



CORNERSTONE
International Community College of Canada

Student Manual

Policies and Procedures

Last updated: July 28, 2022

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.

Main Floor - 609 West Hastings, Vancouver, BC, Canada V6B 4W4
T: 604-620-1111 F: 604-687-2972 www.ciccc.ca info@ciccc.ca

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 furnish students with a foundation of knowledge and learning opportunities to help them become lifelong learners. Moreover, we ensure that every student graduating from CICCC is equipped with the work-ready skills and experience necessary 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, exposing them to the excitement of discovery. We aim to cultivate 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 substantial history of providing training courses, academic upgrading, and career counseling to individuals seeking employment. We are deeply committed to fostering the development of individual potential, both in students and staff.

Many of our programs incorporate a co-operative (co-op) work experience period equivalent to the term of academic studies. The co-op is a vital component of these programs, and participating students receive a competitive industry-standard wage. The co-op work term is evaluated by the student, their host employer, and a CICCC instructor.

Our network of collaborative relationships within the business community is consistently expanding to create further opportunities for our students. Respecting individual goals, we support students in focusing on employment possibilities relevant to current market needs.

As a learning organization, CICCC supports staff development through a diverse range of professional development courses aimed at updating and enhancing staff skills on an ongoing basis. In a positive and 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, and in turn, we expect those with whom we affiliate to 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 that applicants accepted into 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 based on race, color, creed, national or ethnic origin, marital status, sexual orientation, age, or religion. Applicants must meet program prerequisites and have sufficient financial support for their studies in Canada. Before entering any agreement with the College, students are provided with a copy of our current Student Manual for their review, which includes 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-time Courses

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

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 CICC ESL level 3.5
- Qualification for ESL Level 4.0 on the CICC placement test or presenting an equivalent score from one of the internationally recognized tests.

Digital Marketing Specialist

Digital Marketing Foundations

Digital Marketing Advanced

Digital Marketing Advanced Co-op

- 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 iBT – 79-109
- TOEIC – 850+
- IELTS – 6.5
- Duolingo: 120 – 140
- CEFR: C1/ C2
- Cornerstone ESL: Completion of Level 5.5, or
- Cornerstone Placement Test – Level 6.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

Hospitality Management Co-op

One Year Hospitality Management Co-op 8 Month Hospitality Management Co-op

Hospitality Management Online Courses

- 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 iBT – 65 - 78
- TOEIC – 750+
- IELTS – 5.5
- Duolingo: 95 – 115
- CEFR: B2
- Cornerstone ESL: Completion of Level 4.5, or
- Cornerstone Placement Test – Level 5.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

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 iBT – 65 - 78
 - TOEIC – 750+
 - IELTS – 5.5
 - Duolingo: 95 – 115
 - CEFR: B2
 - Cornerstone ESL: Completion of Level 4.5, or
 - Cornerstone Placement Test – Level 5.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

Mobile Application Development Foundation Diploma

Mobile Application Development Specialist Diploma

- 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 iBT – 79-109
- TOEIC – 850+
- IELTS – 6.5
- Duolingo: 120 – 140
- CEFR: C1/ C2
- Cornerstone ESL: Completion of Level 5.5, or
- Cornerstone Placement Test – Level 6.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

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 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 iBT – 79-109
- TOEIC – 850+
- IELTS – 6.5
- Duolingo: 120 – 140
- CEFR: C1/ C2
- Cornerstone ESL: Completion of Level 5.5, or
- Cornerstone Placement Test – Level 6.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

UIUX Designer Advanced Co-op Diploma

UIUX Designer Advanced Diploma

UIUX Designer Specialist Co-op Diploma

UIUX Designer Specialist Diploma

- 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 iBT – 79-109
- TOEIC – 850+
- IELTS – 6.5
- Duolingo: 120 – 140
- CEFR: C1/ C2
- Cornerstone ESL: Completion of Level 5.5, or
- Cornerstone Placement Test – Level 6.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

Web Development Foundation Diploma

Web Development Specialist Diploma

- 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 iBT – 79-109
 - TOEIC – 850+
 - IELTS – 6.5
 - Duolingo: 120 – 140
 - CEFR: C1/ C2
 - Cornerstone ESL: Completion of Level 5.5, or
 - Cornerstone Placement Test – Level 6.0 This online placement test platform assesses students against the Common European Framework of Reference for Languages (CEFR) benchmark.

Prior Learning Assessment Policy

1. Purpose

This policy outlines CCCCC's requirements for granting credit to students for their prior learning, including the types of learning that may be recognized, the processes employed by CCCCC, and the types of credit that can be granted.

2. Scope

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

3. Definitions

Types of learning:

1) Formal learning:

Learning that occurs through a structured program of learning and assessment, resulting in the full or partial attainment of a credential from a recognized PTIB institution or another qualification formally recognized by CCCCC. For instance, this may include formal work experience or be demonstrated by challenging an exam.

2) Informal learning:

Learning acquired 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 CCCCC.

3) Non-formal learning:

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

Processes for recognizing credit and learning objectives:

Prior Learning Assessment (PLA) Application Process:

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

Credit and Learning Objectives Transfer:

CCCCC ensures consistent credit and learning objectives in a CCCCC 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):

RPL involves 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 toward a CCCCC qualification.

4. Policy principles

CICCC encourages lifelong learning, encompassing formal, informal, and non-formal learning, and provides students with the opportunity to have their prior learning recognized for credit in their courses. Prior learning must undergo assessment by the Senior Education Administrator (SEA) and the PLA Committee to ensure its equivalence to CICCC credit and learning objectives. This evaluation considers the learning outcomes, volume of learning, program of study (including content), and learning and assessment approaches of the previous learning.

