Edenbrook College

Student Handbook

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ABOUT Edenbrook COLLEGE

Edenbrook College is one of Canada's oldest colleges, having opened our first location in 1885. We have trained more than 100,000 students over a 137-year history and have been an empowering partner for students overcoming career challenges and transitioning to the next phase of their lives.

With ten locations in Ontario and one in British Columbia, we are recognized for our high-calibre faculty, hands-on, real-life career training, and supportive culture. At Edenbrook College, we are more than our century-old history, our programs, and state-of-the-art facilities; we are a team of caring individuals, deeply committed to helping our students become skillful, confident, and in-demand employees.

A MESSAGE FROM YOUR DIRECTOR

Thank you for choosing Edenbrook College of Health, Business and Technology for your training needs.

Welcome to an exciting new educational adventure where your opportunities to succeed are without boundaries.

We are fortunate to have talented and highly committed teaching and support staff to provide quality education in a culturally sensitive environment. Edenbrook College students leave with knowledge, happy memories, and life-long friendships.

At Edenbrook College, we encourage students to be diligent in their studies, to persevere through difficult times and do their best every day to achieve their goals.

This handbook is designed to help make your time with us rewarding and productive. It is important that you read this handbook and keep it handy. It contains important information on academic and graduation policies, student services and career services.

If you have any questions about information in this handbook, please approach any of our friendly staff who will be happy to assist.

It is our sincere hope that you will find your Edenbrook College experience rich and deeply satisfying, and that you will whole-heartedly seize the opportunities to expand your horizons, grow as an individual and realize your potential towards your training, your career, and your future.

We look forward to working with you and wish you success in your academic and career endeavors.

Land Acknowledgement

Edenbrook College of Health, Business & Technology campuses are located on the traditional territory of Indigenous peoples dating back countless generations. We want to show our respect for their contributions and recognize the role of treaty making in what is now Ontario. Hundreds of years after the first treaties were signed, they are still relevant today.

Our Training Philosophy

You will find when you begin your classes that the people who make up the student body come from a wide range of backgrounds. Each person brings a life experience that can and should be shared.

Your time at Edenbrook College of Health, Business and Technology will help you make the transition to a new career. By the time you graduate, you will have acquired the technical skills and work habits that are required for employment success.

Our programs are designed not only to develop technical skills but also to develop the qualities that employers want; initiative, discipline, the ability to solve problems and work independently. For this reason, we intentionally create and foster a career focused environment in our classroom. Consequently, our codes of conduct, policies and regulations have been developed with the "employer-employee" relationship in mind.

In addition to the qualities listed above, employers want employees with great attitudes. Attitudes cannot be taught; they can only be refined. It is for this reason that we place much of the responsibility for your progress on you.

Government Registration & Licensing

Edenbrook College of Health, Business and Technology is registered as an Ontario Career College under the *Ontario Career Colleges Act, 2005* by the Ministry of Colleges and Universities.

Certificate and Diploma level programs taught at the college are approved as vocational programs under the Ontario Career Colleges Act, 2005 and are registered with the appropriate governing body including and not limited to:

- National Association of Career Colleges (NACC),
- Medical Laboratory Professionals' Association of Ontario (MLPAO),
- Canadian Society of Medical Laboratory Science (CSMLS), College of Medical Laboratory Technologists of Ontario (CMLTO),
- EQual a division of Accreditation Canada,
- Law Society of Ontario, Canadian Council of Professional Certification,
- National Dental Assisting Examination Board,
- Ontario Dental Assistants Association,
- College of Massage Therapists of Ontario.,
- Canadian Health Information Management Association (CHIMA).,
- Canadian College of Health Information Management,
- Canadian Council for Accreditation of Pharmacy Programs (CCAPP)
- Board of Canadian Registered Safety Professionals (BCRSP).

The college is a member of Career Colleges Ontario (CCO).

ADMISSIONS POLICIES AND PROCEDURES

To qualify for admission into any diploma or certificate course or program, all applicants must attend the initial interview and receive a positive recommendation from the Campus Admissions Department. The minimum admission requirements are:

- Grade 12 Ontario Secondary School Diploma Academic or Applied at the advanced or general levels **or** equivalent. Applicants must provide proof prior to enrolment.
- Passing grade on the entrance exam if a mature student, 18 years of age or older in the Province of Ontario and having been out of high school for one year. Proof of age is required. This entrance exam also applies to residents who are unable to obtain a copy of their high school diploma or transcript.

Programs may have specific additional entrance requirements such as, but not limited to, Senior Science, Math or English credits, reference letters and the like. For detailed information regarding the different program prerequisites, please contact the Admissions Department.

Please note that the existence of a criminal record can impact eligibility for registration and licensure with certain regulatory bodies, securing a practicum and may also impact employment opportunities. Many programs require the student to provide a criminal record check within 30 days of starting their program. For detailed information regarding the programs with this requirement, please contact the Admissions Department.

Many programs require proof of up-to-date immunization. For detailed requirements of program requirements please contact the Admission Department.

Foreign Students

Foreign students are also required to meet the minimum admission requirement to apply for a diploma level or certificate level program.

English Proficiency

All courses provided by Edenbrook College of Health, Business and Technology are instructed in English and require an understanding of the English language. English upgrading opportunities may be recommended prior to enrolment.

Advanced Standing/Credit for Prior Learning (CPL)

Prior learning credits may be granted where mastery of the learning outcomes of a course can be clearly demonstrated through the assessment of a course description(s), a portfolio, and/or by means of a challenge process. To be considered for advanced academic standing in a program module, the student's academic subject must be equivalent in content to a specific module in the program applied for and must be at the post-secondary level. Credits awarded through advanced academic standing are not transferable to other learning institutions.

If the Campus Director approves an exemption, the College will reduce the number of study weeks thereby reducing the tuition, book, and other material fees accordingly. It is imperative that exemptions are in place prior to the student registering, so that the start and end dates along with the financial portion of the

contract are accurate. Note some accredited programs may have additional requirements for CPL. Credits earned for prior learning can qualify for a reduction in course duration and tuition fees.

Credits earned will appear on the new program transcript as Credit for Prior Learning (CPL). All CPL requests must be submitted and approved prior to the study period start date. Exemptions are not allowed after registration.

Statement of Non-Discrimination Admissions Procedure

Edenbrook College of Health, Business and Technology does not discriminate on the basis of sex, age,disability, race, creed, religion, or sexual orientation in its admission to or treatment in, its programs and activities, including advertising, training, placement and employment.

Practicum Requirements

Practicum placements are limited. Students may be sent to any site that is partnered with the Edenbrook College which includes approved clinical sites in Ontario or in other provinces. Students must be prepared to travel to various sites. Any costs which are associated with the practicum are the student's sole responsibility, and are not covered by your program tuition (i.e. additional immunizations, Police Information Clearance with Vulnerable Sector Check (PIC), relocation & transportation, food, housing,child care, etc.).

Student preferences will be considered by the program; however, the requested sites may not be able to accommodate the request. The number of students accepted to each practicum site is decided by the site administration in collaboration with Edenbrook College. No special considerations will be granted to students based on individual circumstances.

ADMINISTRATIVE POLICIES AND PROCEDURES

Health, Security and Safety

Edenbrook College will take every reasonable precaution to provide a healthy, safe and secure learning environment for its students and comply with applicable Federal, Provincial, and Municipal health and safety legislation. All classrooms and laboratories comply with the requirements of the various Federal,Provincial, and local building codes, local fire departments, as well as the Ministry of Health and Safety Boards.

Students should immediately report any medical, criminal, or other emergency occurring on College premises to the Campus Director (or any other College employee if unavailable). Upon receipt of any report of a medical or criminal emergency, the College will, on behalf of the student, obtain the services of medical or security professionals, as required. Following a criminal emergency, the College may require the reporting student to confirm in writing the details of the criminal emergency reported. Students are encouraged to promptly report all crimes to college officials and the appropriate police agencies.

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property.

Vaccination Requirements

Your choice of career path requires you to meet specific health and safety standards as outlined by Ontario law and based on agency policies. The Ontario government and the organizations offering you professional placements have mandated specific medical and non-medical requirements that must be met by students before beginning any professional placements. These measures are there to protect you, your colleagues, and the people you will serve during your placement. Edenbrook College is committed to meeting standards of practice by ensuring that students attain and maintain required certifications and meet recommended immunization standards. These may include, but are not limited to, influenza and COVID-19 vaccines.

Vaccination against COVID-19 is mandatory for students and instructors of some programs, including but not limited to: Cardiology Technology, Diagnostic Medical Sonographer, Early Childcare Assistant, Medical Laboratory Assistant/Technician, Medical Laboratory Technologist, Orthopaedic Technician, Personal Support Worker, and Pharmacy Technician. To confirm whether vaccination is currently required for any other programs, please contact your campus.

Emergency/Fire Evacuation Plan

Each classroom within the facility has an evacuation map posted near every entrance and in the public hallways designating the location of all exits. All students should be aware of emergency evacuation routes. In case of an emergency evacuation, elevators should not be used. Fire/evacuation drills will be held throughout the academic year.

In case of fire, the fire alarm will sound continuously. Students must obey all college and other officials during emergencies. Students must leave the premises immediately and in an orderly fashion.

Ensure you report any hazards, accidents, or injuries immediately to a college official.

Bullying/Psychological Harassment

Edenbrook College also believes that everyone has the right to a safe and secure environment that is free from bullying/psychological harassment, violence, or threat of violence. Edenbrook College is committed to ensuring the safety of everyone in all College facilities, at College functions and in all College sponsored programs including work placements. This applies to all members of the College community including, but not limited to students, employees, volunteers, clinical preceptors, and visitors who have a direct relationship and/or association with Edenbrook College.

In order to achieve this objective, Edenbrook College will not tolerate any form of violence, threat of violence, bullying or harassment, or any situation that places members of the College community in a position that may jeopardize their personal safety on college property or during any College sanctioned activity.

Accessibility

Edenbrook College is committed to improving opportunities and providing services to our students, the public, and our staff that are free of barriers and biases. Edenbrook College strives to ensure that key principles of independence, dignity, integration, and equality of opportunity are reflected and valued in our learning and working environments. Our conduct shall demonstrate our belief in the strength diversity brings to our communities.

It is the policy of Edenbrook College to support the rights of all persons with disabilities by providing equal opportunities to participate in our community with respect, independence, and dignity.

