborates with work experience placement hosts to evaluate the student's performance during a work experience placement.
- These general policies apply to all CICCC co-op placement programs. For details, completion requirements and deadlines for each specific program, please refer to the Co-op Completion Procedures for that program.

Work experience components are designed and operated in accordance with the rules of the BC Private Training Act (PTA), the BC Employment Standards Act, and for international students, Canadian immigration law. As these policies must meet legal and third-party regulatory requirements, students should understand that these policies must be interpreted and applied strictly.

### Terminology

- “Co-op” placements are full or part-time periods of supervised professional work experience at a host company. Co-op work is paid and is done solely as an integral part of a program of studies and must be approved, monitored, and evaluated by the school.
- “Host organizations” are companies at which students complete their co-op work placement hours.
- Co-op refers to the period during which a student is completing a period of work experience at a host company and is not in class.
- “Non-compliant” refers to a serious violation of program rules that the student has refused to correct and that, in some cases, could lead to the student's removal from the co-op program. For international students, this may also potentially lead to a reporting of their non-compliant status to Immigration, Refugees, and Citizenship Canada (IRCC).

### General Terms and Conditions

- Co-op placements may not exceed 50% of the total program of studies.
- The College representative from CICCC (college representative) will assist students during the co-op search – including arranging interviews for students – but it is the ultimate responsibility of the students to secure their co-op placements through their performance in the interview. Please see Co-op Placement Process for more information.
- Most co-op placements are within Translink zones 1, 2, and 3. Students seeking a co-op placement must be available for interviews and placements anywhere within this area. Students who refuse to attend an interview or accept a placement within any of the listed zones due to the distance to the host company are non-compliant with program rules.
- No student may begin their co-op placement until it is approved by the CICCC College representative. This approval is indicated by an authorized college representative's signature on the student's Placement Agreement and Training Plan.
- All co-op placements must be demonstrably connected to the student's program of studies. Co-op placements which, in the sole opinion of the college representative/ instructor, are not

sufficiently connected to the student's program of studies will not be approved.

- All co-op placements are paid at minimum wage or above and are considered "work" under the BC Employment Standards Act.

### **Program Requirements**

To participate in a co-op placement, students must meet the following conditions:

- Successful completion of the in-class component of the program.
- If an international student, the student must possess a valid work and study permit from Immigration, Refugees, and Citizenship Canada (IRCC).

### **Co-op Placement Process**

- The college will prepare a co-op enrollment contract and a copy of the program-specific Work Experience Policy signed by the student and submit them to the CICC College representative at least 8 weeks before the scheduled start of the co-op component.
- The college representative will make first contact with the student via email and arrange a meeting to discuss the student's co-op placement objectives. This meeting will be arranged approximately 8 weeks before the start of the co-op program component. At this time, academic qualification for participation in co-op (pending completion of any ongoing studies) will be confirmed.
- Students will be sent a welcome message after the initial meeting with the college representative. This welcome message may include information about attending a pre-placement workshop, a resume template and resume sample, as well as information on program conflict resolution, employment safety, employment standards, and a more detailed outline of the co-op placement process.
- The student will attend a pre-placement workshop for resume preparation and interview skills. This will take place approximately 4 weeks before the start of the co-op.
- When a student has completed their resume and interview preparation, typically within 2 weeks, the student will be sent an interview notice. This notice includes details on their prospective host company, the interviewer's name, and the place and time of the interview.
- If a student successfully secures a position through their interview, the placement process is complete, and no further interviews will be offered.
- If a student is not successful on their first interview, or if their placement is not approved by the school, another interview will be arranged.
- Students may attend a maximum of 3 arranged interviews for co-op placements. This does not mean that each student is guaranteed to have 3 interviews. Students are offered interviews, to a maximum of 3, until they secure employment. If a student is successful on their first interview, they will have only 1 interview. If a student is successful on their second or third interview, they will have only 3 interviews. Students should not interpret this to mean that they will have multiple interviews or have the ability to choose between multiple placement offers.
- Students who fail to secure a position after 3 interviews will not be offered further arranged interviews. Completion of the co-op work experience component is a requirement for graduation from the program.

