



# Student's Handbook

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## **Message from the President**

Greetings!

Congratulations on your decision to study at QCT College! We are committed to your success – QCT is here to help you look towards your future. We strive to maintain high standards of education and our primary goal is to provide you with the necessary skills that will lead to employment.

Our Education Counsellors are always here to assist you in determining a suitable career path. Our Campus Administration team works diligently to provide excellent student service and support. Our qualified team will provide you with the skills required to obtain work in your chosen field and will also provide you with professional job skills that are increasingly integral to gainful employment. Throughout your program, our Employment Specialists will provide you with the support and assistance needed to achieve our common goal – your successful employment!

We are pleased that you have chosen to study with QCT and we will ensure that our team delivers on our commitments to your success.

We look forward to providing you with an enjoyable learning experience, and if you do have any questions, please feel free to contact your local Administration or your instructor.

Best wishes as you embark on your new career!

Saqib Qureshi  
President  
QCT College

## Introduction

**Our Mission:** To provide quality education to our students.

**Our Vision:** To improve lives by sharing our knowledge and passion for excellence.

**Our Values:** To practice...

Integrity: Do what we say we will do

Dedication: Strive to be the best we can be

Readiness: Recognize and react positively to change

Respect: Treat people the way they want to be treated

...in all our relationships.

### Student Services - Campus Administration

The QCT College Administration team is dedicated to the success of our students. From the time you apply, throughout your program of study and after you graduate, the staff members share a common goal – to provide efficient and effective service and administrative support to each and every student to achieve high levels of student satisfaction.

QCT College upholds best practices in:

**Admissions:** Academic Consultation  
Enrollment Contracts

**Administrative:** Attendance  
Grades  
Transcripts & Progress Reports  
Graduation  
Diplomas

**Career Services:** Career Management  
Resume and Cover Letter Writing  
Field Placement Assistance  
Job Search Assistance

This Handbook outlines the general Policies and Procedures that have been developed by QCT College to sustain standards of student service and education.

## Campus Information

### Student Lounge

A student lounge is located in the College. All eating and drinking should be confined to this area. Food and beverages are not allowed in the classrooms or hallways. Respect the student lounge area and keep it clean for all students.

### Smoking & Smoking Area(s)

QCT College is a smoke-free environment. Smoking is **not** permitted within QCT College. E-cigarettes are **not** permitted within the campus. There is a designated smoking area in the outer premises of the school.

### Emergency Procedures/Health and Safety

Please advise the Administration Department of any medical conditions that you have (e.g. allergies, epilepsy, heart condition). All information will remain confidential.

Please report any emergencies immediately to QCT staff.

A first-aid kit is always available. Please ask at Reception Desk.

Evacuation plans are posted in all classrooms. There are regularly scheduled fire drills, and fire extinguishers are mounted throughout the building.

### Personal/Valuable Items

Please do not leave any personal belongings or other valuables unattended. Also, never leave keys, credit cards or identifiable receipts in coat or jacket pockets. Do not request QCT College staff to take responsibility for valuable items. QCT College will not be held responsible for any lost, damaged or stolen articles.

### Harassment Policy

It is a fundamental policy that all employees and students at QCT College are entitled to pursue their duties and studies in an environment free from harassment by the employer, an agent of the employer, by other employees or by students. Individuals who engage in harassment of any type (personal, racial/ethnic etc.), as defined in the Human Rights Code, will be subject to appropriate discipline, including dismissal. For more detail refer to *Section V – Student Anti-Violence, Harassment and Discrimination Policy*.

### Healthy Environment

Hand sanitizers are installed at various points in the building; hallways, reception areas, student/staff lounges and outside of bathrooms. Students and staff are encouraged to wash and sanitize their hands frequently – especially before eating and after using washroom facilities. Posters are displayed throughout the campus demonstrating proper hand washing techniques.

Proper hygiene is to be observed, as well as proper etiquette when coughing or sneezing to prevent the spread of the virus. When coughing or sneezing, please do so into your arm or elbow then repeat proper hand washing and sanitization techniques. Posters are displayed throughout the school as a reminder of sneezing and coughing etiquette.

Sterile wipes are available in each classroom for sanitizing computer keyboards and mice.

Even with the above precautions, staff and students will be exposed to viruses during flu season. Flu symptoms include fever, chills, fatigue, sore throat, body aches and pains, eye pain and lack of appetite. If you experience any of these symptoms, remain at home until you are symptom-free, feeling well and able to resume normal day-to-day activities; avoid close contact with others and see a health care practitioner if symptoms worsen.

## **Personal Counselling**

Our Administrative staff, Student Counsellors and Instructors can provide the program information, Curriculum, admission process and procedure during and before the admission inside the campus and over the phone / weblink for initial interview and counseling.

## **Admission Policy:**

Students applying for admission into QCT College must meet the following requirements:

- 1) Successful completion of Grade 12 OR equivalency
- 2) All potential students under the mature students category seeking admission into QCT-College must pass a CAAT/Wonderlic Basic Skills Test (Scholastic Level Examination). The passing score must be equivalent to grade 12 level.

## **Basic Skills Test will test the student's ability to:**

- a) Read and understand textbooks and other material as part of the program,
- b) Active participation in the classroom (lecture, class presentation, discussion, etc.)
- c) Writing class assignments and tests, and
- d) Understand and participate effectively at practicum sites

CAAT/Wonderlic Basic Skills Test: All mature students who do not have Alberta High School Diploma must pass the test prior to admission into the program. If unsuccessful, a potential student must complete GED courses until he/she can pass the test. Specific program requirements (Vaccination report, Police Clearance Certificate) may apply for certain programs.

## **Personal Relationships**

All relationships between staff, faculty and students are to remain on a professional level.

**Code & Uniforms**

It is the policy of QCT College to encourage a professional environment, and as such, students are expected to be clean and neat in their personal appearance. The dress code for QCT College is “business casual” except for programs where uniforms are mandatory.

The following are not acceptable:

- Clothes with holes, cut-off fringes, studs, or dirty clothes
- Offensive/obscene graphics or printed matter on clothing
- Tops that do not cover the waist or are low cut
- Spaghetti style straps and tube tops
- Muscle shirts
- Short shorts and short skirts
- Facial jewelry (for Personal Support Worker students)

Students who are in conflict with the school’s Dress Code (as determined by the College Administration) will face disciplinary action.

Students whose programs require them to wear a uniform must do so every day. Students who do not wear their uniform may be sent home.

**Scent Sensitive**

QCT College is a scent sensitive environment. In order to make every student’s experience a comfortable one, students and staff are asked to refrain from wearing any perfumes, scented products etc. while on campus property. Students who do not abide by this may be asked to leave.

**Graduation**

QCT College holds an annual ceremony to celebrate the success of our graduates. Students and their families are encouraged to attend and recognize the graduate’s achievements and their hard work. Only students who are academically and financially complete will be eligible to attend the ceremony. Students will receive an invitation announcing details prior to graduation.

**Code of Conduct**

QCT College is committed to providing a safe learning and working environment for students and staff that is free from discrimination, harassment, disruptive and inappropriate behavior and that is conducive to learning. Students who do not support the academic and ethical goals of QCT College for themselves and their fellow students may be subject to penalties, up to and including expulsion.



# QCom College of Technology

## **Student Privacy**

QCT College is committed to protecting your privacy. Staff cannot disclose if a student attends QCT College unless given written permission from the student to do so.

If you are anticipating any personal calls, for example from your child's daycare or school, please provide the Administration with written permission to acknowledge that you are a student at QCT College.

We cannot discuss:

- Any information concerning your fellow students with you.
- Any information regarding your program with a family member or friend without your written consent

Please request a Release of Personal Information Form from Campus Administration should you wish to authorize us to speak with a third party on your behalf.

## **Access to Internet**

Students will have access to computer network wifi. College provides access to the student wifi login. Please request the front desk for the password.



## Academic Progress

You are responsible for maintaining satisfactory academic progress in your program and regular feedback is provided through one or more of the following evaluations: quizzes, assignments, tests and exams. This feedback ensures you can monitor your progress and, if applicable, implement any changes to ensure academic success.

QCT College monitors student academic progress on a regular basis. Any student identified as being non-compliant with academic progress policies outlined above or not meeting the minimum requirements will be required to attend a meeting with the Program Counsellor.

