

STUDENT HANDBOOK
2016/17



LEARNING
WITH PURPOSE
SINCE 1903



MISSION STATEMENT

To Teach

To Guide

To Learn

EDUCATIONAL GOALS

To Teach

standardized curriculum using qualified people trained to SSC guidelines

To Guide

toward work-force expectations through role modeling

To Learn

from each other as learning is a two-way process

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PRESIDENT'S MESSAGE

I would like to welcome everyone looking to explore the exciting world of education. At Sprott Shaw we provide an education that will guide you towards a meaningful career. With the ever-changing landscape of employment and skills sought after by employers today, we are excited to be a part of your journey.

In 2013, we celebrated our 110th year of providing students with the highest quality education. Sprott Shaw College is the oldest post-secondary institution in British Columbia, and we are going through some exciting changes. This included the launch of our new brand, revitalization of our campuses, redevelopment of our current programs, and the addition of new courses and programs. We are proud of the improvements we have made so far, and continue to make. We are proactively looking for new ways to better serve our students.

At Sprott Shaw we believe in 'learning with purpose,' and we will continue to provide programs in growing industries with the end goal being our graduates' success upon completion. Our advisors are here to help you determine what industries are a good fit for your aptitude and interests. They will help guide you towards your chosen industry to pursue a career that is right for you. We are focused on providing relevant information and skills you can use in your industry, while assisting you in fast tracking your life to a rewarding career. Sprott Shaw prides itself on providing an education that is tailored to your life and your aspirations.

Here at Sprott Shaw, we are proud of our warm and friendly culture that our staff and students embody every day. We feel that everyone who comes to our college becomes a part of the Sprott Shaw family; a family that can be counted on to be there every step of the way. Our main goal is to provide students with a high quality, industry-recognized education. Sprott Shaw is here to support you from the beginning until long after you graduate. Furthermore, you can expect to have a more personal educational experience. Your instructors, employment services teams, and student support service teams will know you by name and will support you 100% before, during and even after your graduation.

In today's competitive job market it is imperative to seek recognized education and training in order to compete for top positions. Local employers regard our graduates as being highly skilled and able to fulfill sought after roles in today's challenging job market. At Sprott Shaw you will not only be making the right investment in your education, but also be ensuring that your credentials will stand the test of time.

We are leading the way by bridging the gap between the learning and working sectors, making it easier for employers to fulfill their recruitment needs. We look forward to helping you get started on your path towards a meaningful career.

CURRICULUM / PROGRAM ADVISORY COMMITTEES

Sprott Shaw maintains a close watch on the needs of the business community through established program advisory committees (PACs). Their function is to make sure that our programs keep pace with what is required by industry. The committees are consulted regularly to help develop and continually update course curriculum. The members are selected professionals from within the specific industries of our programs and may also include our internal subject matter experts, as well as current and graduate students.

SCHEDULES / MERGING OF CLASSES

Due to the complexity of class scheduling, all students must be aware that scheduling of all programs is at the discretion of Sprott Shaw.

While the College will make every reasonable effort to consider individual student needs, students must schedule their time to ensure full attendance. No guarantee can be given that time changes will not be necessary during the course of study. The College may also require students to attend certain classes at other campuses.

The College reserves the right to adjust class schedules or to cancel any class not warranted by sufficient enrollment, or to merge existing classes to warrant continuance. As a result of advisory committee recommendations or unforeseen circumstances, program content is subject to change.

CLASS TIMES

School is in session Monday to Friday inclusive. Schedules are designed around four-week blocks.

Classes in each four-week block may occur in the morning and/or the afternoon. Some programs may be scheduled for evening and/or Saturday classes (subject to change).

Classes typically run for one 4-hour or 5-hour session each day with in-class assignment time being given when possible. Instructors are available for extra help during in-class assignment time. If additional help is needed, students may also see any staff person or speak with the director.

Full-time students must complete a minimum of 20 course hours per week—25 course hours for some programs.

Course Objectives **missed during statutory holiday or professional development weeks are made up during the course.**

Online and evening class hours will vary according to campus / instructor scheduling. Schedules will be given during enrolment. All listed course hours will be covered.

During the school week, students may use the college facilities and equipment whenever the rooms are not scheduled for specific classes. Typically, an average of two to four hours of homework may be assigned each day.

HOLIDAYS

There will be no classes at Spratt Shaw on the following days:

| | |
|-----------------------|----------------|
| BC Day | New Year's Day |
| Labour Day | Family Day |
| Thanksgiving Day | Good Friday |
| Remembrance Day | Victoria Day |
| Christmas Break | Canada Day |
| Spring Break (1 week) | |

PROFESSIONAL DAYS

Professional Days are held during the months that a long weekend does not fall (in conjunction with our four-week block schedule). Specific dates are announced in the campus and some exceptions may be made. Students are welcome to use the campus on professional days to complete work, assessments, etc. unless otherwise advised.

ATTENDANCE

Spratt Shaw maintains strict policies regarding attendance and punctuality in keeping with our objective of training students for entry into the work force. In other words: *Treat going to school like you would your job.* Punctuality and regular attendance are mandatory.

In the case of illness or unavoidable absence, the student must make all reasonable efforts to contact the school prior to class time by phoning the administrator/answering service and giving the instructor's name and the name of the class.

In the event that the student misses a class, he/she is responsible for completing any missed work on his/her own time and within assignment guidelines. It is the student's responsibility to maintain contact with the College (instructor) and classmates to obtain missed work and information.

Please check in with the administrator, if late, before coming to class.

All lates and absences will be recorded by your instructor and will become part of your permanent record.

The total course hours attended is given a percentage on the student transcript (not calculated into any class grades). Fifteen minutes missed in any hour constitutes one missed hour.

When a student is absent from the College for a period of three calendar days without notifying the College of the reason for absence, the student may be considered as having been dismissed.

Any student who has excessive absenteeism in a class (up to and including absenteeism policy of 20% for non-regulated programs; 10% for PN, 10% for Trades programs), as determined by the instructor, may receive an incomplete from the instructor for that course. Absences may be excused only at the discretion of the director. A doctor's note may be required. The student may have to successfully repeat the course in order to receive credit for that course.

COURSE RE-SIT FEES

Re-sit fees may be applied when courses are missed due to (but not limited to) absenteeism and/or failure of the course.

The following fees may apply when the course is next scheduled:

| | |
|--|-----------|
| Course re-sit (weekly basis per 4-hour or 5-hour course) | \$290 |
| Schedule change | \$100 |
| Sprott Shaw Internal Assessment re-sit | \$ 25 |
| External Certification Re-writes (ex: AHLA, FITT, CPA) | Fees vary |

WORK EXPERIENCE PLACEMENT – PRACTICUMS, COOPERATIVES, CLINICAL AND PRECEPTORSHIPS

Students should consider their work experience as an employment situation; monetary remuneration will be provided by the Host Employer for Cooperative Placements only.

Punctuality, appropriate attire, and professionalism are expected of work experience participants.

Required hours as stated on the program outline must be completed. Hours may be shifts according to availability and host facility/agency's requirements.

Students may be required to attend on stat holidays or professional development days.

If hours are missed, the College will schedule additional hours when placement is available. Hours to be made up because of absenteeism may be at the student's expense.

All requirements as per the program outline and at the host facility/agency's request must be met prior to placement.

Students are responsible for their own daycare and transportation.

Work experience placement sites are subject to availability (may be in various areas).

Detailed procedures are given in the form of a clinical/preceptorship/cooperative placements/practicum policies and/or handbooks.

A student will not be assigned or re-assigned to a placement site if:

- The student declines or refuses opportunities made available to him/her
- The student is released from a practicum assignment by the host site for just cause; or
- The student terminates his/her work experience without prior authorization from the director
- For Health Care Students: Activities Endangering Client Safety
- Given that Health Care students on practice education placements are given the responsibility of providing personal care for clients, in particular seniors who are frail and dependent, it is essential that there are policies in place to ensure their safety is not compromised. It is a very serious matter if, at any time, a student places a client in a physical or emotional risk of harm.
- Physical Risk of Harm: any action or inaction on the part of the student which may threaten a client's physical well-being. Behaviours may include those which endanger

the physical safety of the client, interfere with essential care, failure to carry out required care, failure to behave in a responsible or accountable manner.

- Emotional Risk of Harm: any action or inaction on the part of the student which threatens a client's emotional well-being. Behaviours may include interpersonal communications which belittle or demean the client or practices which disregard client's dignity.
- If, at any time, a safety error occurs during a practice education experience, this must be documented by the instructor and reviewed with the student. If the safety error results in injury to the student or others, then a facility incident report must also be completed. Copies of all such reports are placed on student file.
- In situations where a student is behaving in a way that places a client in jeopardy, the instructor will create a learning contract and a conference will be held with the student to review appropriate behaviour and guidelines for successful completion of the placement. If there is a continuance of negative and/or unsafe behaviour, this may result in a student being immediately required to leave the site and a grade of "Unsatisfactory" will be assigned.
- Where there is clearly evidence the student is not abiding by: College and/or Program policies and, at the direction of the instructor/host site supervisor, a student may be asked to leave the site immediately until a further educational decision (i.e. learning contract creation) can be made on how to address this situation. Reasons for immediate removal from the clinical setting include things as:
 - Arriving at the site smelling of alcohol and/or acting as though intoxicated and/or incapacitated by consumption of prescription or illicit drugs
 - Stealing from clients/staff
 - Destroying, defacing or otherwise knowingly damaging property
 - Acting in a threatening manner
 - Harassing clients, students, instructors or staff at the site
 - As well demonstrating a disregard for safety policies:
 - Not implementing standard safety principles in accordance with lifts and transfer protocols (and, as a result, endangering client safety)
 - Operating a mechanical lift without supervision
 - Providing eating / feeding assistance to a client who is at risk of choking in the client's room without supervision

All work experiences are further subject to the rules and conditions outlined in the handbooks which are given and reviewed by the Instructor or Practicum Coordinator.

WORK EXPERIENCE PROCEDURES

Practicum Placement

All students enrolled in any program that has a practicum component must successfully complete all courses of the program to the minimum acceptable grade for their program before starting the practicum.

Additional requirements as per the program outline and at the host facility/agency's request must be met prior to placement. Trades students must supply their own hard hat, safety goggles and steel toe work boots. Additional requirements for ECE students are listed below.

Practicum Projection List

The Practicum Coordinator generates upcoming Practicum Students' list from the menu "Practicum/Coop Scheduled Start Dates" in ESS on FAST.

Practicum Student Documents

The Practicum Coordinator meets with the practicum student in one-on-one setting at least 8 weeks prior to the practicum start date and collects required information and documents, including:

- Practicum schedule

- Resume
- Cover Letter
- Other documents required – CRC, First Aid/CPR, TB Test result, etc.

The Practicum Coordinator confirms if the students have met all attendance and financial requirements and have successfully completed all required courses. The Practicum Coordinator will interview the students to assess their suitability for specific types of roles within the industry related to their program of study and orient them to the placement process.

Practicum Placement Hosts

Students are encouraged to have their input with regards to their practicum placements. The students can submit a list of prospective employers or companies they are interested in to the Practicum Coordinator; and employer contact information if they had already conducted their information interviews with these prospective employers. The Practicum Coordinator will begin to contact prospective employers, arrange an interview with the most suitable employer and liaise with the student and the employer.

The student will attend the interview as scheduled and confirm that a practicum placement is offered to the student. If no practicum placement is offered, another interview will be arranged. The process is repeated until an offer is secured.

Once an offer of practicum placement is made, the Practicum Coordinator sends the necessary paperwork to the Host Company including:

- Host Agreement
- Host Evaluation
- Training Evaluation
- Employment Job Description
- Monthly Report
- Other documents required for specific programs such as CRC result, First Aid/CPR certificate, TB test result, etc.

Practicum Confirmation

The Practicum Coordinator ensures that the Practicum Host Agreement is in place with the employer and that the employer is aware of their obligations. The Practicum Coordinator facilitates the practicum orientation in person to provide the student with the Host practicum documents (listed above) along with those to be completed solely by the student:

- Professional Development Report
- Student Evaluation

Monitoring the Student's Progress

The students are instructed to call the campus for any absences or challenges they encounter during the practicum work experience.

The Practicum Coordinator conducts a follow-up call to address any challenges of the student or concerns of the practicum host regarding the student. If necessary, a practicum site visit will be conducted by the Program Coordinator.

Evaluation

Upon completion of the practicum work experience, the students submit their final reports that evaluate their performance during practicum placement. This report must include the following:

- Attendance Sheet
- Practicum Host Evaluation
- Student Self-Evaluation
- Professional Development Report (Journal Report)

Marking

The Administrative Assistant will enter the student's practicum mark (complete/incomplete) on the transcript based on the result of the final reports.

Additional Policies and Procedures for ECE Practicums

For ECE programs, students have three practicums. The first two are 3 weeks and the last one is 4 weeks. Instructors must go and complete a site approval checklist and get a practicum contract signed prior to students completing their practicums. Instructors visit the students twice per practicum and observe them using the supervisor's student activity management evaluation. Students are required to complete activities and activity plans according to the schedule that they are given prior to going out on practicum. Students are expected to complete 8 hour days. If the student is placed in a preschool that only operated half days, this is allowed for 1 practicum and students must prove what they are doing to make up the time, including supplemental activities. Additional policies and procedures include:

- Students are not to contact childcare centres directly when looking for a practicum. If students have a contact they must pass this on to the Instructor or Practicum Coordinator and they will arrange the practicum
- Students are encouraged to complete their practicums in 3 different locations
- Students attend a touch back day at the end of every practicum in which they bring all materials from practicum, including signed evaluations and attendance sheets
- Students must have 70% of their evaluation marked yes to be considered a pass.
- Students may be removed from practicum if they do anything that endangers children or staff at the centre
- If a student fails to complete a practicum for any reason other than one that is supported with medical documentation they will be responsible for covering the cost for a repeat practicum
- Students cannot go out on practicum until ALL course work is completed
- All other SSC practicum policies apply

Cooperative Placements

All international students enrolled in any program that has a cooperative placement must have a valid work permit. The student must be in possession of this permit for the placement process to begin. Students are encouraged to attend the Cooperative Placement Information Session which is held on a quarterly basis in each campus where there are international student enrolments to be properly informed of the cooperative placement procedures.