The PLA Committee comprises at least two individuals, in addition to the SEA, who are knowledgeable in the field of study relevant to 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 remain 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 accepted for credit by CICCC will be determined for a course or subject by the relevant Senior Education Administrator (SEA) and the Prior Learning Assessment (PLA) Committee.

C. Assessment of Knowledge and Skills:

The SEA and the PLA Committee of CICCC may, at their discretion and subject to the requirements of any formal credit or learning objective recognition arrangements, set additional requirements such as testing, portfolio submission, and academic paper writing for recognizing credit and learning objectives for a course or subject. In exceptional cases, on a case-by-case basis, the Senior Education Administrator may recommend to the PLA Committee that credit recognition be approved beyond the defined limits.

D. Once-Only Use of Prior Learning:

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

E. Applicants' Responsibilities:

Applicants are required to provide the specified information and meet the processing deadlines set by CICCC regarding credit and learning objective recognition applications.

F. Ownership of Decisions:

The SEA and the PLA Committee are responsible for all credit recognition matters, and their determination 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 CICCC Prior Learning Policy, establishing a systematic approach to assuring the quality of credit recognition processes and decisions, and monitoring current trends related to credit and

learning objective recognition.

SEA's Role:

The SEA is broadly responsible for implementing the Prior Learning Policy and Procedures, including educating 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:

The Senior Education Administrator (SEA) of CIGCC may consider the acceptance of prior learning through education and experience based on the following criteria:

1. Evidence of prior learning/experience must be 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 should be directly related to the program course curriculum, or thirty-three (33) credit hours of related work experience are required to obtain one (1) course credit.
4. The 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

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 accepts 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..'

1. A \$100.00 fee is charged for insufficient funds.
2. A \$25.00 fee is charged for re-issuing Letters of Acceptance, Enrollment Letters, Transcripts, Certificates, or Diplomas upon students' requests.
3. A \$50.00 fee is charged for mailing Letters of Acceptance, Enrollment Letters, Transcripts, Certificates, or Diplomas upon students' requests.
4. A \$30.00 fee is charged for cancellations.
5. An administration fee of \$50.00 is charged on withdrawals.
6. A fee of \$750 is charged for program changes and extensions required for examination retakes due to failure or in cases where required documents have not been submitted to qualify for program completion and graduation.
7. A \$50.00 fee is charged for the Payment Plan.
8. 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
9. In accordance with the Personal Information Protection Act, we hereby notify you that your name, personal identification information, the name of your program of study, and the amount of 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, please visit the website at www.privatetraininginstitutions.gov.bc.ca

10. All tuition must be paid on time as per the schedule outlined in the student contract.
11. It is the student's responsibility to fulfill their financial obligations to the school as outlined in their student contract. Failure to do so may result in the student being barred from attending classes and examinations until all tuition payments are brought up to date.
12. If a student is experiencing financial difficulties and is unable to fulfill the terms of the contract, they should schedule an appointment with the Finance Department to discuss the situation and explore available options. Students are strongly encouraged to arrange a meeting before an 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

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> ● No later than seven days after student signed the enrolment contract, and ● Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> ● At least 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrollment contract. 	<p>The institution may retain up to 10% of tuition, to a maximum of \$1,000.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> ● More than seven days after the student and institution signed the enrolment contract, and ● Less than 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrollment contract. 	<p>The institution may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	

Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	<p>The institution may retain up to 30% of tuition.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>The institution may retain up to 50% of tuition.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> The student does not attend the first 30% of the program. 	<p>The institution may retain up to 50% of the tuition.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> The student completed up to 30% of the program. 	<p>The institution may retain up to 30% of the tuition.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> The student completed more than 30% but less than 50% of the program (based on evaluation provided to the student). 	<p>The institution may retain up to 50% of the tuition.</p> <p>The institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student enrolled in a program without having met the admission requirements for the program</p>	

Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission, the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	Amount of Refund
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees

The institution must process the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of a study permit, providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

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 Senior Education Administrator (SEA) of CCCCC if they have any questions

The term 'Student' is defined to include both prospective students and those currently registered or enrolled in any (institution) program or activity..

The Code of Conduct

Expectations of Students:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Treat school property with respect.
- Complete all assignments and examinations on the scheduled completion dates.
- Avoid any conduct determined to be detrimental or damaging to other students, staff members, or the institution.
- The institution strictly forbids the following:
 - Disruptive or offensive classroom behavior.
 - Bringing weapons of any kind (i.e., knives, guns) to school.
 - Bringing any alcohol or prohibited mood-altering substances to the institution.
 - Making inappropriate remarks concerning another student or staff's ethnicity, race, religion, or sexual orientation.

- Any other conduct 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 CIGCC SEA to process in accordance with this policy.

Dispute Resolution Policy

At CIGCC, we value and treat each of our staff and students as individuals. We firmly adhere to the belief that everyone has a voice and the right to be heard.

Due to our internal structure, all academic and co-op matters will be addressed directly in partnership with students. Issues will be resolved using critical thinking and creative problem-solving methodologies. Acting as mature and responsible adults, every attempt will be made to collaborate as a team. Staff members, in cooperation with affected students, will work towards a mutually agreed-upon resolution.

Procedures:

Informal Resolution Process:

- Every effort will be made to promptly resolve issues. Students are encouraged to discuss academic matters or potential conflicts with their instructors.
- If the issue involves the instructor, the student should communicate with the Program Coordinator. In cases where the Program Coordinator is the instructor, the student can contact the Academic Director/Coordinator.

Throughout the process, instructors/PC will document the issue, and a summary will be sent to the student, with a copy sent to CIGCC SEA.

- **Solution Proposal:** The student is also responsible for suggesting a reasonable solution to resolve the problem.
- **Proposal Submission:** Proposals can be submitted via email or through a presentation (PPT).