### **Interviewing**

- The college representative will notify students of upcoming interviews by email. Students who fail to check their email, or who do not do so in time to attend an interview, will be non-compliant with program rules.
- Students must attend all arranged interviews. Students who refuse to attend an interview due to distance, company size, notoriety or the gender or ethnic makeup of the host company's staff

will be non-compliant with program rules.

- Students must do their best to secure the position at each interview. This includes researching the host company in advance, dressing appropriately for the interview, arriving on time at the interview, and demonstrating their interest in the placement. Students who tell an interviewer they are not interested in, or do not want the placement, or who arrive too late for an interview to take place, or who do not arrive at an interview may be non-compliant with program rules.
- A student in arranged placement may not communicate with the host directly about any changes to their work term. All changes to the work term must be processed through the college/partner placement agency. Such changes include shortening or lengthening the work term, changing start or end dates, taking an extended leave of absence, or restricting availability.
- Students in a full-time co-op placement must be available full-time. Students who restrict their availability may not be accepted into arranged placement. Students who restrict their availability after being accepted into arranged placement may be non-compliant with program rules.

### **During the Placement**

- To succeed at their co-op, students are strongly encouraged to demonstrate their flexibility. Flexibility includes things such as being open to new tasks, as well as varied scheduling.
- Attendance at the host company is mandatory. If a student is absent or late for any reason, they must call their host company supervisor at the earliest opportunity. Failure to do so could lead to their firing from their placement with cause, meaning the student would not be able to complete their work term.
- Students should not request time off during their co-op. However, in extreme situations where there is no other choice but to request time off, they should do so as far in advance as possible by communicating in writing with their host company supervisor. The host company supervisor has the right to turn down the student's request.
- Students in co-op must ensure that they have a Social Insurance Number (SIN) before their first day of work. Students who do not have a SIN on their first day of work may lose their placement.
- In many cases, co-op placement host companies pay their workers by way of direct deposit to their Canadian bank accounts. If a student does not have a Canadian bank account, they should open one before their first day of work.
- Students are responsible for making themselves aware of workplace health and safety procedures at the host company and the applicable provincial and federal labor laws.

### **Placement Monitoring**

- Students and their host employers must complete an evaluation report at the conclusion of their work terms to be submitted along with their final written reports.
- The school representative will contact the student regularly throughout the work term for progress updates and will make direct contact with the employer at least once during the work term to ensure that the program learning objectives are being met.
- Reports done with host companies will consist of a written record placed in the student's profile. Hosts are required to complete a written evaluation of the student and return it to the college representative.
- If any issue is detected in a report, the host or student is automatically directed to the conflict resolution policy.
- Each student must record their hours and notify the college representative if they are not receiving enough hours to complete their work term requirements.
- Students must follow the co-op records policy in detail.



### **Conflict Resolution**

- In the event of any problem in the workplace, students must inform the college representative immediately.
- If there is a conflict, the student must inform the college representative in writing that there is a problem, conflict, or other substantive issue at their host company.
- The college representative will contact the student to determine the nature of the issue.
- If necessary, the college representative will contact the host company to attempt to resolve the issue. This will only be done with written permission from the student.
- The college representative will follow up with the student to discuss the solution arrived at with the host company.
- The student will continue with their co-op placement and complete a new online report one week later to let the college representative know if the attempted solution has solved the problem.
- If there is still an issue, the college representative will make a second and final attempt to resolve the issue. If not previously permitted, the college representative must be allowed to contact the host at this point.
- The student will complete a second report at the end of the week to let the college representative know if the new solution has resolved the issue.
- If the solution has not worked and there is still a substantive issue preventing the student from completing their work term, they may be eligible for a re-placement at a different host company.

### **Exceptional Cases**

#### **Workplace Harassment**

- All reports of bullying or harassment in the workplace are treated seriously and each receives individual attention to address the issue.
- Students who believe they have experienced bullying or harassment in their workplace should report this issue to the college representative.
- Once notified of the issue, the college representative will arrange a meeting with the student to gather details about the harassment report.
- In some cases, where a host company has an established bullying and harassment policy, the college representative will assist the student in contacting the host and pursuing a remedy through that established policy.
- If a host company does not have an established bullying and harassment policy, the student and the college representative will decide together if they will approach the host company to resolve the issue directly, or if they will refer the issue to the appropriate provincial department overseeing labor regulations.
- In some cases, a student who has reported a bullying or harassment claim may be eligible for re-placement at a different host company.