Cooperative Placement Timeline Summary

3 months prior to the start of the cooperative placement, the Cooperative Placement Coordinator

- Has the student attend a cooperative placement information session

2 months prior to the start of the cooperative placement, the Cooperative Placement Coordinator

- Emails a reminder to the student
- Ensures coop requirements are met
- Interviews the student one-on-one
- Starts the placement search
- Arranges the student interview with a coop employer
- Confirms placement
- Placement, the Cooperative Placement Coordinator
- Arranges a coop orientation for the student
- Cooperative placement starts
- During the cooperative placement, the Cooperative Placement Coordinator
- Ensures that the student submit all required coop reports
- Monitors the student's coop work

Cooperative Placement Information Session

The Cooperative Placement Coordinator for each campus holds the session on a regular basis, inviting students that are currently enrolled in programs that contain cooperative placements and students who have upcoming start schedules. Ideally, students are recommended to attend at least three months prior to their cooperative placement start date.

Cooperative Placement Projection List

The Cooperative Placement Coordinator generates upcoming Cooperative Placement students' list from the menu "Practicum/Co-op Scheduled Start Dates" in ESS on FAST.

Cooperative Placement and Required Documentation

The Cooperative Placement Coordinator meets with the coop students in a one-on-one setting at least two months prior to the cooperative placement start date and they work together to prepare all cooperative placement required documentation, including the following:

- Course schedule
- Student permit
- Work permit
- Social Insurance Number
- A medical insurance
- Letter of Understanding
- Resume
- Cover letter

The Cooperative Placement Coordinator will interview the student to assess the student's suitability for specific types of roles within the industry related to their program of study and orient them to the placement process.

Cooperative Placement Job Search

The Cooperative Placement Coordinator will begin to look for prospective employers, arrange an interview with the most suitable employer and liaise with the student and the employer.

The student will attend the interview as scheduled and confirm that an offer of employment is brought forward. If no offer is forthcoming, another interview will be arranged. The process is repeated until an offer is secured.

Once an offer of employment is made, the Cooperative Placement Coordinator asks the host employer for a job description to verify if the job duties/responsibilities are well aligned with the program learning objectives and requirements.

Cooperative Placement Job Confirmation

The Cooperative Placement Coordinator confirms that the Coop Host Agreement is in place with the employer and that the employer is aware of their obligations.

The Cooperative Placement Coordinator facilitates the cooperative placement orientation in person to provide the student with the coop documents.

Monitoring Learning Progress

The student begins their work term and submits Cooperative Placement Employment Job Description and Monthly Reports as required on a monthly basis.

Evaluation

Upon completion of the work term, the student submits their final reports that evaluate the student's performance during the cooperative placement, including the following:

- Host Evaluation
- Student Evaluation
- Professional Development Report

Marking

The Administrative Assistant will enter the student's cooperative placement mark (complete / incomplete) on the transcript based on the result of the final reports.

Clinical and Preceptorship Placements

Students must sign the HSPnet release of information form with the Admission Advisor upon registering for the program. The PN Coordinator is responsible for setting up and organizing students into practice placements. The PN Coordinator schedules students using Health Sciences Placement Network (HSPnet) into practice placements by formally requesting placements on HSPnet. The PN Coordinator ensures that the all clinical placements have the proper documentation and affiliation agreements prior to placement. In the event that a facility is not using HSPnet, the PN Coordinator sends the necessary information to Nursing Inter-school and/or HSPnet Help Desk for inclusion of the facility.

Assessing the Suitability of Practice Placements (e.g., site visits preceding practice placements, evaluation of practice placements)

The PN Coordinator will visit the site to evaluate its appropriateness. A meeting may be scheduled with the Care Manager or Clinical Nurse Educator to discuss suitability for practice placements and answer any questions. The profile of practice sites are also checked through HSPnet Destination Maintenance. This profile includes a discipline and services provided; the clientele, placement type and capacity, pre-requisites, typical staffing, practice education policies and orientation requirements. Suitability of practice placements are further assessed using the PNPPC and what is required for completion. Once a placement has taken place the student and instructors are given an opportunity to evaluate the practice experience and placement site. The PN Coordinator also encourages feedback from people like the care manager, PCC, staff, etc. for the placement site. The evaluations from the students, instructors and placement site help with the planning of future placements specifically in areas for improvement.

Tracking, Monitoring and Assessing Practice Placements

Instructors provide information and feedback during Pre-conference, Post-conference and throughout the clinical experience. Ongoing feedback is given immediately as appropriate during instruction while care is being provided. Students are given formal feedback in the form of a Midterm and Final evaluation within each Clinical Practice Experience (CPE). These evaluation processes involve engaging the students in self-evaluation in addition to the instructor/preceptor evaluation. The evaluation criteria also includes the completion of required practice hours for that course. In order for a student to be successful and to continue with the program they must successfully pass the final evaluation at the end of each CPE. These assessment tools are based on the Practice Standards, Professional Standards, and Scope of Practice Standards for CLPNBC. These assessment tools are spiraled based on the learning outcomes of the various levels in the program. In addition to, assessments are made from the instructor's observations (preceptors for preceptorship) as well as the feedback that is received from staff.

Remediation in the Event that Gaps in Student Practice Learning Experiences are Identified

If a gap in knowledge is identified the issue is immediately addressed with the student and the Clinical Instructor and/or Preceptor. Regardless of the nature of the gap, the PN Coordinator is made aware of the situation and provides support in the form of a phone call and visit. Should the issue be deemed serious the student may be asked to return to the campus to meet with the PN Coordinator and/or Director of the campus. During the student meeting the student will be placed on a Learning Contract. Here the issue is clearly identified and the student is informed of what specifically needs to happen in order for them to be successful. A learning plan (as part of the learning contract) is developed with input from all parties to address how it will be addressed. This plan will identify specifically what needs to be achieved and a time frame for this to be met. Please note that the policy Endangering Client Safety will take precedence when applicable.

Orientation and Mentorship Activities for Preceptors

When an individual agrees to preceptor a student they are contacted by the PN Coordinator to arrange for an initial meeting (for the first-time preceptor). The preceptor is provided with the Preceptorship Package which provides them with the outline of the preceptorship, the course objectives, the requirements and responsibilities of a preceptor as well as tips and tricks to create a positive experience for them and the student. The preceptor is also provided with contact information so that they can contact the PN Coordinator who is overseeing the preceptorship should they have any questions or concerns or if they require guidance in any way. PN Coordinators also provide Access E-tips: for Practice Education Modules (www.practiceeducation.ca) for all preceptors. The PN coordinator will meet with the preceptor at least twice or as often as necessary during the duration of the placement and will provide support through email and phone conversations. During these visits, the formative and summative evaluations are also discussed.

Students who do not Adequately Prepare for Practice with Clients or Practices Unsafely with a Client

If a student does not adequately prepare for practice, the student will not be given a patient care assignment, but must complete the research and prepare on site prior to being given any care assignment. Initiation of a Learning Contract may be necessary if this happens again. Should a student be found to be unsafe or practicing in a manner that may compromise patient safety they are immediately removed from the practice setting. A meeting with the student, the Clinical Instructor, the PN Coordinator and with possible involvement of the Director of the campus (depending on the situation) is held and the area of concern is discussed. The student is informed of the concern and an assessment is done to determine why this has taken place (i.e.: lack of knowledge, lack of clear explanation, etc.). Depending on the nature of commission/omission and the contributing factors the student may be placed on a learning contract and will have to demonstrate competency before they can return to the practice setting. This may result in delay of their completion of the program and in serious cases the student may be dismissed from the program.

The Faculty's Role in Ensuring Safe Student Practice and Following up on Remediation Activities

In the event that an Instructor or Preceptor notes that a student's practice is unsafe and client safety may be a concern, then they will notify the campus PN Coordinator. Depending on the nature of the infraction and whether the danger is imminent or future, the PN Coordinator will decide next steps. The DON may be involved in the discussion. If the danger is imminent the student will be removed from the practice setting immediately per the Spratt Shaw College Policy in the Student Handbook. If the danger is not deemed imminent and time allows, remediation is provided. Student will be placed on a Learning Contract based on the assessed learning gaps. When a collaborative learning agreement has been reached and the PN coordinator deems it safe, then the student may continue in the clinical setting.

In the Event of a Student Professional Conduct Issue

This is clearly stated in the Student Handbook and the Letter of Understanding (LOU). All students are given a copy and sign acknowledgement of both documents prior to the start of the PN Program. If there is a student professional conduct issue, the student will be called in to speak with the PN Coordinator and the Director. The student may be placed on a Learning (Behavioral) Contract that outlines exactly what the conduct issue is and how it relates to the CLPNBC Professional Standards.

In the clinical setting, remediation will be provided if time permits evidence of learning before the end of the practice learning experience.

SCHOOL PHONE NUMBERS

One phone number—All locations 310-HIRE (310-4473)

| | | | |
|-----------------|--------------|------------------|--------------|
| Abbotsford | 604-504-3323 | Penticton | 250-770-2277 |
| East Vancouver | 604-251-4473 | Richmond | 604-270-8867 |
| Kamloops | 250-314-1122 | School of Trades | 778-379-0410 |
| Kelowna | 250-860-8884 | Surrey | 604-583-1004 |
| Maple Ridge | 604-457-3600 | Vancouver | 604-683-7400 |
| Nanaimo | 250-754-9600 | Victoria | 250-384-8121 |
| New Westminster | 604-520-3900 | | |

MYSPROTTSHAW.COM

Our online student portal is available 24/7 at mysprottshaw.com with links to everything you need before, during and after graduation:

- Digital Copy of this Handbook
- Online Learning System Access
- Campus Closure Updates
- Grades and Financials
- Online Payments
- Student Email Access
- Job Board
- Employment Services Contacts
- School Store
- Links for Study Skills, Health, Housing and Transportation
- And more!

We recommend visiting www.mysprottshaw.com before starting at Sprott Shaw to orient yourself to all the various tools and features available.

FINANCIAL ASSISTANCE

Students enrolled in full-time programs may be eligible for Canada Student Loans, StudentAidBC and Awards. Student Loan application forms are available at the College. Student Loan repayment information may be found at the end of this handbook.

A number of banks and other institutions may also have a variety of student loans or student line of credits, which students may also apply for. Visa, American Express and Master Card are also accepted.

ADMISSION REQUIREMENTS

Admission Requirements are listed on all Program Outlines and must be produced prior to enrollment.

An appeal for a 2-week extension (HCA) or a 4-week extension (PN or PNA) because of unusual circumstances may be considered by the College Director (for example: TB testing appointment).

No funding may be disbursed to the student or received by Sprott Shaw until all admission requirements are met.

Admissions requirements cannot be waived by either the College or the student.

Prerequisites of individual courses are stated on the course outline given to all students at the beginning of each course.

ADMISSIONS POLICIES AND PROCEDURES

Prior to entering into any agreement, including a Student Enrolment Contract or Letter of Understanding, Sprott Shaw College will provide the student with the following information and policies:

- Dispute Resolution Policy
- Grade Appeal Policy
- Withdrawal Policy
- Dismissal Policy
- Admissions Policy
- Attendance Policy
- Absenteeism Policy
- Tuition Refund Policy
- Bullying, Harassment and Discrimination Policy
- Sexual Misconduct Policy
- Program Outline
- Work Experience Policy (if applicable)
- Language Proficiency Assessment Policy (if applicable)
- Credit Transfer Policy (if applicable)
- Prior Learning Assessment Policy (if applicable)

The Admissions process is as follows:

- Upon arrival, the student fills out a Personal Information Sheet (this provides the Admissions Advisor with their academic achievements, employment experience, career goals and financial situation)
- The student is then provided with detailed information about their program, or programs, of interest (including the Program Outline, Program Tuition and Fees form, total costs, funding options, prerequisites)
- English and math proficiency assessments are then set up for the student, ESL tests for international students
- If the student is successful, the registration process then begins
- If the student is unsuccessful, the Admissions Advisor informs the student of re-assessment protocol and/or available upgrading
- Upon completion of the suggested upgrading, students will need to be re-tested using the Proficiency Assessments or ESL tests for international students
- The student will then be provided with a Student Handbook containing the policies listed above, which the Admissions Advisor will review prior to the student signing the Student Enrolment Contract or Letter of Understanding
- The registration paperwork is then initialed and signed by both the student and the Admissions Advisor
- Once all prerequisites (if applicable) have been received, the Campus Director will then review the file and ensure that all requirements have been satisfied prior to signing the Student Enrolment Contract

LANGUAGE PROFICIENCY ASSESSMENT POLICY AND PROCEDURE

Instruction at Sprott Shaw College is conducted in English. To fully maximize your learning experience, we require all students to speak English while on campus. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure that they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student. The following mathematics and English levels assessments will be required for International students.

All Programs

- Successful mathematics and language entrance assessments with a minimum score of 20/40 in language
- Practical Nursing
- Successful SSC PN mathematics and language entrance assessments (with a minimum score of 30/40 in language and 40/50 in mathematics)
- Note: English proficiency assessment will be required for International students
- English 12 with 67% OR Communications 12 with 76% OR SSC Communications for Healthcare with 76%
- Math 11 Principles with a grade of C OR Math 11 Foundations with a grade of C OR Precalculus 11 with a grade of C OR SSC Math for Healthcare with 64%
- Applicants with English as an additional language must meet the language requirements set by the College of Licensed Practical Nurses of BC (CLPNBC) and be successful in one of the following (subject to change, consistent with CLPNBC requirements):
- International English Language Testing System (IELTS) – Academic Version, Canadian English Language Benchmarks Assessment for Nurses (CELBAN)

Practical Nursing Access

- Successful SSC PN mathematics and language entrance assessments (with a minimum score of 30/40 in language and 40/50 in mathematics)
- Note: English proficiency assessment will be required for International students
- English 12 with 67% OR Communications 12 with 76% OR SSC Communications for Healthcare with 76%
- Math 11 Principles with a grade of C OR Math 11 Foundations with a grade of C OR Precalculus 11 with a grade of C OR SSC Math for Healthcare with 64%
- Applicants with English as an additional language must meet the language requirements set by the College of Licensed Practical Nurses of BC (CLPNBC) and be successful in one of the following (subject to change, consistent with CLPNBC requirements):
 - International English Language Testing System (IELTS) – Academic Version, Canadian English Language Benchmarks Assessment for Nurses (CELBAN)

Health Care Assistant

- Successful mathematics and language entrance assessments (a minimum score of 22/40 in language and a minimum composite score of 42/80)
- Proof of meeting English Language Competency Requirements
- English 10 or equivalent with a grade of C (for native speakers of English) or Sprott Shaw College Communication for Healthcare with a grade of 76%
- Standardized English language test score (for non-native speakers of English)

Medical English

- Non-native speakers of English will require evidence of one of the following test scores:
- The Test of English as a Foreign Language (TOEFL), test must be within the last two years. IBT only: Overall score of 56 with no score lower than 15 in Speaking and Listening and no score lower than 13 in Reading and Writing
- International English Language Testing System (IELTS) Academic or General, test must be within the last two years. Listening and no score lower than 5.0 in Reading and Writing
- Canadian Language Benchmark Placement Test (CLBPT), test must be within the last six months: Listening 6, Speaking 6, Reading 5, and Writing 5
- Canadian English Language Proficiency Index Program (CELIP) Academic or General: Aggregate score of 3H or better, with 3H or better in Speaking and Listening and 3L or better in Reading and Writing
- Canadian Academic English Language Assessment (CAEL), Overall Score of 50, with no section less than 40

Business Communication Management
 Business Communication Management with Co-op
 Business Communication Management & Hospitality with Co-op

- TOEFL score min CBT 190
- Recommended that students have a working familiarity with written and spoken English Advanced (TOEFL CBT 190 or BCM Level)

International Business Communication Management
 International Business Communication Management with Co-op

- Students must score a 4.5 or higher on the Sprott Shaw internal assessment or a 4.5 or higher on IELTS or equivalent, with no band lower than a 4

Paralegal

- English language proficiency at a Canadian Language Benchmark level of 7 on all skills

Electrical Foundations

Construction Electrician Level 1
 Construction Electrician Level 2
 Construction Electrician Level 3
 Construction Electrician Level 4

- Successful mathematics and language entrance assessments with a minimum score of 20/40 in language and 20/40 in mathematics

TUITION BOOKS FEES / REFUND POLICY

Tuition fees are clearly indicated on each of our program outlines.