The suggested solution will undergo a review by all parties involved, and a final decision will be reached and endorsed by all parties through their signatures.

*All meetings must be scheduled within 5 business days.

** Agreed upon resolution must be implemented within 20 business days.

Formal Resolution:

All communication will be managed by CCCCC SEA:

Mary Karimi: mary.karimi@ciccc.ca (In case of absence, please contact Mark Bembenek, Academic Operations Director: academic@ciccc.ca)

Throughout the process, the student is expected to attend classes unless on approved leave and must adhere to all academic rules. Filing a complaint will not hinder the student's academic or co-op progress. The student has the right to be represented by an agent or lawyer. If the determination is not resolved to the student's satisfaction, they can file a complaint with PTIB (Private Training Institutions Branch) within one year of the date a student completes, is dismissed from, or withdraws from the program.

Step 1: Write a letter to CCCCC SEA and send it by email. SEA will acknowledge the receipt.

Subject: Formal Resolution Complaint (within 10 days) SEA will investigate the issue and include all parties, whether directly / indirectly such as PC, and if needed, instructors in their investigation.

An email will be sent to the student requesting further details.

In the letter the student must state:

- Details regarding the issues
- Proposed suggestions regarding acceptable resolutions

Step 2: Meeting

The student and SEA will meet for a review, and a suggested action plan will be offered based on the initial proposal sent. The meeting will be recorded and witnessed by a third party not directly involved in the issue. Notes will be sent via email from SEA to all parties.

If additional details are required, a compromised action plan will be proposed within 10 days and presented to all affected parties. The plan will be signed by SEA and the student.

Post Complaint

A follow-up email will be sent within 30 days after the agreed action plan, and a meeting will be requested by SEA and/or PC. Additional action can be taken to improve the current situation if necessary.

The written justifications provided to the affected student will be such that if the student is dissatisfied with the determination and believes they have been misled by the institution regarding any significant aspect of the program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Procedure for Grade Appeal

1. If a student is dissatisfied with a received grade and can provide evidence that a higher grade is warranted, they should discuss it with their 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 the appeal to the instructor, they 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 reassessment results in a higher grade, the higher grade will be assigned to the student. If it results in a lower grade, the original grade will be retained.
5. Once the reassessment is complete, the Senior Educational Administrator will review the process, and upon completion of the review, 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.

Students Statement of Rights

Cornerstone International Community College of Canada is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before enrolling at a certified private training institution, it's important to be aware of your rights and responsibilities.

Your Rights:

You have the right to be treated fairly and respectfully by the institution.

You have the right to a student enrolment contract that includes the following information:

- Amount of tuition and any additional fees for your program.
- refund policy.
- If your program includes work experience, the requirements to participate, and the geographic area where it will be provided.
- Whether the program was approved by PTIB or does not require approval.

Make sure to read the contract before signing, and the institution must provide you with a signed copy.

You have the right to access the institution's dispute resolution process and protection against retaliation for making a complaint.

You have the right to make a claim to PTIB for a tuition refund if:

- Your institution ceased to hold a certificate before you completed an approved program.
- You were misled about a significant aspect of your approved program.

Claims must be filed within one year of completing, being dismissed, or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

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 that is determined to be detrimental or damaging to other students, staff members, or the Institution.
2. Disruptive or offensive classroom behavior.

3. Bringing weapons of any kind (i.e., knives, guns) to school.
4. Bringing any alcohol or any prohibited mood-altering substances to the institution.
5. Making inappropriate remarks concerning another student or staff's ethnicity, race, religion, or sexual orientation.
6. Any other conduct 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:

- 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.
7. Plagiarism, which is intellectual theft. It occurs when 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 take any of the following actions:

1. Meet with the student suspected of misconduct.
2. Conduct any further inquiry or investigation 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. The 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 that 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 inquiry 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 inquiry 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 permit, 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's completion of the program of study or withdrawal or dismissal, CCCCC uploads a copy of the student's 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, in most cases, results in a student's inability to maintain the academic standards set by CCCCC. Students are expected to attend **all** classes, labs, and field trips for 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. Absence 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 the 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 retaking 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 due to 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 an absence. Lost time in the class will be recorded in its entirety as lost hours.

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/ remaining non-responsive online)

Conduct

1. Instructors will establish standards and expectations for what constitutes appropriate classroom behavior.
2. Students are expected to respect the rights 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 according to the Conflict Resolution Policy of CIGCC.

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. Behavioral requirements regarding 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 retained in the individual student's file.

Credit Transfer and Articulation Agreements

To enhance the quality and value of our educational programs, CIGCC continuously strives to develop and expand its network of academic partners, aiming to utilize all applicable courses as university or college pathway programs.

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

Final Exam Policy

Final Examinations

Final examinations shall be written 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 a 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 coursework. 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 coursework, including quizzes, case studies, essays, projects, and oral presentations. All coursework must be submitted 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 typically 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. The following 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. 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, they must register for special accommodations with the Administration Office and submit appropriate documentation from a recognized professional at least two weeks prior to the start of the final examination.
6. Where there are reasonable grounds for believing a violation of exam protocol has occurred, the presiding officer or proctor has the 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 produce 'evidence' where the presiding officer or proctor believes that the 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 the answer book(s) and replace them with new ones; in all cases, students are to be allowed to finish writing the test or examination.

As soon as possible following the conclusion of the test/examination, the presiding officer or proctor is expected to:

- a. Make a note of the time and details (e.g., refusal to cooperate).
- b. Explain to the alleged offender that the status of their paper is in question.
- c. Identify the paper and set it aside.
- d. Inform the course instructor of the circumstances.
- e. Turn over all the evidence available.

If the instructor is not available, the presiding officer or proctor will inform the Senior Education Administrator.