#### **Re-Placements for Arranged Placement Students**

- If a student has completed at least 80% of their required practicum hours, re-placement will not be offered.
- If a student has not completed at least 80% of their required practicum hours, has followed the conflict resolution policy and has enough time remaining in their practicum placement, the college representative will arrange a new practicum placement for the student.
- If the student has enough time remaining in their practicum in terms of hours, but fewer than 1 week or 20 hours remaining in their term, the practicum will be completed at the college or re-placement will be offered.
- If students refuse a re-placement offer, their practicum term may be ended.

Except in cases of workplace harassment or delinquent payment by the host employer, the student must not quit their practicum placement during the re-placement process. If they do so, their practicum term may be ended.

### Completion Requirements

**Students will keep records of the co-op hours worked to ensure that they complete the required number of co-op hours.**

- Co-op timesheets with totals clearly readable must be submitted as proof of hours. Other acceptable forms of proof include a signed letter from the Host Employer confirming hours worked.
- Students are expected to keep copies of co-op timesheets for their personal records.
- Students submit the record of hours at the end of a host agreement or change in employment.
- Submitted timesheets will be placed in the student's profile.

### Performance Evaluations

- Students are evaluated on the work component of their program by their direct supervisor of their host employer. The work experience evaluation form must be provided by students along with their final written reports.
- Feedback in relation to the co-op is an ongoing part of the instructional process. Additional evaluations may be requested by the College representative if circumstances warrant this action (i.e. concerns raised by student, host employer, or college representative).
- Performance Evaluation occurs at the conclusion of the work experience term.

### Final Report Submission

The purpose of the final report is to provide opportunities at or close to the end of the work term for you to chronicle the skills you have gained, reflect on the experience you have acquired, and to enable your continuous personal and professional development.

- Students must submit one final report as a requirement for completion of each co-op term. The **final report must be submitted not later than 10 days before the contract end date**. If you are unsure of this date, contact the college representative to confirm.
- Failure to complete and submit the final report will result in the following consequences:
  - Written warning of failure with the final result of dismissal from the program if not corrected.
  - The final attempt to contact the student will be by text message and email. If no response is received, the student will be dismissed from the co-op. No refunds will be granted for incomplete programs in these circumstances.
  - In the event that a program extension is required to allow the student additional time to complete these requirements, a fee of \$750 will apply.
- The co-op work experience portion of the program is not complete until all documentation is completed and submitted, the written report has been submitted and has received a passing grade (70%). Graduation will not commence until these requirements are 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

- Upon acceptance to the co-op work experience term, students will liaise with the CICC College representative to define the terms of the placement with the host employer, including confirmation of the length of the placement. Please note that in some cases, students may be offered, and elect to engage in, a work experience longer than CICC's program requirement. In such cases, they will be required to end the course responsibilities at the end of the authorized work experience period. Supervision by CICC beyond this point will not be available.
- Students are responsible for paying their own airfare and making travel arrangements to and from their work experience location and assume their expenses for all costs of living for the duration of the placement, plus any required medical and travel insurance costs.
- Learners must pay for their International Visa, if one is required, and passport, and also provide a photocopy of these documents for CICC while they are registered students in any part of a CICC program including a co-op placement.
- Students must maintain contact with college representatives and respond to emails, telephone, Skype, etc. as required throughout the course.
- Students must provide all documents requested on time to the college representative.
- Only medical or personal emergency leave will be supported during the co-op term.
- Proof of the leave will be supplied to the SEA in an appropriate form.

### Documents to Submit

The following items are required to complete your co-op work term and qualify for graduation. Failure to meet these requirements may result in dismissal from the program. In the event of dismissal for this reason, no refunds will be granted.