Students who wish to purchase another student's books:

- Book editions may change or go out of print—you must have the book required for the course when you are scheduled to take it.
- Sprott Shaw College will not be responsible if you purchased the wrong books.
- The book will be examined by the administrative assistant and if chapter questions are done, there is excessive writing and/or highlighting or any markings which would jeopardize the learning of the required information by you, the book will not be accepted.
- If accepted, you will have the amount credited to your account.

Trades students who are taking the Electrical Foundations Program and have a Tool Kit will present their tools to the Instructor for approval. If accepted, the student will have the full amount of the Apprentice Tool Kit credited to their account.

Sprott Shaw refund policy is in accordance with the directives governing Private Training Institutions as established by the Private Training Institutions Branch of BC (PTIB).

A summary of those directives can be found on page 3 of the Student Enrolment Contract.

TRANSFER OF COURSES AND CREDITS

Courses taken at any post-secondary institution will generally be evaluated on an individual basis by any other post-secondary institution to determine if they satisfy the requirements for transferability (academic credit).

If required, Sprott Shaw will provide assistance to the student in obtaining necessary Sprott Shaw documents for application to another institution (for instance-course outlines).

The post-secondary institution will generally compare in writing the objectives of their course (course outline) to the course taken at Sprott Shaw College, including the length of time (hours) of the course, evaluation of learning and proof of successful completion (transcript).

The Transferability of Sprott Shaw College Program Credits to another Institution is determined in entirety by the receiving College. Credits are for CIBT affiliated Schools and Colleges use only.

There is no guarantee, given or implied, that Credits as earned through this program will be accepted by another institution. Assigned credits are as follows:

Instructor Led Course Hours

| | |
|------------------|-------------|
| 20 hour courses: | 1 credit |
| 25 hour courses: | 1 credit |
| 40 hour courses: | 2 credits |
| 50 hour courses: | 2.5 credits |
| 60 hour courses: | 3 credits |
| 80 hour courses: | 4 credits |

Work Experience Placement Hours

| | |
|------------|-------------|
| 20 hours: | 0.5 credits |
| 40 hours: | 1 credit |
| 60 hours: | 1.5 credits |
| 80 hours: | 2 credits |
| 100 hours: | 2.5 credits |

PREVIOUS EDUCATION – PRIOR LEARNING ASSESSMENT (PLA)

If a student can produce certificates for the following workshops, proving previous successful completion within the stated time frames prior to enrolment, the student may use the workshop day as a work day in the College and will have their money refunded—Certificates must be produced within 7 days of enrolment.

- WorldHost (formerly SuperHost) Fundamentals (within 2 years)
- FoodSafe (within 2 years)
- Serving it Right (within 2 years)
- CPR/First Aid (provided it does not expire within the program length of time—CPR must be done every year)

A student may apply to the director for PLA for courses taken elsewhere. It must be in writing listing the objectives of the course taken (course outline), the length of time (hours) of the course, evaluation of learning and proof of successful completion (transcript) must be included. The director will forward this information to the Compliance Manager for comparison and final approval.

The general process will be as follows:

- Comparison of course outline to Sprott Shaw course outline for equivalency is done at the campus level
- Final approval is given by the Compliance Manager for all regulated and unregulated programs (detailed process is given in the Admissions folder on the Sprott Shaw's internal system - DFS)

PLA will be granted for courses only up to 25% of any SSC program.

Any PLA granted will be documented on Student Activity Notification and placed into the student file and the student is given Exempt on the transcript.

The only course which can be challenged at this time is ICP120. This is done only with director approval who will arrange the testing set up at the campus (there is an administrative cost of \$50).

COMPLETION STATUS

The following codes will be used to measure the results of a course attempted by a student:

W – Withdraw

- The student will be recorded as withdraw when they have left the class prior to end date and did not complete the course
- No mark is recorded for the course
- The course does not affect the Overall Percentage or GPA. The wam does not affect the overall wam
- The results are not reported on the posting sheet

I – Incomplete

- The student has not turned in a required element of the course (example: Major project or Assessment)
- A mark/wam is recorded for the course as required. Calculate the mark using the requirements that have been turned in—notation as to what is incomplete will be shown on interim transcript
- The mark affects the Overall Percentage and GPA. The wam affects the overall wam
- The results are reported as asterisks on the posting sheet
- The student can still complete the course if they submit the missing course elements within guidelines

C – Complete

- The student has turned in required elements and final percentage is recorded
- A mark/wam is recorded for the course as required
- The mark affects the Overall Percentage and GPA. The wam affects the overall wam
- The actual mark is reported on the posting sheet if the student attains 60% or more. Asterisks are displayed if the student attains less than 60%
- The student will only be considered to have passed the course if they achieve 60% or more

E – Exempt

- Exempt is used when student is given credit for a course and does not have to take the course (only with director approval)
- No mark is recorded for the course
- The course does not affect the Overall Percentage or GPA. The wam does not affect the overall wam
- The results are not reported on the posting sheet

Some examples of course that may be recorded as exempt:

- A change to the student's program when a required course is being replaced by a different course.
- PLA—student has been given credit for courses taken elsewhere (only with director approval).
- Example: the required program course name has been changed after student's enrolment—the student receives exempt for the required course and the course taken will become an elective.
- A student's final transcript must show the courses of the program the student enrolled into unless a program change (SAN) has been done and necessary governing bodies informed.
- The College has dropped the course from the program.

GRADING POLICY

Grades for course work are compiled monthly from the combination of assessments taken (interim/final), projects/assignments completed, presentations completed, participation in class activities, and evaluations of appropriate equipment competencies. All components listed on the course outline must be completed successfully.

Final grades are posted in the campus on Wednesday of the following week.

If a final grade of less than 60% in a course is achieved, the student will have to re-sit the course. Some courses will require a higher passing mark (see course outlines for details).

Students will be given an interim transcript once every four weeks, showing the average to date. Any academic concerns will be addressed with the student at this time

An overall average of 60% or better is required to be eligible for graduation in a registered *Diploma* or *Certificate* program. Exceptions are: Practical Nursing Generic/Access, Community Support Worker Assisted Living, Health Care Assistant, Trades and Early Childhood Education which require an overall average of 70%. A student with grades of 90% may be eligible for Honours designation.

ASSESSMENTS

All assessments at Sprott Shaw are closed book, with the exception of code related testing for Trades programs. This is indicated in the course outlines given at the beginning of **every** class in the College. Quizzes in most courses may also be closed book.

Assessments may be anywhere from two – five hours. Time limit is given by the instructor at the beginning of the assessment. If less than the total classroom hours scheduled for that day, other work will be assigned in order to complete the required classroom hours.

Course assessments may be seen at the administrator's desk after grades are posted. You will view in an area with the same supervised security precautions as when writing the assessment. At no time is the assessment taken to any other area of the College. Assessments are destroyed after 30 days.

Computerized translators cannot be used for assessments, quizzes, tests, or midterms in any course or program. They are only permitted during regular classroom activities.

REWRITE POLICY FOR ASSIGNMENTS/ASSESSMENTS/QUIZZES

The minimum acceptable mark on any work is 60%. A passing grade of 60% or more is considered to be a final mark. Exceptions are in the Practical Nursing program* and stated both in the Letter of Understanding signed by the student upon enrolment and in the course outlines given on the first day of the course.

Should a student achieve less than 60% (Practical Nursing exception*) on any course work/evaluation listed in the evaluation section on the course outline, it must be re-done within 10 days. The maximum achievable mark on the second attempt will be 70%.

Courses re-write provisions are in the "procedures" section of the course outline. No rewrites are permissible for quizzes. Students arriving late or are absent from class **may** not receive that day's lesson quiz (overall pass for the component on the course outline evaluation section may be affected and subsequent retaking of the course will be required).

No rewrites are permissible for group projects (overall pass for component on the course outline evaluation section may be affected and subsequent retaking of the course will be required).

Tracking of rewrites is the responsibility of the Instructor or PN Coordinator.

A student who does not attend a scheduled assessment due to illness will be permitted to write an alternative and similar assessment providing that

- the student calls prior to assessment day to advise the campus and
- a Doctor's note is submitted.

A student who does not appear (no call, no Doctor's note) for a scheduled assessment will receive a "0" as the grade for the assessment. They may be offered to write an alternate and similar assessment at the joint discretion of the College Director and Instructor or PN Coordinator and subject to the re-write procedures of the course. Students who do not successfully complete this component of the course will need to retake the course.

A student may only rewrite any midterm, final assessment, skills test or assignment once (some may not be rewritten as per the course outline).

A student may only re-take a course that they failed once (appeals to the college director may be made in writing for unusual circumstances)

The student may have a maximum of 1 week preparation/study time prior to rewriting the assessment or assignment in which they were unsuccessful. Consideration must be given with regards to timing if the student is expected to start a clinical placement prior to the 1 week allowance. A student cannot attend a clinical placement unless they have attained a passing grade in all theory courses.

Skills Testing:

- A student may only retake a mid-term and final skills test once in any Nursing Arts/Integrated Nursing Practice course (for all health-care programs).
- In addition to the re-testing, the student must submit a detailed written explanation of the skill that they were unsuccessful in demonstrating to the Instructor or PN Coordinator prior to attending any clinical placement.

LATE POLICY FOR ASSIGNMENTS/PROJECTS/COURSE WORK/ASSESSMENTS

Up to 30% may be deducted for late assignments or assessments (note increments on all Course Outlines)—implemented only with Program Coordinator or College Director approval and based on instructor input.

Unless stipulated on individual course outlines, late penalties may be applied to projects/assignments as follows: 10% deduction for the first late day and 5% for each additional day up to a maximum of 30%. Projects/Assignments which are not handed in by the 5th late day, may receive a 0% (if not rewritten, the overall pass for the component on the course outline evaluation section may be affected and subsequent retaking of the course will be required).

Appeals for extensions of time limits must be made in writing to the instructor and approved in writing. Reasons for requests must be significant and may require proof.

Students who do not rewrite, redo projects or upgrade required component within the required time period may be asked to re-sit the course and pay any applicable charges as outlined in Sprott Shaw's Student Handbook.

***Some PN courses need a higher passing mark**

GRADE APPEAL

This policy outlines the governing procedures for student appeals of individual marks and final grades. If appealing a final grade, a student may focus on one or more individual assignments or assessments that he or she feels was not properly assessed. Students have the right to appeal final grades when they believe the stated evaluation criteria for the course have not been properly or consistently applied; evaluation criteria were unclear or were not specified; the grade was assigned on a basis other than evaluation of the student's required coursework or the final grade was miscalculated. All parties to an appeal have the right to a timely, fair and equitable process for resolving concerns over grades.

A concern with a grade should be resolved informally with the instructor where possible, and otherwise at the earliest possible step in the Grade Appeal Policy. A mark or final grade may be raised, lowered or remain the same as the result of the appeal. Students have the right to continue their studies while a grade appeal is in process, except where the student's continued participation in a course or program would impede the learning or safety of the student or other parties. A student who continues in any course or program that required prior completion of the course under review will be required to withdraw from the course or program should the grade appeal be unsuccessful.

The Grade Appeals Process

The student must first be given the opportunity to resolve a concern regarding the marking/grading of any course work or assessment returned by the instructor or any posted final grade through an informal resolution process with the Instructor. A student may also appeal the grades for the previous four week period with the Instructor(s) when the interim transcripts are

generated. Grades are compared firstly to the attendance/markings sheet to eliminate input error. If successful, the instructor will change the mark/final grade on the attendance/markings sheet in order to properly calculate the final grade. This sheet would then be submitted to the Administrative Assistant to update the mark/grade on the Financial and Student Tracking System (FAST).

If the student is dissatisfied with the results of the informal resolution, the student may then follow the steps outlined in the Dispute Resolution Policy, beginning with a written statement to the Campus Director regarding the nature of the appeal, an appropriate rationale for the appeal, a summary of events that resulted in the appeal as well as the reasons why the mark/grade should be changed. As part of the Director's investigation, he/she may have a Lead Instructor for the course/program review all submitted course work and assessments in order to provide a fair and impartial decision.

LETTER GRADES / OFFICIAL TRANSCRIPTS

Letter grades are also used in order to calculate the student's GPA (Grade Point Average)

Letter grade equivalents are:

| <u>%</u> | <u>Letter</u> | <u>GPA</u> | |
|----------|---------------|------------|---------------------------------------|
| 90 – 100 | A+ | 4.33 | |
| 85 – 89 | A | 4.00 | |
| 80 – 84 | A- | 3.67 | |
| 76 – 79 | B+ | 3.33 | |
| 72 – 75 | B | 3.00 | |
| 68 – 71 | B- | 2.67 | |
| 64 – 67 | C+ | 2.33 | |
| 60 – 63 | C | 2.00 | <i>(2.00 + needed for graduation)</i> |
| 0 – 59 | Fail | 0.00 | <i>(part of the GPA calculation)</i> |

Each graduating student will receive one official original final transcript, two official duplicate transcripts and one official original diploma upon successful completion of his/her program.