### 1) Student Fees

Students are responsible for all tuition, books, materials and other fees. Students who are self-funded will pay either by credit card, debit card or cheque payable to QCom College of Technology. No cash transaction is permitted in the college premises. If you have any concern regarding finances or funding, please contact your account department. Please note that the transcript, certificate and diplomas will not be forwarded until all the tuition paid in full.

### 2) Tuition Refund Policy:

Cooling off period

Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, QCT College would refund any tuition or other fee paid by or on behalf of the student.

### 3) Refund of registration fee - before class begins

- a) If a student terminates a student contract before the class begins, the College is entitled to any registration fee paid by or on behalf of the student.
- b) The College would refund any registration fee that has been paid by or on behalf of the student.
  - a) if the college terminates a student contract before the class begins,

### 4) Refund of tuition Fee - after class begins

- a) If a student contract is terminated after the class begins, the College is entitled to the following amounts of tuition:
- b) when 10% or less of the class has been provided, 25% of the tuition;
- c) when more than 10% but 50% or less of the class has been provided, 60% of the tuition;
- d) when more than 50% of the class has been provided, 100% of the tuition.

- i. If a college has received a tuition fee in excess of the amount that the College is entitled to under subsection (1), the College would refund the excess amount.
- ii). For the purpose of this section, class provided by correspondence is provided as lessons are supplied, marked and returned to the student.

## **5) Payment of Refunds**

1. Should there be a refund, the refund of a student's tuition must be paid
  - a) to the student, or
  - b) in the case of a student who has an outstanding student loan in respect of the class for which the refund is being provided, to the lender that made the student loan.
2. If the College receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.
3. If the College is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following:
  - a) 30 days from the day the student contract is terminated;
  - b) the time period specified in an order of the Director.

## **6) Outstanding Fees:**

1. Failure to pay tuition or other fees due to QCT College is considered to put a student in default. If a student's account is in arrears, a student will be notified in person or via their student email, requesting a meeting with the program counsellor to make arrangements to repay the outstanding amount. If the account is not brought up to date after the meeting, the student will be notified in person or via student email that they may be expelled if they fail to bring their account up-to-date.

## **7) Student Loan Repayment**

A Student Loan is just that – a loan. Please remember that loan payments begin six months after your last day of attendance (unless alternate arrangements are made with your lender). It is important to recognize that repayment of your loan within the guidelines is necessary to help ensure a good credit rating. Please contact the Alberta Student Aid for more information in this regard.

## **8) Managing Your Student Loan**

While you are a full-time student your loan remains interest-free. Once you have stopped attending school, you are given a “grace period” of six months. At the end of that grace period, you must begin repaying your loan. Please be aware that interest is being charged during that six-month period! You have 10 years to repay your Student Loan.

If you feel you may have difficulty repaying your loan, contact the Alberta Student Aid or the National Student Loans Service Centre (NSLSC) before you miss any payments. Staff

can help you to understand the options that are available. Take advantage of available repayment assistance.

## **9) Student Loan Default**

If you are in receipt of a Student Loan(s), you must realize that this is money that you've borrowed from the Federal and Provincial Student Loan Programs. Each student is solely responsible for repayment of this loan, with interest, upon completion or withdrawal from their program even if you are not yet employed. Defaulting on your student loan could result in additional interest charges and the loss of future Student Loans and/or income tax refunds. You may also have to deal with a collection agency and possibly face legal action. You would also establish a bad credit rating.

Students should contact the Alberta Student Aid or the National Student Loans Service Center (NSLSC) immediately upon leaving the college. If arrangements are not made with the student aid bodies, you may be subject to serious consequences.

For more information, regarding the Student Loan Repayment or Default please speak to your Financial Aid Officer.

## **10) Repayment Assistance**

There are several options available for students who are not in a position to start repaying Student Loans.

Please attend all Student Loan webinars that are either conducted by the school or the Student Aid.

## **11) Income Tax**

QCT College tuition fees may be income tax deductible for the student. A T2202 form for tax deduction will be supplied to eligible students in February of each school year. Duplicates of T2202's will be produced at a **cost of \$10.00**. It is each student's responsibility to ensure that the campus has your current address at all times.

## **12) Confidentiality & Privacy**

QCT College employees sign a "Confidentiality Agreement" that covers every student who enrolls. We understand and support the provisions, including confidentiality, set out by the *Freedom of Information and Protection of Privacy Act*. In administering Student Loans and managing student records, the College promises to protect the privacy of individuals and abide by the terms and conditions of the Act. If you wish for us to speak with a third party on your behalf, a Release of Personal Information Form must be completed and signed prior to QCT College releasing any information.

## **13) Student Privacy Policy:**

QCT College is bound by federal laws to protect the privacy of the students and collects all information according to FOIP (Free of Information Protection Act) in accordance and compliance with the government of Alberta and federal tax. The College respects the right to privacy of its students and is committed to

safeguarding the personal information of each student and graduate. QCT College will not disclose a student's personal information without a prior written consent of the student.

At QCT College we protect the personal information collected from students, graduates, staff and other business partners. This includes the training of employees and the establishment of control systems for responsible use of personal information that is accessible to College employees while performing work-related duties. The College directs its employees to exercise caution when disclosing personal information to others. Access to personal information is limited to the following:

- a) An individual accessing his or her own personal information
- b) An employee of the College with authorized access based on a legitimate academic or business need
- c) Any organization or person authorized by the individual to receive the information
- d) Authorized Legal Agent/Government Body/Representative under the circumstance where the College complies with the release of personal information,
- e) Individuals or entity as permitted by law were deemed to be necessary for reasonable conduct of college business.

For more information about QCT College's Privacy Policy, please speak with your student counsellor.

**14) Active Participation Policy:** Active participation in your studies includes, but is not limited to:

- a) attending classes for a minimum of 20 hours per week
- b) attending all scheduled sessions and classes.
- c) coming to class on time, according to your schedule
- d) remaining in class for the full, scheduled time each day
- e) being prepared (homework or reading is done).
- f) being an active learner by listening, participating, and completing each task assigned.
- g) working on assigned work during class time.
- h) participating actively (with a good attitude) in labs, classes, and clinics.
- i) writing quizzes, tests and exams on the scheduled date
- j) being pro-active in your responsibility to succeed and seeking help when it is required (e.g. academic, financial and budgeting advice and career guidance).

## ATTENDANCE POLICY:

### 15) Attendance Policy:

- a) QCT College students are responsible for their own learning. In order to reap the full benefits of their courses, students should attend all classes, labs & tutorials.
- b) Punctual and regular attendance in class is mandatory to ensure an optimal learning environment at QCT College. Classes are intended to be interactive and participative.
- c) If there are any extenuating circumstances concerning a student's absence, the instructor/office staff should be notified as soon as possible. It is the student's responsibility to review the course material prior to class to develop an understanding of the background knowledge with current course curriculum. Students will be accountable for learning any missed material due to absence(s), and must complete a learning plan with respective instructors. Learning Plans are to be submitted to the Program Coordinators and Academic Lead for approval prior to implementation.
- d) Students wishing to leave the program temporarily for vacation, family matters or other reasons, must complete a leave of absence form, (available from reception). This leave must be approved by the instructor or Program Coordinator / the Academic Lead. A learning plan must accompany your leave application.
- e) Students are expected to complete assignments in the time allowed by instructors. Assignments are to be completed individually. There is a zero tolerance at QCT College regarding plagiarism/academic dishonesty. Academic dishonesty or plagiarism will result in a zero result in the assignment or exam and may include suspension or termination from the program.
- f) Daily attendance is taken by instructors and include student arrival and departure times. Student absences are taken seriously at QCT College. Absences lasting for more than **three** consecutive days must be accompanied by a valid reason with the proper documentation. A reasonable excuse for an absence must describe circumstances requiring the student's absence (e.g. medical, family emergency, etc). The inability to provide a valid reason/documentation may result in Course/Program failure or expulsion from the College. QCT College will seek to be consistent and reasonable in its approach to determine the parameters of

a

- valid reason for any absence(s). Instructors reserve the right to deduct marks from student assignments, and or exams for chronic absenteeism.
- g) Section 13(1) of the AEC ( Alberta Student Enrolment Contract for Vocational Training) states educational institutions are required to consider a student with student loans as withdrawn if they have not attended class for five consecutive days without an excused absence. The school must consider the student as withdrawn (for the purpose of student funding) on the first day of their absence and notify QCT of the withdrawal.