Harassment and Discrimination Policy

Harassment is any annoying, persistent act or actions that single out a student or any employee to their objection or detriment because of race, sex, age, religion, ancestry, national origin, physical handicap, mental condition, marital status, or veteran status. Harassment may include, but is not limited to, any of the following:

- Verbal abuses or ridicule. This includes abusive or derogatory comments, slurs or unwanted sexual advances, invitations, or comments.
- Interference with a student or employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work, directed at an individual because of their sex or other protected status.
- Displaying or distributing sexually offensive, racist, or derogatory materials. This includes derogatory posters, cartoons, drawings, gestures, or intimate physical contact.
- Demanding favours (sexual or otherwise).

Discrimination is the negative valuing, stereotyping, or discriminatory treatment of individuals and/or groups as defined by the provisions of the Ontario Human Rights Code. Discrimination directed at any individual or group is unacceptable. Discrimination can be detected by its effects and can be manifested in both personal attacks and insults, and in the structure of social institutions. It may be intentional or unintentional, the result of activity or arrangements that set out to discriminate or harm, or of ignorance or inadvertence. Discrimination may include, but is not limited to, any of the following:

- Behaviour such as the dissemination of hate literature,
- Graffiti, racial slurs, and jokes,
- Derogatory remarks and gestures, and physical attacks,
- Bias in administrative decisions,

- Bias in academic decisions such as marks,
- Choice of scheduling of academic activities, and decisions related to the practicum or group assignments.

The College does not condone harassment or discrimination of any student, staff, client, or visitor to the College. Students or Staff participating in harassing or discriminatory activities will be subject to discipline, including immediate suspension from any or all programs and courses from the College, depending on the severity of the activity and the results of any internal or external investigation.

Privacy Policy

Edenbrook College of Health, Business and Technology is committed to and accountable for the protection and proper use of your personal information. Our commitment extends to meeting or exceeding all legislated requirements related to personal information.

"Personal information" is personally identifiable information, such as your name, address, email address, Social Insurance identification, birth date and gender. Personal information is collected when you enrol with the College, request information on training from the College, or visit a College campus to obtain information. Business contact information such as the name, title, business address, email address or telephone number of a business or professional persona or an employee of an organization is not considered personal information.

'Non-personal information' is information of anonymous nature, such as aggregate information, including demographic statistics.

Use of Personal Information

Personal information may be used by us for the following purposes:

- To manage and administer the delivery of training and relevant services to Edenbrook College of Health, Business and Technology students.
- To maintain the accuracy of our records, in accordance with legal, regulatory, and contractual requirements.
- From time to time, to contact consumers about training and relevant services that are available from Edenbrook College of Health, Business and Technology.
- To perform statistical analyses of the collective characteristics and behavior of Edenbrook College of Health, Business and Technology students, in order to monitor and improve our operations and to maintain the quality of our products and services.

Disclosure of Personal Information

We will not sell or rent your personal information to third parties. We will only disclose your personal information to third parties:

- Where you have specifically given us your consent to disclose your personal information for a designated purpose.
- Who are acting on our behalf, as our agents, suppliers or service providers, solely to enable us to more efficiently provide you with the training and other services that you have requested.
- To facilitate the provision of training and services that you have requested; or
- As required by law, including by any order of any court, institution, or body with authority to compel the production of information.

Note: Information and Disclosure of the Ontario Career Colleges Act, 2005, c.28, Sect. L. refers to Personal Information. Please refer to your program Enrolment Contract regarding **'Consent to Use of Personal Information'.**

Access to Personal Information

For access to your personal information, please contact the Student Services Department. A request should be in writing, and should include sufficient identifying information, so that we can expeditiously locate your personal information.

Questions, Comments

If you have questions or comments about this Privacy Policy or Edenbrook College of Health, Business &Technology privacy practices that were not answered here, please contact the Student Services Department.

Student Records

All student records are confidential and kept at the College where the student attended classes for 3 years. Academic records are computerized and filed and maintained by Edenbrook College of Health, Business and Technology. This database also contains personal information which is subject to our privacy policy. **No** information about a student will be released or confirmed without proper authorization from the student.Written permission from a student is required before any information is released. The Ministry of Colleges and Universities has the right to inspect all student files without notice.

The College will cooperate, where it deems proper, with police or other government agencies in the investigation of a crime. Upon presentation of a subpoena, the college will release a student's file (or copies of the contents – paper or electronic) to the court.

Change of Address and/or Personal Data

It is important that your information in your file is accurate and current. It is your responsibility to inform us of any changes in name, address, telephone number or other important information.

Student Identification

A student identification number has been issued to you upon enrolment in your program. You must always have your student identification number with you. You will need it for:

- Signing out resource material.
- Proof of identification to use college equipment or facilities during college hours of operation.
- Obtaining official documents such as transcripts, tuition receipts or letters.

GENERAL CAMPUS ADMINISTRATION

Hours of Operation

Monday to Friday 8:00am – 6:00pm

***Evening classes are available for certain programs**

Student Dress Code

Students must always in proper uniform, as per the program requirements. Where uniform is not applicable, we encourage students to wear appropriate business attire.

The College reserves the right to request any student wearing inappropriate attire to leave the College. Inappropriate attire includes, but is not limited to, cut-off shorts or shirts, halter tops, tank tops, crop tops and ripped clothing. The student may return to the college once they are properly attired.

Holidays

The College operates year-round. There is a scheduled two-week Winter break. The college observes all government statutory holidays.

General Illness

During the winter months it is very difficult to avoid coughs, colds, and flu. If you are not feeling well and are unable to attend your program, kindly contact your college early in the morning on the day you will not be in attendance. If you are sponsored, contact your funding agency regarding your absence. Absenteeism of more than 3 consecutive days will require a doctor's note. It is imperative that a doctor's note be submitted to your college for those being sponsored or through the Student Loans program. It would be in your best interest if you are under the weather to stay home. If you decide to attend, please be sensitive to the students around you and try to work at your own workstation.

Break Area or Lunchroom

Some college locations may have a Break Area or Lunchroom. These designated areas are there for you to utilize and enjoy. Please keep the tone of your voice down so that it will not disturb other students at your college.

The Break Area or Lunchroom must be kept neat and tidy at all times. If you have access to a fridge at the college, please ensure that you discard any food placed in the fridge which has not been consumed by you on that day. The college will not be responsible for any food or personal items.

Consumption of Food and Beverages

Students may consume food and beverages in designated areas only. **Under no circumstances are beverages or food allowed in the computer classroom**. Any student found eating or drinking in the practical areas will be asked to leave. Repeated offenses may lead to suspension.

Washroom Facilities

Please keep the washroom area neat and tidy. Don't forget any personal belongings when leaving the washroom area.

Smoking

We are dedicated to the creating the best possible environment for the health and well-being of all individuals on College property, including College personnel, students and members of the general public. Edenbrook College is committed to following the Smoke-Free Ontario Act (providing rules related to tobacco), Electronic Cigarettes Act, Tobacco and Vaping Act, the Cannabis Act, 2017 and their regulations.The College recognizes that smoking of any substance may have adverse impacts for both users and non-users. As of November 1, 2018, smoking any form of tobacco and/or cannabis, vaping and use of e-cigarettes and smokeless tobacco (commonly known as chewing tobacco) cannot be used on Edenbrook College property. If the campus is located in a common building, use of the above-mentioned products can only be used if the individual is at least 30 metres from the front door, or as stated in the city by-law.

Cancellation of Classes

Classes are cancelled only in cases of public emergencies, as these conditions are deemed to impact on the safety of staff and students. However, should the administration determine that the campus must be closed due to inclement weather; the students will be notified, if possible. Call your campus before you leave home to ensure it is open.

Textbooks, Practical Fees, and Supplies

Edenbrook College has an online campus bookstore, Edenbrook.campusbookstore.ca, where you can purchase the required textbooks for your program. Once you select the campus you will be attending and your
program, the list of textbooks available for that program will be displayed.

It is imperative that you have your textbook each day for your course. Please keep your textbook in a safe place.

Supplies for computer rooms or other specialized practical areas are provided by the College as you need them and are included in the program equipment fees. You will be required to buy general academic supplies, such as pens, pencils, and notebooks.

Campus Workstation Guidelines

We cannot guarantee specific computers or workstations to any student. Regarding your workstation, please follow these guidelines:

- Leave your workstation clean and tidy. Allow yourself sufficient time to tidy up and vacate your workstation for the next student.
- Please obtain permission to remain at the workstation beyond your scheduled time.
- Please do not leave personal belongings at the workstation.

We reserve the right to inspect, at any time, the computer display, hard drive, and memory sticks students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules. The appropriate officials will investigate the matter and, if circumstances warrant, proceed to investigate all work and files belonging to the student.

Internet and Email

The College has provided you with internet and email access to assist you in completing your course assignments. Please refrain from using these tools for your own personal use.

Consideration for Others

Edenbrook College of Health, Business and Technology aims to provide the best possible learning environment for our students. We ask for your cooperation in that endeavor. Please be considerate of fellow students to maintain a quiet learning environment and do not disturb other students. Please be especially considerate of students writing exams. It would be helpful if you could keep conversations in the social areas designated by your college. Mobile telephones should be turned off or in silent mode while on campus.

Disclosing Default Rates and Other Performance Indicators

Key performance indicators are the graduation, employment, and default rates for each program. Effective August 1, 1998, the Ministry of Colleges and Universities of Ontario made it mandatory for all public and private post-secondary institutions to inform potential students of these indicators for the program they are considering. Please see Ontario Career Colleges Act, 2005 c.28, Sched. L. (Ontario)

The most recent statistics for our institution's key performance indicators are available on the Ministry of Colleges and Universities web site at http://www.tcu.gov.on.ca/pepg/audiences/pcc/. If you have any questions about this government policy, please speak to the Admissions Office or the Financial Aid Office at the College.

Financial Obligations

The College expects students to pay their tuition according to the arrangements outlined in the student enrolment contract.

1. Students are financially responsible for all charges incurred after the Enrolment Contract has been signed. The financial obligations of students are outlined in the Ontario Career Colleges Act, 2005 Reg. 415/06. (Ontario)
2. A fee of $25.00 will be levied for any returned cheques, regardless of the reason it is returned.
3. Academic credits and release of official documents will be withheld until **all** financial obligations to the College have been met.
4. Textbooks may not be included in tuition fees. Textbooks will be provided at the start of each course. See also, "Textbooks, practical fees and Supplies".
5. Postdated cheques or pre-authorized credit card agreement is required within the first week of study as per the payment schedule as outlined in the enrolment contract.