- 7. Candidates must remove earphones and portable tape or disc players during the writing of examinations. Additionally, devices such as pagers and portable telephones must be turned off.
- 8. After the examination has begun, all candidates must remain for the first 30 minutes. Candidates who arrive more than 30 minutes late for an examination may be barred from writing the exam if other 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 clearly mark the time of entry on all the answer booklets.
 - c. There shall be no extension of time for candidates who sit the examination after arriving late.
- 9. A candidate may, with the permission of the instructor or proctor, leave the examination room briefly only if accompanied by an assigned proctor.
- 10. 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.

11. After the examination, all candidates shall cease writing, and proctors shall collect the examination booklets.
12. In accordance with provincial regulations, smoking will not be permitted in an examination room at any time.
13. Plagiarism, considered intellectual theft, takes place when an individual submits or presents the oral or written work of another person as their own. Plagiarism is unacceptable in both submitted drafts and final works. Students seeking assistance from a tutor or using other scholastic aids must ensure that the submitted work is entirely their own. It is the responsibility of students to guarantee that any submitted work does not involve plagiarism. If students are uncertain about what constitutes plagiarism, they should consult their instructor before submitting any assignments.

Academic misconduct frequently leads to a one-year suspension from the University and a notation of academic discipline on the student's record. However, disciplinary measures that may be imposed, either individually 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 where the academic misconduct occurred
3. Suspension or 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 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 inquiry 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 take one of the following actions:

1. Following the meeting with the student, the SEA will conduct whatever further inquiry 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.
5. Recommend that the student be dismissed from the Institution.

The SEA will prepare a written summary of the determination. A copy will be given to the student, another 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, both the SEA and the student will sign the written warning or probationary conditions, and the student will receive 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 determine whether to proceed with or postpone examinations in the event of extreme weather conditions or any other general emergency that 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 typically scheduled 7 days from the date of the final examination. Grades for courses without a scheduled final examination are usually 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 may 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. This confirmation should be submitted in the form of a signed doctor's note requesting 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. Additionally, the student must notify the course instructor and provide the medical documentation specified above within 48 hours after the partially completed examination.
3. If a student completes an examination, even though they are 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 offense that will result in disciplinary action.

SEXUAL MISCONDUCT POLICY

Cornerstone International Community College of Canada is committed to providing its students with an environment free from sexual violence and treating anyone who reports incidents of sexual violence or misconduct with dignity and respect.

This Sexual Violence and Misconduct Policy defines sexual violence and misconduct, outlining CCCCC's policies and procedures for training staff and students, as well as reporting and responding to complaints of sexual violence made by or involving its students. Any person(s) accused of engaging in sexual violence or misconduct will be referred to as the "Respondent(s)" and the person(s) making the allegation as the "Complainant(s)".

If this policy conflicts with any other CCCCC Policy, the Sexual Violence and Misconduct Policy prevails.

Definition of Sexual Violence and Misconduct:

Sexual violence and misconduct mean any sexual act or act targeting a person's sexuality, gender identity, or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person's consent. This includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, sexual exploitation, and the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph and video.

Training, Reporting and Responding to Sexual Violence and Misconduct

A copy of the Sexual Violence and Misconduct Policy is included in every contract made between CCCCC and its students. Furthermore, a copy of the Sexual Violence and Misconduct Policy is given to all CCCCC teachers, staff, other employees, as well as CCCCC contractors, and training is provided regarding the policy and the processes of reporting, investigating, and responding to complaints of sexual violence.

The Sexual Violence and Misconduct Policy is available in the Student Handbook found on the CCCCC website and is accessible to students, teachers, and staff at any time.

CCCCC teachers, staff, and any other employees and contractors of CCCCC will report incidents of or complaints of sexual violence or misconduct to their Program Coordinator upon becoming aware of them. Students who have been affected by sexual violence or misconduct and need information about support services should contact the Program Coordinator immediately.

Subject to Section 4 below, to the extent possible, CCCCC will attempt to keep all personal information of persons involved in the investigation confidential, except in those circumstances where it believes an individual is at imminent risk of self-harm or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:

- Ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety, or other required measures.
- Ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.

CCCCC recognizes the right of the Complainant not to report an incident of or make a complaint about sexual violence/misconduct or not request an investigation and not to participate in any investigation that may occur.

Notwithstanding, in certain circumstances, CCCCC may be required by law or its internal policies to initiate an internal investigation and/or inform the police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk. In all cases, including the above, CCCCC will appropriately accommodate the needs of any student affected by sexual violence or misconduct.

In this regard, CCCCC will assist students who have experienced sexual violence to obtain counseling and medical care and provide them with information about sexual violence support services available in the community. Students are not required to file a formal complaint to access support services.

Investigating Reports of Sexual Violence and Misconduct:

Under this Sexual Violence and Misconduct Policy, any student of CCCCC may file a report of an incident or a complaint in writing to the Program Coordinator. Other officials, offices, or departments may be involved in any investigation, including the Human Resource Department.

Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Program Coordinator will respond promptly and:

- Determine whether an investigation should take place and if the Complainant wishes to participate in the investigation.
- Determine who should conduct the investigation with regard to the seriousness of the allegation and the parties involved.
- Determine whether the incident should be referred immediately to the police.

In such cases or where civil proceedings are commenced with respect to allegations of sexual violence or misconduct, CCCCC may conduct its own independent investigation and make its own determination in accordance with its policies and procedures. It will also determine what interim measures ought to be put in place pending the investigation process, such as the removal of the Respondent or seeking alternate methods of providing course delivery.