### **16) Learning Management System (LMS):**

All the programs in the QCT College will be launched on the Learning Management System (LMS). Students will be required to login to the LMS portal regularly to attend the classes, access the assignments, classwork, homework and other important project work. Students will be required to complete all the required tasks that is expected from the program. They are required to complete a minimum of **20 hours/week**. They will be required to ensure that they are fully accountable for all their core activities. **Students cannot share their access credentials with anyone else. Failure to comply will lead to the expulsion of the student from the program.**

### **17) College Program Hours:**

Every attempt is made to separate the scheduling of our classes into mornings and afternoons. However, it may become necessary to change the delivery time of a course. The Administration will attempt to provide advance notice of any change to the shift or schedule.

### **18) Inclement Weather:**

QCT College aims to prepare students for the workforce and strives to reflect policies and procedures of the business community. Therefore, with respect to inclement weather,

QCT College will remain open unless there are extreme weather conditions (i.e. the general business community is forced to close).

We encourage students to pay attention to their classroom and website announcements. to determine if the school has been closed or classes cancelled. Unless a student receives an e-mail from QCT College Administrative staff or a closure notice is specifically posted on official portal and website.

*Despite this policy, it is the personal decision of each student whether it is safe to travel to and from the College during a storm.*

## **19) Employment Status Survey:**

QCT College takes pride in our positive student outcomes. Collectively, our entire organization works as a team to not only prepare you to be “*Job Ready*” but to also uncover open job opportunities in your field. During your time on campus, you will take part in many Career Services activities. These include, but are not limited to, orientation workshops, a Career Management course, and 1-on-1 sessions with your Employment Specialist to ensure that you have a current effective resume, interviewing skills, and job search techniques. Again, our goal is to help you be prepared to be “*Job Ready*”, and to allow you to take advantage of the future career opportunities in your field.

You can expect to be contacted after graduation by your Employment Specialist(s) to verify your employment status so that QCT College can measure graduate employment outcomes.

Student Surveys Student feedback plays an important part in determining the role that our College Administration team takes in supporting our student population. Students will be given an opportunity to formally evaluate the institution, program and instructors at least once per semester.



## ACADEMIC POLICIES AND PROCEDURES

### 20) Program Information:

All information pertaining to start and finish dates, program outlines, and entrance requirements is discussed with the Admissions Representative during the enrollment process. Entrance requirements are clearly defined in our Academic Calendar and on the College website.

- a) Students will be given a copy of the *Terms and Conditions* which further describe QCT College policies and regulations.
- b) The Terms and Conditions are clearly mentioned in the Admissions Form. It is the responsibility of the student to read, understand and sign the consent.
- c) Field Placements, where included in the program, are mandatory for program completion and graduation. Please refer to program outlines for the required number of weeks for each program. Field Placements for all programs are unpaid.
- d) Course/module outlines are provided to students during the first week of classes and will include, a course summary, prerequisites and evaluation criteria. Students will have access to review completed exams for 30 days.

### 21) Procedure for Deferred Examinations

Deferred examinations are available to students who are not able to write a scheduled examination.

To qualify for a deferred examination, a student must supply one of the following:

- a) A Doctor's certificate stating that an examination was missed for medical reasons.
- b) Documentation of hospitalization.
- c) Documentation of a court case.
- d) Acceptable documentation of other extenuating circumstances must be provided to the Administration and will be accepted at the discretion of the Administration.

A student who misses an examination will write the deferred examination on the day on new scheduled day after return. If the student does not write on their return date, a zero (0) is given for the examination. A student may apply no more than three (3) times during their program for the right to be given a deferred examination while a continuous student at QCT College. After writing deferred examinations three times, all future deferred exams will be scheduled at the discretion of the Administration and will be considered a supplemental exam.



## **22) Quizzes**

No rewrites are allowed for missed quizzes. Missed quizzes will be marked as 0%. An instructor may add the weight of the quiz to the final exam provided the student is in good academic standing.

## **23) Appealing Grades**

Students have one week after the original grade has been provided to appeal the mark. An appeal must be requested in writing to the Administration. If a student appeals a grade, it is possible that they may end up with a lower mark than the original grade. There is a \$50 fee to have a quiz, test, exam or project remarked.

## **24) Assessment Methods**

QCT College Instructors are strongly committed to seeing each and every student achieve the learning objectives of each course within a program.

- 1) *In general, our instructors:*
  - a) Encourage contact between students and faculty.
  - b) Develop reciprocity and cooperation among students.
  - c) Encourage active learning.
  - d) Give prompt feedback.
  - e) Emphasize time on task.
  - f) Communicate high expectations, and
  - g) Respect diverse talents and ways of learning.

QCT College takes pride in its high standards for assessment and testing.

- 2) During each course, students may be tested through any or all of the following methods:
  - a) Daily testing based on assigned reading.
  - b) Review quizzes given at intervals throughout the course to determine progress.
  - c) End-of-course diploma/certificate exam.
  - d) Presentations and/or performance demonstrations.
  - e) Team/role playing assignments.

Students are required to participate in all methods of testing as scheduled. No exemptions will be accepted. No quizzes or exam papers are returned to students. Please discuss any exam results with your instructor within one week of the mark being provided. Final diploma or certificate exams are kept on file no longer than two (2) weeks after the exam is written. Academic Integrity Academic integrity is the core value at QCT College.

The five values most often associated with academic integrity include honesty, trust, fairness, respect and responsibility. Academic integrity is the commitment to support these five values, even in the face of adversity. Just as your personal sense of integrity

makes a statement about you as an individual, how you approach learning defines you as a person.

Good students do not cheat or cut corners. They take responsibility for managing their own learning so that they become lifelong learners. The level of academic integrity that a student demonstrates is measured by the amount of energy, effort and focus that a student is willing to put into their learning. It is about attitude – how a student approaches their responsibility for learning. Academic Dishonesty Academic dishonesty includes, but is not limited to:

- aa) Cheating on assignments, quizzes and exams evidenced by copying another student's work or by unauthorized resources during a quiz or exam
- bb) Plagiarism. This is the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work.
- cc) Purchasing, selling, or sharing quizzes, exams, projects and assignments; use of unlicensed software.
- dd) Talking during exams will not be tolerated and will be considered cheating.
- ee) Development projects must not plagiarize code outside any frameworks and code-reuse approved by the instructor.

**If a student is caught cheating, the following steps will be taken:**

- ff) On the first occurrence, the quiz or exam will be taken away and a mark of '0' will be recorded for the quiz or exam. The student will be suspended for 2 days, and the rewrite policy takes effect, with the maximum grade the student can receive being 70% (some program exceptions may apply). The student must attend an interview with the Administration prior to returning to class.
- gg) On the second occurrence, the student will be expelled from school.

Notification will be placed in the student file indicating the student has been caught cheating.

An appeal must be filed within one business day via e-mail. The appeal must be sent to the Program Director and the Instructor.

**25) Books & Materials:**

Books and materials are determined by the program that the student is enrolled in. QCT College does not charge the students for the textbooks. We use the latest teaching methodologies, online study material, access to the software, access to their portal, including lecture slides, videos, and recording etc.

**26) Definition of Academic Study Period**

A student's academic study period is defined as the stated calendar period as indicated on the QCT College Enrolment Contract, signed by the student and authorized by campus staff.

**27) Diploma with Honors**

Where an overall average of 90% is maintained and a student meets all standards related to contract hours, the student is eligible for “Honors” status upon graduation and such status will be recorded on his/her Diploma.

**28) Diploma with Distinction**

Where an overall average of 80% is maintained and a student meets all standards related to contract hours, the student is eligible for “Distinction” status upon graduation and such status will be recorded on his/her Diploma.

**1) Issuing of Diplomas:**

A student who achieves the required academic standards for their QCT College Diploma program, will receive (1) a formal transcript of marks and (2) an official QCT College Diploma, provided they have completed all academic and financial contractual agreements with QCT College. Diplomas will be issued within 90 days of the contracted completion date and must be picked up in person at the campus.