Uploaded to the student's profile on Classe 365 (CICC student management system):

1. Final report
2. Performance Evaluation with proof of working hours
  - The completion and submission by the host employer of the performance evaluation form which includes confirmation of co-op hours completed is required to complete the co-op work term and qualify for graduation. This form is sent directly to the host employer by the college, but students must follow-up with the host employer to ensure that this is completed by the end date of the co-op contract.

Once the final report has been graded, and all documents have been received, the student has completed their co-op work experience and transcripts and diplomas may be prepared and presented.

## 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 CCCCC employees and students.

### Procedure for Fire Safety

1. The On-Site Administrator 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.
2. The On-Site Administrator ensures that all employees receive training in the school fire evacuation procedures.
3. The On-Site Administrator 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.
4. In the event of a fire emergency, the On-Site Administrator 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. The On-Site Administrator will advise all employees to evacuate the campus. Evacuation plans for each room and section of the college are prominently posted throughout the building.
6. Instructors will escort their students to the designated collection point ensuring that he or she takes the class list with them. At the collection point, the instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between fire officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

### Procedure for Earthquake Safety

1. The On-Site Administrator 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.
2. The On-Site Administrator ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated On-Site Administrator 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.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the On-Site Administrator will advise all employees to evacuate the campus. Evacuation plans for each room and section of the college are prominently posted throughout the building.
6. Instructors will escort their students to designated collection point ensuring that he or she takes the class list with them. At the collection point, the instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.

8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

### **Program Specific Safety Procedures**

1. 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.
2. The SEA is responsible for ensuring that employees receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials.
3. 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.
4. Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.
5. The SEA and On-Site Administrator schedule periodic inspections of all equipment and facilities as appropriate.
6. All inspections and their outcomes are documented and the inspection report is retained in a binder.

## **Student and Guest Network and Wi-Fi Access**

### **1. Introduction**

CICCC provides students and guests access to the student use computers and the guest Wi-Fi (hereafter referred to as CICCCNet) for learning, research and campus life purposes.

All internet access provided by CICCC is subject to these Terms of Service. CICCCNet services are also subject to applicable CICCC policies, local, provincial, federal, and international laws, orders, and regulations such as the Criminal Code of Canada, the Copyright Act, and the BC Freedom of Information and Protection of Privacy Act.

Students may use the service for non-college and personal purposes within the limits of responsible use, other CICCC Policies, these Terms of Service, and the law.

By connecting a computer or other device to a CICCCNet data port or wi-fi access point, the user agrees to and is bound by the CICCCNet Terms of Service.

### **2. Illegal Activity**

Use of CICCCNet for any activity that violates local, provincial, federal or international law, order or regulation, is a violation of these Terms of Service. Prohibited activities include, but are not limited to:

- Posting or disseminating unlawful material (child pornography or obscene material),
- Disseminating material which violates copyright or intellectual property rights,
- Pyramid or other illegal soliciting schemes,
- Fraudulent activities, including but not limited to impersonating any person or entity, or forging anyone's digital or manual signature,
- Harassment, stalking, or uttering threats,
- Violation of these Terms of Service.

The CICCCNet user is wholly responsible for ensuring that his or her activities are lawful.

### **3. Security**

The user is responsible for any misuse of CICCNet services that originate from their CICCNet connection, including activities committed by any friend, family, co-worker, classmate, guest, or anyone with access to that connection. CICCNet users must take precautions to ensure that others do not gain unauthorized access to their CICCNet connection.

If a user is notified by CICC that their system has been breached or compromised, it is their responsibility to ensure that the breach is corrected in a timely manner. CICC reserves the right to limit or disable a user's CICCNet access to protect CICC resources. It is the user's responsibility to prove, to the satisfaction of CICC, that her/his system has been fully repaired.

It is the CICCNet user's responsibility to ensure that his/her system is adequately protected at all times against viruses, Trojan horses, spyware, etc.

CICCNet services may not be used to breach the security of another user, system, device, host, or account, or to attempt access to anyone's computer, software, or data, without the knowledge and consent of that person. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other networks. Use or distribution of tools designed for compromising security, such as password guessing programs, keystroke loggers, cracking tools, packet sniffers or network probing tools, is prohibited.

