



**CLI COLLEGE**  
OF BUSINESS HEALTH & TECHNOLOGY

# **STUDENT** **HANDBOOK**

## **A MESSAGE FROM YOUR PRESIDENT**

CLI College of Business Health & Technology is proud to have you join our ever-growing family. As you start your journey toward SUCCESS, here are some of CLI College's unique features that will make the road easier.

Our high-quality, hands-on programs are designed to provide you with a firm academic foundation and professional skills that will prepare you for your careers.

Our faculty comprises dedicated professionals from the industry who will impart their expertise and experience to you with individual attention.

Our Student Advisors are always available to lend a sympathetic ear and a helping hand when you have problems or issues to resolve.

Our Placement Officers will work with you from starting your program to your graduation and beyond.

This handbook was developed to describe some of our employees' expectations and outline the policies and programs for all students. Students should become familiar with the contents of this handbook as soon as possible, for it will answer many questions about their learning experience with CLI College.

Professional relationships are more accessible when all students are aware of the organization's culture and values. We hope your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

## OUR MISSION, VISION, AND VALUES

### Mission

CLI College of Business, Health & Technology provides a caring, diverse environment and excellent services to prepare individuals for a bright and rewarding future.

### Vision

We value Education, Personal Growth, and Success. Our programs have been specifically designed with a standardized curriculum to meet both the current and the emerging needs and expectations of employers. To provide our students with excellent care, we have selected dedicated and highly experienced instructors and management personnel. Individuals who benefit from our programs can be people who seek to: update additional skills in their field, enhance language skills and accelerate education progress. Upon the successful completion of our programs which include in-class instruction, online instruction, and on-the-job training, students will be equipped with not only technical knowledge but also practical working experience to further enhance their learning and prepare them for the real working world.

### Values

Students First, Diversity, and Integrity.

CLI College of Business, Health & Technology's core mandate as an educational institution is to put our **Students First**. Our staff is committed to providing our students with the programs, services, and personal support to ensure their success. Simply put, we are here because of our students.

CLI College of Business, Health & Technology celebrates its extraordinary **Diversity** as an enriching strength and a competitive advantage in today's global economy.

As we work toward our vision and mission, we strive to continually build trust with our students, staff, and community partners. We exemplify **Integrity**; it governs our actions and decision-making processes. Our actions are guided by honesty, accountability, and transparency at all levels.

## **GOVERNANCE**

CLI College of Business, Health & Technology is registered as a Private Career College under the Private Career Colleges Act, 2005 by the Ministry of Colleges and Universities.

All programs are approved as vocational programs under the Private Career Colleges Act, of 2005. We are proud National Association of Career Colleges (NACC) and Career Colleges of Ontario (CCO) members.

## **CAMPUS INFORMATION**

### **Visitors And Children**

Students can only bring visitors, children, or animals (except service dogs) on campus if they have written approval from the Administrative Office.

## **EMERGENCY PROCEDURES**

### **Evacuation and Lockdown**

This is a summary of the college's emergency procedures. Your instructor will give you a more detailed description of what to do in an emergency. Additionally, all students must read and be familiar with the Fire Alarm Procedures posted throughout the facilities. The college recommends that students inform their families of the emergency procedures.

### **Staff Responsibilities**

- ✓ Providing it does not endanger your safety to do so, ensure that equipment in your charge is shut down and secured.
- ✓ Make sure that no one is left behind when the fire alarm sounds.
- ✓ Pay attention to special requirements of persons with disabilities, assisting where necessary.
- ✓ If you are aware of any hazardous materials, endangered occupants or other special concerns advise the Fire Department or fire emergency personnel.

### **Faculty Responsibilities**

Advise your students of the fire alarm system operation and the Emergency Evacuation Orders at the beginning of each semester. Evacuation routes and emergency exit locations should also be identified.

- ✓ Be prepared; know what to do in case of fire.
- ✓ Control and take charge when the fire alarm sounds.
- ✓ At the sound of the fire alarm, oversee the safe and orderly evacuation of your class.
- ✓ Ensure people with disabilities are assisted, as required.
- ✓ Providing it does not endanger your safety, shut off machinery, prep rooms, and labs in your charge.

- ✓ Pay attention to the requirements of persons with disabilities and plan for their evacuation.
- ✓ If you are aware of any hazardous materials, endangered occupants or other special concerns advise the Fire Department or fire emergency personnel.

### **Student Responsibilities**

- ✓ Know – The fire alarm procedures and your duties and responsibilities.
- ✓ Know – Where the nearest telephone is located (college phone or public payphone)
- ✓ Know – Where the nearest fire alarm pull station is and how to use it.
- ✓ Know – Where the nearest exit is and where alternate routes are in case the preferred route is blocked.
- ✓ Know – Where fire extinguishers and first aid supplies are located and how to use them.
- ✓ Know – That failure to respond to an alarm in the correct manner or refusal to evacuate jeopardizes your safety and the safety of other occupants and may also result in disciplinary action.
- ✓ Ask – Your instructor or class representative if you have any questions related to your responsibilities regarding fire safety.