**2) Transcripts/Diplomas:**

Should you wish to receive a copy of your transcript, please contact your campus. Future productions of transcripts and diplomas, sent to employers or other academic institutions will be issued and sent upon receipt of a \$25.00 payment for each transcript/diploma from the requesting student.

**29) Maximum Timeframe for Program Completion:**

A 12-month extension may be granted for any outstanding course completions. The 12-month grace period will begin on the contracted end date. Please note that a student who has been terminated may not request a program extension. All arrangements for completion of outstanding courses must be made with the Administration.

Scheduling of courses is based on course and seat availability. A maximum grade of 70% (see Procedure for Supplemental Examinations, for more information) will be recorded on the students’ transcript. Any exceptions to the final grade posting are at the discretion of the Administration.

**30) Change of Address/Information**

QCT College maintains contact with all current students and alumni. Please make sure we have your current address on file. If you have a change of address or phone number, please notify Administration immediately.

### **31)Withdrawal:**

Any student wishing to withdraw from the College must provide a written termination letter and meet with the Program Counsellor. Should you withdraw from QCT College, and you have received any type of student loan, you are responsible for its repayment as required by your bank, the Government, and/or QCT College. Refunds for any overpayment to QCT College will be made in strict compliance.

### **32)Photocopying and Printing Procedures**

Realizing that some students may not possess a home printer, student printing may be accessible on limited basis. Only relevant documents that are school administration related may be permitted at the approval of the college administration.

### **33)Equipment**

The equipment that QCT College uses to train students is high quality and is expensive to replace. QCT College equipment is never to be removed from QCT College premises and should always be handled with the utmost care and caution. In short, students need to treat the training equipment as if it were their own.

### **34)Personal Listening/Communication Devices**

Personal listening devices such as portable MP3, iPod, CD or DVD players as well as communication devices such as cellular phones or recording/other handheld devices must not be enabled in the classrooms or in the labs. No recording of any kind can take place within the campus without written consent from the student or staff member being recorded.

During a quiz or exam all cell phones must be turned off and placed on your desk or in your student bag.

## 35) Student Complaint Procedure

The following is the Student Complaint Procedure that needs to be followed:

- a) All **formal** complaints to administration must be in writing. Anonymous complaints will not be considered.
- b) Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- c) Student complaint policies and procedures apply to individual or group complaints
- d) All formal written complaints should be addressed to the registrar listed below.
- e) Complaints must be initiated within 14 days of the event that led to the complaint.
- f) The student should first approach the instructor with an informal verbal complaint.
  - o If the concern(s) cannot be resolved the student can then escalate the informal verbal complaint to the Program Coordinator. If no resolution is accomplished at the Program Coordinator level the student will be required to submit a formal complaint in writing to the Registrar of QCT College.
- g) Within 10 days of receiving the complaint, a meeting will be arranged between the student, instructor, Program Coordinator and the Registrar of QCT College. (This meeting may also be attended by the Academic Lead if it involves Academics, and by HR Representative if it is of a HR nature). The student may be accompanied by an advocate of their choice at all stages of the complaint process and this person may take oral submissions on behalf of the student.
- h) The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. The proceedings and outcome will be documented.
- i) Upon review of the complaint and any other relevant information, the Registrar will make a decision. The decision will be communicated to the student in writing within 21 business days following the meeting and will contain the reasons for the decision.
- j) QCT College will maintain a record of all students at their campus for a period of three years from the date of the decision. This record will include a copy of the written student complaint, any submissions filed and the written decision.

**35)Expulsion Policy**

QCT College is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their programs. QCT College has a zero-tolerance policy regarding academic dishonesty, the non-payment of tuition fees, harassment and /or discrimination of any form.

QCT College has a commitment to ensure that within this general framework all students are treated fairly and equitably. Students who do not support the academic and ethical goals of QCT College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, we will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where QCT College deems the integrity, safety or well-being of our school, students, staff, clients, visitors and other guests are in danger, then expulsion may be applied at our discretion at any point in the process.

The following outlines the conditions under which a student, who is in-school or on a field placement, may be expelled with cause:

**36. 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 but not limited to:

- a. Cheating
- b. Plagiarism
- c. Unapproved collaboration
- d. Alteration of records
- e. Bribery
- f. Lying
- g. Misrepresentations

**37. Code of Conduct:**

All students will be required to adhere to the following Code of Conduct. Students are expected to dress and act in a business-like manner while attending classes. Your time at the College is considered to be job readiness training. In keeping with this objective, we do not allow students to wear clothing that is not considered to be professional, such as: short shorts, tank tops, etc. Clothing needs to be clean and properly mended. Where applicable, uniforms must be worn every day. At the discretion of the school administration, a student may be suspended or terminated from school for serious or repeated incidence of any of the following:

- a) Intoxicated or drugged state of behavior,
- b) Possession of drugs or alcohol upon school premises,
- c) Possession of weapons upon school premises,
- d) Behavior through the act(s) (or omission of) creating a safety hazard to student(s) or other persons including a client/resident or fellow employee while on a field placement or on school premises.
- e) Disrespectful behavior, use of abusive language to other students, an administrator, faculty member of the school or a supervisor, client/resident or fellow employee while on a field placement or school premises.
- f) Failure to conform to college policies or any other stated or determined infractions of conduct.

**38. Significant Omissions or Errors in Admissions Documentation:**

QCT College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly, or in error, misrepresent their applications are subject to immediate expulsion.

**39. Academic Failure:**

a) Students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may, at its discretion, based on the program of study, offer alternatives to a student. These options are outlined in the Academic Policies and Procedures in this Student Handbook. Re-test are available for some courses. Please refer to your course syllabus regarding academic failure and re-write requirements. Programs offering re-test will only award the passing mark (70%) on the final transcript regardless of mark attained on the exam.

b) A student has been placed on academic probation and has not met QCT College academic standard into successive module / course.

**40. Attendance:**

Students who do not achieve the required attendance as stated in our Attendance Policy in our Student Handbook are subject to expulsion. Students who are absent from class for more than five consecutive days without sufficient cause and supporting documentation will be expelled.

**41. Harassment or Discrimination:**

The safety of our students, staff and visitors is important and we take pride in ensuring that everyone is secure and safe while attending our college. QCT College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.



In determining what constitutes harassment or discrimination, please refer to provincial Human Rights Code.

**42. 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.

**43. Endangerment of Staff or Students** – QCT 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, while in-school or on an external work placement, 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 – Depending on the severity of the occurrence, the student and a Campus Administrator will meet within one (1) business day to discuss the situation and provide a resolution.
- b. Written warning – Depending on the severity of the occurrence, or if a resolution is not forthcoming during the initial meeting, a written warning will be given to the student within one business day of the occurrence, or the meeting. This warning will become part of the student's academic file. It will refer to any previous occurrences of the same behavior/incidents (where related).
- c. Suspension – Depending on the severity of the occurrence, students may face a suspension of up to five (5) days. A written notice of suspension, outlining the details and the length of the suspension will be hand delivered to the student or will be sent by mail. The suspension will take effect based on the date of the occurrence. This written notice of suspension will become part of the student's academic file.
- d. Expulsion – Based on the above conditions, a student may be expelled. A student who is subject to expulsion for any reason will be notified in writing, either hand delivered or by mail. QCT College is not responsible for non-delivery by mail if the student has not provided a valid home address where the student currently resides.

Notification of expulsion will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision, in writing, to the Administration within **two (2) business days** of the date of the written notification of expulsion. The Administration will set up a meeting within five (5) days after receiving the complaint form.

Students who file an appeal and are unsuccessful are considered terminated from the College. A student who wishes to further appeal their termination may submit a student complaint to the Department of Advanced Education, Skills and Labor.



**44) Fees for Expelled Students:**

A student who is expelled by QCT College will be considered terminated from their program on the effective date of the expulsion. Upon expulsion, a student will be officially withdrawn from their program and a settlement of their account will be completed under our *Tuition Refund Policy, Appendix A*.

**45) Return of Property:**

A student who is expelled is responsible for the return of any College property in his/her own possession within five (5) 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.

**46) Career Services**

The QCT College Career Planning and Preparation Course, Part I and II is included in your program to guide and educate you about the importance of career planning, work placement, current job search methods, and interview techniques, resume writing and creating an effective cover letter.

All students are required to complete the course, submit a personal resume, and set up an appointment with their campus Employment Specialist team.