Once an investigation is initiated, the following will occur:

- The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation.
- The Complainant will be interviewed to ensure a complete understanding of the allegation and to gather additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident, and a complete description of what occurred.
- The Respondent will be interviewed and informed of the complaint, provided with details of the allegations, and given an opportunity to respond to the allegations, including providing any witnesses the Respondent feels are essential to the investigation.
- Any person involved or who has, or may have, knowledge of the incident, and any identified witnesses will be interviewed.
- Reasonable updates about the status of the investigation will be provided to the Complainant and the Respondent.

Following the investigation, the Program Coordinator will:

- Review all the evidence collected during the investigation.
- Determine whether sexual violence occurred; and if so,
- Determine what disciplinary action, if any, should be taken, as set out in Section 5 below.

Disciplinary Measures

If CICCC determines that the Respondent engaged in sexual violence or misconduct, immediate disciplinary or corrective action will be taken. This may include:

- Disciplinary action, up to and including termination of employment for teachers or staff.
- Expulsion or dismissal of a student.
- Placement of certain restrictions on the Respondent's ability to access specific premises or facilities.
- Any other actions that may be deemed appropriate in the circumstances.

Appeal Process

In the event that the Complainant or the Respondent disagrees with the decision resulting from the investigation, an appeal may be made to the Director of Operations within 5 business days. This can be done by submitting a letter or email expressing the intent to appeal the decision.

Making False Statements

Knowingly making a false complaint of sexual violence or providing false information about a complaint is a violation of the Sexual Violence and Misconduct Policy.

Individuals found in violation of this policy are subject to disciplinary and/or corrective action, including but not limited to termination of employment for teachers or staff, or expulsion for students.

Reprisal

It is a violation of the Sexual Violence and Misconduct Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual violence, provided

information related to a complaint, or otherwise been involved in the complaint investigation process.

Individuals who violate the Sexual Violence and Misconduct Policy are subject to disciplinary and/or corrective action, up to and including termination of employment for teachers or staff, or expulsion of a student.

Review

CICCC shall ensure that student input is considered every time the Sexual Violence and Misconduct Policy is reviewed or changed. CICCC will review its Sexual Violence and Misconduct Policy at least once every 3 years and amend it where appropriate.

For a list of support services, centers, and other resources in British Columbia, please visit:

www.endingviolencecanada.org/sexual-assault-centres-crisis-lines-and-support-services/

CICCC WORK EXPERIENCE POLICY

Policy

Work experience is a required component of the Cornerstone International Community College of Canada (CICCC) program, providing students with practical skills relevant to the learning objectives of the program.

CICCC facilitates work experience placements for students, ensuring that these placements offer opportunities for students to enhance the skills acquired throughout their programs of study. The college supports students in acquiring work experience placements with employers committed to introducing them to work in the appropriate field.

CICCC collaborates with work experience placement hosts to evaluate students' performance during their work experience placements.

These general policies are applicable to all CICCC co-op placement programs. For specific details, completion requirements, and deadlines for each program, students are advised to refer to the Co-op Completion Procedures associated with 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. Given that these policies must adhere to legal and third-party regulatory requirements, students should be aware 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 undertaken solely as an integral part of a program of studies, requiring approval, monitoring, and evaluation by the school.
- "Host organizations" are companies where students complete their co-op work placement hours.
- "Co-op" refers to the period during which a student is engaged in work experience at a host company

and is not attending regular classes.

- "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 result in reporting 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 CCCCC (college representative) will assist students during the co-op search – including arranging interviews for students. Please see the Co-op Placement Process for more information.
- The Work Experience can be either in or outside of the province. For students who voluntarily choose to be placed outside of BC, the student will be responsible for any related additional costs (travel, accommodation). Regular virtual meetings will be scheduled, via phone or video conference tools, to evaluate the capacity of the host in welcoming the co-op student.
- No student may begin their co-op placement until it is approved by the CCCCC College representative. This approval is indicated by an authorized college representative's signature on the student's Host Agreement, which also includes the student's job description.
- All co-op placements must be demonstrably connected to the student's program of studies. Co-op placements that, 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:

- Students must demonstrate academic excellence.
- 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

- Students sign a Co-op enrollment contract when they are accepted into a career program. During their first month of academic studies at CCCCC, a college representative will initiate first contact with all new students through in-class visits and/or email. New students are required to attend Professional Development Workshops that focus on Resume and Cover Letter Writing, as well as Job Search Strategies.
- Following these workshops, students can request individual coaching sessions for all career and Co-op related matters. It is strongly encouraged for students to begin this process as soon as possible. Delaying their resume, cover letter writing, and job search process will inevitably reduce their employment opportunities.
- If a student successfully secures a position through their interview, the placement process is complete, and no further interviews will be offered. However, if a student is not successful in their first interview or if their placement is not approved by the school, another interview will be arranged.

Interviewing

- The college representative will notify students of upcoming interviews via 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.
- It is mandatory for students to attend all arranged interviews. Students who refuse to attend an interview due to reasons such as distance, company size, notoriety, or the gender or ethnic makeup of the host company's staff will be considered non-compliant with program rules.
- During interviews, students are expected to make a sincere effort to secure the position. This involves researching the host company in advance, dressing appropriately for the interview, arriving on time, and demonstrating genuine interest in the placement. Students who express disinterest in or refusal of the placement during an interview, arrive too late, or fail to appear at an interview may be non-compliant with program rules.
- Any communication regarding changes to the work term for a student in an arranged placement must be directed through the college/partner placement agency. Such changes include shortening or lengthening the work term, altering start or end dates, taking an extended leave of absence, or restricting availability.
- For students in a full-time co-op placement, maintaining full-time availability is a requirement. Students who restrict their availability may not be accepted into arranged placement. Those who restrict their availability after acceptance into arranged placement may be considered non-compliant with program rules.