### **ENDANGERMENT OF STAFF OR STUDENTS**

The College is committed to the right of all College staff, students, clients, and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled. Before expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:

- Verbal warning
- Written warning
- Expulsion

#### **NOTIFICATION:**

Students who are subject to expulsion for any reason will be notified in writing. The notification will contain a description of the reason for expulsion and the effective date by which the expulsion will be implemented. Expelled students may appeal against the decision within three days of receiving the notification, following the complaints procedure of the College, and providing sufficient proof to support the complaint. Students who file an appeal and are unsuccessful are considered withdrawn from the College. Further appeals must be filed through the Complaints process of the Ministry of Training, Colleges, and Universities, provided the students are attending a registered program recognized as being protected under the Private Career Colleges, Act 2005.

## **Harassment or Discrimination**

CLI College is committed to preventing behavior that results in discrimination and/or harassment, as defined in this policy and the Human Rights Code, of any member of the college community.

The College, through the Administrative Office, is responsible for communicating to all employees, students, clients, the public, and/or contractors that harassment and discrimination are prohibited. This includes ongoing proactive education/prevention campaigns. The Student Conduct Office is also responsible for communicating, monitoring, implementing, and enforcing, where necessary, all aspects of the policy and procedures.

The primary purpose of this policy and attached procedures is to encourage the parties to resolve their disputes, where possible, through informal resolution and/or mediation. However, it is understood that where it is found that a violation of the Policy has occurred, the College may take appropriate action, including discipline, as defined in the section on Procedures.

These will be referred to from now on as the "PROHIBITED GROUNDS". The College reserves the right to rely upon the provisions of the Human Rights Code with respect to legally permissible exceptions to the prohibited grounds.

- a. Harassment -: means engaging in a course of vexatious comments or conduct related to one or more of the prohibited grounds that is known or might reasonably be known to be unwelcome/unwanted, offensive, intimidating, hostile, or inappropriate, which adversely affects the employment or academic status of the individual.

This may include, but is not limited to demeaning gestures, remarks, jokes, taunting, innuendo, display of offensive materials, offensive graffiti, threats, verbal or physical assault, unwarranted penalties, stalking, slurs, shunning, or exclusion related to the prohibited grounds.

- b. Sexual Harassment -: means engaging in a course of conduct of a gender-related or sexual nature that is known or might reasonably be known to be unwelcome/unwanted, offensive, intimidating, hostile, or inappropriate. Depending on its severity, one action may constitute sexual harassment.

This may include, but is not limited to: demeaning gestures, remarks and jokes; slurs, taunting, innuendo based on gender or sexual orientation; unwanted physical contact; leering; inappropriate comments about clothing, physical characteristics or activities; unwanted questions or comments about one's private life, sexual orientation, marital or family status; the display of sexually offensive material; solicitation; unwanted attention; implied or expressed promise of reward or benefit in return for sexual favors; implied or expressed threat or act of reprisal if sexual favors are not given; or sexual assault (Criminal Code offense).

- c. **Racial/Ethnic/Cultural Harassment** -: means engaging in a course of conduct negatively relating to race/ethnicity/culture that is known or might reasonably be known to be unwelcome/unwanted, offensive, intimidating, hostile, derogatory, or inappropriate. Depending on its severity, one action may constitute racial/ethnic/cultural harassment.

This may include but is not limited to demeaning remarks or gestures based on race, ethnic origin, or cultural differences, jokes about race, ethnic origin or cultural differences, inappropriate displays of racial stereotypes, racial/ethnic/cultural slurs, unwanted questions or comments of a racial/ethnic nature about one's private life, or physical assault (Criminal Code offense).

- d. **Discrimination** -: is one or a series of action(s) or any behavior based on a prohibited ground that results in the unfavorable, adverse, or preferential treatment which negatively affects or could negatively affect the employment status of an employee or the academic status of a student, or the provision of any college service.

This may include but is not limited to the refusal to provide goods, services, or facilities without just cause; the exclusion from employment or employment benefits; the refusal to work with, teach, or study with someone; or the failure to provide physical access and/or housing accommodation.

- e. **Poisoned Environment** -: is a form of discrimination. It may be created by comments or actions of any person regardless of her/his position or status. These offensive comments or actions spoil the work, study, housing, or other environment. The poisoned environment forms an unequal term or condition of employment, study and/or accommodation, based on prohibited ground, and is therefore a violation of the right to be free from discrimination. The comment or conduct must be of a significant nature or degree and have the effect of "poisoning" the work or study environment. A complainant does not have to be a direct target to be adversely affected by a negative environment. It includes any conduct or comment that creates and maintains an offensive, hostile, or intimidating climate for study or work.