There will be a fee of \$10 for every additional official duplicate transcript and \$15 for every additional official duplicate diploma issued to a graduate.

Hard copies of student records are kept for 7 years and electronic copies of transcripts, contract and diplomas are kept for 55 years. Copies are also given to an external vendor 30 days after graduation who also keeps them for 25 years (in compliance with the Private Training Institutions Branch PTA bylaw requirements).

ABSENTEEISM POLICY

Time off from one of our programs is regulated by several sources, including (but not limited to): Student Services Branch, StudentAid BC, The Department of Human Resources and Skills Development Canada (HRSDC) or Services Canada, and the Private Training Institutions Branch (PTIB).

Our policy is as follows:

- When a student misses 20% (10% for PN students; 10% for Trades students) of a course he/she may be required to sign a Student Activity Notification, to retake that course as soon as is practical and possible (See also Satisfactory Progress/Probation). If the absence is due to medical reasons, the student will provide a medical note explaining his/her absence, and there may be no charge for resitting. (see also Attendance Policy absent 3 days).
- When a student has to miss school for more than ten days (5 days for Construction Electrician Levels 1 – 4; 12 days for Electrical Foundations), or has absenteeism exceeding 20% (10% for PN students; 10% for Trades students) of the prescribed number of program hours, we will treat the student as having been dismissed from the

program. Funding sources such as HRSDC/Services Canada, CIC or StudentAid BC may have additional policies which apply. This involves some paperwork, but does not prevent the student from returning and completing their program at a later date.

- Students are expected to attend all clinical experiences on a full-time basis. If a shift is missed, a valid reason, acceptable to Spratt Shaw College, must be demonstrated by the student. This may include the provision of all appropriate documentation by the student. Students will be required to make up missed clinical shifts. The PN Coordinator or Instructor and College Director will advise the student as to how and when this time is to be added to the student's schedule. Students who miss clinical time may be subject to an additional administrative fee, payable in advance of the clinical hours.

LEAVE OF ABSENCE POLICY

A Leave of Absence may be granted to students for the following reasons:

- Maternity or parenting reasons
- Medical and health reasons
- Compassionate, family health reasons or family care
- Personal reasons, including jury duty

Such a leave must be requested as soon as reasonably possible and may be granted for a period of up to three (3) months. A Leave of Absence request shall be submitted to the Campus Director along with appropriate documentation. Supporting documentation is required for parental leaves, medical/health leaves and compassionate leaves. Examples of supporting documentation include forms completed by physicians, birth certificates, adoption papers, letters and any information that provides support for your request. Spratt Shaw College may request documentation of a student's readiness to resume studies.

Students who are granted such a leave shall have "Leave of Absence" recorded on their transcript. No tuition fees or materials and supplies will be charged for the duration of the authorized leave. During a Leave of Absence a student maintains access to Spratt Shaw College email and other student services. Upon the student's return, the Student Enrolment Contract will be amended to show the revised program end date.

Normally, a student shall be in satisfactory standing when requesting a Leave of Absence, though exceptions may apply and shall be determined by the Campus Director.

Spratt Shaw College shall apply a "withdrawn" status after three (3) months of approved Leave of Absence if the student has not returned to the College. In the event that a student is deemed "withdrawn", the Refund Policy will be calculated on the last date the student attended, rather than the date of the notice of dismissal.

Terms and conditions vary among loan and bursary providers; student consultation with an advisor in Scholarships and Student Aid, Student Services, is recommended. Student Loan funded students may not be eligible for a Leave of Absence if the requested temporary suspension of studies exceeds the terms and conditions of the funding body. In that event, the student will have to withdraw and apply for readmission into their program.

A Leave of Absence may also not be possible for certain regulated programs if it contravenes accreditation requirements or work experience placement limitations.

International students are advised to contact their International Advisor regarding individual circumstances.

If a student is "withdrawn" as a result of exceeding the three (3) month Leave of Absence or due to requirements of the funding body, re-admission will be considered on a case-by-case basis. Students must submit a written letter to the Campus Director requesting re-admission. The student will be responsible for payment of all fees relating to college up to and including the date of withdrawal in accordance with the Refund Policy. Students may not be able to resume their program where they left.

INCLEMENT WEATHER

Call your campus and check for updates on the automated voicemail system.

Check our Facebook and/or Twitter pages.

Listen/Watch your local Radio and Television broadcasts. Decisions about campus schedules are almost always made in the early morning before the campus opens. This allows for the most current weather information to factor into the decision. This information is communicated immediately, generally before 7:30 a.m., using the methods above.

Please be aware that on occasion, morning classes being cancelled will not mean that afternoon classes will also be cancelled. Please check in with the campus by 11 am to see if the afternoon classes have also been cancelled.

Any class cancellations will need to be made up with a lab which will ensure that students receive the number of hours required to have met the needs of regulatory bodies.

We understand these decisions have an impact on our families and appreciate your patience during these weather situations. While we know that our students and families are best served when we are open, our top concern is the safety of our students and staff

See more at: <http://www.sprottshaw.com/studentservices/my-sprott-shaw/unscheduled-school-closures/#sthash.DfcfmWRE.dpuf>

LEARNING CONTRACT

A student in any Sprott Shaw program may be placed on a Learning Contract for the following reasons:

- Academic concerns
- Attendance
- Attitude
- Behaviour
- Other (at the discretion of the Instructor or PN Coordinator and College Director)

A PN student must be placed on a Learning Contract for the following reasons:

- Attendance below 90%
- Unsafe clinical practice

Process:

- Once an issue is identified, the student is to meet with the PN Coordinator or Instructor and Director (if needed).
- The PN Coordinator consults with the Regional PN Coordinator as needed for assistance in the process or may address the matter through the re-entry process.
- The PN Coordinator or instructor formulates the Learning Contract, outlines the concerns to the Director and explains it to the student.
- PN Learning Contracts must be done for all clinical issues.
- The student is encouraged to add comments as necessary.
- All parties must sign the contract.
- If the student refuses he/she may be dismissed from the program and encouraged to follow the dispute resolution process.
- Copies are retained by the student and the Instructor or PN Coordinator. A copy must be placed in the student file.

SATISFACTORY PROGRESS / PROBATION / CODE OF CONDUCT

To remain in good standing, a student must maintain *satisfactory progress* during the length of the program of study.

The criteria for *satisfactory progress* are as follows:

- Within each program there are courses specifically related to needed knowledge and skills. Progress through a program is measured by successful completion of a series of course hours within each course. (See Attendance Policies)
- Students must maintain an average of 60% (GPA of 2.0). Some programs require an average of 70% (See Grading Policies).
- Students must maintain the expected requirements of the program—for instance Practical Nursing individual course requirements.
- Students must maintain an average of 70% to attend clinical practices (or as noted on program and/or course outlines).
- 75% of all courses attempted must be complete (as well—arrangements are in place to complete the remaining ones).
- *Code of Conduct* is within the professional expectations of the College (review reasons for dismissal).
- If satisfactory progress is not maintained, the student is given a documented warning (learning contract is considered a documented warning). If satisfactory progress is still not maintained, the student may be placed on *probation* for the remainder of the time in the program of studies in order to monitor the student's progress more closely. The **Student Activity Notification** is completed and a copy given to the student. If improvement is not shown, the College may reassess suitability for the program of studies, and/or dismiss the student.

Conditions of Probation are as follows:

- All scheduled classes must be attended. Missing one day of classes without backup documentation is cause for dismissal.
- Student must sign in and out every day with the administrator.
- All courses showing incomplete must be completed. (deadline dates to be determined by the college director).
- Code of Conduct expectations as outlined on the **Student Activity Notification** or **Learning Contract** must be met.

BULLYING, HARASSMENT AND DISCRIMINATION POLICY

Sprott Shaw College is committed to providing a working environment where all are treated with dignity, respect and in a fair manner. Everyone has the right to work in an atmosphere that is free from bullying, harassment and discrimination.

Bullying and harassment and/or discrimination in our colleges is unacceptable and will not be tolerated. All incidents of bullying and harassment and/or discrimination must be reported and will be taken seriously regardless of who the offender may be. Students at Sprott Shaw who engage in such behaviour will be subject to discipline or corrective action.

Definitions

“Discrimination” means discrimination based on a person's sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, or criminal conviction which is unrelated to the person's employment. Discrimination includes sexual harassment, as defined below.

“Bullying and Harassment” includes any inappropriate conduct or comment by a person towards another person that the person knew or reasonably ought to have known would cause that individual to be humiliated or intimidated, but excludes any reasonable action taken by a supervisor relating to the student.

Examples of bullying and harassment include, but are not limited to, such things as:

- words, gestures, actions or practical jokes, the natural consequence of which is to humiliate, ridicule, insult or degrade;
- threats or intimidation;
- cyber bullying
- physical assault; or

- persistent rudeness, taunting, malicious gossip, patronizing behaviour, vandalizing belongings or other conduct which adversely affects learning environment.

Application of Policy

This policy applies to all students of Sprott Shaw.

Responsibilities of all Students

All students of Sprott Shaw must:

- not engage in the bullying and harassment of, or discrimination against other students;
- report using the following procedures if bullying, harassment and/or discrimination is observed or experienced; and
- apply and comply with this policy.

Complaint/Report and Investigation Procedure

Informal Resolution

1. A student of Sprott Shaw who feels that he or she has been subject to, or who has observed, bullying and harassment and/or discrimination in our college (the “complainant”) is encouraged to begin by approaching the respondent, informing the respondent of his/her discomfort with the behaviour, and asking the respondent to stop. While this is often the simplest and most effective way to end the bullying and harassment and/or discrimination, the complainant is not obligated to confront the respondent.
2. If the complainant does not wish to confront the respondent, the complainant may choose to report the bullying and harassment and/or discrimination in the workplace to his or her immediate supervisor or College Director and request that the supervisor and/or College Director deal with it informally.
3. If the bullying and harassment and/or discrimination does not stop, or if the complainant does not feel comfortable approaching the respondent directly, the complainant may proceed to file a formal complaint or report.

Formal Complaint or Report

4. A student who feels that they have been subject to, or have observed, bullying and harassment and/or discrimination in our workplace, may file a formal complaint or report of their concerns. A formal complaint must be made in writing as soon as possible, and should include the following:
 - a) the name of the complainant;
 - b) the name of the alleged offender (s); and
 - c) details of the incident(s) complaint of, including dates, places, names of individuals involved or witnessing the incident(s), and any other relevant information.
5. A formal complaint or report of bullying and harassment and/or discrimination may be made to any one of the following persons:
 - a) to the complainant’s immediate supervisor or College Director unless it is not appropriate to do so in the circumstances (for example, where the supervisor or College Director is the subject of the complaint). The supervisor or College Director that receives the complaint or report is required to promptly report the concern to the Regional Director of Operations so that an investigation into the complaint can be commenced;
 - b) in circumstances where the complainant feels it inappropriate to make a report or complaint to their direct supervisor or College Director, they may make their report or complaint directly to the Regional Director of Operations who will initiate an investigation into the complaint or report.
6. All complaints and reports will be taken seriously, and will be dealt with fairly and promptly.

Investigation Procedure

7. If the subject matter of a complaint or report fits within the definition of Bullying and Harassment and/or Discrimination it will be investigated. The investigation will be approached in an unbiased manner.
8. Investigations will be conducted by the Regional Director of Operations or his or her designate, which may include an external investigator.
9. Both the complainant and the respondent are entitled to a fair hearing. The investigator will interview the complainant, the respondent, and any other witnesses the investigator believes may have information relevant to the complaint or report. The investigator will review any documents he or she considers relevant. The respondent will be given the details of the complaint or report, and will be provided with a reasonable opportunity to respond.
10. All investigation proceedings will be documented and upon completion of the investigation, the assigned investigator will prepare a report of findings with recommendations.
11. If a complaint or report is found to have merit, then appropriate remedial, corrective or disciplinary action will be taken. This action may include education and training or formal disciplinary or corrective action.
12. If the investigation fails to find evidence in support of the complaint, there will be no documentation filed concerning the complaint.

Confidentiality

13. Complaints and reports of bullying and harassment and/or discrimination involve confidential and sensitive matters. Confidentiality is required so those who may have experienced bullying and harassment and/or discrimination will feel free to come forward, and the reputations and interests of those accused are protected.
14. All individuals involved in a bullying and harassment and/or discrimination complaint or report must maintain the confidentiality of any information they receive during the course of the investigation process. Any individual breaching confidentiality may be subject to disciplinary or corrective action.
15. Subject to disclosure which is required by law or is necessary to investigate or resolve a complaint or report, Sprott Shaw will make every effort to keep confidential any information pertaining to the complaint.

Retaliation

16. Retaliation of any kind against a student of Sprott Shaw who, in good faith:
 - a) files a complaint or report of bullying and harassment and/or discrimination;
 - b) participates or cooperates in any investigation under this policy; or
 - c) associates with a person who invoked this policy or participates in these procedures will not be tolerated.

Frivolous Complaints or Reports

17. Complaints or reports of bullying and harassment and/or discrimination are serious matters. Students of Sprott Shaw who are found to have made frivolous, vexatious, or malicious complaints of bullying and harassment and/or discrimination may be subject to disciplinary or corrective action.

SEXUAL MISCONDUCT POLICY

Policy Statement

All students and staff of Sprott Shaw College are entitled to study and work in an environment that is free from Sexual Misconduct. The College considers Sexual Misconduct to be a serious violation of an individual's fundamental rights. Members of the College community who engage in Sexual Misconduct may be subject to a range of disciplinary measures, up to and including suspension, dismissal or expulsion from the College. Members of the College community who experience and report Sexual Misconduct will be provided with support by the College and assistance with accessing additional support services both on and off the Campus.

However, knowing what constitutes Sexual Misconduct is often difficult. Freedom from misconduct and harassment does not mean that you will be protected from exposure to controversial material and ideas, nor does it mean that every encounter you have at Sprott Shaw College will be agreeable. Sprott Shaw College is a place of learning in which the free exchange of information, ideas and perspectives are valued and encouraged. The legitimate study of topics of a sexual nature within the College's curriculum is not considered Sexual Misconduct.

Scope

This Policy applies to all members of the Sprott Shaw College community, which includes students, employees, guests and visitors. The Policy is intended to address and eliminate Sexual Misconduct which occurs within the context of Sprott Shaw College and activities and which interferes with an individual's employment or studies at the College. Behaviour which occurs separate from any College-related activities and which is unrelated to an individual's employment or studies at the College is not covered by this Policy.