Tuition Payment, Inquiries and Deferments

Tuition is due according to the terms and conditions of the Student Payment Schedule as outlined in your Enrolment Contract. You are expected to make payments on time; however, if you run into financial difficulties, speak to the Student Financial Aid Department. Receipts will be given to you each time monies are received on your behalf for payment of tuition and other fees (excluding students attending through a sponsoring agency) as per the Ontario Career Colleges Act, 2005 (Ontario).

The Student Financial Aid Department can provide you with up-to-date and accurate information on your tuition account. A copy of your account statement can be requested at any time.

Tuition receipts for income tax purposes will be sent to students who have made payments in the previous calendar year. These are generally available in mid to late February. Those students funded by a third party

(e.g., WSIB, Aboriginal Funded, Insurance or Corporate) will not receive Tuition Receipts for income tax purposes.

Students who do not pay fees as agreed or do not make satisfactory arrangements to pay tuition and other charges (practical fees, textbooks, etc.) will be suspended or dismissed.

Financial Clearance

Graduating students must be in good financial standing before a diploma or certificate is issued. Graduating students should check with the Student Financial Aid Department when they finish their program to ensure their account is cleared and/or up to date. If a student's account is not cleared, arrangements must be made immediately.

Withdrawal Procedures

The College's policy on withdrawals and refunds adheres strictly to the Ontario Career Colleges Act 2005, Reg. 415/06. Students wishing to withdraw from their program must:

1) Meet with an Admissions Representative or the Student Services Department of the College **and**
2) Submit an official letter of withdrawal, delivered personally, by registered mail or by regular mail to the college.

Withdrawal under the Ontario Student Assistance Program

Students funded under the Ontario Student Assistance Program (OSAP) must appeal separately to OSAP to request their funding eligibility be reinstated. Please see a Finance staff member for details.

- The student must inform the College in writing when unable to attend classes or complete their program, and the College must report this to the Ministry.
- If the student is absent for twenty-eight (28) consecutive calendar days or more, the College must report these absences to the Ministry. These absences are considered to be a withdrawal for OSAP purposes, and the College must report the withdrawal to the Ministry. This type of situation will affect the student's standing with the College and, as well, may result in an overpayment with OSAP as it may affect the amount of funding the student is entitled to, the total amount to be repaid and the time during which the loan is in Interest-free status. This situation may also affect the approval of future OSAP loan applications.
- The student is responsible for all loans funds issued to them by OSAP, and if the student is entitled to a refund, such refund will be paid to the National Student Loans Service Centre.
- The student is responsible for and must repay all funds issued to them even if they do not complete or graduate from the program of study.
- Eligibility for the Ontario Student Grant (loan forgiveness), if applicable, will be lost if the student is deemed withdrawn for OSAP purposes or if the student withdraws early.

Students who withdraw from their program within the first thirty (30) days of their program and have received any Canada Student Grant(s) are advised that their grant will be converted to a loan. Should a student withdraw after thirty (30) days of their program or continue as a student in their program, the grant will not need to be repaid.

Refund Policy

The refund policy is outlined in your contract and follows the guidelines within the Ontario Career Colleges Act, 2005 of Reg. 415/06 (sections 24 – 33). It is your responsibility to ensure you follow the correct procedure for withdrawal from your studies (See Withdrawal Procedures).

Please note that non-attendance does not constitute Notice of Withdrawal. A student is responsible for all charges up to the time that the College receives an official notice of withdrawal.

A refund will be processed after receipt of the student's official notice of withdrawal, or the college notifies the student regarding their non-attendance and completes the withdrawal process. All refunds are calculated in accordance with the Ontario Career Colleges Act 2005, Reg. 415/06. This regulation provides both colleges and students with specific policies on the retention of fees and the payment of refunds. Under the Ontario Career Colleges Act 2005, Reg. 415/06, students must provide official notice of their intention to stop their studies to be eligible for a refund. Retention of fees is explained in the Ontario Career Colleges Act 2005, and you received this regulation when you enrolled for your program. If you have any questions, please speak to the Student Services Department. The student will receive a statement of charges in the mail.

Please note: In Ontario, a student is not entitled to a refund if the college has serviced and supplied 50% or more of the diploma program.

Student Complaint Procedure

The Complaint Procedure is designed to provide students with two processes, Informal and Formal, to resolve any concerns. Students are encouraged to address any concerns immediately with the staff member involved.

We encourage you to follow the steps as outlined in the following Complaint Resolution Policy, if you have any concerns. Please do not let a minor problem develop into a major one; "HELP US TO HELP YOU."

Complaint Resolution Policy

Edenbrook College of Health, Business and Technology strives to provide you with the highest quality training available. Our staff have been carefully selected and trained to provide a professional, caring environment.Should we fall short of our goals we want you to let us know. Our staff is available to review and discuss any concerns you have and are ready to provide you with assistance.

Edenbrook College of Health, Business and Technology is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern. If satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution, the student has the right to present their case and the opportunity to make an oral submission.They have the right to be accompanied by an individual of their choice at all times during the process that can also make an oral submission on behalf of the student.

Informal Complaint Process

Should you have any problems or concerns during your training we encourage you to discuss them promptly with your instructor. If you require additional assistance, your instructor will approach, or direct you to the staff member who will be able to help you. If for any reason the matter is not resolved, you should follow

the Formal Complaint Process.

Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. Should a student have any problems or concerns during their training period, Edenbrook College encourages the student to discuss them promptly with the staff member directly involved. Should the resolution to the issue require further involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director/Regional Vice President of Operations (RVPO).

Formal Procedure

1. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched. To do so, a student must complete and sign a Student Complaint Form, recording the concern and documenting the student's desired resolution. Once signed, the form is given to the student. A copy is submitted to the Campus Director/RVPO.
2. The Campus Director/RVPO will arrange to meet with the student within two working days of the date of the written complaint. If, as a result of that meeting, the student and the Campus Director/RVPO decide to implement a mutually agreed to complaint resolution plan, then that decision, the reason for the decision, and a description of the resolution plan must be recorded by the Campus Director/RVPO in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member in sub-section i) of Part B of the form. The original must be returned to the student and a copy will be filed in the student's academic file.
3. If the student and the Campus Director/RVPO reach a mutually agreed to resolution in step 2 above, then the plan must be implemented, and the Campus Director/RVPO must follow up to ensure the resolution plan satisfactorily resolves the concern. Upon mutually satisfactory resolution of the student concern, the Campus Director/RVPO will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a confirmation that the concern has been satisfactorily resolved. The student and the Campus Director/RVPO will sign the declaration at the bottom of Part B. The original form will be given back to the student and a copy will be filed in the student's academic file. A second copy will be filed in the Campus Student Complaint Binder and kept for three years.

Review Process

1. Where a student concern has arisen that could not be resolved to the student's satisfaction, through the formal procedure outlined above, the student may initiate an appeal. The student must complete and sign Part C (Request for a Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the Campus Director/RVPO.
2. The Campus Director/RVPO will form a Student Complaint Committee to investigate the student's concern and meet with the student within two (2) working days of the request for a review to discuss resolution. The committee will consist of a minimum of 3 people including a staff member from the academics' department, a student representative, and the Campus Director/RVPO.
3. The Committee will report to the student by completing and signing Part D of the Student Complaint Form within five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the committee's complaint resolution decision including the reasons for arriving at that decision.

4. The student will be given the original signed copy of the student complaint form. A copy of the student complaint form will be retained in the student's academic file and a second copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.
5. The Campus Director will maintain this binder on site for possible annual inspection.

If you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Ontario Career Colleges through PARIS, the automated system.

Please visit https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml and follow the guidelines on the webpage to register as a new PARIS user.

Once you have completed this process, an email will be sent to you at the email address you submitted with a temporary password. Please log in to PARIS and change the temporary password to a permanent one. Once you have gained access to PARIS, you will be prompted for your contact information to ensure that we can get back to you.

At that time, PARIS will confirm that you have completed the student complaint procedure at the Ontario Career College you are attending, as you will need to do so before the Ministry can address your concerns.

If you have completed the complaint procedure at the campus level, PARIS will move you forward and will prompt you to fill in information about the Ontario Career College you attended, the program and will give you space to describe your complaint and upload supporting documents. These documents are:

1) Student Contract
2) Written complaint submitted to the Ontario Career College
3) Submissions made to the Ontario Career College as part of the complaint
4) Written decision provided to you by the private college as part of the student complaint procedure
5) Proof of Payment for your tuition

Once you sign the declaration and consent, you will be able to submit your complaint and you will be contacted by an inspector who will review the documents and advise you on next steps.

Details of your rights and responsibilities as a student at an Ontario Career College (including the student complaint procedure) can be found at the following URL: https://www.ontario.ca/page/private-career-college-students-rights-and-responsibilities

Sexual Violence Policy

(a) Edenbrook College of Health, Business and Technology is committed to providing its students with an educational environment free from sexual violence and treating its students who report incidents of sexual
violence with dignity and respect.

(b) Edenbrook College of Health, Business and Technology has adopted this Sexual Violence Policy, which defines sexual violence and outlines its training, reporting, investigative and disciplinary responses to complaints of sexual violence made by its students that have occurred on its campus, or at one of its events and involve its students.

(c) The person accused of engaging in sexual violence will be referred to as the “Respondent” and the person making the allegation as the “Complainant”.

1. **Definition of Sexual Violence**

Sexual violence means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation.

2. **Training, Reporting and Responding to Sexual Violence**

(a) Edenbrook College of Health, Business and Technology shall include a copy of the Sexual Violence Policy in every contract made between it and its students, and provide a copy of the Sexual Violence Policy to career college management (corporate directors, controlling shareholders, owners, partners, other persons who manage or direct the career college's affairs, and their agents), instructors, staff, other employees and contractors and train them about the policy and its processes of reporting, investigating and responding to complaints of sexual violence involving its students. Any company participating in offering student
internships on their premises must provide an undertaking in writing that it is in compliance with all applicable legislation, including the Ontario Human Rights Code and the Occupational Health and Safety Act and will provide students access to those policies should they encounter issues relating to sexual violence in the workplace.

(b) The Sexual Violence Policy shall be published on its website.

(c) Career college management, instructors, staff, other employees and contractors of Edenbrook College of Health, Business and Technology will report incidents of or complaints of sexual violence to the Campus Director upon becoming aware of them.

(d) Students who have been affected by sexual violence or who need information about support services should contact the Campus Director.

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

(i) ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and

(ii) ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.

(f) Edenbrook College of Health, Business and Technology recognizes the right of the Complainant not to report an incident of or make a complaint about sexual violence or not request an investigation and not to participate in any investigation that may occur in order to obtain supports and services or accommodation.