This may include, but is not limited to exposure to graffiti, signs, cartoons, remarks, exclusion, or adverse treatment.

- f. **Intention to Discriminate/Hate Literature** -: means any notice, sign, symbol, emblem, or other representation that expresses or implies discrimination or an intention to discriminate (inciting hatred) against any identifiable group. The Human Rights Code specifically prohibits the expressed intent to discriminate or infringe rights, or intent to incite others to discriminate or infringe rights, under the Code.

It is a violation of this policy, to publish, display, transmit (by any medium), knowingly retrieve or distribute before the public or direct to an individual, or cause to be published, displayed, transmitted or distributed within Seneca College or through the use of College resources, with the intent of inciting others to discriminate (inciting hatred against any identifiable group), any hate literature. Communicating statements, other than in private conversation, which willfully promote hatred against any identifiable group is an offense under the Criminal Code.

- g. Systemic Harassment/Discrimination -: means the existence of policies, practices, procedures, actions, or inactions that may appear neutral, but have an adverse impact associated with one of the prohibited grounds.

This may include but is not limited to negative stereotypical portrayal of groups/individuals in materials, attendance policies that do not accommodate religious and/or family responsibilities; failure to provide and/or participate in College authorized bona fide accommodation measures; and course selection criteria and/or job postings with requirements/qualifications that are not bona fide.

- h. Reprisal -: every individual who files a complaint of discrimination or harassment, participates, or co-operates in an investigation, provides information relevant to a complaint, or acts in any role under the policy and/or these procedures has a right to do so without reprisal or threat of reprisal.

This may include but is not limited to adverse actions by a person, who has the authority to confer, grant or deny a benefit or advancement to the person filing a complaint.

### **Consequences of Policy Violation**

The primary purpose of any actions taken in consequence of a violation of the Discrimination/Harassment Policy is to create an environment that is harassment and discrimination-free.

Where it is found that a violation of the Policy has occurred, the College may take appropriate action, including discipline, but not restricted to the following:

- ✓ Mandatory Training
- ✓ Warning (Verbal and/or written)
- ✓ Academic Probation
- ✓ Disciplinary Directive
- ✓ Suspension
- ✓ Behavioral Contract
- ✓ Disciplinary Transfer
- ✓ Dismissal/Expulsion
- ✓ Restriction of Contracts



Consequences are determined with respect to the severity of the breach and the relationship of the respondent(s) to the College.

## **DIVERSITY & RESPECT IN THE OFFICE ENVIRONMENT**

At CLI College of Business, Health & Technology, we work with all kinds of students. Our students come from a variety of backgrounds, cultures, ethnicities, abilities, religions, sexual orientations, age, and identities etc. We strive to be an environment that promotes inclusivity and respect to all staff and students.

We endeavor to make all people to feel comfortable and welcome when visiting our offices, regardless of who they are interacting with, or the reason for your visit. What does this mean for you? As a student of CLI College, you are expected to demonstrate and promote the fair, honest and respectful environment to all people who walk through our doors. Please be aware of your body language, the words you use and the tone in which you speak.

A smile goes a long way towards helping people feel welcomed. If you do not feel it (we all have our days!) fake, it. It might seem weird, but in the long run you will notice the difference in your interactions with people, and with time you will not have to fake it! Words are powerful. They reflect our attitudes, judgments, and our acceptance. Please be aware of the words you use. It is hard to tell what words or phrases might be offensive to the people around you, especially when you consider the diverse culture that we live in.

While no one is expected to be perfect, you are expected to do your best to be aware and respectful of the environment and those around you. Words and phrases like, “retarded, that’s so gay, Indian giver,” or other words and phrases which demean a specific group of people will not be tolerated. Understand there are words a particular individual may find offensive because of their point of view. You do not need to know all these terms but be open and understanding if someone brings to your attention that your words or actions were offensive. These are learning and teaching moments. They are valuable to all of us as we grow as a people and as a community.

## **SMOKING & SMOKING AREA**

CLI College is a smoke-free environment. Smoking is not permitted within the building. E-cigarettes are not permitted within the building.

## **SCENT SENSITIVE**

All CLI College campuses are scent-sensitive environments. To make every student experience at CLI College a comfortable one, students and staff are asked to refrain from wearing any strongly scented perfumes, scented products, etc. while on campus. Students who do not abide by this may be asked to leave.

## **PERSONAL/VALUABLE ITEMS**

Please do not leave any personal belongings or other valuables unattended. Never leave keys, banking information, or identifiable receipts in coats or jacket pockets. Please do not request and

CLI College staff member to take responsibility for valuable items. CLI College will not be held accountable for any lost, damaged, or stolen property.