During the Placement

- To succeed in their co-op, students are strongly encouraged to demonstrate flexibility, which includes being open to new tasks and varied scheduling.
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- Throughout the placement, the College maintains contact with both the host and the student, monitoring attendance and ensuring that the program's learning objectives are met. If a student is absent or late for any reason, they must promptly inform their host company supervisor. Failure to do so could result in termination from the placement with cause, meaning the student would be unable to complete their work term.
- Students are generally discouraged from requesting time off during their co-op. However, in extreme situations where there is no alternative, they should communicate in writing with their host company supervisor as far in advance as possible. The host company supervisor retains the right to deny the student's request.
- For students completing their co-op in Canada, obtaining a Social Insurance Number (SIN) before the first day of work is crucial. Failure to have a SIN on the first day may result in the loss of the placement.
- In many cases, co-op placement host companies pay their workers through direct deposit to their Canadian bank accounts. Students without a Canadian bank account should open one before their first day of work.
- Students in in-person placements are responsible for familiarizing themselves with workplace health and safety procedures at the host company, as well as 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, which should be submitted along with their final written reports.

- The school representative will contact the student during the work term, approximately 2 months from their start date, for progress updates. Alternatively, the representative may contact the employer directly to ensure that the program learning objectives are being met.
- Reports completed 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 at the conclusion of their work term, and the student will, in turn, submit it in the Learning Management System (LMS) as part of the Co-op assignment.
- If any issues are detected in a report, the host or student is automatically directed to the conflict resolution policy.
- Each student must accurately record their hours and promptly notify the college representative if they are not receiving enough hours to fulfill their work term requirements.
- Students and host employers are required to submit all co-op forms, such as host employer argument and performance evaluation, via Cornerstone LMS. Additional interviews and performance checks will be conducted by the co-op team as part of "casual progress" monitoring. Failure to submit the co-op forms on time will result in dismissal.
- Students must adhere to the co-op records policy in detail.
- While host companies might offer remote work positions with limited in-person interaction, students will be under strict supervision despite "working remotely."

For students completing the program through distance delivery:

- The procedure for students completing the program through distance delivery is the same as for regular in-class students. Communication primarily occurs via email, video meetings, and phone calls to facilitate the management, monitoring, and evaluation of the work experience. The method of evaluation is specified in the relevant form.
- In the case that hosts are located outside the lower mainland area, program training activities are discussed and confirmed by the hosts before placement. This ensures that students will receive the appropriate work experience relevant to their program learning objectives. Communication methods, such as email, phone calls, and/or video meetings, are adapted to effectively manage placement and monitor the work experience.

Conflict Resolution

- In the event of any problem in the workplace, students must promptly inform the college representative.
- If a conflict arises, the student is required to notify the college representative in writing, specifying the problem, conflict, or other substantive issue at their host company.
- The college representative will then contact the student to determine the nature of the issue. If necessary, the representative will seek permission from the student to contact the host company in an attempt to resolve the issue.
- Following any necessary communication with the host company, the college representative will follow up with the student to discuss the solution that has been arrived at.
- The student will continue with their co-op placement and complete a new online report one week later, providing feedback to the college representative on whether the attempted solution has effectively resolved the problem.
- If there is still an issue, the college representative will make a second and final attempt to resolve the problem. If not previously permitted, the college representative must be granted permission to contact the host at this point.
- The student will then complete a second report at the end of the week, updating the college representative on whether the new solution has successfully addressed 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 with utmost seriousness, and each case receives individual attention to effectively address the issue.
- Students who believe they have experienced bullying or harassment in their workplace are strongly encouraged to report the issue to the college representative.
- Upon notification of the issue, the college representative will promptly arrange a meeting with the student to gather detailed information about the harassment report.
- In 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 collaboratively decide whether to approach the host company directly to resolve the issue or to refer the matter to the appropriate provincial department overseeing labor regulations.
- In certain instances, a student who has reported a bullying or harassment claim may be eligible for replacement at a different host company.

Replacements for Arranged Co-op Placements

- Replacements for Arranged Co-op Placements
- If a student has fulfilled at least 80% of their required Co-op hours, a replacement will not be provided.
- For students who have not completed a minimum of 80% of their required Co-op hours but have adhered to the conflict resolution policy and still have ample time left in their Co-op placement, the college representative will facilitate the arrangement of a new Co-op placement for the student.
- In cases where a student has enough time remaining in their Co-op in terms of hours but has fewer than 1 week or 20 hours left in their term, the Co-op will either be completed at the college or a replacement will be offered.
- Should students decline a replacement offer, their Co-op term may be concluded.

Except in cases of workplace harassment or delinquent payment by the host employer, students must not resign from their Co-op placement during the re-placement process. If they choose to do so, their Co-op term may be terminated.

Completion Requirements

Students are responsible for maintaining records of the Co-op hours worked to ensure they fulfill the required number of Co-op hours.

- Co-op timesheets, with clearly readable totals, must be submitted as evidence of hours worked. Other acceptable forms of proof include a signed letter from the Host Employer confirming the hours worked.
- It is expected that students retain copies of Co-op timesheets for their personal records.
- Students are required to submit the record of hours at the conclusion of a host agreement or in the event of a change in employment.

- The submitted timesheets will be stored in the student's profile.

Performance Evaluation

- Students' evaluation on the work component of their program is conducted by their direct supervisor at the host employer. The work experience evaluation form must be submitted by students along with their final written reports.
- Feedback regarding the Co-op experience is an integral part of the instructional process and is provided continuously. Additional evaluations may be requested by the College representative if circumstances warrant such action (e.g., concerns raised by the student, host employer, or college representative).
- The Performance Evaluation is conducted at the conclusion of the work experience term.

Final Report Submission

The purpose of the final report is to offer you an opportunity, at or near the conclusion of the work term, to document the skills you have acquired, reflect on the experience you have gained, and facilitate your ongoing personal and professional development.