While QCT College offers career services geared to facilitating and fostering contacts between students and possible employers, QCT College does not guarantee any job offers to any student. It is the responsibility of the student to work in partnership with their Employment Specialist team to partake in their own job search and choose their own potential employment opportunities.

QCT College will not be responsible for any credit of the modules towards the other program for any other certification, if it is not included in approved program curriculum.

**Procedure for Mandatory Field Placement  
(Practicum, Internship, Clinical Placement)**

In most programs, a field placement is a diploma requirement and is designed to provide the student with on-the-job experience and an opportunity to utilize their newly acquired skills. The internship, field placement or practicum must be conducted in a legitimate, industry-related and supervised environment. Field placement is unpaid and placements are at the end of a program.

Career Services staff act as a liaison between qualified students and employers to find the right field placement experience for each student and host. Upon completion of the field placement, the host employer will complete an evaluation which assesses the

student's skills, professional conduct and ability to handle the work assigned. This evaluation form will be given to the student and it is the student's responsibility to ensure

that it is submitted to QCT College. A student cannot graduate without a signed evaluation by the practicum provider being submitted.

All students enrolled in a program that includes a field placement must attend a mandatory one-hour orientation, as scheduled.

All students will work in partnership with the Employment Specialist team to aid in the search for a field placement. It is the responsibility of the Employment Specialist to present one (1) field placement to a student. Should the student decline this one (1) field placement offer, the student fully agrees to sign a waiver and is wholly responsible for finding their own field placement.

If the student is dismissed from his/her field placement it is the responsibility of the student to find another internship, field placement or practicum host.

Placement hosts are expected to provide a respectful and appropriate environment in which the student can learn a range of skills associated with their program of study. They are required to provide guidance, correct inappropriate behavior, report attendance and complete all necessary evaluation forms. The campus will provide additional information as your placement draws near.

**Note:** *Field placements are subject to location availability. Some employers require a police record check (and, at times, an enhanced police record check) for criminal offences before accepting a student into the work environment or clinical setting. The police record check shall be obtained at the student's expense. The College assumes no obligation for students who are unable to provide a clear police record check. Some field placement hosts require proof of the following items:*

- a) Immunization Records
- b) Mask & Gloves.
- c) Physical suitability (PSW, PTA)
- d) Negative COVID Test.

#### **47) Out-of-Town Field Placements:**

You may be required to go out of town for your field placement. You may incur additional costs associated with these field placements (i.e. travel, accommodations, etc.). At this time, field placements only occur in Canada.

Students will be notified in advance of the field placement requirements and will be responsible for covering any costs associated with these items.

## Anti-Violence, Harassment and Discrimination Policy

### 48) Anti-Violence Policy

Harassment and discrimination are a serious offense, there is a Zero-Tolerance policy at QCT College. Students are required to be respectful to their peers/instructors/office staff. Students participating in harassment or discriminatory activities are subject to suspension under pending investigation.

Expulsion will be automatic for any student who will be deemed, after the result of the investigation, to have engaged in harassment or discriminatory activities. As such we do require English to be spoken and always written with the classrooms to give the respect are teachers and fellow students deserve for transparency learning.

QCT College is committed to building and preserving a safe, productive and healthy study environment based on mutual respect. In pursuit of this goal, QCT College does not condone and will not tolerate acts of violence, bullying, or harassment against or by any QCT College student or employee.

Our Anti-Violence, Harassment and Discrimination Policy is not meant to stop free speech or to interfere with everyday interactions. What one person finds acceptable, another may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing. ***It is important to remember it is the perception*** of the receiver of the potentially offensive message - be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome - that determines whether something is acceptable or not.

### 49) Definitions

#### 1) School Violence or Bullying:

School violence or bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated. Bullying includes:

- a) Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault, etc)
- b) Any threat, behavior or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- c) Disruptive behavior that is not appropriate to the school environment (e.g. yelling, swearing).

#### 2) Domestic Violence:

A person who has a personal relationship with a student or employee – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that student or employee

while  
at the college. In these situations, domestic violence is considered school violence.

### **3) Personal Harassment:**

Any unsolicited, unwelcome, disrespectful or offensive behavior that has an underlying sexual, bigoted, ethnic or racial connotation and can be typified as:

- a) Behavior that is hostile in nature, and/or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, and/or any other Human Rights protected grounds.
- b) Sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the victim where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- c) Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the victim;
- d) Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex or sexual orientation and/or based on religion;
- e) Suggestive or offensive remarks;
- f) Bragging about sexual prowess;
- g) Offensive jokes or comments of a sexual nature about a student;
- h) Unwelcome language related to gender;
- i) Displaying of pornographic or sexist pictures or materials;
- j) Leering (suggestive persistent staring); Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- k) In most cases, victims of sexual harassment/assault are female. However, conduct directed by female students or employees towards males and between persons of the same sex can also be held to constitute sexual harassment/assault.
- l) Any actions that create a hostile, intimidating or offensive school environment. This may include physical, verbal, written, graphic, or electronic means.
- m) Any threats of physical violence that endangers the health and safety of the student or employee.
- n) Posting inappropriate comments or images online (including social media).

### **4) Racial/Ethnic Harassment:**

Any conduct or comment which causes humiliation to a student or QCT College employee because of their racial or ethnic background, their color, place of birth, citizenship, or ancestry.

Examples of conduct which may be racial or ethnic harassment include:

- a) Unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin, color, place of birth, citizenship or ancestry;
- b) Displaying racist or derogatory pictures or other offensive material;
- c) Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment;
- d) Refusing to speak to or study/work with someone or treating someone differently because of their ethnic or racial background.

### **5) Policy Violations**

QCT College is committed to providing a safe and healthy study environment free from violence, threats of violence, discrimination, harassment, intimidation and any other misconduct. Similarly, weapons are strictly prohibited from the College's premises and violators will be subject to disciplinary action and the incident will be reported to the police.

It is also a violation of QCT College's Anti-Violence, Harassment and Discrimination Policy for anyone to knowingly make a false complaint of violence, harassment, or discrimination or to provide false information about a complaint. Students who violate this policy are subject to disciplinary and/or corrective action, up to and including expulsion from school.

This policy prohibits reprisals against students, acting in good faith, who report incidents of violence, harassment, or discrimination, or act as witnesses. Administration will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence, harassment, or discrimination. Reprisal is defined as any act of retaliation, either direct or indirect.

### **6) Application of this Policy**

This policy applies to all individuals studying at QCT College. The college will not tolerate violence, harassment, or discrimination whether engaged in by fellow students, employees, managers, officers, directors, or contract service providers of the college.

All QCT College students and administrators are held personally accountable and responsible for enforcing this policy and must make every effort to prevent violence, discrimination, or harassing behavior and to intervene immediately if they observe a problem or if a problem is reported to them.

For the purposes of this policy, violence, harassment, discrimination, or bullying can occur:

- a) On the campus;
- b) At student-related social functions;
- c) In the course of study assignments outside the college;
- d) Over the telephone or online, if the conversation is study-related; or
- e) Elsewhere, if the person is there as a result of student-related responsibilities or a student-related relationship.

### **7) Records**

Records of all formal and informal resolutions, meetings, and reviews will be kept by the Administration, except where otherwise stated in this policy. The records will only be available to the Senior Management, and only in the following circumstances:

- a) When determining an appropriate disciplinary action for subsequent violence, bullying, discrimination, or harassment complaints.
- b) When a complaint against retaliatory action is made.
- c) When a decision or resolution is reviewed.

Both the Complainant and the Respondent are eligible to obtain copies of meeting summaries or of their own statements made throughout the course of the remediation processes relating to:

- Violence or bullying.
- Discrimination and/or harassment.

## **8) Special Circumstances**

Should a student have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the student is encouraged to notify his or her Administration, and to supply a copy of that order to them. This will likely be required in instances where the student strongly feels that the aggressor may attempt to contact that student at QCT College, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to QCT College is seen with a weapon (or is known to possess one), makes a verbal threat or assault against a student or another individual, witnesses are required to immediately contact the police, emergency response services, campus administration, and the Vice-President.

All records of harassment, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, QCT College will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

## **9) Disciplinary Measures**

If it is determined by the college that any student has been involved in violent behavior, unacceptable conduct, personal harassment, or discrimination, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, suspension, and could result in immediate expulsion without further notice.