## **GRADUATION**

CLI College hosts an annual graduation ceremony in honor of all the students who have completed their studies in the past year usually in the month of November. Graduates and their guests are invited to enjoy a banquet including music and entertainment at a cost. Graduating students have their pictures taken by a professional photographer in the traditional graduation cap and gown. The experience is one that will never be forgotten. Please ask the campus staff for details.

### **GRADUATION REQUIREMENTS**

For a student to receive his/her diploma/ certificate he/she must fulfill:

- all the requirements of his/her program of study.
- all financial obligations to the College.
- Copies of all medical and non-medical documentation as required by his/her program of study.
- The diploma/certificate achieved for courses successfully completed along with a transcript of grades will be issued at the end of the program.

### **GRADUATION CEREMONIES**

CLI College hosts an annual graduation ceremony in honor of all the students who have completed their studies in the past year usually in the month of November. Graduates and their guests are invited to enjoy a banquet including music and entertainment at a cost. Graduating students have their pictures taken by a professional photographer in the traditional graduation cap and gown. The experience is one that will never be forgotten. Please ask the campus staff for details.

### **STUDENT REFERRAL PROGRAM**

We understand that our most valuable assets are our quality of service and word-of-mouth referrals. Over 40% of our students first learn about our college through a referral. We encourage you to join in, inviting more students to our college who would benefit from our life-changing educational programs just as you are.

For any business to be successful money must be spent of advertising and promotion. At CLI College we prefer to reward our students directly when they refer friends, family, or colleagues.

### Here's How It Works:

- The person you refer must enroll in and start one of our programs.
- The person you refer to must be in good standing with their financial obligations.
- The person referred must make at least 3 payments if they have a payment schedule.
- The referring person is entitled to choose either \$200 cash or \$200 credit toward their tuition balance.

Please be advised the referring person is not entitled to any cash payment if their financial obligations are not met. Any referral fee will be credited towards any outstanding fees.

## FINANCIAL AID

### Maintaining OSAP Eligibility

The Ontario Student Assistance Program (OSAP) is a financial aid program that can help you pay for college or university.

OSAP offers funding through:

grants: money you do not have to pay back.

a student loan: money you need to repay once you are done school.

When you apply for OSAP, we automatically consider you for both grants and loans. If you do not want to take a loan, and you are a full-time or part-time student, you can decline it after your application is approved.

As a OSAP recipient you have an obligation to maintain your eligibility for the duration of your program. You can maintain your eligibility by meeting or exceeding the minimum requirement set for attendance, active participation, and academic progress. Failure to maintain these requirements could affect further funding and may lead to your dismissal from your program. All students are required to demonstrate a commitment to their program and progress through the program at a satisfactory rate. Should any concern arise with regarding to meeting your obligations please do not hesitate to your Financial Aid Officer. You may be placed on probation if the college believes that you have abused this policy. If the problem continues after being placed on probation, you maybe dismissed. A verbal warning and a written warning will be issued before a student is dismissed and the student will be given every chance to remedy his/her situation.

### Repaying Your Loan

Are You Up to Date with Your Student Loan Payments?

Yes! - Great

Do not Know? - Talk to your campus Student Support

No! - Ask for Help! – Talk to your FAO or Student Aid

Repayment Assistance Program (Rap)

Helps students who cannot afford their loan payments.

Apply Online: <http://www.canlearn.ca>

Click on “Apply for repayment assistance”.

Phone: 1-855-606-2096 toll-free in (North America)

Act Now to Protect Your Credit Rating. We are Here to Help. Take Advantage of available repayment assistance.

If you are having difficulty or are unable to make your payments, you can apply to have the Government of Canada and your provincial or territorial government help you by paying towards your loan through these plans:

the Repayment Assistance Plan (RAP)

the Repayment Assistance Plan for Borrowers with a Permanent Disability (RAP-PD)

Depending on your income, you may not be required to make payments that exceed your income by 20% or any payment at all. You can apply for RAP anytime during repayment.

You can apply for RAP as soon as you start to repay your student loans. If you are eligible and accepted into RAP, the Government of Canada and your provincial or territorial government will pay the interest owing that your revised payment does not cover. After 60 months of RAP or 10 years after you finish school, whichever comes first, the government will begin to cover both the principal and interest that exceeds your reduced monthly payments.

If you remain eligible for RAP the balance of your loan is gradually paid off and repayment obligations will not exceed 15 years (or 10 years for persons with permanent disabilities) after leaving school.

After 6 months

Re-enrolment is not automatic, and you must re-apply every 6 months.

If you go back to school

Once the Government have contributed to your principal payment, you cannot receive additional student loans or grants until your existing loans are paid in full. However, you can still [get interest-free status for your existing student loans if you return to school](#).

Once you have received a RAP-PD benefit and five years have passed since you have left school, you may not be eligible to receive further provincial loans and grants from some provinces until your loan from that jurisdiction is paid in full. Please contact your [province](#) for more information. This does not apply to the federal part of your loan.