(g) Notwithstanding (f), in certain circumstances, Edenbrook College of Health, Business and Technology may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

(h) In all cases, including (f) above, Edenbrook College of Health, Business and Technology will appropriately accommodate the needs of its students who are affected by sexual violence. Students seeking accommodation should contact the Campus Director.

In this regard, Edenbrook College of Health, Business and Technology will assist students who have experienced sexual violence in obtaining counselling and medical care and provide them with information about sexual violence supports and services available in the community as set out in Appendix 1 attached hereto. Students are not required to file a formal complaint in order to access supports and services.

3. **Investigating Reports of Sexual Violence**

(a) Under this Sexual Violence Policy, any student at Edenbrook College of Health, Business and Technology may file a report of an incident or a complaint to the Campus Director in writing. The other officials, offices or departments that will be involved in the investigation are Campus Director, RVPO, and/or The President.

(b) Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Campus Director will respond promptly and:

(i) determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation
(ii) determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved
(iii) determine whether the incident should be referred immediately to the police.

In such cases or where civil proceedings are commenced in respect of allegations of sexual violence, Edenbrook College of Health, Business and Technology may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and

(iv) determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

(c) Once an investigation is initiated, the following will occur:

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

(A) review all the evidence collected during the investigation
(B) determine whether sexual violence occurred; and if so
(C) determine what disciplinary action, if any, should be taken as set out in Section 5 below.

4. **Disciplinary Measures**

(a) If it is determined by Edenbrook College of Health, Business and Technology that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken. This may include:

(i) disciplinary action up to and including termination of employment of instructors or staff; or
(ii) expulsion of a student; and /or
(iii) the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
(iv) any other actions that may be appropriate in the circumstances.

5. **Appeal**

(a) Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the President within 10 days by submitting a letter addressed to the President advising of the person's intent to appeal the decision.

6. **Making False Statements**

(a) It is a violation of this Sexual Violence Policy for anyone to knowingly make a false complaint of sexual violence or to provide false information about a complaint.

(b) Individuals who violate this Sexual Violence Policy are subject to disciplinary and / or corrective action up to and including termination of employment of instructors or staff or expulsion of a student.

7. **Reprisal**

(a) It is a violation of this Sexual Violence Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual violence, provided information related to a complaint, or otherwise been involved in the complaint investigation process.

(b) Individuals who violate the Sexual Violence Policy are subject to disciplinary and /or corrective action, up to and including termination of employment of instructors or staff or expulsion of a student.

(c) If students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of the Ontario Career College's policies relating to drug or alcohol use at the time the alleged sexual violence occurred.

(d) Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by the Ontario Career College's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

8. **Review**

(a) Edenbrook College of Health, Business and Technology shall ensure that student input is considered in the development of its Sexual Violence Policy and every time it is reviewed or amended.

(b) Edenbrook College of Health, Business and Technology shall review its Sexual Violence Policy 3 years after it is first implemented and amend it where appropriate. This date is January 1, 2025.

9. **Collection of Student Data**

(a) Edenbrook College of Health, Business and Technology shall collect and be prepared to provide upon request by the Superintendent of Ontario Career Colleges such data and information as required according to Subsections 32.1 (8), (9), (10) and (11) of Schedule 5 of the Ontario Career Colleges Act, 2005 as amended.

Appendix 1 - The following represents a list of Provincial Rape Crisis Centres:

Canadian Association of Sexual Assault Centres Ontario
English - Assaulted Women's Helpline
Toll Free: 1-866-863-0511
#SAFE (#7233) on Bell, Rogers, Fido or Telus mobile
TTY: 416-364-8762
www.awhl.org

Français - Fem'aide
Telephone Toll-Free: 1-877-336-2433
ATS: 1 866 860-7082
www.femaide.ca

Sexual Assault/Domestic Violence Treatment Centres
35 hospital-based centres that provide 24/7 emergency care to women http://sadvtreatmentcentres.ca/
Sexual Assault/Domestic Violence Treatment Centres - http://www.satcontario.com/

Local Centres

Toronto
Oasis Centre des Femmes
Téléphone: 416-591-6565
Courriel : services@oasisfemmes.org
http://oasisfemmes.org/

Toronto Rape Crisis Centre: Multicultural Women Against Rape
Crisis: 416-597-8808
Office: 416-597-1171
info@trccmwar.ca
crisis@trccmwar.ca
www.trccmwar.ca
www.daso.ca

Peel Region
Hope 24/7
Crisis: 1-800-810-0180
Office: (905) 792-0821
http://hope247.ca/

Chatham
Chatham-Kent Sexual Assault Crisis Centre
24-Hour Crisis Line: 519-354-8688
Office/TTY: 519-354-8908
http://cksacc.org

Oakville
Sexual Assault & Violence Intervention Services of Halton
Crisis: 905-875-1555 or 1-877-268-8416
Office: 905-825-3622
www.savisofhalton.org

Guelph
Guelph-Wellington Women in Crisis
Crisis: 519-836-5710
1-800-265-7233
Office: 519-823-5806
www.gwwomenincrisis.org

Brantford
Sexual Assault Centre of Brantford
Crisis: 519-751-3471
Office: 519-751-1164
sexualassaultcentre@sacbrant.ca
http://sacbrant.ca/

Hamilton
Sexual Assault Centre (Hamilton and Area)
Crisis: (905) 525-4162
Office (905) 525-4573
TTY: 905-525-4592
www.sacha.ca

Kitchener-Waterloo Sexual Assault Support Centre of Waterloo Region
Crisis: 519.741.8633
Office: 519.571.0121
info@sascwr.org
www.kwsasc.org

London Sexual Assault Centre London
Crisis: 519-438-2272
Office 519-439-0844
TTY: 519-439-0690
sacl@sacl.ca www.sacl.ca

London Abused Women's Centre
Office: 519-432-2204
Email: info@lawc.on.ca
http://lawc.on.ca/

Sarnia-Lambton
Sexual Assault Survivors Centre Sarnia-Lambton
Crisis: 519 337-3320 or 1-888-231-0536 Office: (519) 337-3154
www.sexualassaultsarnia.on.ca

St. Catherines
Niagara Region Sexual Assault Centre
Crisis: (905) 682-4584
Office: (905) 682-7258
carsa@sexualassaultniagara.org
http://sexualassaultniagara.org/

Windsor
Sexual Assault Crisis Centre of Essex County Crisis: 519-253-9667
www.saccwindsor.net

Career college students rights and responsibilities

Know what to expect and what you need to do when signing up for programs offered by registered career colleges.

Career colleges in Ontario are regulated under the Ontario Career Colleges Act, 2005 which is administered by the Superintendent of Career Colleges.

This Statement of Students' Rights and Responsibilities is provided for your information and convenience only. It is not a legal document. Find detailed and specific information about the measures available to protect career college students in the Ontario Career Colleges Act, 2005 and the regulations made under that Act.

Before you enrol

Make sure the career college is registered and that the vocational program you are enrolling in is approved by the Superintendent of Career Colleges under the Ontario Career Colleges Act, 2005. You can find out at ServiceOntario.

Note: If you enrol in an institution that has not been registered, or in a vocational program that has not been approved, the student protection measures available in the Ontario Career Colleges Act, 2005 are not available to you.

Communicate in writing

There may be times when you need to communicate important information to your career college, for example, to give notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college.

When you communicate formally with your career college you should do so in writing. The document should be delivered to an official at the college by email, fax, registered mail, or by personal delivery.

Keep copies of any written communications between you and the career college.

Documents you must receive

The career college is responsible for providing you with a copy of your **contract, transcript** and the **credential** earned after you graduate.

Contract

When you enrol in a vocational program with a career college, you must sign and receive a written contract. The career college must give you a copy of the signed contract.
The written contract **must** contain:

- the approved program name
- the legal name of the career college
- your address, telephone number and, if applicable, e-mail address
- the program's start and expected end date
- the program's language of instruction
- the program's admission requirements
- a schedule of hours of instruction and the method of delivery for all scheduled hours
- the location of instruction, and if instruction is to be provided online, the website address
- the location of any additional training location and/or practicum and the website address if additional training and/or a practicum is provided online

- the fees payable by you set out in Canadian dollars, including an itemized list of fees for any products or services, including books, equipment, administration fees (such as processing applications, or conducting admissions tests)
- a payment schedule indicating the time and amount of each payment

The contract must also include a place for you to acknowledge that you have received a copy of this Statement of Students' Rights and Responsibilities issued by the Superintendent of Career Colleges and the college's:

- fee refund policy
- student complaint procedure
- sexual violence policy
- student expulsion policy

and, if required by a superintendent's policy directive:

- a program disclaimer

Career college administrators:

Print a copy of this Statement of Students' Rights and Responsibilities and attach it to the student's contract you keep on file. The student must also acknowledge receiving this information.

Consent section

The written contract must also have a consent section for the collection and use of your private information and the following statements, **in bold**, that:

- the contract is subject to the *Ontario Career Colleges Act, 2005* and the regulations made under the act
- the career college does not guarantee employment for any student who successfully completes a vocational program offered by the college
- you are entitled to a copy of the signed contract immediately after it is signed

Note: If you notice that your contract does not have the elements listed above, notify the career college as soon as possible or contact the ministry: **pcc@ontario.ca**

Transcript

If you have not received a copy of your transcript within 60 days of ending your studies, you should contact the career college to request a copy. It is recommended that you also make and keep a digital record of the transcript when you complete or leave your program for your own records.

You also have the right to access your transcript for 25 years after you complete or leave the career college.

If the career college closes, you will be able to access your transcript from an approved third-party transcript issuer. We suggest that you ask your college for the name of the third-party issuer when you complete or leave your program.

Credential

A career college that issues credentials must issue you any applicable credential (diploma or certificate) within 60 days of successfully completing a program. The college does not have to issue your credential until you have paid your fees in full although you are always entitled to a copy of your transcript.

Concerns and complaints

Student complaint procedure

Every career college must have a student complaint procedure to resolve complaints raised by a student. Under the *Ontario Career Colleges Act, 2005* and its regulations, the Superintendent of Career Colleges can consider a student's **complaint only after:**

- the student has followed the college's student complaint procedure
- has complained directly to the college
- is not satisfied with the outcome

If you request the Superintendent of Career Colleges to review your concern or complaint submit it using the ministry's Program Approval and Registration Information System (PARIS.) At your first visit, you will be asked to create a student account.

Your complaint or concern can be tracked easily and addressed directly through your account. You may also request a review of your complaint by email: pcc@ontario.ca

Once you submit your complaint and any supporting documents, the superintendent or a delegate will review the documents and advise you on next steps.