## **10) Confidentiality for Entire Policy**

QCT College will do everything it can to protect the privacy of the individuals involved and to ensure that Complainants and Respondents are treated fairly and respectfully. QCT College will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the College and will be proportional to the seriousness of the behavior concerned. QCT College will also provide appropriate assistance to any student who is victim of violence, harassment or discrimination.

## **11) Managing and/or Coaching**

Counseling and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a college administrator’s responsibilities in these areas.



**50) Policy Review**

QCT College will review this policy annually and will post the policy in the Student Handbook.

**1) Reporting Violence or Bullying**

In the event that you are either directly affected by, or witness to, any violence in the College, it is imperative for the safety of all QCT College students and employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to campus administration.

**2) Investigating Reports of Violence or Bullying**

QCT College Shall:

- a) Investigate all reported acts/incidents of violence or bullying, and:
  - o Consult with other parties (i.e. Legal Counsel, Health & Safety consultants, Human Rights office, local Police Services);
  - o Take all reasonable measures to eliminate or mitigate risks identified by the incident; and
  - o Document the incident, its investigation, and corrective action taken.
- b) Review this policy and hazard assessments annually, or as changes to student responsibilities or environments occur, and revise the assessment as needed.

Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate violence in the college and make improvements to procedures, as required.

**3) Seeking Immediate Assistance**

Canada's Criminal Code deals with matters such as violent acts, threats and behaviors such as stalking. The police should be contacted immediately when an act of violence has occurred in the College or when someone in the College is threatened with violence. If a student feels threatened by another student, employee, volunteer, contractor, vendor, visitor or client/customer then an immediate call to 911 is required.

**51) Discrimination and Harassment Procedure****Reporting Discrimination or Harassment****1) Informal Procedure**

If you believe you have been personally harassed or discriminated against you may:

- Confront the harasser or person doing the discriminating personally or in writing pointing out the unwelcome behavior and requesting that it stop; or
- Discuss the situation with the Administration, the Vice President, or any other college management team member.

Any student who feels discriminated or harassed against can and should, in all confidence and without fear of reprisal, personally and immediately report the facts directly to the Administration or another campus manager if your Administration is the one accused of being the harasser or discriminator.

## 2) Formal Procedure

If you believe you have been personally harassed or discriminated against you may make a written complaint. The written complaint must be delivered to the Administration or another campus manager or, if not available, the Vice-President. Your complaint should include:

- a) The approximate date and time of each incident you wish to report.
- b) The name of the person(s) involved in each incident.
- c) The name of any person(s) who witnessed each incident.
- d) A full description of what occurred in each incident.

## **52) Investigating Reports of Discrimination or Harassment**

Once a written complaint has been received, QCT College will complete a thorough investigation. Students will not be expelled, disciplined or denied study opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

For the purposes of this section the following definitions apply:

**Complainant** – The person who has made a complaint about another individual who they believe committed an act of discrimination or harassment against them.

**Respondent** – The person whom another individual has accused of committing an act of discrimination or harassment.

The investigation will include:

- a) Informing the harasser(s) of the complaint.
- b) Interviewing the Complainant, any person involved in the incident and any identified witnesses.
- c) Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.
- d) A copy of the complaint, detailing the Complainant's allegations, is then provided to the Respondent(s).
- e) The Respondent is invited to reply within seven (7) days, in writing, to the Complainant's allegations and the reply will be made known to the Complainant before the case proceeds further.
- f) The investigation will be complete within 30 days.
- g) The College will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged Respondent.



- h) During the investigation, the Complainant and the Respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
- i) If necessary, the College may employ outside assistance including the use of legal counsel.
- j) Where it is determined that harassment has occurred, a written report of the remedial action will be given to the individuals concerned.

If the Complainant decides not to lay a formal complaint, the Vice President along with the Board of Directors may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the Respondent(s)).

## **53) Sexual Harassment and Sexual Violence Policy & Procedure**

### **1) Purpose**

All employees and students of QCT College have a right to work and study in an environment that is free from any form of Sexual Harassment and/or Sexual Violence. This document outlines QCT College's policy and response protocol to sexual harassment and/or sexual violence and ensures those who experience sexual harassment and/or sexual violence are believed and their rights respected.

QCT College has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of Sexual Harassment and/or Sexual Violence accountable.

### **2) Policy Statement**

Sexual violence can occur between individuals regardless of sexual orientation, gender and gender identity, or relationship status as articulated in the Human Rights Code. QCT College is committed to creating a safe and positive space where all employees and students feel able to work, learn and express themselves in an environment free from sexual and gender-based harassment or violence.

### **3) Application**

This policy applies to all individuals working for QCT College including employees and students. Employees are considered front line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, or directors.

Any contractor, supplier, volunteer or visitor who attends on campus will be subject to complaints if they engage in prohibited conduct. Where a complaint against the Respondent is substantiated, the College will take appropriate action.

### **4) Commitments**

- a) Assisting those who have experienced sexual harassment or sexual violence by providing detailed information and support, including provision of and/or referral to

counselling and medical care, and appropriate academic - and other - accommodation.

- b) Ensuring that those who disclose they have been sexually harassed or experienced sexual violence are believed, and that their right to dignity and respect is protected throughout the process of disclosure, investigation and institutional response.
- c) Addressing harmful attitudes and behaviors that reinforce that the person who experienced sexual harassment or sexual violence is somehow to blame for what happened.
- d) Treating individuals who disclose sexual harassment or sexual violence with compassion, and recognizing that they are the final decision makers about their own best interests.
- e) Ensuring that internal investigation procedures are available in the case of sexual harassment or sexual violence, even when the individual chooses not to make a report to the police.
- f) Engaging in an appropriate investigation process that ensures fairness and due process.
- g) Contributing to the creation of a college atmosphere in which sexual harassment and sexual violence is not tolerated. Monitoring and updating our policies and procedures to ensure that they remain effective and in-line with other best practices.

#### **54) Reporting and Responding to Claims of Sexual Harassment and/or Sexual Violence**

- a) Any QCT College employee or student should immediately report incidents of sexual harassment and/or sexual violence they witness or have knowledge of, or where they have reason to believe that sexual harassment and/or sexual violence has occurred or may occur.
- b) Any QCT College employee or student that has experienced sexual harassment and/or sexual violence are encouraged to come forward to report as soon as they are able. Incidents should be reported to a manager and/or the Administration.
- c) If reported to a manager, all incidents will be escalated to the Board of Directors.
- d) Where the College becomes aware, or should be reasonably aware, of incidents of sexual harassment and/or sexual violence by an employee or student or against an employee or student, on or off QCT College property, the College will take all reasonable steps to ensure the safety of all employees and students.

#### **54) Complaint Process and Investigations:**

A complaint of sexual harassment and/or sexual violence can be brought forward under this Policy by any employee or student.

QCT College will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and/or disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this Policy. Respondents will be given details of the allegations and an opportunity to answer to the allegations.

**55) Have Experienced Sexual Harassment or Sexual Violence:**

Go to a safe place where you can find physical safety and support.

- a) Find a trusted friend or colleague.
- b) Call your local rape crisis line, if available.
- c) Go to or call your local sexual assault/domestic violence care centre, if available.
- d) Call your local Police Service.

As an employee or student of QCT College you may be the first person to whom a survivor discloses about an act of sexual harassment or sexual violence. If you require support during this time you may contact a local campus manager who will provide the guidance and information you may need. As the person hearing the disclosure you should not go beyond your own comfort level or expertise when responding to a disclosure. It is important to be supportive while referring the victim to the right person who can provide the help they need. You also need to know that receiving a disclosure can, itself, be traumatic and that supports are available to help you cope.

**56) If You Have Received a Report of an Incident of Sexual Harassment or Sexual Violence**

If an employee or student reports to you an incident of sexual harassment or sexual violence you need to immediately assess the situation and if you think the employee or student is at risk you must contact a member of campus management. The manager will provide an immediate response to safety concerns.

A member campus management will be the Complaint Manager. They will work with the employee or student to provide:

- a) Immediate appropriate assistance and support.
- b) Explain the sexual harassment and sexual violence policy and procedure to the employee or student and provide them with all relevant materials.
- c) Campus management will work together to set up a safety plan for the victim.
- d) Ask the survivor if they wish to report the incident to the police. If they do wish to report the incident, contact the local Police Services to arrange for them to come to the campus to take the report. The Complaint Manager will be with the employee or student when they meet with the police. The survivor also has the right to have a friend or advocate with them when they report to police.