### **Student Loan Default**

If a student fails to make any payments for 90 days after the OSAP repayment schedule begins, then the loan may be deemed inactive by the National Student Loan Service Centre.

If a student becomes in default on OSAP loan there are significant penalties that will affect his or her ability to borrow money in the future. Consequences of being in default include:

- Your debt will be turned over to a collection agency.
- You will be reported to a credit bureau.
- You could be ineligible for further OSAP until the default is cleared.
- It can affect your ability to get a car loan, mortgage, or credit card.
- Your income tax refund and HST rebate can be withheld.
- Interest will continue to accrue on the unpaid balance of your loan.

OSAP debt does not expire. It will only be erased when it has been paid off in full. A school's financial aid office will have information on the process for addressing and clearing a default of an OSAP loan.

### **Tax Receipts**

For income tax purposes, T2202A tax receipts for tuition will be issued at the end of February each year. Please be advised that only tuition fees may be income tax-deductible to a student. This does not include books and other supplies. Students must provide the administration office with their current mailing and email address to ensure that tax receipts and other documents are sent to the correct address.

### **Students Fees**

Students are responsible for all tuition, books, uniforms, material, and other fees. Students must adhere to their payment plans as arranged with the Financial Aid Assistant (FAA) as outlined in their enrolment contract. If fees are not paid accordingly students may be at risk for immediate suspension or termination for their program of choice until their account is up to date. Students are responsible to inform the FAA of any delays in adhering to their payment plan.

### **ACTIVE STUDENT PARTICIPATION POLICY**

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

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

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

There are minimum standards that all students must meet:

Attending a minimum of 20 hours per week

Complete all assignments, projects, and homework on or before the deadline date.

Submit all quizzes, tests, mid-terms, and final exams as scheduled.

Obtain a minimum of 70% in each course.

**Note:** *The minimum mark may vary by program. Maintain a minimum average of 70% in a registered diploma program or registered certificate program.*

### **Attendance**

CLI College prides itself in offering innovative programs that allow students to gain current knowledge and skills that are high in demand in today's job market. It is essential, however, that a consistent degree of attendance be maintained to be fully prepared for successful work experience. Therefore, a policy has been implemented to ensure compliance with CLI College is at the MCU expectations.

All students are required to attend and successfully complete 100% of the program hours.

All students are required to be present in class unless there is an unforeseen emergency. A student who is unable to attend class must inform the school's administrative office or their instructor.

Students who have incurred more than five classroom absences will be required to meet with the school administrator.

Students who miss theory hours are required to meet with their instructor to demonstrate knowledge of module learning objectives that they missed during their absence. This may be done in the form of a test or assignment.

Students are required to be on time at the start of their class, continual tardiness will affect the students' professional ethical marks.

All students who participate in work placement are expected to be on time and available for assigned shifts.

If a student misses any placement hours in the placement portion of the program for any reason, the student is required to make up all these missed hours.

CLI College will immediately dismiss from the program any student who meets any of the following criteria:

Five (5) consecutive class days absence without notification to the school will result in immediate withdrawal and notification to funding agencies as required.

Ten (10) consecutive class days absence from school, even with notification, will be considered a withdrawal from the program.

A student who misses more than 10% of their total program hours may be withdrawn from the program.

NOTE: CLI College reserves the right to discontinue any student from his/her program for excessive absenteeism.

### **Tardiness/Leaving Early**

Punctuality is as important to employability as is regular attendance. Any student arriving late may find him / herself unable to enter class if the instructor has already begun his/her lecture. To avoid disrupting a class in progress, a late arriving student is asked to wait until the instructor signals the student to join the class in progress. Should you need to leave before an instructional period has ended, the student must advise the instructor in advance of the time that you will be quietly leaving the class.

All Instructors have the right to make any decision regarding entrance by any students who is late for his/her scheduled class. Cases of excessive tardiness or habitually leaving prior to the end of the class may result in disciplinary action.

### **Key Performance Indicators (KPI)**

Effective governance and appropriate accountability mechanisms are crucial in all sectors within the postsecondary education system to protect students, ensure accountability and promote the successful achievement of the institutions' objectives. Performance measurement, through the calculation of performance indicators, is an important accountability tool.

The Superintendent of Private Career Colleges (Superintendent) of the Ministry of Advanced Education and Skills Development (Ministry) has defined five Key Performance Indicators (KPI) to measure, in a consistent manner in the private career college (PCC) sector.

The five KPIs are:

1. Graduation Rate.
2. Graduation Employment Rate.
3. Graduation Employment Rate in the Field of Study.
4. Graduation Satisfaction; and
5. Employment Satisfaction.