You can log-in to your PARIS account at any time.

Sexual violence policy and accommodation

All career colleges must have a stand-alone policy to address sexual violence involving students. In addition, all career colleges must, without fee, appropriately accommodate the needs of students affected by sexual violence.

The sexual violence policy must be included in every enrolment contract between a student and a career college. It must also be published on each career college's website or, where the career college does not have a website, posted in a conspicuous location at each campus.

Sale of students' goods and services

If you make goods or provide services as part of the requirements to complete your program, a career college can:

- sell these goods
- provide these services to the public
- arrange for the delivery of these services to the public

The college cannot profit from these sales. It can only charge an amount that allows the college to recover its costs.

Fee collection

A career college is only allowed to:

- charge or collect fees for a program in Canadian dollars
- charge or collect compulsory fees that are equal to or less than the fees approved by the Superintendent of Career Colleges and published on ServiceOntario
- charge or collect optional fees for a program if they are the authorized by the superintendent

Before a contract is signed, a career college can charge a fee up to $500 to process your application and do assessments or admissions tests. These fees must be included in your contract at the time you sign it.

Itemized list of fees

Career colleges must provide an itemized list of all fees charged to students, expressed in Canadian dollars to the superintendent. This includes:

- tuition fees
- cost of books
- any administrative charges
- any other compulsory or optional fees

The superintendent publishes the fees (except optional fees) on ServiceOntario.

Unpublished or inaccurate fees

If a career college charges or collects any compulsory fee that is not published on ServiceOntario or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not published.

Note: A career college cannot require you to obtain a product or service from a particular person or vendor as a condition of admission into the program. There may be required products or equipment for the training (for example, a laptop), but you are free to purchase those products or equipment anywhere you wish.

Receipts

A career college is required to issue you a receipt every time you pay a fee. You should keep all receipts for your own records.

Refunds

A career college is required to issue a fee refund within 30 days. You should check if the career college specifies the timeframe of their refunds in the refund policy attached to your contract. There is also a cooling-off period of 2 days after signing the contract.

Only the compulsory program fees published on ServiceOntario or optional program fees approved by the superintendent are covered by the refund policy. An optional program fee might be the cost of a field trip or conference that is related to your studies but not required content of the program.

To get a refund on books or equipment you received from the college under a contract you must return them:

- in the same state they were in when supplied to you
- within 10 days of withdrawing

All refunds must be in Canadian dollars.
The college **cannot** deduct money from a refund you are entitled to for a vocational program if you owe money:

- to the career college for other services
- for other non-vocational programs offered by the college

The same refund policy applies when you withdraw from a program or are expelled, as long as you are expelled in accordance with the college's expulsion policy or sexual violence policy.

Cooling-off period

You can cancel a contract for the provision of a vocational program within 2 days of signing it if you provide written notice to the career college. It is important to keep a copy of your written notice. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

Types of refunds

Full refund

In the following circumstances, you can cancel a contract and make a written request for a full refund.

• the career college collects any fees for the program before the college is registered or before the program is approved under the *Ontario Career Colleges Act, 2005*
• you are expelled from the career college in a manner or for reasons outside of the college's expulsion policy or sexual violence policy
• the career college collects more than 20% of the total fees for the program up to $500 before signing a contract with you
• a total of more than 10% of the program is taught by unqualified instructors
• the contract does not include all the mandatory terms required (refer to the Contract section)
• the career college, while still operating, discontinues the program before you can complete the program
• you do not receive the required written mid-point evaluation from the career college
• the program approval is revoked by the Superintendent of Career Colleges

In addition, you also may seek a full refund if a career college or its representative makes untrue statements for the purposes of convincing you to enrol in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include:

• a false or misleading statement
• a statement that guarantees admission to or successful completion of the program or employment after completing the program
• a statement that guarantees the right to enter Canada or receive a visa or work permit

It is best to make a request for a full refund as soon as you find out about the issue or it may be more difficult to support your claim.

Full refund minus service fee

You are entitled to a refund of fees paid for a program minus a service fee if you:

• withdraw from the program more than 2 days after signing a contract and **before** the program begins **or**
• do not meet the program's admission requirements when the program starts

The service fee can be 20% of all vocational program fees or $500, whichever is less.

Partial refund

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program a career college has delivered.

In most cases, the career college can keep the service fee plus the fees for the portion of the program delivered.

However, if the career college cancels the contract for the program because you did not attend the first 14 days, the career college can only keep the service fee.

International students

If you are attending or planning to attend a career college under a student visa, some special rules apply.

Fee collection

You should make sure that you are familiar with the rules mentioned in the Fee Collection section above.

A career college is allowed to charge international student fees in relation to a vocational program but these fees cannot be higher than what is published on ServiceOntario.

Fee refund

You can cancel a contract with a career college or withdraw from a program for any reason. The same refund policy for domestic students also applies to you.

International students unable to get a student visa

A rule applies to an international student unable to obtain a student visa to enter Canada. If you deliver a written notice of this fact to a career college before half of the instruction hours have passed, you are entitled to a full refund minus only the service fee.

Insurance

Every career college is required to have insurance in case you have an accident in class or while on an offsite practicum. If you are injured while attending a career college, you should immediately inform the relevant official at the college.

Mid-point evaluation

If you enrol in a program that is 12 months or shorter or is delivered over an undefined period of time (for example, a commercial flight program), a career college is required to provide you with the result of at least one evaluation of your progress **before** you complete half of the instruction hours of the program.
If your program is expected to run longer than 12 months, for each 12-month period, the college is required to provide the result of at least one evaluation **before** you complete half the instruction hours planned for each period.

Qualified instructors

You are entitled to be taught by an instructor who has the required experience (academic, practical and/or teaching) outlined in the *Ontario Career Colleges Act, 2005*. Some programs must also meet industry standards for instructors. Career colleges must follow the Act and program standards when they hire teaching staff.

On a temporary basis, a career college is allowed to use a substitute instructor who does not meet all these requirements. However, the college is not allowed to use a substitute instructor to teach a total of **more than 10%** of a program.

Closure

Certain rules apply when a career college closes. If your college closes before you finish your program, efforts will be made to give you an opportunity to complete your program at another career college or institution. The Training Completion Assurance Fund (TCAF) exists to help eligible students in this situation. Instead of participating in training completion, or if no training completion is available, you may receive a

refund of fees paid for the portion of the program that has not been delivered. Read more about what you need to do in the event of a career college closure.

You can also contact the ministry by email: TCAF-PCC@ontario.ca

Contact

If you have questions about the *Ontario Career Colleges Act, 2005* and regulations, contact:
Career Colleges Branch
Ministry of Colleges and Universities
77 Wellesley Street West, Box 977
Toronto, Ontario M7A 1N3
Tel: 416-314-0500
Toll-free: 1-866-330-3395
pcc@ontario.ca
Fax: 416-314-0499

STUDENT SERVICES

Tips on How to Maximize Your Training

There is no overnight formula for getting better grades, but you can ensure your maximum potential is reached by proper preparation and planning. Start by setting your own goals and developing a personal action plan at the start of each course. The following study tips show you how to score better on tests and examinations.

Time Management

- Enter major tests and project due dates on a calendar.
- Record daily homework, minor assignments, and readings.

Study Environment

- Select one study location at home. Ensure you have good lighting, a firm chair and flat writing surface.
- Keep reference material and supplies handy.
- Eliminate distractions such as telephones, radios, and TV.

Study Strategies

- Study every day.
- Set a definite time limit. The length of time you need for studying depends on you and your goals. No two students are identical.
- Review each lesson quickly. Get the overview and then tackle any details and difficulties.
- Review relevant textbook sections, or chapters, and make use of all other available resources.
- Allow for brief breaks of 5 to 10 minutes if studying for a long period of time. Be disciplined – 5 minutes means 5 minutes!
- Prepare for all examination formats – essay questions, short answer, multiple choice, etc.
- Reinforce what you learn in class by:

a) Writing summaries in outline form.
b) Reciting material aloud without referring to note.
c) Telling someone what you have learned.
d) Testing your answers with flashcard question and answer items.

Listen to your instructor's tips on what will be emphasized. Never assume something won't be included on a test or exam unless told so specifically.

Test and Exam Tips

1. Morning of the test or exam:
    a) Get 8 hours of sleep and have a good breakfast (or meal).
    b) Get to campus without hurrying. Allow ample travel time – plan for unexpected traffic, etc.
    c) Look over your summary review notes.
    d) Avoid classmates that are quizzing each other. You won't learn anything, and you'll probably pick up on any anxiety.

The Exam Room or Workstation:

    a) Prepare your workstation or desk prior to starting your exam. Be comfortable.
    b) Bring your favorite pens, pencil, or any other tools you might need.
    c) Put away all course material and keep only the material your instructor / facilitator has approved for the test or exam.

2. The Test or Exam
    a) Read the introduction / instructions carefully. If you don't understand what is expected, ask your instructor for assistance.
    b) Quickly, look through the entire test or exam, noting the mark distribution.
    c) Note the key words in each question that tell you what to do. E.g. List the 10 capitals.
    d) Build your confidence and reduce your test anxiety; do the questions you are sure of first and the ones worth the most marks next (if applicable).
    e) Answer as many questions as you can. If you have time left, and you don't know an answer, try an educated guess.
    f) Review your answers. Read for completeness, spelling, grammar, and punctuation.

Academic Support

A student who feels they are having difficulty with a course is urged to request assistance from the instructor. The College recommends a peer tutoring system to help students having difficulty. In the case where the student has received additional guidance from their instructor and has tried the peer system without success, additional hours with an instructor, if available, or tutor, can be arranged for consultation on weekdays, after or before hours at the student's sole expense.

Job Search Facilities

Edenbrook College of Health, Business and Technology have a facility that is available to graduates actively searching for work.

As alumni, the Career Services Department will aid with your resume, cover letter, job search strategies, interview techniques and many more essential resources for employment success.

Graduate Employment Survey

Your success is important to us. Keeping in touch with you ensures our employment rates are accurate. After you complete your studies, a member of our staff and/or a third party (Forum Research) contracted by the college will contact you to update your employment status.

It is important for us to have your current phone number and address, so that we can send you important news. Remember our staff is here to help you, so we urge you to call us with your questions, and to give us the good news when you find employment.

Mental Wellness Student Support Program

At Edenbrook, we care about you and your wellbeing. We have partnered with **keep.meSAFE** to provide our students with a free Mental Wellness Student Support Program (SSP). We recommend that you download the **mySSP app** as soon as possible so that you can benefit from the service. For more information, please visit: https://www.keepmesafe.org/.