This Policy is not intended to be used in situations where Sexual Misconduct is of a violent nature. In the event of violent incidents, law enforcement authorities will be contacted and support will be provided to the victim. The College does reserve the right to conduct an investigation and take appropriate steps in the event of violent situations, if necessary to protect the safety of the College community.

Notwithstanding the existence of this Policy, every individual has the right to pursue other courses of action, even when steps are taken under this Policy. The College reserves the right to suspend the processing of complaints when alternate routes are being pursued by the Complainant.

Definitions

Consent: The voluntary agreement to engage in the sexual activity in question and to continue to engage in the activity. Voluntary agreement to engage in the activity or to continue to engage in the activity must be communicated through words or conduct, and can be revoked at any time. No consent is obtained where a person is incapable of consenting, for example, by intoxication or where a person is induced to engage in the activity by someone abusing a position of trust, power or authority.

Sexual Misconduct: To constitute Sexual Misconduct, behaviour may be a single serious incident or may be repeated or persistent behaviour. Sexual Misconduct is any form of sexual contact without a person's consent, including the threat of sexual contact without consent. Sexual Misconduct may include one or more of the following:

- Sexual assault
- Sexual exploitation
- Sexual harassment
- Criminal harassment (Stalking)
- Indecent exposure
- Voyeurism
- 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 or video

- The attempt to commit an act of sexual misconduct
- The threat to commit an act of sexual misconduct

Sexual Harassment: Sexual harassment refers to unwanted communications or actions that are sexual in nature, and are offensive, intimidating or humiliating. It can take many forms including verbal, written or visual. Sexual harassment may include any of or all of the following conditions:

- Conduct or comment of a sexual nature made by a person who knows or ought to reasonably know that such conduct or comment is unwanted or unwelcome
- Expressed or implied promise or a reward for complying with a request of a sexual nature
- Actual reprisal or an expressed or implied threat of reprisal or refusal to comply with a request of a sexual nature
- Actual denial of an opportunity or an expressed or implied threat of denial of opportunity for refusal to comply with such a request
- The conduct or comment is intended to, or has the effect of, creating an intimidating or hostile environment
- Differential treatment of a former or current intimate partner where a power relationship exists
- Examples of sexual harassment include, but are not limited, to the following
 - Remarks or innuendos regarding an individual's appearance, clothing or sexual life
 - Unwelcome questions or sharing a personal information regarding a person's marital status, sexuality, sexual activity, sexual orientation, or gender/transgender issues
 - Persistent, unwelcome sexual flirtations, advances, propositions, invitations or requests
 - Sexually suggestive, obscene or degrading comments or gestures
 - Displaying or circulating sexually graphic or derogatory pictures or written materials
 - Use of online activities such as email, text messaging or social networking to initiate or participate in any of the above behaviours
 - Leering, ogling or sexually oriented gestures
 - Inappropriate and unnecessary touching

Sexual Assault: Sexual assault is any form of sexual contact that occurs without any freely given consent. Sexual assault includes any form sexual contact where consent has not been given (i.e. non-consensual touching that is sexual in nature, forced penetration). Sexual assault includes date rape or acquaintance rape, which happens between acquaintances, friends or between people who are dating. There are three levels of sexual assault in the Criminal Code of Canada.

- Level 1: any forced sexual contact without bodily harm
- Level 2: forced sexual contact causing or threatening to cause bodily harm or using a weapon (imitation or real)
- Level 3: forced sexual contact that causes aggravated bodily harm or endangers the life of the victim or others

Criminal Harassment (Stalking): Criminal harassment, which includes stalking, is prohibited by the Criminal Code of Canada. Criminal harassment prohibits deliberate conduct that is psychologically harmful to others. For stalking to be criminal harassment, here's what's required:

A person does one or more of the following things:

- repeatedly follow you, or anyone you know
- repeatedly communicate with you, or anyone you know, directly or indirectly
- repeatedly watch you, or anyone you know, or lurk around your home, workplace, or any other place you happen to be
- engage in any threatening conduct directed at you or a member of your family

- The person knows that their conduct is harassing you or they are reckless about whether their conduct is harassing you. Reckless means they know their conduct may harass you, but they don't care
- The person's conduct causes you to reasonably fear for your safety or the safety of someone you know. Your fear has to be reasonable. The person does not have to realize that their conduct is scaring you for it to be criminal harassment.

A person can be stalking even if they don't physically hurt anyone or damage any property. The law is designed to protect psychological, emotional, and physical safety. Stalking may start with conduct that seems more annoying than dangerous. Often, the conduct is legal and even socially acceptable, if it's just an isolated incident. But when it's repeated, it may scare the victim. Conduct such as following someone, or sending gifts or letters, may become intimidating if done continually and against the person's wishes.

Sexual Exploitation: Sexual exploitation is the sexual abuse of children and youth through the exchange of sex or sexual acts for drugs, food, shelter, protection, other basics of life, and/or money. Sexual exploitation includes involving children and youth in creating pornography and sexually explicit websites.

Jurisdiction

The Sprott Shaw College Sexual Violence and Misconduct Policy will be triggered if all of following criteria are met:

- Both of the parties (the Complainant and the Respondent) are students, employees, guests or visitors
- The last incident of alleged misconduct occurred within the preceding six (6) months
- The behaviour occurred in the context of a College related activity (e.g. on Sprott Shaw property or at a Sprott Shaw sponsored event)
- The behaviour, if true, would constitute a contravention of the Policy by meeting a definition of Sexual Misconduct as stated in the policy

Procedural Fairness

The College will deal with allegations of Sexual Misconduct in a procedurally fair, unbiased and timely manner. Complainants and Respondents shall be advised of the procedures available to them and will be provided with a copy of this Policy.

The Parties shall be advised of the allegations and responses of both the Complainant and Respondent and shall be accorded reasonable opportunity to provide comments in support or defense of their own positions. Both the Complainant and Respondent have a reasonable right to respond to any information gathered during the investigation that will be utilized in determining a finding of Misconduct/Harassment or No-Misconduct/Harassment.

For a complaint to be considered under this Policy, it must be submitted within six (6) months of the date of the last alleged incident of Sexual Misconduct. The Regional Director may consider an extension to file a complaint past the six (6) month limit, if reasonable grounds for such an extension exist in extenuating circumstances.

Disclosure and Reporting Options

Complainants have the following disclosure and reporting options, available both on and off campus, and may choose any of these options or any combination of the available options.

- **No Report:** the Complainant may wish to disclose sexual violence in order to seek emotional support, medical support, or advocacy, but may not want to report to police or other campus authorities. Subject to certain limited exceptions, this decision should be respected and the Complainant should still be offered support services.
- **Report to Police:** the Complainant may wish to make a police statement, which would generally be followed by a criminal investigation. An appointed campus employee can accompany the Complainant if requested or the College can contact a community-based victim support worker to support and accompany the Complainant.

- **Third Party Report to Police via Community Victim Service Agency:** the Complainant may wish to make an anonymous Third Party Report through a community-based victim support worker; reports are sent to police by an intermediary agency and provide detailed information about the incident and the Respondent, but do not include the name or contact information of the Complainant. A Third Party Report is not in and of itself a police investigation; it is an option of last resort for the Complainant who would not otherwise provide information to the police but who may want to access support and let the police know of a sexual predator in order to protect others.
- **Medical Assistance / Forensic Medical Exam:** it is advisable for anyone who has experienced a sexual assault to seek medical attention to address possible physical injury, pregnancy and/or sexually transmitted infections. The Complainant will be referred to the nearest hospital and to be connected with a sexual assault response worker or advocate who can provide support and can accompany her/him to the hospital. The Complainant will be informed of the need to collect any forensic samples while he/she decides whether or not to report the sexual assault to police. Forensic samples can be collected and stored for up to one year while the Complainant decides whether or not to speak with the police.
- **Formal Complaint to College:** the Complainant may wish to make a formal report to the College, precipitating the College Sexual Misconduct process if either the Complainant or Respondent is a student, staff, visitor or guest to the College. The Complaint Procedure process is outlined below.

Interim Relief

The College or Authorized Representative may take whatever interim measures he or she deems necessary to protect the College community, pending the completion of an investigation into a Sexual Misconduct complaint. Such measures may include, but are not limited to:

- No-contact between the Complainant, Respondent, Witnesses or other parties
- Ordering the Complainant, Respondent, Witnesses or other parties to cease and desist from engaging in a particular type of behaviour
- Restricting access to a specific campus or specific areas of campus
- Suspending one or both of the Parties from the College pending investigation
- Reassignment of supervision/assessment duties in cases where the Respondent is an instructor or employee

Specific conditions to be included in the interim provisions will be dependent upon the circumstances of each case and the level of risk to the Complainant. All parties will be advised that the interim protection provisions, implemented by the College, are not to be confused with a legal protection order obtained through the Criminal Justice System.

Confidentiality and Anonymity

Allegations of Sexual Misconduct may require the disclosure of sensitive and personal information, which is protected from unauthorized disclosure by applicable privacy legislation. In order to encourage persons who have been subject to Sexual Misconduct to come forward, and to protect the rights and reputations of the Complainant and the Respondent throughout the investigation process, the College will attempt to ensure that confidentiality is maintained except where disclosure is necessary for the purposes of investigating and resolving the complaint or where required by law.

Confidentiality must, however, be distinguished from anonymity. If a Complainant wishes to proceed with a Formal Investigation by the College, procedural fairness requires that the Respondent be made aware of the nature of the complaint, including the identity of the Complainant.

All parties and witnesses to a complaint will endeavour to maintain confidentiality throughout the Formal Investigation procedures. Investigators will stress the confidentiality of the investigation with all persons involved in the process, including the Complainant, Respondent and Witnesses. Individuals involved in the investigation process who are found to have breached confidentiality may be subject to discipline.

The limits to confidentiality will be outlined to the Complainant as soon as possible after disclosure. The Complainant will be advised that privacy rights are not absolute and the College may be required to take immediate action, such as contacting the police, in relation to a disclosure of Sexual Misconduct or violence in the following circumstances:

- There are reasonable grounds to believe that others in the College community may be at significant risk or harm based on the information provided
- An individual is at imminent risk of severe or life threatening self-harm
- An individual is at imminent risk of harming another person
- There is a legal requirement to report
- There is a requirement to comply with a court order for release of information

The College has the authority to make the decision to release information without consent in the above circumstances. If a decision is made to release information without consent, only information relevant to the health or safety concern in question will be released. The Complainant will be informed of any decision to release personal information.

Subject to the exceptions listed above, consent from the Respondent would be required before this information could be disclosed further by the person receiving the disclosure or report. Provincial privacy laws allow such information to be shared without consent in the following circumstances:

- If there are compelling circumstances that affect anyone's health or safety
- To assist in an investigation or in making a decision to start an investigation
- If the disclosure is for the purposes for which the information was originally collected and the disclosure is necessary for these purposes

In some instances, the College may need to alert the College community to incidents or potential threats by sexual predators. These alerts will be communicated in multiple formats and media to ensure accessibility by all members of the College community. The alerts will not identify the Complainant but will include the following information:

- Date and time that the disclosure or report was made
- The College employee to whom the disclosure or report was made
- Date and time that the incident occurred
- Location where the incident occurred
- Information about the incident
- Non-identifying information about the perpetrator (i.e. gender, approximate age, ethnicity, height, weight, hair colour, eye colour, what the perpetrator was wearing, distinguishing marks)
- Information on how to access support services

Complaint Procedure

Initial Consultation: Campus Director

A member of the College community who feels he or she has experienced or witnessed Sexual Misconduct and is considering a complaint process is encouraged to discuss the matter with the Campus Director. The Campus Director will engage in a confidential discussion regarding the Complainant's options, and provide the Complainant with information and guidance regarding:

- Whether the behaviour(s) in question may fall within the definition(s) of Sexual Misconduct under this Policy
- Possible procedures and options available to the Complainant under this Policy or under alternate Policy or process (as appropriate)
- Where a Complainant wishes to pursue a formal complaint, he/she will be referred to the appropriate individual as provided in the Policy
- Available support for the Complainant both on and off campus

The Campus Director does not determine whether behaviours are Sexual Misconduct; the Campus Director only confirms that behaviours as described by the Complainant may constitute

Sexual Misconduct. Only a Formal Investigation can determine whether Sexual Misconduct has taken place.

The Campus Director works with the Complainant, providing options for the Complainant to deal with presented behaviours.

The Campus Director will maintain confidentiality of this discussion. However, if the Complainant claims that the Sexual Misconduct involves violence, the Campus Director must report the situation to the Regional Director who will investigate and may encourage the Complainant to report the situation to the police, following one of the reporting options set out above. A Complainant is not precluded from reporting to police if they have reported the Complaint to the College.

If the Complainant, after initial consultation, wishes to proceed to a formal complaint of Sexual Misconduct under the Policy, the Campus Director may provide advice on the necessary elements for a Request for Formal Investigation.

Informal Resolution

If a Complainant wishes to pursue further actions after an initial consultation with the Campus Director and the Misconduct and/or harassment behaviours are subject to process under this policy, he/she may first seek Informal Resolution. Informal Resolution is not mandatory and may not be appropriate for all manner of Sexual Misconduct. The Complainant may choose to proceed immediately to Formal Resolution.

If the behaviours are student-to-student and classroom based, the Complainant may request that the Instructor or Campus Director intervene to address the Misconduct or harassment behaviours and take action as appropriate to the situation.

Where Misconduct or harassment behaviours are not student-to-student/ classroom based or faculty intervention is not appropriate or possible, the Complainant may seek Informal Resolution through the Regional Director. When a Regional Director receives a verbal or written complaint of Sexual Misconduct, he/she will follow-up on such allegations in a timely manner including informing the Respondent of the Complaint and providing a copy of this Policy. Such follow-up may involve attempting to facilitate a mutually agreed-to resolution between the Complainant and Respondent, applying appropriate College Policy or procedures, and/or taking appropriate preventative, disciplinary or remedial measures. Disciplinary actions may include but are not limited to:

- Warning or reprimand
- Referral to educational or psychological services;
- Restricted/no access to specific areas of the College or to a specific campus
- Suspension/expulsion from specific classes and/or from the College

Where the complaint is against a Campus Director the request for Informal Resolution would be directed to a Regional Director. Where the complaint is against a Regional Director the request for Informal Resolution would be directed to the Executive Vice President. Where the complaint is against an Executive Vice President the request for Informal Resolution would be directed to the College President. Where the complaint is against the College President the request for Informal Resolution would be directed to the Chair of the CIBT Education Group.

Where such complaints involve a College employee, the Campus Director will consult with the Regional Director.

Where the Regional Director determines that the Investigation of the allegations of Sexual Misconduct may result in serious consequences for the College, he/she will consult with the Executive Vice President to determine if the complaint resolution process should move directly to a Formal Investigation.