The Ministry has contracted an organization named Forum Research Inc. to administer Graduate Employment and Employer Satisfaction Surveys. The Graduate Employment is administered to ALL graduates starting approximately six (6) months after graduation to identify their employment status and their satisfaction with the training that was provided at CLI College. The Employer Satisfaction Survey is administered to employers of graduates (if consent is provided) and measures the employer's satisfaction with the graduates' preparedness.

Although Forum Research requires your personal information to contact and validate you by phone for the purposes of the Graduate Outcomes Survey, your personal information will not be shared with the Ministry. KPIs are published in aggregate form so that individuals cannot be



identified. Forum Research does not call for financial reasons, rather just to ascertain your employment status for use in CLI College's KPI results. For more information on the protection of privacy, please visit <http://www.tcu.gov.on.ca/pepg/audiences/ppc/infoPrivacy.html>.

CLI 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 including but not limited to orientation workshops, a Career Management course, and "one on one" session 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 future career opportunities in your field.

### **Student Surveys**

Student satisfaction plays an important part in determining the role that our College Administration team takes in supporting our student population. Each student may be required to complete a variety of online confidential surveys throughout their program of study and the student, and the student will have the option to remain anonymous if they wish. Please remember that if you have a concern, you would like addressed, you will need to include your name so we can contact you to discuss your concerns. The results are automatically tabulated and made available directly to Campus Support Management.

The online surveys are as follows:

Quality Assurance:	Evaluates campus administration and operations.
Instructor Survey:	Evaluates instructor performance.
Course Survey:	Evaluates specific course content.
Program Survey:	Evaluates specific program content.
Marketing Survey:	Evaluates existing student Media Contact/Usage

### **Advanced Standing and Progression**

A former student of CLI College may be able to obtain credits from a previous course or program they have completed within the last 24 months applied to a new program. To be considered for advanced academic standing in a program module, the student's academic subject must be equivalent in content to a specific module in the program applied for and must be at the post-secondary level. Credits awarded through advanced academic standing are not transferable to other learning institutions. If the Administrator approves an exemption, the College will reduce the number of study weeks thereby reducing the tuition, book, and other material fees accordingly. It is imperative that exemptions are in place prior to the student registering, so that the start and end dates along with the financial portion of the contract are accurate.



Credits earned for prior learning can qualify for a reduction in course duration and tuition fees. Credits earned will appear on the new program transcript as Credit for Prior Learning (CPL). All CPL requests must be submitted and approved prior to the study period start date. Exemptions are not allowed after registration.

Students are expected to achieve, course, both a minimum grade of at least 70% for each module in their respective program. Students will receive one of the following academic standings based on their formal course grades at the end of each academic term. In the event a student fails an exam and would like to attempt the exam a second time to maintain your academic progress, the student may apply for an exam re-write. The application to re-write an examination must be submitted in writing to your instructor within two business days of the original exam date for approval. If your application is approved, only one date will be arranged for the exam re-write. The maximum achievable score of any re-written exam cannot exceed 70% (e.g., If a student achieves 85% on the re-write, the recorded score will be 70%).

Unless otherwise prohibited by the applicable accreditation/certification standards, the College Administrator may allow a maximum of three (3) re-writes per program. Approval of re-write applications are solely at the discretion of the College. Should the student not agree with his/her final examination mark, a written appeal may be submitted for a reassessment of the paper. The final decision will be made by a Review Board of CLI College.

### **Incomplete Program**

If you withdraw from school prior to completing the program, you may be permitted to return to school to complete your studies. Applicable charges will apply. Return to school is at the discretion of CLI College Management.

PLEASE NOTE: You have one (1) year upon completion of your original program or from the date of your withdrawal to return to CLI College to finish any outstanding courses. After 1 year you will NOT be eligible to complete your program.

### **Privacy Policy**

CLI College does not intend, as a matter of policy, to monitor the use of technology (including e-mail) and will respect individual privacy to the extent feasible. committed to and accountable for the protection and proper use of your personal information. Our commitment extends to meeting or exceeding all legislated requirements related to personal information.

“Personal information” is information, such as your name, address, e-mail address, Social Insurance identification, birth date, and gender. This information is collected when you enroll for training, request information from a College training, or attend a CLI College to obtain information.

‘Non-personal information’ is traditionally information that may directly identify or be used to contact a specific individual, such as aggregate information, including demographic statistics.

## Use of Personal Information

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

To manage and administer the delivery of training and relevant services to CLI College students.

To maintain the accuracy of our records, in accordance with legal, regulatory, and contractual requirements

From time to time, contact consumers about training and relevant services that are available from CLI College.

To perform statistical analyses of the collective characteristics and behavior of CLI College students, to monitor and improve our operations, and to maintain the quality of our products and services.

## Disclosure of Personal Information

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

Where you have specifically given us your consent to disclose your personal information for a designated purpose

Who are acting on our behalf, as our agents, suppliers, or service providers, solely to enable us to more efficiently provide you with the training and other services that you have requested?