Key Features of the Program

1. 24/7 Unlimited Support
2. Service is provided in many languages
3. Fully Secure and Confidential
4. Completely Free Service
5. Chat or Phone Support
6. Licensed Counsellors

ACADEMIC POLICIES AND PROCEDURES

Attendance Policy

Students are expected to adhere to the Active Participation Policy and to attend **all** scheduled classes, as outlined in the Enrolment Contract. Regardless of reason, **every** absence is counted. Every campus maintains daily attendance records, and the College staff may verify student attendance at any time during the student's scheduled class hours and during any scheduled clinical placement hours. It is the responsibility of the student to notify the College of any period of absence.

Students who must be absent due to illness or personal emergencies must call the campus on the day that they are absent, stating the reason for the absence and the anticipated date of return. Students are expected to advise their instructors in advance if they know they will be away. Students are responsible for fulfilling course requirements that are missed due to any absence from scheduled classes.

The College is required to report any attendance irregularities to funding agencies. Please be aware that verification of attendance may be required by certain professional associations or funding providers. These agencies include the Ontario Student Assistance Program (OSAP), Workplace Safety and Insurance Board

(WSIB), Service Canada (EI), private insurers and professional associations. Absence from class for any reason may affect a student's funding or certification eligibility.

Punctuality is as important as good attendance. Students are expected to call the College if they think they will be late. Students who arrive after class has started may only enter at the discretion of the instructor. During structured presentation (i.e., lecture, seminar, etc.), students may be asked to wait until the break to enter.

The College will place a student on probation should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

NOTE: Some programs regulated by outside associations/regulatory bodies may have specific attendance requirements. Please ensure that you are aware of the attendance details for your specific program.

Attendance Records

Attendance is recorded each day when students arrive and leave for the day.

The attendance records are required for reporting purposes. Please note these records are part of your permanent file and are subject to audit by the government, sponsoring agencies or their designated agents.

Breaks

Students must treat their training as they would an employment situation. As in any job, you are requested to "watch the clock" when you take lunch or coffee breaks, and it is essential to get used to this now and ensure you return to class promptly. If a student requires an extended break, they must obtain permission from the instructor.

Active Participation Policy

All students are required to demonstrate a commitment to their studies and to progress at a satisfactory rate. You demonstrate active participation in your studies by:

- Attending all scheduled classes.
- Arriving to class on time.
- Remaining in class for the full, scheduled time each day.
- Being prepared (homework or reading may be required depending on the program).
- Being an active learner, by listening, doing, and completing each task assigned.
- Working on assigned tasks during class time.
- Participating actively (with a good attitude) in campus practical areas, classes, and clinical placements.
- Seeking help when you need it (e.g., academic, financial and career guidance.
- Remaining in good academic standing (See Academic Policies).

These are just a few examples, but if you have any concerns about whether you are meeting your obligation, please speak to the Student Services Department at the college.

There are minimum standards which all students must meet:

- Attend all scheduled class hours as per the registered diploma program.
- Complete all assignments, projects, and homework on or before the deadline date.

- Submit all quizzes, tests, mid-terms and final exams as scheduled
- Obtain a minimum of 70% in each course (note: the minimum mark may vary by program, please refer to your course syllabus/outline).
- Maintain a minimum average of 70% in a registered diploma program or registered certificate program (note: the minimum mark may vary by program; please refer to your course syllabus/outline).

Diploma Program or Course Changes

Every request for a diploma program, or course change, will be considered, provided you have discussed the feasibility of the change with the Admissions Office. You will be asked to provide a written request outlining your reasons and how this change will help you achieve your career goals. If your request is approved, you will be required to complete a new registration contract.

Any, or all of the courses which you have completed, may be applied to the new diploma program, provided they are listed on the new diploma selection list.

You should be aware that any changes to your program, after you commence classes, may affect your sponsorship or student loan funding. Check with the Financial Aid Office or your sponsor before you reach your final decision.

Interruption and Resumption of Studies

Any prolonged period of non-attendance from scheduled classes (more than 5 days) constitutes an interruption. The college may notify the sponsoring agencies and/or student loan providers after 5 consecutive days of absenteeism (or sooner, depending on the agency's policy). Those students funded through student loans in Ontario, who have not been in attendance over 28 days, will be withdrawn from their program.

If for any reason you must interrupt your studies but wish to return to them later, please ensure that you follow the appropriate procedure to obtain a leave of absence. Contact the Student Services Department at your campus for this purpose. Also, please note that an interruption may affect your eligibility for further funding. Check with the Financial Aid Office or your sponsor for more information regarding your interruption of studies.

If you did obtain a leave of absence and are ready to resume your studies later on, you must make arrangements through the Admissions Office as soon as you are sure of your return date. Your new start date will depend upon seating and equipment availability.

If a leave of absence was not granted, or you were not in good financial or academic standing at the time you interrupted your studies, you may apply to resume studies by submitting a written request. This written request must explain any reasons and/or mitigating circumstances which prevented you from obtaining a leave of absence. You will be advised of the final decision, and should you be re-admitted, you may be advised of any conditions that you must meet.

Please note that non-attendance does not constitute official notice of withdrawal.

Scheduling and Curriculum Changes

The enrolment contract will state the dates and times that classes are scheduled. Program outlines are given to each student at the start of the program. Copies are also kept on file and in a database maintained and controlled by Edenbrook College of Health, Business and Technology.

When you start your diploma program or certificate(s), please take note of your scheduled classes to maintain attendance and academic progress for each course. Students are required to attend all scheduled classes and internships / clinical placements on a fulltime basis in accordance with the active participation policy.

Program End Date

Your program end date is specified on your Enrolment Contract. Students are expected to complete all of the courses in their registered diploma or certificate program outline on this date. You may need to schedule extra time in order to adhere to your timetable and complete your diploma or certificate on the scheduled end date of your program.

Students who are funded through a third party (WSIB, Insurance, Corporate, or other funding sources) must obtain written permission from the third-party provider prior to making any changes to their student enrolment contract. A valid reason must exist, and a request must be provided to the Student Services Department at the college in writing. The program extension will be at the sole discretion of the college.

Health Care Programs

Students studying in Health Care programs must adhere to a higher standard due to the nature of the program. Stricter attendance rules also apply. Your instructor will review the programmatic attendance policy with you. Laboratory and clinic rules relating to personal protective equipment, dress code, food/drinks and other safety aspects must be strictly adhered to.

All Health Care students are required to wear name badges at their college campus and at clinical placements. As well, some Health Care programs have specific attendance and academic requirements that will be explained by the instructor. For example, attendance is compulsory in the clinical and practicum components.

Active participation in some health care programs requires the student to sometimes play the part of "client" or "patient" on which other students can practice techniques. For example, a Dental Assisting student may be required to allow other students to practice the application of rubber dams or selective coronal polishing.

Most Health Care programs include a clinical placement component. Edenbrook College makes every effort to accommodate the student when arranging clinical placement. Depending on the availability of clinical placement hosts, however, the student may be required to travel to another community in order to complete the clinical component of the program.

Tests and Final Examinations Policy

1. You may ask questions during an exam regarding the interpretation of exam questions. Answers will be limited to only those questions which pertain to interpretation of the exam questions.

2. You are not allowed to leave the classroom during an exam. You may leave once the examination session is finished, and when you have submitted the exam. In case of emergencies, the college will interrupt the exam.
3. No time extensions will be given on a test or exam. All tests and exams must be completed within the official time allotted. No additional time will be given for a test or exam if the student is late.
4. If you are absent for a test or exam without sufficient reason, you will receive a grade of zero. If you had special circumstances, a letter outlining the reasons must be submitted to your instructor within two business days of the examination date. If your appeal is approved, only one date will be arranged for a make-up test / exam. Failure to write a make-up test / exam as scheduled will result in a grade of zero, which is not open to appeal.
5. Should any examination be cancelled due to extreme circumstances, alternate arrangements will be made by the college to reschedule the examination.

Students funded through the student loans program (OSAP) will be monitored consistently to see that they meet the minimal overall average of 70% during their registered program.* If the student is not meeting the minimal average while in their registered program, the College will provide a Warning Letter to the student, outlining that they will be required to remedy the situation. The student will then be continually monitored to see if they are able to remedy the situation and reach the minimal average of 70% in their registered program.*

***Note: The minimum mark may vary by program; please refer to your course syllabus/outline.**

If the student still has not been able to reach the minimal average of the registered program, the student may be withdrawn from their program.

A student may be placed on Academic Probation if the College believes the student has abused this policy. A student will be given every chance to remedy their situation. If the problem(s) persists after being placed on Academic Probation, a student may be dismissed from the program. A verbal warning and a written warning will be issued before a student is dismissed for a violation of the Active Participation Policy (refer to Expulsion policy).

Exam Re-Write Policy

In the event a student fails an exam and would like to attempt the exam a second time to maintain their academic progress, the student may apply for an exam re-write. The application to re-write an examination must be submitted in writing to their instructor within two business days of the original exam date for approval. If the application is approved, only one date will be arranged for the exam re-write. The maximum achievable score of any re-written exam cannot exceed the minimum grade of the registered program (e.g., If a student achieves 85% on the re-write, the recorded score will be 70% or the minimum grade of the registered program).

Unless otherwise prohibited by the applicable accreditation/certification standards, the Director may allow a maximum of three (3) re-writes per program. Approval of re-write applications are solely at the discretion of the College.

Examination Appeals

Edenbrook College of Health, Business and Technology develops examinations to test the student's knowledge or ability to use the skills they have learned. The College may allow the student to re-write an

exam in a course within a diploma program if the grade is less than 70%. Failure of the second attempt at a course examination may result in withdrawal, or the student may be required to repeat the course, subject to schedule availability. Please be advised that regular course fees will be due and payable for any course repeat.

Should the student not agree with their final examination mark, a written appeal may be submitted for a reassessment of the paper. The final decision will be made by a Review Board of Edenbrook College of Health, Business and Technology.

Cheating

Cheating on assignments, tests or exams will not be tolerated. Any student caught cheating will face the following penalties:

1. First offence: zero on the assignment, test, or exam
2. Second offence: expulsion

Acts that constitute cheating include, but are not limited to those listed and explained below:

- Use of any means of aid not expressly permitted will result in immediate dismissal from the exam.
- The act of **copying** for the purpose of providing advantage for yourself or another student will not be tolerated.