1. Formal Investigation

Where the Complainant wishes to pursue Formal Investigation and both Complainant and Respondent are students, the Complainant must submit a written and signed request for Formal Investigation, to the Regional Director. Where the complaint involves a College

employee as Complainant or Respondent, a written and signed request for Formal Investigation must be submitted to the Campus Director. Where the complaint is against a Campus Director the request for Formal Investigation would be directed to a Regional Director. Where the complaint is against a Regional Director the request for Formal Investigation would be directed to the Executive Vice President. Where the complaint is against an Executive Vice President the request for Formal Investigation would be directed to the College President. Where the complaint is against the College President the request for Formal Investigation would be directed to the Chair of the CIBT Education Group.

Where the Complaint is against the Campus Director, Regional Director or Executive Vice President, the Request for Formal Investigation will be submitted to the College President who will name a designate to fulfill the role of initiating an investigation as described below.

- The Campus Director, Regional Director or Executive Vice President will review the merits of any complaint that falls under the provisions of this Policy and determine that it falls under the provisions of this Policy and make arrangements for Formal Investigation, including whether an Internal or External Investigator should be appointed.
- Where the complaint moves to Formal Investigation under College Policy, an Investigator will be appointed. Every effort will be made to do this within five (5) working days of the complaint being received by the Regional Director, Executive Vice President or College President.

The appointed Investigator will ensure that both the Complainant and the Respondent are aware that a Formal Investigation has commenced, and that each has a copy of the Sexual Violence and Sexual Misconduct Policy.

The Investigator will receive information from the Complainant, the Respondent, and any other individuals whom the Investigator believes may have information relevant to the complaint.

Information may be received through written documentation, and/or interviews. The Investigator will ensure that both the Complainant and the Respondent are aware of the positions of the other, and of any allegations made against them, and are given a reasonable opportunity to respond.

Where an Investigator conducts interviews, the Complainant and the Respondent may request that a support person be present. This person will act as an observer/support and will not participate in the proceedings. An interpreter for either or both the Complainant and Respondent (where either or both parties have English as a second language) may be provided by the Investigator.

After completion of the investigation, and within ten working days, the Investigator will complete a written report, including a copy of the written complaint and findings of fact, and submit the report to the College President. The report will state a positive or null Finding of Misconduct/Harassment based on the balance of probabilities and may include recommendations for resolution of the complaint and/or for remedial or disciplinary action.

The College reserves the right to initiate an independent investigation of Sexual Misconduct if sufficient cause has been demonstrated to warrant such action.

2. Formal Decision

After reviewing the Report of the Investigator, the College President will make decision(s) on findings of Sexual Misconduct and on appropriate actions in the circumstances.

The President's decision will be rendered, in writing, to the Complainant and Respondent as soon as possible but in any case within ten (10) working days of the receipt of the report of the Investigation. The President will provide a summary of the findings of the Investigator with his/her decision to the Complainant and the Respondent.

Where the President finds that Sexual Misconduct has occurred, disciplinary decisions may include, but are not limited to:

- Warning or reprimand
- Referral to educational or psychological services
- Restricted/no access to specific areas of the College or to a specific campus
- Suspension/expulsion from specific classes and/or from the College
- Disciplinary action up to, and including, termination of employment

Where the President finds that Sexual Misconduct has occurred, the College will endeavour to protect the Complainant from any subsequent harassment, discrimination or reprisal, within the College's jurisdiction.

Where the President finds that the complaint was frivolous, vexatious or vindictive in nature, he/she may take appropriate disciplinary action against the Complainant.

A copy of the Investigative Report and the President's decisions will be placed in a confidential file maintained by the Office of the President for a period of five years.

In addition to disciplinary outcomes the President may require further action including workshops and/or mediation for the employees/students in the learning or workplace environment affected by the complaint and/or investigation, changes to College practices/procedures that may be deemed to be discriminatory, or other proactive steps to ameliorate existing conditions.

3. Appeal

If the Complainant or Respondent feels that appropriate process was not followed or that this Policy was incorrectly applied he/she may appeal the decisions of the College President to the Chair of the CIBT Education Group. The appeal must be submitted in writing within ten (10) days of the decision being received by the Complainant/Respondent and must provide specific grounds for the appeal, describing how the Policy was incorrectly applied and/or due process was not followed. The appeal will deal with appropriateness of process or disciplinary decisions and will not reconsider the original complaint.

If the College President's decision results in disciplinary action against a College employee, that employee shall have access to appropriate College appeal processes.

Training and Education

The College will ensure that Sexual Misconduct education and training, including prevention, responding to disclosures, bystander intervention and making effective referrals to local community-based response services, is provided to Campus Directors, Regional Directors, the Executive Vice President, the College President, appointed Investigators and all potential first responders.

The College will initiate and maintain a program to ensure that members of the College community are made aware of this Policy, are educated on the scope of Sexual Misconduct and that information and materials regarding sexual health, safety and community-based resources are displayed and made readily available to members of the campus community.

DISMISSALS / CODE OF CONDUCT

Students who violate the Attendance Policy and/or Code of Conduct Policy will be subjected to the dismissal criteria and procedures outlined below. Students may appeal the dismissal by adhering to the process set out in the Dispute Resolution Policy.

Sprott Shaw College is committed to taking all reasonable steps to ensure that students have the opportunity to complete their programs successfully. As part of this commitment, the College maintains a safe, professional and productive learning environment, safeguarding fair and equitable treatment of students and staff. We expect students to act in a mature, professional and respectful manner at all times. Students who do not support the academic and ethical goals of the College may be subjected to penalties, up to and including expulsion.

The College reserves the right to discipline, suspend or dismiss any student whose conduct is detrimental to the safety and integrity of the learning environment or is a risk to the safety or well-being of other students, staff, visitors and guests.

Following is a list of actions that may constitute disciplinary steps being taken and/or dismissal from the College. This list is not meant to be necessarily progressive or exhaustive and the College reserves the right to review each situation on a case-by-case basis and respond accordingly.

- Academic dishonesty. Academic dishonesty includes, but is not limited to, any word, action or deed performed alone, or with others, for the intent of providing an unfair advantage or benefit to self or other students, including:
 - Cheating
 - Plagiarism
 - Unapproved collaboration
 - Alteration of records
 - Bribery
 - Lying
 - Misrepresentation
 - Use of aids which have not been expressly permitted
 - Theft or solicitation of another student's assignment or papers, unadministered tests or other academic work and/or material
 - Intentionally helping or attempting to help another student to commit any act or academic dishonesty

Note: By signing this Student Handbook you acknowledge that you have read and understand the above statements regarding cheating and its consequences. It will constitute an agreement to not engage in cheating behaviour or behaviour that is viewed as suspicious of cheating. You also acknowledge that you will follow specific instructions regarding what not to bring into the classroom during examinations or exam reviews (i.e. books, bags, food, drinks, cell phones, etc.) and agreeing to leave all electronic devices, including cell phones, at the front of the classroom during examinations and exam reviews. The consequences of cheating, including behaviour that is viewed as suspicious are serious and may include:

- Being given a fail result on the assessment, assignment, project or an required marked work
- Having a complaint filed against you
- Being dismissed from the program
- Having a civil lawsuit filed against you
- Outstanding Fees. Failure to pay tuition or other fees due to the College is considered to be grounds for expulsion, and students who fail to remit outstanding fees may be expelled after written warning has been provided by the Campus and the student fails to comply with the stated parameters on the Student Enrolment Agreement
- Excessive tardiness and/or absenteeism as set out in the Attendance and Absenteeism Policy
- Failure to maintain adequate academic progress
- Failure to follow College policies
- Engage in disruptive behaviours – i.e. bullying, harassment, discrimination and disorderly conduct – which includes physical or verbal abuse of another person; abusive, indecent, profane or vulgar language, obscene actions; threats; and/or disrespect for the rights and privileges of others; or hinders the learning environment
- Flagrant disrespect directed toward the College, its staff, its instructors, or other students
- Deliberate destruction; theft of property belonging to another; weapon violation
- Intoxication or substance abuse
- Possession of drugs or alcohol on the College premise

- Have on their person a weapon or look-alike weapon or any device or instrument used to intimidate, threaten or inflict harm while on College property (please note that the Kirpan is recognized as a religious symbol)
- Conduct that endangers the health, well-being or safety of other students, employees, visitors and guests, on or off campus on college related activities
- Violation of Acceptable Use Policy
- Misuse of school property, including damage, misuse, theft or otherwise use the property in a way that is prohibited. Restitution may be required.
- It is the professional responsibility of every student to report unethical behaviour
- Health Care Students – see also Clinical / Practicum / Work Experience

Dismissal Procedures

Prior to expulsion, depending upon the severity and nature of the situation, unless otherwise specified, the College may take intermediate steps at its discretion including:

- Verbal warning
- Written warning – Student Activity Notification or Learning Contract
- Suspension
- Probation

This list is not meant to be necessarily progressive or exhaustive and the College reserves the right to review each situation on a case-by-case basis and respond accordingly. Where the Campus Director determines there is a risk to health, safety and/or integrity and productivity of the learning environment is at risk the appropriate action will be taken, including the option of immediate suspension or dismissal.

Students who are expelled for any reason will be notified in writing, either hand delivered or by registered mail with return receipt. The College is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides. The notification will contain a description of the basis for expulsion and the effective date.

In the event the student wishes to appeal the dismissal or suspension, the student may do so by following the Dispute Resolution Policy.

WITHDRAWAL / RE-ENTRY

If a student chooses to voluntarily withdraw from a program

- it must be in writing and given to the director of the college stating the reason for withdrawal (e.g. financial, personal problems).
- a meeting with the director will be arranged to discuss possible solutions to enable the student to stay in the program or to discuss the results of this decision if the withdrawal takes place.
- a **Student Activity Notification** will be filled out stating the last date of attendance and arranging an Exit interview with the ESS (if necessary, student loan repayment procedures will be given).
- a final account balance will be given within the week and payment plans put into place if necessary.

The process of withdrawal involves the following:

- Calculation of charges as per the *tuition fees and refund policy* section as stated on page 3 of the student enrolment contract.
- Notification to Student Services (both Canada Student Loan and StudentAid BC) that you have withdrawn.
- Notification to HRSDC/Services Canada if you are on E.I., or are funded through them.
- Notification to other funding agencies if applicable.
- Sending any refund due to the financial institution that provided your funding (if applicable).

Upon returning or re-entry which is not guaranteed but includes the following:

- provided the program is still offered;
- the program content has not changed more than 15% and it is less than two years from last date of attendance), you will:
 - Be granted credit for all courses successfully completed to date.
 - Be advised of any additional updating needed (for example: CPR-First Aid or CRC).
 - Have any monies paid previously during the withdrawal applied to your program completion (i.e. while there will be no penalty for restarting the program, an administrative fee of \$100 will be necessary and fee adjustments may apply).
 - Have any course or assessment resitting fees apply where applicable according to Sprott Shaw policies.
 - Be given a new schedule, and sign an amendment to your student enrolment contract (**Student Activity Notification**) or a new contract indicating your new finish date.
 - Although Sprott Shaw encourages students to return, you may be required to demonstrate competencies and meet current pre-requisites.
 - Due to the complicated nature of class scheduling, any time a course has to be re-taken, Sprott Shaw cannot guarantee that upon your return you will be able to have continuous courses available. That is, there may be some time when your particular classes are not being offered. We will make our best effort to accommodate your needs, and may suggest that you complete some courses at another Sprott Shaw location.

PN STUDENT RE-ENTRY PROCESS

General Information:

- Students may re-enter a program only at the discretion of the College; re-entry is not guaranteed.
- Students must fill out the "Application for Re-Entry" and submit it to the PN Coordinator when they are ready to re-enter the program.
- The PN Coordinator, in consultation with the College Director, will review the application and formulate re-entry recommendations (if applicable) or deny re-entry.
- The PN Coordinators will follow the policies, procedures and guidelines developed for the re-entry process.
- All recommendations will be forwarded to the Regional PN Coordinator for record keeping/review purposes.
- If the student does not accept the recommendations resulting from the re-entry process, they will be instructed to initiate an appeal with the Regional PN Coordinator.
- The returning student's file must be re-evaluated as pre-requisites may have expired (CPR, Immunizations, Criminal Record Check, Physician's waiver etc.).
- The student's financial viability must be re-evaluated prior to re-entering the program.
- The fee for re-sitting the program will be prorated on a weekly basis per college policy.

Guidelines for Re-Entry:

- Students are only permitted to re-sit one course in the PN Program. Failure of a 2nd course, after the first re-entry, will result in dismissal from the PN Program and will not be allowed re-entry.
- A student re-entering the program within a one year period will return on the same standing in all successful courses, as at the time of his/her withdrawal.
- Students may not re-enter a program if their reason for dismissal was due to serious misconduct (abusive behavior, theft, plagiarism, cheating, and breach of confidentiality and/or misrepresentation).

- Students may apply to re-enter the program within 1 year of their withdrawal.
- After a one year absence from the program students will not be permitted re-enter the program, but may submit a new application for admission.
- Regardless of other requirements, all students who re-enter a program will be required to complete the Nursing Arts/Nursing Skills course of the semester they enter prior to attending the clinical experience.
- Students re-entering the program may be required or given a recommendation to audit courses in a semester fully, other than being excused from completing assessments or assignments which are counted towards a passing grade in the course.
- Re-writes, permitted for assignments and assessments, will be identified on a course-by-course basis on each individual course outline, and provided to students at the first meeting in the course.

DISPUTE RESOLUTION

Where applicable, school policy, as outlined in the student handbook, will be used in settling internal disagreements. The student should approach the staff person with whom he/she has the disagreement. If the issue cannot be resolved, the student will follow the steps as outlined below.

Please note: this applies to all Sprott Shaw students who are currently enrolled or were enrolled no more than one year prior to filing of this dispute. At any time during this process, the student may choose to seek and retain representation by an agent or a lawyer.