- Students are required to submit one final report for the completion of each Co-op term. The final report must be submitted no later than 10 days before the contract end date. If you are unsure of this date, please 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 being dismissal from the program if not corrected.
 - The final attempt to contact the student will be made through 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 under these circumstances.
 - If a program extension is required to allow the student additional time to fulfill these requirements, a fee of \$750 will apply.
- The Co-op work experience segment of the program is considered incomplete until all documentation is finalized and submitted, and the written report has been submitted and received a passing grade (70%). Commencement of graduation will not occur until these requirements are satisfactorily met.

Student Responsibilities During Co-op Work Term

Policy

Students are responsible for familiarizing themselves with the 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 collaborate with the CCCC College representative to establish the terms of the placement with the host employer, including confirmation of the placement's duration. It is important to note that in some instances, students may receive an offer

and choose to participate in a work experience longer than CIGCC's program requirement. In such cases, they are obligated to conclude their course responsibilities at the end of the authorized work experience period, as supervision by CIGCC beyond this point will not be available.

- Students are responsible for covering their own airfare and making travel arrangements to and from their work experience location. Additionally, they are to bear all costs of living for the duration of the placement, including any required medical and travel insurance costs.
- Learners must personally finance their International Visa, if required, and passport. Furthermore, they are required to provide a photocopy of these documents to CIGCC while being registered students in any part of a CIGCC program, including a co-op placement.
- Students must maintain regular contact with college representatives and promptly respond to emails, telephone calls, Skype, etc., as needed throughout the course. Timely submission of all requested documents to the college representative is also a mandatory requirement.
- During the co-op term, only medical or personal emergency leave will be supported. Proof of the leave must be submitted to the Admission Office in an appropriate form.

Documents to Submit

To successfully fulfill your co-op work term and qualify for graduation, the following items must be completed. Failure to meet these requirements may lead to dismissal from the program, and in such cases, no refunds will be granted.

These documents must be uploaded to the student's profile on Class 365 (CIGCC Learning Management System):

1. Co-op Host Agreement
2. Performance Evaluation (including validation of hours completed)
3. Final Report

Students are accountable for the successful completion and submission of the Co-op Host Agreement, Performance Evaluation forms, and their Final Report to qualify for graduation. The Co-op Host Agreement must be finalized and submitted to the college within **ONE WEEK** of commencing the Co-op. Subsequently, the Performance Evaluation and Final Report must be concluded and submitted to the college **ONE WEEK** before concluding the Co-op.

Upon receiving all three documents, the student is considered to have completed the co-op work, and they are required to cease working immediately. Transcripts and diplomas will be prepared and presented to the students in recognition of their graduation.

Health and Safety

Policy

Cornerstone International Community College of Canada is dedicated to ensuring healthy and safe working and learning environments for all employees and students. This policy applies to all CCCCC employees and students.

Procedure for Fire Safety

1. The On-Site Administrator is responsible for ensuring the availability of adequate fire suppression equipment as needed throughout the campus. Additionally, they are tasked with ensuring that all fire suppression equipment undergoes inspection by a qualified inspector at least annually.
2. It is the duty of the On-Site Administrator to provide all employees with training on the school's fire evacuation procedures. They are also responsible for the preparation and posting of emergency exit instructions and route maps in each classroom. The exit from each room should be specifically noted in a colored highlight.
3. In the event of a fire emergency, the On-Site Administrator is required to dial 911, informing the fire department of the school's location. They should provide details regarding the type and location of the fire within the campus. The On-Site Administrator will then instruct all employees to evacuate the campus, with evacuation plans prominently posted throughout the building.
4. Instructors will escort their students to the designated collection point, taking the class list with them. At the collection point, instructors will check the students present against the attendance list for the day, immediately informing the On-Site Administrator of any missing individuals.
5. During the emergency, the On-Site Administrator will act as a liaison between fire officials and students/employees. If deemed necessary, the On-Site Administrator is authorized to close the school. No student or employee should re-enter the campus until fire officials have provided authorization for re-entry.

Procedure for Earthquake Safety

1. The On-Site Administrator is responsible for implementing adequate precautions throughout the campus to limit injuries resulting from falling or unstable items during an earthquake. This may involve securing file cabinets to walls and providing lipped shelving for books or binders located at or above head level.
2. Ensuring the safety of all individuals, the On-Site Administrator guarantees that all employees receive training in the school's earthquake evacuation procedures. The designated On-Site Administrator is also tasked with preparing and posting emergency instructions and exit route maps in each classroom. The exit from each room should be specifically highlighted.
3. In the event of an earthquake emergency, all staff and students are instructed to take cover and remain under cover until the shaking stops. When deemed safe, the On-Site Administrator will advise all employees to evacuate the campus, with evacuation plans prominently displayed throughout the building.
4. Instructors will escort their students to a designated collection point, taking the class list with them. At the collection point, instructors will check the students present against the attendance list for the day and immediately inform the On-Site Administrator of anyone missing.
5. During the emergency, the On-Site Administrator acts as a liaison between rescue officials and students/employees. If necessary, the On-Site Administrator has the authority to authorize school closure.

No student or employee should re-enter the campus until rescue officials have provided authorization for re-entry.