Plagiarism is the act of representing someone else's work as your own. This includes, but is not limited to misrepresentation of homework, written papers, exams, practical assignments, published work, circuit designs, software, etc.

- **Collaboration** is the act of two or more students working jointly on any assignment when this act has not been permitted by the instructor. This includes, but is not limited to, homework, papers completed outside of class hours, in-class assignments, practical exercises, or reports. Collaboration also includes writing an assignment or paper for another student.
- **Theft** or solicitation of another student's assignments or papers, grade books, un-administered tests, or other academic work / material will result in immediate expulsion.
- **Intentionally** helping or attempting to help another student commit any act of academic dishonesty constitutes cheating. The first offence will result in a grade of zero for both students. A second offence for either student will result in dismissal.

Protecting Academic Integrity

All students and staff are responsible for protecting the academic integrity of the college. This is best done through preventing and stopping academic dishonesty. Here are some ways to achieve this:

- Report any irregularities immediately to your instructor.
- Make it unacceptable and difficult for students to cheat. Here are a few suggestions:
    - Cover your work during exams.
    - Give discouraging glances to students trying to cheat.
    - Refuse to give away old term papers, assignments, etc.
    - Deny others access to your computer files.
    - Try to always protect your belongings. Do not leave your work unattended.

Repeating a Course

If you have attained a grade of less than 70% in a course (marks may vary by registered diploma program) after attempting the examination a second time, you may be allowed to repeat a course. It is important to note that the course repeat is a privilege you must earn. Several factors are considered when determining your eligibility to repeat a course, such as student attendance, academic standing, program requirements, course schedules and seat availability. A formal interview with the director of the college may be required.

Where possible, the course to be repeated will be arranged outside of your scheduled class time. Please note that a fee for the tuition, course material, etc. is applicable to all course repeats.

Official Transcripts and Official Documents

Official Transcripts shall be issued for programs, in accordance with the Ontario Career Colleges Act, 2005, Reg. 415/06.

1. An Official Transcript, detailing individual courses, will be provided by your college upon successful completion of all course requirements.
2. Diplomas and Certificates for registered diploma programs and registered certificate programs are issued by Edenbrook College of Health, Business and Technology within 30 days of submission of all graduation requirements.

You will be contacted to attend a graduation interview at the college to receive your official graduation documentation.

A fee of $50.00 will be levied for replacement of lost or damaged diplomas, certificates, or transcripts.

Graduation Requirements for Diploma Level Programs

Graduation requirements for all students are as follows:

1. You must successfully complete all courses and other requirements as specified in the Diploma program outline.
2. To receive your diploma, you must achieve a minimum overall average of 70% (note: the minimum mark may vary by program; please refer to your course syllabus/outline) with no grade less than 70% (may vary by program; please refer to your course syllabus/outline. Please note that there may be additional requirements specific to your program not noted here. Refer to your diploma program outline or program handbook.
3. All financial obligations have been met.

It is your responsibility to ensure that you have met all your graduation requirements. To avoid any disappointment, it is strongly recommended that you obtain a copy of your progress report at the end of your training period and check with the Student Financial Aid Office to ensure that your financial obligations have been met.

Student Code of Conduct

We expect mature and professional behaviour on the part of our students. You should conduct yourself as you would in a place of business. All students have the right to a training environment in which they can learn to their maximum potential. Poor behaviour on the part of some students will have a negative impact on all students.

We would like to provide more than skills training to our students. We hope that our students will be exposed to all aspects of the workplace, including the requirement of appropriate professional conduct. For these reasons, we reserve the right to start disciplinary action if we deem a student's work ethics or conduct unsatisfactory.

Rules and Regulations

Any student found to have committed any of the following acts of misconduct is subject to disciplinary consequences outlined below. Please note that this list is not all-inclusive, but it gives you an idea of the categories of misconduct.

Appropriate Use of Information Technology

We are committed to ensuring a learning environment in which all persons are treated with respect. Information technology facilities include computers and associated peripherals, means of communication (namely, the internet) and related equipment. Such resources and tools are made available to students in support of their training objectives and academic needs. Use of these resources is governed by codes such as the Ontario Human Rights Code, and the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send or display. The facilities may not be used in any manner to create, send or display material which contravenes our policies and/or statutes of the codes named above. Personal computers or other devices used on College property, whether owned by the College or by their users, are subject to the above-mentioned standards.

Failure to adhere to these guidelines may result in suspension of access privileges as well as other action as deemed appropriate by the instructor and/or director of the college.

Inappropriate use of information technology includes, but is not limited to, the following:

- Unauthorized access, alteration, transfer, destruction, removal and/or disclosure of data, information, equipment, software, or systems
- Deliberate interference with the processing of a system, or deliberate vandalism of the equipment and/or software
- Use of College facilities and resources for commercial or non-academic purposes
- Propagation of hate literature
- Harassment, including sexual harassment (includes accessing, displaying, downloading and installing pornographic material from the Internet and/or personal media
- Theft of resources
- Malicious or unethical use of resources; and
- Use of resources that violates provincial or federal laws.

The possible consequences will depend on the nature and severity of the misconduct. These can range from damage to the College's reputation, to the loss of privileges, suspension, and expulsion of the student. If provincial or federal laws have been broken, charges will be laid.

Cell Phones and Personal Data Devices

Cell phones and all other electronic devices must be turned off during official class hours. If you have an emergency, please advise the office **before** the start of the class. Any student who disrupts or interferes with a class, practical lesson or activity will be asked to turn off the device, and possibly also to leave the class, practical area, or activity.

Digital Cameras and Cell phone Cameras

Use of digital cameras and cell phone cameras in the classroom or practical area is not permitted. Please respect the rights of others when it comes to their privacy, and do not use cell phones for photographs, unless authorization is obtained.

Student Conduct and Discipline

Edenbrook College of Health, Business and Technology reserves the right to expel/dismiss a student whose conduct is deemed to be unsatisfactory.

Unsatisfactory conduct includes academic fraud, non-payment of outstanding fees, not abiding by the code of conduct, significant omissions or errors in Admissions documentation, academic failure, non-attendance, harassment, bullying or discrimination, misuse of college property, endangerment of staff or students, and/or failure to abide by College rules and regulations, as per student handbook.

The following outlines the conditions under which an Edenbrook College of Health, Business and Technology student may be expelled/dismissed, with cause, related to acts of misconduct:

1. Cheating
2. Academic fraud – this could be deemed as any action or deed, performed alone or with others, for the unfair advantage or benefit for themselves or others, or use of any word or phrase that could be construed as fraud, including reproduction of college courseware, unapproved collaboration, alteration or records, and bribery
3. Plagiarism
4. Forgery by altering or misusing documents, records, or identification, or knowingly furnishing false information to Campus staff
5. Being under the influence of alcohol or illegal drugs while on the College premises
6. Selling or knowingly being in possession of dangerous, restricted dangerous drugs or narcotics while on the College premises
7. Failing to abide by the College policies
8. Where a student, previously suspended, fails to comply with the rules and/or terms of probation after returning to studies
9. Abuse of the Campus' Internet connections – including the propagation of hate literature.
10. Unauthorized access, alteration, transfer, destruction, removal and or disclosure or data, information, equipment, software, or systems.
11. Deliberate interference with the processing of a system, or deliberate vandalism of campus property, equipment or software.
12. Use of College facilities and resources for commercial or non-academic purposes.
13. Harassment, including bullying, sexual harassment (includes accessing, displaying, downloading, and installing pornographic material from the Internet and or personal media).
14. Theft or attempted theft of property and/or resources.
15. Malicious or unethical use of resources.
16. Use of resources that violates provincial laws.
17. Assault upon any student, Campus staff member, or Campus guest.
18. Insubordination to a Campus staff member.
19. Engaging in lewd, indecent, or obscene behavior on the College premises.

20. The disruption of classes, practical lessons or activities.
21. Possession of weapons on the College premises.
22. Giving false information, lying for academic acceptance to the program.
23. Acts of dishonesty, including but not limited to:
    - giving false information to any Instructor, or Campus staff member.
    - forgery, alteration, or misuse of any College document, record or instrument of identification.
    - computer piracy – copying software, copyright infringement, and unauthorized computer entry.
24. Expressions of discrimination, bias, or racism, including jokes of a stereotyping nature.
25. Unauthorized possession, duplication, or use of keys to any College premises, unauthorized entry, or unauthorized use of the Campus property.
26. Violation of federal, provincial, or local law on college premises or elsewhere during sponsored activities.
27. Outstanding fees – where a student has outstanding tuition and/or fees owing and has not addressed or settled payment within 7 days of receiving written notification from the Campus.

Consequences

One or more of the following penalties may be imposed on a student found violating the Student Code of Conduct:

1. Warning - a notice in writing to the student that they are violating or has violated college regulations.
2. Loss of Privileges - denial of specific privileges to the student on a permanent basis, or for a designated period.
3. Probation - a written reprimand for violation of a specified section of the Student Code of Conduct. Probation is for a designated period of time and includes the probability of more severe disciplinary action if the student is found violating college regulations again during the probationary period.
4. Suspension - separation of the student from the College for a definite period of time, after which the student is eligible to return. Conditions for re-admission may be specified. During a suspension, a student shall be denied access to all areas of the College.
5. School or College Dismissal/Expulsion - permanent separation of the student from the campus.

The above list is not intended to be progressive, and we reserve the right to impose the penalty we deem appropriate. Documentation of any disciplinary action will form part of the student's confidential administrative file. If deemed appropriate, and depending on the situation, sponsoring agencies and the student loans department will be informed.

Student Expulsion Policy

Edenbrook College of Health, Business and Technology is committed to taking all reasonable steps to ensure that students have the opportunity to successfully complete their programs. Edenbrook College of Health, Business and Technology has a commitment to ensure that within this general framework that all students are treated fairly and equitably. Students who do not support the academic and ethical goals of the College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, the College will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where the College deems the

integrity, safety or well-being of the College, students, staff, clients, visitors and other guests is in danger then expulsion may be applied at the College's discretion at any point in the process.

In conjunction with this policy, the college will have to ensure that students receive and are aware of its code of conduct, its academic policy, and its attendance policy.

The following outlines the conditions under which a student may be expelled with cause:

1. Academic Dishonesty – students may be subject to expulsion at the discretion of the College for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:

    a. cheating
    b. plagiarism
    c. unapproved collaboration
    d. alteration of records
    e. bribery
    f. lying
    g. misrepresentations

2. Outstanding Fees – failure to pay overdue accounts owing to the college within the specified period may be grounds for expulsion after a written warning has been given.