- In the event of a dispute between the College and a student, the student shall provide a written statement to the Director of the College detailing the student's interpretations of the situation and his/her suggested remedy. The Director will meet with the student within five days to try and resolve any outstanding issues. The Director will either provide a written decision to the student the day after the meeting or inform the student in writing that an investigation into the matter is ongoing and will complete the investigation within 48 hours of the written notification.
- If needed, a second meeting with the Director may be requested by the student or the Director within five days to discuss the written decision and determine if the dispute can be resolved or to clarify information from the first meeting. The result of this meeting is documented with a copy given to the student the day after the meeting.
- If the student wishes to appeal the decision of the Director, the student will submit a written statement and the Director of the College will provide a written summary of events (both within five days) to the Regional Director of Operations who will review all documents and contact the student and Director within 5 days to set a meeting should it be deemed necessary. The meeting will be within 10 days of receiving the complaint from the student.
- The Regional Director will either render a decision or request more information within 5 days of the meeting.
- If a request for information is made by the Regional Director, a decision will be rendered within 10 days of the initial meeting with the student and Director.
- If the student wishes to appeal the decision of the Regional Director of Operations, both the student and the Regional Director will submit written statements, within five days to the Executive Vice President who will review all documents and meet with the student and Regional Director within ten days.
- A final decision will be made by the Executive Vice President within 5 days of the meeting.

Please note that if the College Director, Regional Director or Executive Vice President is absent or unable to respond to the complaint or is named in the complaint, the President will appoint a Designate who will assume the absent person's duties and responsibilities in the Dispute Resolution process.

DISPUTE RESOLUTION POLICY FOR PN STUDENTS

Where applicable, school policy, as outlined in the student handbook, will be used in settling internal disagreements. The student should approach the staff person with whom he/she has the disagreement. If the issue cannot be resolved, the student will follow the steps as outlined below.

Please note: this applies to all Sprott Shaw practical nursing students who are currently enrolled or were enrolled no more than one year prior to filing of this dispute. At any time during this process, the student may choose to seek and retain representation by an agent or a lawyer.

- In the event of a dispute between the College and a student, the student shall provide a written statement to the Practical Nursing Program Coordinator of the local campus detailing the student's interpretations of the situation and his/her suggested remedy. The Nursing Coordinator will meet with the student within 48 hours to try and resolve any outstanding issues. The Nursing coordinator will either provide a written decision to the student the day after the meeting or inform the student in writing that an investigation into the matter is ongoing and will complete the investigation within 5 days of the written notification.
- If needed, a second meeting may be requested by the student or the Nursing Coordinator within five days to discuss the written decision and determine if the dispute can be resolved or to clarify information from the first meeting. The result of this meeting will be documented with a copy given to the student the day after the meeting.
- If the student wishes to appeal the decision of the Practical Nursing Program Coordinator, the student will submit a written statement and the Practical Nursing Program Coordinator will provide a written summary of events (both within five days) to the Director of the campus who will review all documents and contact the student and Nursing Coordinator within 48 hours to set a meeting should it be deemed necessary. The meeting will be within 10 days of receiving the complaint from the student.
- The Director will either render a decision or request more information within 5 days of the meeting.
- If a request for information is made by the Director, a decision will be rendered within 10 days of the initial meeting with the student and Director.
- If the student wishes to appeal the decision of the Director, both the student and the Director will submit written statements, within five days to the Regional Director who will review all documents and meet with the student and Director within ten days.
- The Regional Director will either render a decision or request more information within 5 days of the meeting.
- If a request for information is made by the Regional Director, a decision will be rendered within 10 days of the initial meeting with the student and Director.
- If the student wishes to appeal the decision of the Regional Director, both the student and the Regional Director will submit written statements, within five days to the Executive Vice President who will review all documents and meet with the student and Regional Director within ten days.
- A final decision will be made by the Executive Vice President within 5 days of the meeting.
- This process is reflective of the communication process in the work place setting. An opportunity to rectify any issues should be given at the campus level.
- Failure to adhere to the dispute policy is viewed as a breach in professional practice per the College of Licensed Practical Nurses in BC (CLPNBC) and may result in the student being placed on a Learning Contract.

Please note that if the Practical Nursing Program Coordinator, College Director, Regional Director or Executive Vice President is absent or unable to respond to the complaint or is named in the complaint, the President will appoint a Designate who will assume the absent person's duties and responsibilities in the Dispute Resolution process.

GRADUATION POLICY

To be eligible for graduation with a *Diploma or Certificate*, students must have:

- Completed **all** courses in their program of studies, with the minimum passing grade of 60% in each course (or higher in some courses). Transcript will indicate which courses are given a percentage and which courses are given a complete.
- An overall average of 60% or better is required to be eligible for graduation with a *Diploma or Certificate*. Exceptions are: Practical Nursing, Practical Nursing Access, Community Support Worker Assisted Living, Health Care Assistant, Trades and Early Childhood Education which require an overall average of 70%. A student with grades of 90% or higher may be eligible for Honours designation.
- Met all attendance requirements.
- Met all financial requirements four weeks prior to completion date.
- Student Status once the enrolment end date has been reached will be set in the Financial and Student Tracking system as follows:
 1. Graduate: achieved all requirements for graduation.
 2. Incomplete: courses on the Program Outline have not been done, have been failed, are incomplete.
 3. Complete: all requirements are met except financial commitment (money is owing).

WORK-EXPERIENCE ALTERNATIVE

If a student does not meet standard graduation requirements, the College may award an *Associate Diploma* under the following plan.

- Students may be granted an *Associate Diploma* following three months of successful related work experience.
- Work experience will only qualify if it meets the career objectives under which the student enrolled.

To be eligible:

- Students must have completed 80% of their course hours, including all specialty components of the diploma, and have no more than four incomplete courses, to meet the criteria for an *Associate Diploma*.
Example: If taking Professional Business Management, the specialty courses would be Human Resource and Management courses.
- Early program leave must be approved, in writing, by the college director prior to student leaving.
- Students must be current with their financial obligations.
- The work-experience alternative (three months) must be satisfied within one year of College withdrawal.

PROGRAM OR CAMPUS CLOSURE

If a program is no longer being offered at the campus they are attending, the student will be offered the choice of taking the program at another campus or in some cases, a refund.

If a campus is being closed, students will be offered the choice of transferring to another campus or in some cases, a refund.

JOB PLACEMENT

Placement assistance is available to every graduate of Spratt Shaw on an on-going basis. All Spratt Shaw diploma programs include a 40-hour Career and Professional Development course, which encourages the student to develop the necessary skills needed for successful job interviews and employment-seeking methods.

PLEASE NOTE:**WE ARE NOT PERMITTED BY LAW TO GUARANTEE A JOB TO ANY STUDENT AS A RESULT OF TAKING A PROGRAM OR COURSE.**

The College does endeavor to establish contacts with prospective employers for graduate students. Graduates are also expected to aggressively pursue employment opportunities on their own, and to notify the school of the results of interviews.

We encourage students to keep in touch with our College after graduation. All employment opportunities, which are posted with the College, are available to any of our graduates.

Students are encouraged to “ring the bell”—every campus has a bell that the student will ring to signify “I got a job”. All students and staff in all classrooms will come out to offer congratulations.

Academic references will be given only by the Director, ESS or PN Coordinator; work experience summaries may be provided at the request of a potential employer – with student approval (as outlined in Sprott Shaw Administrative Procedures).

LIFE-TIME REFRESHER TRAINING

All graduates of Sprott Shaw diploma programs have the opportunity of life-time “refresher training” (four weeks per year with no tuition cost, beginning one year after graduation) in any courses successfully completed under the following conditions:

- The student must be a “graduate” (no monies owing).
- The course is part of the current curriculum for the program that the graduate took.
- The graduate pays in advance for any course books and materials.

APPEARANCE / DRESS CODE / CODE OF CONDUCT

Because Sprott Shaw is a professional college, we encourage a professional dress code. We believe it is important for students to look and feel the part of the business or healthcare professional. Students will receive specific guidelines from the college director.

SCHOOL SUPPLIES

While in attendance at Sprott Shaw, students will be supplied with a flash drive (USB). We recommend that you purchase basic school supplies such as pens, pencils, a small ruler and notepaper. Optional materials may include a basic calculator, highlighters, carrying cases and binders.

FOOD / DRINK / SMOKING

There are convenience stores and restaurants located near all campuses for breaks and meals. Please ask a faculty member for details.

At no time are food and/or drink permitted in the computer rooms.

All Sprott Shaw Campuses are **SMOKE-FREE ENVIRONMENTS**.

ACCOMMODATIONS

Sprott Shaw does not have dormitories or residences on campus. However, a variety of accommodations are available in the vicinity of each campus (in private homes or apartments).

ALLERGIES

Allergies to perfumes, aftershaves, and scents are becoming more prevalent in school, and the workforce. Therefore, in the interests of all students’ and staff members’ well-being, we ask that you refrain from use of these products.

FACILITIES

Use of the campus facilities is limited to actively enrolled students and other director-authorized individuals during regularly scheduled class times.

Students returning to use the College's resources (for example: update a resume) are asked to sign in and out for safety reasons such as fire drills.

CRITICAL INCIDENT

It is the policy of Sprott Shaw to maintain a positive, safe, secure training and working environment. In striving to attain such an environment, the college takes the position of no tolerance for weapons or abusive behaviour in our campuses or facilities. Instructors or college employees will take whatever prudent steps are necessary to alleviate a situation (e.g. call 911).

Criminal offences will be reported to the police:

- Physical violence or threat to a person or college property
- Possession and / or trafficking of illegal substances
- Possession of weapons
- Theft
- Aiding, abetting, or acting as an accomplice in the commission of any criminal offence

RCMP - SAFE (School Action for Emergencies) – Lockdown Procedures as defined in Sprott Shaw's Occupational Health and Safety procedures are followed.

Emergency Preparedness

- Fire Drill procedures are posted in every room with drills being conducted regularly (and detailed in the Safety section of employee Policies and Procedures).
- Earthquake and Evacuation procedures as detailed in the Safety section of the employee Policies and Procedures are followed.

SAFETY—YOUR WELL BEING

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

Car Safety

- Lock all doors and roll up your windows. Remember to lock the trunk, hatchback or the tailgate (station wagon).
- As you approach your car, have your keys ready. Always check your backseat before entering the car.
- Don't mark your key chain with your name, address or license plate number.
- Lock all doors immediately upon entering your car. Most car-jackings take place when vehicles are stopped at intersections. The criminals may approach at a 45-degree angle (in the blind spot), and either pull you out of the driver's seat or jump in the passenger's seat.
- If you suspect someone is following you, drive to the nearest gas station, convenience store, or police station, and honk your horn until someone comes to help you. Keep all doors locked and windows rolled up.
- If someone tries to get in, drive off immediately. If this is not possible, use your horn to draw attention to your situation.
- Do not offer help to a stranded driver or hitchhiker. You can use a cell phone to call for help to assist them, but never get out of your car.
- If you have a cell phone, turn it on and keep it within reach.

Safety in Parking Lots and Garages

- When you know you will be returning to your car late at night, try to park it in a well-lit area.
- Have your keys in your hand.

- Try not to park on levels of a parking garage that will be empty when you return.
- Know your nearest safe exit route from the garage.
- Back your car into a parking stall in a garage. This gives you greater visibility and allows you to drive away quickly.
- Vary your routine; park in different spots at different times.

Safety in Public Areas and Streets

- Always carry emergency taxi fare. This will be needed if you feel you're in a threatening situation; call a taxi to be safe.
- Use the buddy system. When you are with a friend out for the evening, plan to watch out for one another, and to leave the event together or in a group.
- If you are persistently harassed, report the person harassing you to a staff person, or local police detachment.
- Stay in well-lit areas. Walk midpoint between curbs and buildings; try to keep from using alleys or less traveled routes between buildings. Stay far away from bushes.
- Stay near people and avoid taking short cuts alone through vacant lots or other deserted places.
- Carry only necessary cards and money.
- Do not stop to provide strangers with directions or information, especially at night.
- Do not jog alone at night, or walk through the trails alone.
- Be suspicious. Keep looking behind you so you cannot be surprised.
- If you feel that you are being followed, keep looking behind you, cross the street, change direction or vary your speed. Head for a place where there are other people as soon as possible.
- Avoid using bank machines when the area is deserted or when you are alone. If you need to bank at night, use machines located in populated buildings or near well-lit and busy streets.
- Be aware of people around you before you use the bank machine.
- In elevators, stand near the control panel with your back to the wall. If you are threatened, hit the alarm button and as many floor buttons as possible.
- Do not get on an elevator if the person(s) waiting with you makes you feel uncomfortable.
- Do not use the sky train late in the evening alone. Many sky train stations have designated waiting areas. These are equipped with bright lighting and courtesy telephones, and are under surveillance by transit staff. Use these areas to wait when traveling at night or if you must travel alone.
- Do not use a personal stereo system or play music so loudly that you can't hear what is going on around you.
- Remember there is safety in numbers.
- Always tell someone where you are going and when to expect you home.

PRIVACY POLICY

Personal Information

The Personal Information Protection Act (the "Act") governs the way private sector organizations in British Columbia collect, use, disclose and secure personal information. Personal information means all information about an identifiable individual, but does not include business contact information such as the name, position, business telephone, e-mail, and fax numbers of an individual.

Privacy Commitment

At Sprott Shaw we are committed to respecting your right to privacy. We acknowledge the sensitivity of personal information which may be provided to us in the course of our business. We recognize our responsibility for ensuring the confidentiality and security of your personal

information in our custody and control. Ensuring the accuracy of your personal information is our joint responsibility.

We conduct our business in compliance with the terms of the Act. This Policy outlines in general terms the principles the Company applies in protecting the personal information of current, past and prospective students and customers that comes within our custody or control.

Student/Customer Information

We collect student/customer personal information for the following purposes:

- to provide education and training services;
- to provide career counselling and program selection services;
- to assist students in securing funding for education and training programs;
- to facilitate student career placement opportunities;
- to maintain financial and business records related to the provision of these services.

We limit the collection of personal information to that which is necessary for identified purposes and as permitted by law.

Examples of personal information we may collect in order to provide these services to students or prospective students include: name, home address and telephone; identification verification numbers such as birth date, social insurance, driver's license, etc.; marital and family status; income sources; citizenship or immigration status; educational history; transcripts of marks; diplomas; attendance records; all video images; medical status where relevant to a course or placement; financial records relating to tuition payment, educational funding and student loans; employment history, post- graduation employment and references.

We do not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law.

Security

We recognize Sprott Shaw's obligation to protect personal information in our custody or control by means of security safeguards appropriate to the sensitivity of the information. These may include taking appropriate and reasonable steps on a technological, contractual, administrative or physical security basis to protect personal information against risks such as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction.

Retention

We retain personal information only as long as necessary for the fulfillment of the purposes for which it was collected, or as required or permitted by law.

Accuracy, Access and Questions

We take steps to ensure that personal information is as accurate, complete and up-to-date as necessary for the purposes for which it is used. However, accuracy is a joint responsibility. Students and customers are encouraged to update their personal information as necessary.