If the survivor wishes to file an internal complaint, the Complaints Manager, working with the Board of Directors, will provide the following assistance:

- a) Explain the options available for dealing with the complaint; informal or formal – the Complainant has the right to decide how they wish to address their complaint.
- b) Ensure the survivor knows they have a right to have a support person with them throughout any process that may develop to address their complaint.

- c) Explain how their complaint could be shared with other parties on a need-to-know basis only. We will attempt to limit the knowledge of the complaint to only those at the college who need to know in order to process the complaint or to assist in the investigation.
- d) If the survivor decides to issue a formal written complaint, the Complaints Manager will assist in preparing and filing their internal complaint.
- e) Once the complaint is written and approved by the Complainant, the Complaints Manager will contact the Vice-President for assistance.
- f) Timeline for investigation is 30 working days.
- g) Ensure the Complainant is kept up-to-date on the progress of their complaint.
- h) Ensure the Complainant has a safety plan and knows who to call if they are approached by the alleged perpetrator.
- i) Work with campus administration to put in place any interim measures necessary to alleviate pressure academically or emotionally on the employee or student.
- j) Ensure that the internal complaint investigation is fair and follows due process and timeliness.
- k) Ensure that the Respondent employee or student is given reasonable notice, with full details of the allegations and is provided with an opportunity to answer the allegations against them.
- l) The Respondent will be provided with a copy of the complaint, and be required to provide a written response to the complaint (which will be shared with the Complainant) within seven (7) working days.
- m) Upon completion of the investigation the Complaints Manager, with support from the Board of Directors, will inform the employee or student of the outcome of the investigation. A written decision that summarizes the complaint, the response, evidence and the reasons for the decision will be provided to the Complainant and the Respondent. Recommended disciplinary actions, with Human Resources in the case of discipline related to employee respondents, will be carried out by the College.

## **57) Right to Withdraw a Complaint**

A Complainant has the right to withdraw a complaint at any stage of the process. However, QCT College may continue to act on the issue identified in the complaint in order to comply with its obligation under this Policy and/or its legal obligations.

## **58) Protection from Reprisals, Retaliation or Threats**

It is contrary to this Policy for anyone to retaliate, engage in reprisals or threaten to retaliate against a Complainant or other individual for:

- a) Having pursued rights under this Policy or the provincial Human Rights Code;
- b) Having participated or co-operated in an investigation under this Policy or the provincial Human Rights Code; or
- c) Having been associated with someone who has pursued rights under this Policy or the provincial Human Rights Code.

Anyone engaged in such conduct may be subject to sanctions and/or discipline.

## **59) Unsubstantiated or Vexatious Complaints**

If a person, in good faith, discloses or files a sexual harassment and/or sexual violence complaint that is not supported by evidence gathered during an investigation, that complaint will be dismissed and no record will be placed in the Complainant's or Respondent's file.

- a) Disclosures or complaints that are found, following investigation, to be frivolous, vexatious or bad faith complaints - that is, made to purposely annoy, embarrass or harm the Respondent - may result in sanctions and/or discipline against the Complainant.

## **60) Confidentiality**

Confidentiality is particularly important to those who have disclosed sexual harassment and/or sexual violence. The confidentiality of all persons involved in a report of sexual harassment and/or sexual violence must be strictly observed, and QCT College respects the confidentiality of all persons, including the Complainant, Respondent, and witnesses. Information provided by complainants is treated as confidential, but may be shared as is reasonably necessary to investigate the complaint and/or as may be required by QCT College Policy and/or applicable law.

Confidentiality cannot be assured in the following circumstances:

- a) An individual is at imminent risk of self-harm;
- b) An individual is at imminent risk of harming another; and/or
- c) There are reasonable grounds to believe that others in the QCT College or greater community may be at risk of harm.

In such circumstances, information would only be shared with necessary services to prevent harm, and the name of the survivor would not be released to the public.

Where QCT College becomes aware of an allegation of sexual harassment and/or sexual violence by an employee or student against another QCT College employee or student, QCT College may also have an obligation to take steps to ensure that the matter is dealt with in order to comply with QCT College's legal obligation(s) and/or its policies to investigate such allegations. In such cases, QCT College administrators may be informed about the reported incident on a "need-to-know" and confidential basis, but not necessarily the identities of the persons involved.

## **61) Definitions**

### 1) Sexual Harassment:

Any interaction between individuals, regardless of gender, that can be characterized as unwelcome sexual advances or misconduct. This includes but is not limited to:

- a) Requests for sexual favors;
- b) Verbal conduct of a sexual nature;
- c) Physical conduct of a sexual nature;

- d) Submission to sexual favors or conduct as being implied as a condition of an employee's employment, or a student's success;
- e) Implying that rejection of sexual advances will affect employment or academic decisions regarding that individual;
- f) Creating a sexually intimidating or offensive work/learning environment; or
- g) Creating a sexually degrading, humiliating, or hostile work/learning environment.

## 2) Sexual Violence:

A broad term that describes any violence, physical or psychological, carried out through sexual means or by targeting sexuality. This violence takes different forms including sexual abuse and sexual assault.

## 62) Consent:

The voluntary and explicit agreement to engage in the sexual activity in question. It is the act of willingly agreeing to engage in specific sexual behavior, and requires that a person is able to freely choose between two options: yes or no. This means that there must be an understandable exchange or affirmative words, which indicates a willingness to participate in mutually agreed upon sexual activity.

It is imperative that all understand the following additional information:

- a) Silence or non-communication must never be interpreted as consent and a person in a state of diminished judgment cannot consent.
- b) A person is incapable of giving consent if they are asleep, unconscious, incapacitated or otherwise unable to communicate.
- c) A person who has been threatened or coerced (e.g. is not agreeing voluntarily) into engaging in the sexual activity is not consenting to it.
- d) A person who is drugged is unable to consent.
- e) A person may be unable to give consent when he/she is impaired by and/or under the influence of alcohol and/or drugs.
- f) A person may be unable to give consent if they have a mental disability preventing them from fully understanding the sexual acts.
- g) The fact that consent was given in the past to a sexual or dating relationship does not mean that consent is deemed to exist for all future sexual activity.
- h) A person can withdraw consent at any time during the course of a sexual encounter.
- i) A person may be incapable of giving consent to a person in a position of trust, power or authority.
- j) Any sexual relationship between an employee and a student, where the employee teaches or has professional contact with the student as part of their employment responsibilities, is prohibited.
- k) Any sexual relationship between an employee with supervising responsibilities and an employee who reports to them, directly or indirectly, must be reported to their manager who will work with the parties to address any potential conflict of interest.
- l) Consent cannot be given on behalf of another person.



**63) Survivor:**

Some who have experienced sexual harassment or sexual violence may choose to identify as a survivor. Individuals might be more familiar with the term 'victim'. The term survivor is used throughout this policy where relevant because some who have experienced sexual harassment and/or sexual violence believe they have overcome the violent experience and do not wish to identify with the victimization. It is the prerogative of the person who has experienced these circumstances to determine how they wish to identify.

## **Student Rights & Responsibilities**

**64) Student Rights and Responsibilities**

Our goal in career training is to foster an environment conducive to learning and personal growth. Please note the following:

- a) QCT College students are responsible for reading the explanation of the term "etiquette", which is referred to in the Acceptable Use Policy.
- b) QCT College students and staff are also bound by their provincial Human Rights Acts against discrimination, harassment and negative behavior.

**65) Network Acceptable Use Policy**

QCT College is committed to providing a working and learning environment in which all persons treat others with consideration and respect. QCT College's infrastructure includes computers, printers and other peripherals, hubs and other networking and communications devices, cables, facsimile machines, scanners, photocopiers, telephones, and all kinds of software. Such resources are made available to employees in support of their administrative, marketing, research, and teaching activities, and to students in support of their learning, research, and job search objectives.

Every student bears the primary responsibility for the manner in which he/she uses the computer equipment assigned to them, such as PC's, removable hard drives, peripherals, software, etc. Likewise, every student is responsible for the material he/she chooses to access, send or display. Users must understand that their files and email are not completely private. Although QCT College System Administrators do not routinely access user files, they do have access to all user accounts, files and email, and may access them at any time.