To facilitate the provision of training and services that you have requested; or

As required by law, including by any order of any court, institution, or body with authority to compel the production of information.

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

## Access to Personal Information

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

## Questions, Comments

If you have questions or comments about this Privacy Policy or CLI College privacy practices that were not answered here, please contact the Administrative Office.

## **PRACTICAL EXPERIENCE**

(Co-op, Practicum Placement, Work Placement) Practical experience is mandatory for some programs. If a student fails to meet the conditions below, the student will not be eligible to attend co-op or practicum placement, which will affect the ability to graduate.

- To be eligible for placement, the following conditions must be met:
- A passing grade must be maintained.
- Minimum 90% attendance throughout the program
- Maintained professional conduct throughout the duration of the program.
- The account must be in good standing.

Practicum placement must be completed successfully to graduate.

Personal circumstances such as the student's geographic location or out-of-school commitments are not considered in placement allocation. Should a student decline the assigned placement they will be required to locate their own placement. If a student would like to obtain his or her own placement, we encourage you to notify Administration well in advance.

### **School Cancellation (Due to Weather Conditions Only)**

CLI College takes its responsibility to its students very seriously and always tries to remain open for classes. However, at times, the campus must close to ensure the well-being and safety of our campus community. In the event of inclement weather, CLI College will follow the policy of TDSB when canceling classes. Listen to the radio. There is no need to report an absence. Stay tuned to your local radio station for information.

## **ADMISSIONS POLICIES AND PROCEDURES**

In accordance with the Private Career Colleges Act, 2005 students who want to attend CLI college must meet the minimum admission requirement.

Grade 12 Ontario Secondary School Diploma or equivalent

For mature students (18 years of age or older) passing grades on the entrance exam

Some programs may require additional entrance requirements. For detailed admission requirements for your program of choice please contact the Admissions Department.

### **English Proficiency**

All courses provided by CLI College are instructed in English and require an understanding of the English Language. It is strongly advised that students take an ESL class before enrolment if English is not their first language.

## **PLAR**

Prior Learning Assessment and Recognition (PLAR) is a method of assessing and recognizing learning that is equal to college level learning but has been gained outside a traditional classroom (through work experience, volunteering, outside study, etc.). If you can prove that the

knowledge you have gained meets the outcomes of a CLI College course, then credit will be awarded. Courses completed, normally within the last five (5) years, with an achieved 70% or greater, at a recognized post-secondary institution could be eligible for exemption.

Prior Learning is demonstrated through a "challenge" process. The process measures learning through a variety of methods which may include tests, portfolio assessment, interviews, demonstrations, essays, and work samples, etc. The method used will be determined in consultation with a Programs Manager and Course Lead Instructor. The maximum length of time from start to finish is four weeks. You should apply as soon as possible so that you can complete in time to enrol in courses for the start date. Credits earned will appear on the program transcript as Prior Learning Assessment and Recognition (PLAR).

### **Standard First Aid and CPR – Level (HCP)**

Prior to placement, students may be required to provide evidence of a valid Standard First Aid and CPR, with valid Level HCP. This level of CPR includes instruction in with adult, child, and infant skills plus Automated External Defibrillator. Annual Level C recertification is mandatory, as well, it is the student's professional responsibility to confirm that their certification is always valid.

### **Police Information Check (PIC)**

Prior to placement, all students must produce a copy of Vulnerable Sector Screen. There will be zero tolerance for students who have not complied with the Police Information Check (PIC) requirements. Failure to comply with the Police Information Check (PIC) requirements will jeopardize your ability to enter a placement experience. Failure to comply with the Police Information Check (PIC) requirements will also jeopardize your ability to complete program requirements.

### **Health Requirements (Immunization)**

Specific health requirements are mandatory for all students at CLI College. Furthermore, specific health requirements for specific immunization/clinical testing are the requirement of placement. All students must have completed the Student Health Record available from administrative office. Students must submit their completed Student Health Record to the administrative office.

Prior to entering placement, students must ensure a current and thorough immunization record. All immunization and TB Skin testing information must be accurately noted on the Student Health Record. Accurate information includes the dates of each immunization. All mandatory immunizations must be always current.

## **THE ACADEMIC YEAR**

Programs of study begin throughout the year. Statutory Holidays throughout the academic year include:

New Year's Day January 1

Family Day February

Spring Break March

Good Friday March or April

Easter Monday March or April

Victoria Day May

Canada Day July 1

Summer Break August

Labour Day September

Thanksgiving October

Christmas Day December 25

Boxing Day December 26

## **Student Identification**

All students are required to wear the college ID card while on placement. Students will be required to submit a passport size photograph for the ID card to be issued. These cards will be processed and ready for pickup during the second week of resumption of classes. After the third week of classes, no student will be admitted to laboratories without the college ID.