The Act permits individuals to access their personal information under our custody or control, and information on how their personal information is being used or disclosed by us, including the names of the individuals and organizations to whom their personal information has been disclosed by us. We will respond to all such requests in compliance with the Act.

The law permits individuals to request correction to errors or omissions in their personal information in our custody or control. Sprott Shaw will respond to all such requests in compliance with the Act.

Remarketing

We currently use third-party "remarketing" tools from Google Inc. and Casale Media which allow us to reach people who previously visited our website, and match the right people with the right advertising. To do this, we install cookies on your computer to track if you have visited our web site and where you went on our web site. If you would prefer not to be tracked by our third-party vendors, please visit the network Advertising Initiative opt-out page on our website to opt-out of tracking.

Contacting Us

If you have any questions regarding this Policy, or if you wish to request access to, or correction of, your personal information in our custody or control, please contact our Privacy Officer at Head Office.

If you have a concern with respect to our handling of your personal information, we invite you to contact our Privacy Officer in writing, setting out the reasons for your concern. If, after our Privacy Officer has reviewed and responded to your concern you remain dissatisfied, you may wish to contact the Office of the Information and Privacy Commissioner at:

P.O. Box 9038,
Station Provincial Government,
Victoria, BC V8W 9A4
Tel: (250) 387-5629
Fax: (250) 387-1696

STUDENT LOAN REPAYMENT INFORMATION

| | | |
|--|---|---|
| <p>National Student Loans Service Centre Ph #: 1 888 815-4514 https://nslsc.canlearn.ca/en/default.aspx</p> | <p>British Columbia Student Loan Service Bureau Ph #: 1-877-535-7680 https://www.bcslservicebureau.com/Content/default.html</p> | <p>Student Aid BC Ph #: 1-800-561-1818 http://www.aved.gov.bc.ca/studentaidbc/</p> |
|--|---|---|

Starting your repayment early will reduce your debt load after graduation because payments are applied directly to the outstanding principal balance.

You will repay your student loans through the National Student Loans Service Centre (NSLSC). The NSLSC will automatically send you a consolidation agreement, approximately 45 days before you enter repayment.

Your consolidation agreement shows:

- The details of your current outstanding Canada-B.C. integrated student loans balance.
- Your monthly payment and when it is due.
- How long you have to repay.
- The interest rate charged on your loan.
- The bank account from which payments will be withdrawn.

It is your responsibility to make repayment arrangements with the NSLSC and/or your lending institution within six months of finishing your studies.

You can pay off the accumulated interest immediately or have it added (capitalized) to the principal amount owing. If you do not pay off the grace period interest, it will automatically be capitalized onto the principal of your loan. Amortization or the repayment period is the length of time you arrange with your lender to fully repay a loan.

You can access the loan repayment estimator online to plan for repayment at: <http://www.aved.gov.bc.ca/studentaidbc/plan/repayment-estimator>. You can calculate your estimated monthly payment, calculate the total amount of your loan with interest or change details to adjust payment amounts.

The federal and provincial governments offer programs that can help you repay your Canada-B.C. integrated student loans. You can access information regarding these at <http://www.aved.gov.bc.ca/studentaidbc/repay/repayment-help/index.php>.

These programs include:

- B.C. loan reduction program
- Interest relief
- Repayment assistance plan
- Revision of terms

More detailed information will be provided at a student loans workshop facilitated by your campus ESS during your Career and Professional Development course

CAMPUS DRESS CODE

“If you aren’t sure, it probably isn’t appropriate.”

Sprott Shaw is committed to preparing you for the work force. As a result of this commitment and the fact potential employers frequent our campuses, we have prepared for you a dress code guideline. This guideline will help ensure that every first impression is a positive one.

APPROPRIATE DRESS***Pants***

- Dress pants
- Dockers and corduroys

Business Suits

- Jacket and pants
- Jacket and skirt

Shirts & Sweaters

- Short and long-sleeved shirts
- Blouses
- Golf shirts
- Sleeveless blouses
- Sweaters

Dresses, Skirts

- Appropriate for the professional office atmosphere
- Dress Capris

Uniforms (Health Care students) – as required**NOT APPROPRIATE DRESS**

- Ripped or torn clothing
- Casual shorts (beach and exercise wear)
- Spandex (exercise wear)
- Bathing suits and undershirts
- Tank tops, spaghetti tops and any tops that expose the midriff
- T shirts that have unsuitable language or graphics
- Hats and caps
- Certain footwear such as flip-flops or slippers (safety issue - WorkSafe BC)

ITEMS NOT ALLOWED IN CLASS

- Cell Phones
- Earphones or CD and MP3 players

WHO TO SEE IN CAMPUS**DIRECTOR**

Next level after Instructor or Coordinator for dispute resolution
 Changing schedules
 Going to be absent more than one day
 General concerns

INSTRUCTORS

Any questions about your course
 Need to re-write, anything about assignment due, checking marks

COORDINATORS

Questions about your schedule, courses, absenteeism, personal conflicts affecting your schooling
 Next level after instructor for course concerns
 Learning Contracts
 Re-Entry

ADMINISTRATION

If you need to make an appointment with any staff
 Photocopying and faxing
 Changing addresses? Personal contact changed? Status Changed?
 Want to see your final assessment after the course is finished and you have a new instructor this week (available the Wednesday following an assessment)
 Any safety issues in the campus
 Lost an article (or found something)
 Purchasing bus passes and Sprott-Shaw merchandise

FINANCIAL ADMINISTRATORS

Financial questions
 Questions about your Student Loan
 Negotiate Student Loans
 Funding problems
 Setting up a payment schedule during registration

CAREER ADVISORS

Enrolment, funding, documentation prior to and when changing programs?
 Interested in taking additional courses?
 Do you have a friend or relative interested in attending SSC?
 If no advisor is available, see the front desk to make an appointment

EMPLOYMENT SERVICES SPECIALIST

Questions about Student Loan Repayment
 Graduation
 Help with job search and resumes
 Student support services

ACCEPTABLE USE POLICY

Overview

Sprott Shaw College's (SSC) intentions for publishing an **Acceptable Use Policy** are not to impose restrictions that are contrary to SSC's established culture of openness, trust and integrity. SSC is committed to protecting its employees, students, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, internet use are the property of SSC. These systems are to be used for business and academic purposes in serving the interests of the company and of our students in the course of normal operations.

Effective security is a team effort involving the participation and support of every SSC employee, student and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

Purpose

The purpose of this policy is to outline the acceptable use of computer and other technological equipment at SSC. These rules are in place to protect the employees, students and SSC. Inappropriate use exposes SSC to risks including virus attacks, compromise of network systems and services, and confidentiality and other legal issues.

Scope

This policy applies to employees, students, contractors, consultants, temporaries, and other workers at SSC, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by SSC.

POLICY

General Use and Ownership

- Users should be aware that the data they create on SSC's Technology remains the property of SSC. Because of the need to protect SSC's network, management cannot guarantee the confidentiality of information stored on any network device belonging to SSC.
- Employees and students are responsible for exercising good judgment regarding the reasonableness of any use of SSC Technology.
- By using SSC Technology, you hereby acknowledge that for business, employment, security, and network maintenance reasons, authorized individuals within SSC may monitor SSC Technology at any time.
- SSC reserves the right to audit SSC Technology to ensure compliance with this policy.
- SSC reserves the right to block or re-direct inappropriate web sites at its sole discretion.
- Use of any SSC Technology is restricted to employees and students who are actively working or enrolled at SSC. Priority is given to those employees and students who are scheduled for a specific time period to train on the computer systems. Any employee or student, who is not scheduled to use a computer, may not enter the computer lab without having booked a set time period in advance of when they need access. Exceptions are made at the discretion of the computer instructor or director.
- Employees and students that bring in their own personal equipment including but not limited to computers, smart phones and notebooks are responsible for their own equipment. Such equipment must comply with acceptable use guidelines including use and anti-virus protection. At no time does SSC assume any responsibility for either lost or stolen equipment or damage to equipment or data files stored on such equipment.
- Wireless network access is provided "as is" with no express warranties of service availability nor security. Employees and students assume all responsibility for the use of such service.

Security and Proprietary Information

- The user interface for information contained on Internet/Intranet/Extranet-related systems should be classified as either confidential or not confidential. Examples of confidential information include but are not limited to: company privacy, corporate strategies, competitor sensitivity, trade secrets, curriculum, specifications, customer lists, student lists, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.
- Keep passwords secure and do not share accounts except those accounts specifically indented for shared access such as student logon accounts. Authorized users are responsible for the security of their passwords and accounts.
- Postings by employees from a SSC email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of SSC, unless posting is in the course of business duties.
- All computers used by employees and students that are connected to the SSC Internet/Intranet/Extranet, shall be continually executing approved virus-scanning software.
- All storage media used on SSC Technology will be subject to random virus and malware scanning and usage logging. Any storage media device which is suspected of being infected with a computer virus or other form of malicious software may have files deleted, damaged, or the device or item may be immediately destroyed. If this is the case, then SSC shall not be held responsible for restoring, repairing or replacing affected files or such devices. SSC shall not be held responsible for any personal device or storage media device infected by any computer viruses or malicious computer programs, including but not limited to loss of data or programming, regardless of means of digital infection, computer use is at own risk.
- Employees and students must use extreme caution when opening e-mail attachments received from unknown senders which may contain viruses, e-mail bombs, Trojan horse or other forms of malicious code.

Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a computer or other device if that device is disrupting production services).

Under no circumstances is an employee or student of SSC authorized to engage in any activity that is illegal under local, provincial, federal or international law while utilizing SSC Technology.

The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

- The following activities are strictly prohibited, with no exceptions:
- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by SSC employees and students.
- Visiting any objectionable Internet site, including, but not limited to, pornography or advocacy of illegal actions of any form, sites which negatively depict race, sex or creed, violence or any site which violates the rights of another human being.
- Unauthorized copying or downloading of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books, internet or other copyrighted sources, copyrighted music, videos and movies nor the installation of any copyrighted software for which SSC or the end user does not have an active license is strictly prohibited.

- Employees and students are not authorized to download and/or install any software on any SSC Technology including but not limited to freeware, shareware, games, helpers and tool bars or point to point sharing programs such as Bit Torrent.
- Tampering with any data files, program files, or software defaults on any computer system.
- Exporting software, technical information, encryption software or Technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs or any other malicious code).
- Revealing your account password to others or allowing use of your account by others except shared staff and student accounts. This includes family and other household members when work is being done at home.
- Using SSC Technology to actively engage in procuring or transmitting material that is in violation of any laws or regulations in the user's local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any SSC account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee or student is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, port scanning or security scanning, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious or non-malicious purposes.
- Executing any form of network monitoring which will intercept data not intended for the employee or student, unless this activity is a part of the employee's normal job duty.
- Circumventing user authentication or security of any computer, server, network or logon account.
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/ Extranet.
- Providing information about, or lists of, SSC employees or students to parties outside SSC.
- Personal use of SSC Technology shall not interfere with ones work or studies and is restricted to non-working hours and breaks.

Email and Communications Activities

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within SSC networks of other Internet/ Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by SSC or connected via SSC network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups.

Blogging

- Blogging by employees or students, whether using SSC Technology or personal computer systems, is also subject to the terms and restrictions set forth in this Policy. Limited and occasional use of SSC Technology to engage in blogging is acceptable, provided that it is done in a professional and responsible manner, does not otherwise violate this or other SSC policies, is not detrimental to SSC best interests, and does not interfere with an employee's regular work duties. Blogging using SSC Technology is subject to monitoring.
- SSC Confidentiality Agreement policy also applies to blogging. As such, employees are prohibited from revealing any confidential or proprietary information, trade secrets or any other material covered by SSC Confidentiality Agreement policy when engaged in blogging.
- Employees and students shall not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of SSC and/or any of its employees or students. Employees and students are also prohibited from making any discriminatory, disparaging, defamatory or harassing comments when blogging or otherwise engaging in any conduct prohibited by SSC non-discrimination and anti-harassment policies.
- Employees and students may also not attribute personal statements, opinions or beliefs to SSC when engaged in blogging. If an employee or student is expressing his or her beliefs and/or opinions in blogs, the employee or student may not, expressly or implicitly, represent themselves as an employee or representative of SSC. Employees assume any and all risk associated with blogging.
- Apart from following all laws pertaining to the handling and disclosure of copyrighted or export controlled materials, SSC's trademarks, logos and any other SSC's intellectual property may also not be used in connection with any blogging activity

Social Networking

- Any use of social networking, including but not limited to MySpace, Facebook, Friendster, LinkedIn, LiveJournal, Twitter and Bebo, shall not interfere with work and school commitments.
- Employees and students are legally liable for anything they write or present online. Users of SSC's Technology are responsible for any unauthorized charges, fees, costs, damages or resulting injuries from their use of SSC Technology.
- Employees and students may be disciplined by SSC for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment, or might otherwise result in legal action.
- Most individuals view their personal email and social networking pages as private. However, employees and students should be aware that any of the information or communications posted on their email or social networking sites can potentially be accessed by current or potential employers, co-workers, agencies, other students or employees, clients, employer's competitors, government and law enforcement agencies and others outside your trusted network.
- Depending on the privacy settings set by the individual user, personal information and communications posted on a social networking site can be read by unintended people. Above confidentiality and privacy rules apply to social networking.

Enforcement

Any employee or student found to have violated this policy may be subject to disciplinary action, up to and including termination of employment or studies.

Definitions

"Blogging" means writing or publishing a blog, being a personal online journal that is frequently updated and intended for general public consumption.

"Sprott Shaw College Technology" means any electronic device, service or system designed or used to assist in extending human potential (including but not limited to computers, mobile

communication devices, cameras, social networking sites, email and voice services, school networks, etc.) owned, leased and/or operated by SSC.

“Spam” means unauthorized and/or unsolicited electronic mass mailings.

Note: your Sprott Shaw email account may be disabled for the following reasons: violation of the College Acceptable Use policies and/or withdrawal/dismissal from the College.

I have read and understand the above information in SSC’s **Acceptable Use Policy** and agree to be bound by and comply with the policies and rules mentioned herein.

I understand that any violation of these rules and policies may result in sanctions up to an including the termination of my employment or the termination of my studies as applicable.

Employee / Student (Print full name)

Employee / Student (Signature)

Campus

Date



ACKNOWLEDGEMENT OF RECEIPT

With my signature on this document, I acknowledge that I have received, read and understand the general information and policies as contained in my copy of the *Student Handbook*.

NOTATION: Throughout this document, wherever BC law does not apply, local law will.

Student (Print full name)

Student (Signature)

Campus

Date

(Copy to be placed into student file)