To aid in doing what we can to ensure environmentally friendly practices are being followed, students are asked to limit the amount of printing and to use PDF e-mails where possible. Each student is provided with sufficient print credit for the printing that is required for their program. Students may also purchase additional print credits as needed.

## 1) Appropriate Use

- a) Educational activities that support the learning process at QCT College.
- b) Activities that help students become knowledgeable, responsible business professionals.
- c) Respect for the rights of others.
- d) Respect for the property of others.
- e) Consideration for other persons using shared systems, equipment and facilities.
- f) Confidentiality in the use of passwords.
- g) Respecting others' rights to privacy.
- h) Use of hardware and software only for the purposes for which they are intended: approved learning and research.
- i) Adherence to "netiquette" in communications via the network and Internet.

## 2) Inappropriate Use

- h) Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems.
- i) Unauthorized duplication, distribution or alteration of any licensed software. This includes software licensed by the College and licensed software accessed while using the computing networks.
- j) Attempting to gain unauthorized access to any computing resources or data, or attempting to disrupt the normal operation of any computing resource or network - at QCT College or anywhere on the internet.
- k) Deliberately viewing or downloading content from undesirable sites. QCT College blocks access to sites based on these requirements and others. Undesirable sites are those that contain:
  - o Hatred to minorities or any other group of people.
  - o Hacking and cracking of computer systems.
  - o Criminal or illegal activity.
  - o Content that is considered to be offensive.
- l) Using the College's electronic mail system to attack other computer systems, falsify the identity of the source of electronic mail messages. Sending harassing, obscene or other threatening electronic mail. Attempting to read, delete, copy or modify the electronic mail of others without their authorization. Sending "for-profit" messages, chain letters or other unsolicited "junk" mail.
- m) Tampering with the College computer network or building wiring or installing any type of electronic equipment or software that could be used to capture or change information intended for someone else.
- n) Participating in a "denial of service" attack on any other computer, whether on or off campus.
- o) Using College computing or network resources for personal gain or illegal activities such as theft, fraud, copyright infringement, piracy, unsolicited email, electronic mail distribution abuse, or distribution of obscene material.
- p) Using College computing or network resources for file sharing, or any other activity that will negatively impact the availability of resources (i.e. large file downloads, peer-to-peer networking).



- q) The installation of network electronic equipment that includes, but is not limited to: routers, remote access devices, modems, wireless access points, or any other devices that allow access to the QCT College Network.
- r) Use of laptops, personal computers or other devices on the QCT College network unless explicitly authorized by QCT College. Laptop computers may be brought into the campus but they may not be connected to the network.
- s) Moving, modifying, substituting or otherwise abusing any piece of computer, presentation or networking hardware unless expressly authorized by QCT College.
- t) Theft of resources - the removal of hardware or software without permission.
- u) The alteration of hardware or software configurations without permission.
- v) The use of another individual's account, equipment or passwords or the granting to another individual access to the same.
- w) The downloading and unauthorized installation of any unauthorized software, games, shareware, tools or utilities.
- x) Deliberate over-extension of the resources of a system or interference with system processing (e.g. slowing down the system by downloading huge files).
- y) The use of computer systems which interfere with the normal operations of other users, both students and staff.
- z) The intentional infection of QCT College's information systems with viruses.
- aa) Disclosure of confidential passwords and/or access devices or information for accounts, equipment, telephone voice mail, and email.
- bb) The use of information technology for commercial purposes not supported by QCT College.
- cc) The use of computer systems to download, exchange, distribute, send, display or print pornographic, abusive, derogatory, or harassing messages or images.
- dd) The violation of copyright, defined as the use of another's intellectual property (writing, music, graphics, software) without permission and proper citation.
- ee) Any kind of malicious or unethical use or the propagation of racist or hate literature.
- ff) Any use that violates local, provincial or federal laws. Playing computer games and/or unauthorized Internet browsing or messaging during scheduled class/lab time.
- gg) The printing of non-school related material is prohibited.
- hh) The use of MSN, Facebook or other social media sites during class hours.
- ii) Inappropriate background on computer monitor.

**66)Sanctions**

Access to QCT College information systems is a privilege. Access is revocable at any time and without notice. The preceding list of unacceptable uses should not be considered all-inclusive. A user who violates the terms and conditions of systems use or commits other misconduct not listed but deemed inappropriate will be subject to sanctions which may include:

- a) Administrator/student conference
- b) Permanent loss of email account and privileges
- A) Financial liability for willful damage or service interruption
- B) Probation
- C) Suspension
- D) Expulsion

**67. Responsibility for Student Files & Content**

- a. Each student is solely responsible for all data contained in student files, records, projects, assignments, and portfolios stored on student hard drives, any USB storage device or other QCT College computer systems during their program.
- b. Each student is solely responsible for backing up above such data at all times. QCT College takes no responsibility or assumes no liabilities for any data or file loss experienced for the duration of programs or at completion of programs. Proper file backup procedures implemented by students for their school-related files will help ensure that valuable data is secure and available for student use.
- c. Each student is responsible for removing any garbage, paper, etc. from his or her computer workstation.

## **68) Assistance Policy for Applicants and Students with Disabilities**

QCT College is committed to protecting the privacy and confidentiality of persons with disabilities and is committed to working to eliminate or reduce barriers in order to facilitate the accommodation of persons with disabilities.

We are committed to meeting our obligations under the provincial Human Rights Code.

QCT College recognizes its responsibility for accommodating the disability-related needs of students up to the point of undue hardship and is committed to providing an equal and inclusive environment. A determination as to whether a proposed accommodation would cause undue hardship within the meaning of the Code will vary depending on the circumstances of each accommodation request and will be considered on a case-by-case basis.

This determination will take into account a number of variable factors including, but not limited to:

- a. QCT College's ability to financially manage the accommodation.
- b. The availability to QCT College of grants, subsidies, tax deductions, government benefits and other outside sources of funding, including funds that may be available to the student only, through government programs or otherwise, that (i) are linked to the student's disability, (ii) would assist QCT College in defraying the costs of accommodation, and (iii) QCT College is entitled to use for this purpose;
- c. Whether the nature or delivery of education programs and services for all students would be substantially and permanently altered.
- d. The availability of alternate accommodations.

## **69) Persons with Disabilities – College Application Procedure**

QCT College supports the concept of accommodating qualified adults with disabilities to the best of our abilities within the context of the relevant provincial Human Rights Act.

Any individual who presents themselves as an individual requiring accommodation will be warmly greeted and extended the same services as every other applicant/student/employee.

Applicants for admission will be given the same testing and interview processes; however, these may be modified to accommodate individual needs. These accommodations will be on a case-by-case basis and may include an interpreter, extra time, service animal, etc. Individuals would still be required to pass the same admission competency tests, and any special entrance requirements that each program may have (e.g. fitness, police check and health immunization checks). Individuals must also be able to pay for their tuition, materials and other fees.

After an applicant has passed all the required entry processes and has completed their application for enrollment, with the registration fee, QCT College will work with the individual to determine how to assist with their accommodation. A student who requires accommodations to complete their program must request, from their Education Consultant, a “Student Request for Disability Accommodations” form. This form must be completed and returned, together with supporting documentation, to the Administration. The Administration will work with the applicant to create a feasible plan to ensure their success. Review of the specific accommodation will be completed on a semester basis.

During the meeting with the Administration, the procedure will be as follows.

1. The Applicant will:
  - a. Explain their specific disability to determine the nature of their accommodation.
  - b. Document their educational history to inform QCT College of their past accommodation issues and solutions.
  - c. Provide reference to previous educators so that QCT College can verify the history and explore options.
  
2. The Applicant will:
  - a. Provide a written list of all the alternative accommodation options that exists to deal with their particular disability, ranking the list in their preferred order of preference.
  - b. Provide estimated costs for each alternative along with back-up documentation.
  
3. The Applicant will:
  - a. Explore other alternatives that may not have been presented.

Accommodation plans will be shared with instructors.

## **70) Revision of Rules and Regulations**

These rules and regulations are subject to revision without notice. Check with Administration for the most current copy of the Student Policy Manual of QCT College.