You may not disrupt CICCNet services. CICCNet may not be used to interfere with computer networking or telecommunications services to any user, host or network, including but not limited to, denial of service attacks, flooding of a network, overloading a service, improper seizing and abuse of operator privileges and attempts to crash a host. The transmission or dissemination of any information or software that contains a virus, trojan horse, keystroke logger, worm or another harmful feature, is also prohibited.

The user is responsible for the security of any device connected to CICCNet by the user, including data stored on that device. CICC recommends disabling file or printer sharing of all kinds. CICC recommends that any files or services made available for remote access be password-protected.

### **4. Electronic Mail**

CICCNet may not be used to send unsolicited bulk, commercial messages, or other "spam" (CICC reserves the right to determine, in its sole discretion, whether a message constitutes "spam"). This includes, but is not limited to, bulk mailing of commercial advertising, informational announcements, charity requests, petitions for signatures and political or religious messages via services such as, but not limited to, email, newsgroups, or multi-user interactive forums. Such messages may only be sent to those who have explicitly requested them.

CICCNet may not be used to collect responses from unsolicited email sent from accounts on other Internet hosts or email services which violate these Terms of Service or the acceptable use policy of any other Internet service provider.

Mail bombing is prohibited. You may not send numerous copies of the same or substantially similar messages, nor may you send very large messages or files to a recipient with the intent to disrupt a server or account. The propagation of chain letters is prohibited whether or not the recipient wishes to receive such mailings.

CICC is not responsible for the forwarding of email sent to any account that has been suspended or terminated. Such email will be returned to sender, ignored, deleted, or stored temporarily, at CICC's sole discretion.

## **5. Bandwidth and Other Limitations**

Users must comply with bandwidth, throughput and other limitations of CICCNet.

Users must ensure that their activity does not improperly restrict, inhibit, or degrade any other users' access to CICCNet, nor represent (in the sole judgment of CICC) an unusually large burden on the network itself, such as may be generated by unreserved use of peer-to-peer file sharing programs, serving streaming video or audio, mail, HTTP, FTP, IRC, DHCP servers, and multi-user interactive forums. In addition, users must ensure their activity does not improperly restrict, disrupt, inhibit, degrade, or impede CICC's ability to provide CICCNet services and monitor CICCNet, backbone, network nodes, and/or other network services.

CICCNet services are intended for personal Internet and educational use. You may not use CICCNet for commercial purposes. You may not run a commercial server utilizing CICCNet, nor may you provide network services to others via CICCNet. CICC reserves the sole right to define a server or service as private or commercial.

In order to maintain effective service levels for all users, bandwidth and throughput restrictions are enforced on traffic between individual CICCNet users and the commercial Internet. CICC reserves the right to modify bandwidth and throughput limitations for these and other resources, to maintain effective service levels for all users.

## **6. Violation of Terms of Service**

CICC does not routinely monitor the activity of CICCNet users for violations of these Terms of Service. However, in our efforts to promote good citizenship within the Internet, research and educational communities, we will respond appropriately if we become aware of inappropriate use of CICCNet.

As circumstances dictate - in order to detect known vulnerabilities and compromised hosts for the protection of other CICCNet, research, commercial Internet, and campus resources and to enforce these terms of service - CICC reserves the right to (i) monitor general network traffic and (ii) perform network-based vulnerability, compromise assessment, and policy compliance scans of systems and devices. CICC will not monitor the data of any specific user without the authorization of the Director

If CICCNet is used in a way in which CICC, in its sole discretion, believes violates these Terms of Service, CICC may take any responsive actions deemed appropriate. Such actions include, but are not limited to,

- (1) restricting a user's connection via a quarantine/restricted access network,
- (2) temporarily disabling a user's network connection,
- (3) taking other actions deemed necessary by the owner and management of CICC.

The above-described actions are not CICC's exclusive remedies and CICC may take any other legal or technical action it deems appropriate. CICC reserves the right to investigate suspected violations of these Terms of Service, through the gathering of information from the user or users involved and the complaining party, if any, and examination of material on CICC's servers and network.