3. Code of Conduct - all students are required to adhere to the College's published code of conduct. Where the violations do not have the potential to result in physical harm to persons or property the College may expel a student who has received suspension for failure to comply and has since violated any of the terms of the College's code of conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate expulsion.

4. Significant Omissions or Errors in Admissions Documentation – the College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent their applications are subject to immediate expulsion.

5. Academic Failure – students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may at its discretion offer alternatives to a student and these are outlined in the academic policies for the program of study.

6. Attendance – students who do not achieve the required attendance as stated in the College policy are subject to expulsion.

7. Harassment or Discrimination – the College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation.

Any student, who is deemed by the investigation to have engaged in severe harassing or discriminatory activities, may be expelled at the discretion of the college, depending on the severity of the activity.

Racial harassment means bothering, threatening, or treating someone unfairly because of their race, colour, ancestry, birthplace, religious belief, ethnic background, citizenship, or language.

Sexual harassment means bothering someone by saying or doing unwanted or unwelcome things of a sexual or gender-related nature including touching inappropriately, making offensive jokes about

women and men, making sexual suggestions or requests, staring at or making unwelcome comments about one's body, displaying sexually offensive pictures, or being verbally abusive because of one's gender.

Sexual orientation harassment means treating someone unequally because they are gay, lesbian, heterosexual, bisexual, or living in a same-sex relationship. This could include making a hurtful comment or action to an individual that is known or ought to be known to be unwelcome, making homophobic jokes or hints about a person's sexual orientation or same-sex partnership status, or displaying of disrespectful signs, caricatures, cartoons or graffiti.

In determining what constitutes harassment or discrimination, the College refers to The Ontario Human Rights Code. Students requiring more specific information may refer to the specific code as posted on the Provincial web site (http://www.ohrc.on.ca/english/code/index.shtml).

8. Misuse of College Property – College property is for the provision of College services. Students who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and required to make restitution.

9. Endangerment of Staff or Students – The College is committed to the right of all College staff, students, clients and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.
   Prior to expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:
   a. verbal warning
   b. written warning
   c. suspension
   d. expulsion

Notification

Students who are subject to expulsion for any reason will be notified via email and in writing, 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. Expelled students who dispute the facts of the expulsion and wish to appeal must appeal the decision in writing within one week of the notification by following the college's student complaint procedure provided to the student and by providing sufficient proof to support the complaint.

A student, whose expulsion is upheld after having followed the College's student complaint and appeal procedure, may file a further appeal through the Complaints process of the Ministry of Colleges and Universities, provided the students are attending a program approved under the Ontario Career Colleges Act, 2005.

If a student's appeal is successful and they are eventually reinstated as part of the internal college or Ministry appeal processes, then the College will arrange for the student to make up the training time that they had missed since the date of expulsion specified in the written notification.

Fees

Settlement of student's accounts, for students that have been expelled, will be completed under the College's Fee Refund Policy, using the effective date of expulsion as the final day of attendance in their program of study.

Return of Property

A student who is expelled is responsible for the return of any College property in their own possession within 10 days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

Appeal Procedure

Expelled students who dispute the facts of the expulsion must appeal the decision within five business days of the notification. Students must provide sufficient proof to support the dispute. A review decision will be made within five business days of receipt of the appeal paperwork, and the student will be notified accordingly.

Students who file an appeal and are unsuccessful are considered withdrawn from the College. Students are welcome to file a complaint with the College in accordance with the Complaint Resolution Policy. If the student is still dissatisfied, the student may utilize the Complaints process of the Ministry of Colleges and Universities, provided the students are attending a program approved under the Ontario Career Colleges Act, 2005.

ONLINE LEARNING

Upon enrolment, students who are enrolled in a Hybrid or Online program are provided with a program schedule which reflects scheduled start/end times, dates, and delivery format (i.e., hours of in-person, synchronous or asynchronous instruction) for each course they are enrolled in.

Edenbrook College uses Microsoft Teams for virtual (synchronous) delivery and Brightspace for asynchronous program delivery. Both Microsoft Teams and Brightspace can be accessed from a laptop or desktop computer.

Your online privacy is critical, and a security protocol has been established to ensure your information is protected. Students are provided with a unique student ID and login credentials to access our online learning management systems, Moodle and Brightspace (classroom, course assignments, discussion forums, communication tools, grade book, lecture materials and resources).

Your work, grade book, and records in the learning management system is can only be accessed by you and your assigned faculty member for the course. Faculty also receive training in students' rights to privacy and confidentiality, covering all forms of communication (i.e., verbal, written, and electronic).

Remember:

- It is your obligation to keep your user credentials secure; do not share your login credentials with anyone.
- It is your obligation to ensure that you take part in your lessons and evaluations, and that no one else does so in your place.

Workstation Minimum Requirements for Virtual Classes

To be successful in your new virtual online program, an appropriate computer and stable internet access are vital.

All virtual students will require regular access to a personal computer with a webcam*, microphone, speakers, Respondus LockDown Browser software, and stable internet connection to complete their coursework and online exams.

Students are required to have their webcams switched on during virtual classes and remote exams.

Minimum system requirements are as follows:

Device	• Any Windows-based laptop/desktop (Chromebooks and MacBooks are ***not*** supported)
OS	• Windows 10 or 11
CPU	• Minimum Intel Core i3 or AMD Ryzen 3 • Minimum Intel Core i5 required for Accounting and Payroll programs
RAM	• Minimum 8GB recommended • Minimum 16GB recommended for Accounting and Payroll programs
Hard Drive	• 256GB or higher SSD (Solid State Drive)
Webcam	• Built-in or external, with a microphone
Headset or Speaker	• Any compatible headphones (optional)
Software	• Microsoft Office 365 (provided by Edenbrook College) • Adobe Reader • Respondus LockDown Browser (provided by Edenbrook College)
Antivirus or Anti-Malware	• Recommended
Web Browser	• Google Chrome is recommended

In addition to the above system requirements, a stable internet connection (Cable, DSL, or Fibre) with a minimum download speed of 25Mbps and upload speed of 5Mbps is required.

Laptop Loan Program

To assist students in completing their studies, the Edenbrook College IT department has established a laptop loan program. This service is being offered on a first-come, first-served basis and is subject to the availability of hardware inventory. Laptop quantities are limited to one per student.

A security deposit of $500 is required at the time of application; once the student has completed their program and the loaner laptop has been returned in good condition, the deposit will be refunded to the student.

MS Office Licensing for Edenbrook Students

Upon receiving your login and passwords for Edenbrook College, you will receive a Microsoft Office 365 licence which will remain active for the duration of your program. The licence will expire upon your graduation date.

How to Access Microsoft Teams

Please refer to https://www.Edenbrookcollege.com/virtual-classes-welcome/ for information on how to access Teams.

Technical Support

If you require technical support, please email helpdesk@Edenbrookcollege.com

Frequently Asked Questions on Online Learning

Q: What is my login ID and password for Teams?

A: Your Teams login information is the same as for the rest of Office 365.

Q: What equipment will I need to attend classes online?

A: Please see the minimum system requirements detailed in Workstation Minimum Requirements for Virtual Classes.

Q: Do I need to purchase a Microsoft Office 365 subscription to be able to use Teams?

A: No – Edenbrook College has licences to Microsoft Office 365 which will provide all students free access to all Microsoft Office 365 applications, including Teams.

Q: Do I need to create a new account to use Microsoft Teams?

A: No; please use your unique login ID and password which was sent to you in an email from Campus Login.

Q: I can't log in to my Teams account - who can I ask for help?

A: If you require assistance, we encourage you to please contact us in the following ways:

1. Your instructors
   - In the first instance, please contact your instructor if you are having difficulties installing or logging in to Teams.
2. IT Helpdesk Contact
   - Email – helpdesk@Edenbrookcollege.com
   - Phone – 647-559-1615 (Monday – Friday, 8:00 am – 8:00 pm EST)
3. Our website
   - Please submit your request to our Helpdesk here and you will receive assistance as soon as possible.
   - Refer to the webpage dedicated to virtual classrooms on our website. Here you will find video tutorials on how to install and use Teams.

Q: How do I find which class I am meant to join?

A: Please refer to our webpage dedicated to virtual classrooms on our website, which has detailed instructions showing you how to use Teams.

Q: How do I ask questions during a class?

A: Teams has many options to communicate during a class. There is a live chat function in which you can post comments and questions as the class is running. You will also be able to ask questions out loud, like you would during a video conference. Please discuss this with your instructor, however, as they will likely want to allocate a time for questions to make sure everyone has a chance to ask.

Q: Where can I find notes or presentations for the class?

A: Your Instructor will be able to save any notes, presentations, or documents into the specific class(es) within Teams itself. These will be saved in your virtual class, so you will be able to access these before and after your class.

Q: How will I be able to see and hear the class?

A: You will be able to see the class on your computer screen (just like watching a video online) and you will be able to hear the class using your speaker or headphones.

Q: What if my device does not have a camera?

A: Instructors are required to obtain visual confirmation that each student is attending class. This means that you are required to have a functioning webcam and to have it switched on throughout classes and remote exams.

Q: What if my computer does not have a speaker?

A: If your computer does not have a speaker, we recommend you use headphones to hear the class.

Q: What do I do if I am not able to attend a class?

A: Please see the Attendance Policy for instructions on what to do if you are not able to attend any of your classes.

Q: How will our attendance be monitored?

A: Your instructor will confirm your attendance at the beginning of each class.

Q: Where can I find additional information or updates?

A: Please ask your instructor for help if you have any issues accessing a class. Otherwise, please refer to our webpage dedicated to virtual classrooms for detailed instructions and more information regarding accessing and using Teams.

CAMPUS LOCATIONS:

Brampton, 499 Main Street South, Suite 60
Brampton, ON L6Y 1N7

Brantford, 39 King George Road
Brantford, ON N3R 5K2

Downtown Toronto, 180 Bloor Street West, Suite 400
Toronto, ON M5S 2V6

Hamilton, 31 King Street East, Suite 200
Hamilton, ON L8N 1A1

Kitchener, 248 Stirling Avenue South, Suite 14
Kitchener, ON N2G 4L1

London, 303 Richmond Street
London, ON N6B 2H8

Mississauga-Dundas, 165 Dundas Street West, Suite 300
Mississauga, ON L5B 2N6

Mississauga-Hurontario, 3025 Hurontario Street, Suite 600
Mississauga, ON L5B 2N6

North York, 5734 Yonge St, Suite 100
North York, ON M2M 4E7

Windsor, 630 Tecumseh Road East
Windsor, ON N8X 4W2