Program Specific Safety Procedures

1. Programs that involve the use of dangerous equipment or hazardous materials are required to adhere to health and safety precautions specific to the equipment and materials, as outlined by Health Canada, WorkSafe BC, or the equipment manufacturer.
2. The Safety and Environmental Administrator (SEA) bears the responsibility of ensuring that employees undergo training in the proper use, maintenance, storage, and disposal of dangerous equipment or hazardous materials. Instructors within these programs are also accountable for providing students with training in the correct use, maintenance, storage, and disposal of such items before permitting them to operate or use these materials throughout the program of study.
3. To ensure ongoing safety, instructors in these programs conduct weekly inspections of equipment, identifying and replacing any worn or damaged pieces. The SEA and On-Site Administrator collaborate to schedule periodic inspections of all equipment and facilities as deemed appropriate.
4. All inspections, along with their outcomes, are meticulously documented, and the inspection reports are retained in a dedicated binder for reference and record-keeping purposes.

Student and Guest Network and Wi-Fi Access

1. Introduction

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

All internet access provided by CICCC is subject to the following Terms of Service. Additionally, CICCNet services are governed by relevant CICCC policies, as well as local, provincial, federal, and international laws, orders, and regulations, including the Criminal Code of Canada, the Copyright Act, and the BC Freedom of Information and Protection of Privacy Act.

Students are allowed to use the service for non-college and personal purposes within the bounds of responsible use, other CICCC Policies, these Terms of Service, and the law.

By connecting a computer or other device to a CICCNet data port or Wi-Fi access point, the user implicitly agrees to and is bound by the CICCNet Terms of Service.

2. Illegal Activity

The use of CICCNet for any activity that contravenes local, provincial, federal, or international law, order, or regulation constitutes a violation of these Terms of Service. Prohibited activities encompass, but are not limited to:

1. Posting or disseminating unlawful material, including child pornography or obscene content.
2. Disseminating material that infringes upon copyright or intellectual property rights.
3. Engaging in pyramid or other illegal soliciting schemes.
4. Participating in fraudulent activities, such as impersonating any person or entity, or forging digital or

- manual signatures.
5. Committing acts of harassment, stalking, or making threats.
 6. Violating these Terms of Service.

The CICCNet user holds full responsibility for ensuring that their activities are in compliance with the law.

3. Security

The user bears responsibility for any misuse of CICCNet services originating from their CICCNet connection, including activities conducted by friends, family, co-workers, classmates, guests, or anyone with access to that connection. Users must take precautions to prevent unauthorized access to their CICCNet connection.

If a user is notified by CICC about a breach or compromise of their system, it is their duty to promptly correct the breach. CICC reserves the right to limit or disable a user's CICCNet access to safeguard CICC resources. The user must demonstrate, to the satisfaction of CICC, that their system has been fully repaired.

CICCNet users are responsible for ensuring the ongoing security of their systems against viruses, Trojan horses, spyware, etc.

CICCNet services must 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 their knowledge and consent. This includes, but is not limited to, accessing data not intended for the user, logging into or making use of a server or account not expressly authorized for access, or probing the security of other networks. The 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 strictly prohibited.

Users may not disrupt CICCNet services, including interference with computer networking or telecommunications services to any user, host, or network. This prohibition encompasses denial-of-service attacks, network flooding, service overloading, improper seizing and abuse of operator privileges, and attempts to crash a host. Transmission or dissemination of information or software containing viruses, trojan horses, keystroke loggers, worms, or other harmful features is also prohibited.

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

4. Electronic Mail

The use of CICCNet for sending unsolicited bulk commercial messages or other forms of "spam" is strictly prohibited. CICC reserves the right to determine, at its sole discretion, whether a message constitutes "spam." This prohibition encompasses the bulk mailing of commercial advertising, informational announcements, charity requests, petitions for signatures, and political or religious messages via services such as email, newsgroups, or multi-user interactive forums. Such messages are only allowed to be sent to individuals who have explicitly requested them.

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

Mail bombing is also prohibited. Users are not allowed to send numerous copies of the same or substantially similar messages, nor may they 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, regardless of whether the recipient wishes to receive such mailings.

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

Bandwidth and Other Limitations

Users are required to adhere to the bandwidth, throughput, and other limitations set by CICCCNet.

Users must ensure that their activities do not improperly restrict, inhibit, or degrade other users' access to CICCCNet. Additionally, users must avoid representing, as judged solely by CICCC, an unusually large burden on the network, which could be caused 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. Furthermore, users must ensure that their activities do not improperly restrict, disrupt, inhibit, degrade, or impede CICCC's ability to provide CICCCNet services and monitor CICCCNet, backbone, network nodes, and/or other network services.

CICCCNet services are intended for personal internet and educational use. Users are prohibited from using CICCCNet for commercial purposes, running commercial servers, or providing network services to others via CICCCNet. The sole right to define a server or service as private or commercial rests with CICCC.

To uphold effective service levels for all users, bandwidth and throughput restrictions are enforced on traffic between individual CICCCNet users and the commercial Internet. CICCC reserves the right to modify bandwidth and throughput limitations for these and other resources to maintain effective service levels for all users.

5. Violation of Terms of Service

CICCC does not engage in routine monitoring of the activities of CICCCNet users to identify violations of these Terms of Service. However, with the aim of promoting good citizenship within the internet, research, and educational communities, appropriate responses will be taken if any inappropriate use of CICCCNet comes to our attention.

As the situation requires - to detect known vulnerabilities and compromised hosts for the protection of other CICCCNet, research, commercial internet, and campus resources, and to enforce these terms of service - CICCC reserves the right to (i) monitor general network traffic and (ii) conduct network-based vulnerability, compromise assessment, and policy compliance scans of systems and devices. It is crucial to note that CICCC will not monitor the data of any specific user without the explicit authorization of the Director.

If CICCC, at its sole discretion, believes that CICCCNet is being used in a manner that violates these Terms of Service, the institution reserves the right to take any responsive actions deemed appropriate. Such actions may include, but are not limited to:

1. Restricting a user's connection via a quarantine or restricted access network,
2. Temporarily disabling a user's network connection,
3. Implementing other actions deemed necessary by the owner and management of CICCC.

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