## **Behavior**

At CLI College, we expect all members of our community to conduct themselves in a polite and professional manner. Any behavior (physical or verbal) that interferes with the College's educational objectives or is harmful to the safety of the CLI College community, is subject to disciplinary action. These behaviors include but are not limited to making excessive noise; disorderly conduct, lewd, indecent, or obscene conduct; expressions and inappropriate intimidating behavior; disruptive conduct in the classroom, offices, and corridors; and harassment of students, staff, or faculty.

## **Mobile Phone Usage**

The use of mobile phones, of any kind, including but not limited to cell phones or smartphones, in academic and study areas of the college including, but not limited to, classrooms, laboratories and learning centers is prohibited. Mobile phones should be turned off or set to vibrate during class sessions. Students are not permitted to take calls, send, or receive text messages during class, or leave the classroom during scheduled class time to conduct a mobile phone conversation. Interruptions are counterproductive to the learning process and can be viewed as disrespectful to the class. Exercise quiet courtesy when conducting a mobile phone conversation in the corridors outside of classrooms and offices and keep the conversation brief.

## **Non-Discrimination Policy**

CLI College is an equal employment affirmative action institution. The college does not discriminate against any person on the basis of race, color, ethnicity, national origin, religion, creed, age, disability, sex, gender identity or expression, sexual orientation, familial status, marital status, pregnancy, predisposing genetic characteristics, military or veteran status, domestic violence victim status, or criminal conviction in its admissions, employment, educational programs, student services, activities, or administration of education policy, except as such condition may constitute some bona fide occupational or assignment qualifications. CLI College is firmly committed to providing all students equal access to its programs, resources, opportunities, and facilities. Violations of the College's policies against unlawful discrimination and harassment may result in disciplinary action, including but not limited to being barred from campus, suspended, or dismissed from the College.

Inquiries regarding the non-discrimination policies and grievance procedures should be directed to:

**Administrative Office**  
**203-2300 Sheppard Ave West**  
**Toronto ON**  
**M9M 3A4**

## **Computer Use and Electronic Communications Policy**

Access to computer systems and networks owned or operated by CLI College is a privilege which imposes certain responsibilities and obligations and is granted subject to college policies and local, provincial, and federal laws. The objective of this policy is to ensure an available, reliable, secure, and responsive network environment at CLI College. It is the responsibility of each User to ensure that the College's technology is used appropriately.

### **Acceptable Use Policy**

Any activity that compromises the performance of the College's computers and/or network such that others are negatively affected is not acceptable. Acceptable use is always ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and an individual's rights to privacy and freedom from intimidation, harassment, and unwarranted annoyance. If any use adversely impacts the network, the user will be asked to reconfigure his or her work so that network impact is avoided.

### **Security Policy**

The purpose of this policy is to prevent unauthorized access to the College's or individual's data/information stored on the Network. At the same time, we are striving to achieve three goals necessary for a productive networking environment, namely:

Availability - ensure that systems, networks, applications, utilities, and data are on-line and accessible when authorized users need them for uses and purposes consistent with the College's mission and goals.

Integrity - protect College information, data, or software from improper modification or access (i.e., virus or unauthorized access).

Confidentiality - assure that sensitive data is read-only by authorized individuals and is not disclosed to unauthorized individuals or to the public.

To ensure this environment for all students, faculty, and staff associated with the College, users are responsible for taking reasonable precautions to maintain the security of information stored on, or accessed by, their computer system(s). Anyone who attempts to disable, defeat, or circumvent any security measures will be in violation of this policy. Users shall be responsible for their own security measures to protect hardware, software, and data.

### **Individual Computer Policy**

Users are responsible for maintaining security controls on their college-issued computer equipment that connects to the College's Network, including but not limited to encryption of laptops that may contain confidential information; current antivirus software; up-to-date system patches; and screen saver passwords. Computers owned by the College will be configured in this manner. Please note that confidential data is not to be stored on desktops or any auxiliary storage device.

## **Personal Use**

The College does not intend, as a matter of policy, to monitor the use of technology (including e-mail) and will respect individual privacy to the extent feasible. However, users understand and consent to any monitoring of network services deemed necessary by the College in its discretion for the purpose of investigating and enforcing its Computer and Network Policies, maintaining the integrity and efficient operation of the College's systems, or as may be required in connection with legal requests.

## **Data Security**

The system is owned by the College and the College maintains the right to provide further regulation, as it deems appropriate, to limit use or access, and to monitor the systems used for security purposes. Users, by their use of the system, acknowledge the College's rights in this regard.

The College cannot completely guarantee the security and integrity of any information placed on the network, including personal data or programs placed on the network or individuals' workstations. While reasonable measures are being taken to ensure the availability, integrity, and confidentiality of information on the network, there is still the threat of natural disasters, sophisticated hackers, and password violations which could jeopardize the system. Information stored on network servers is backed up, and therefore, recoverable.

## **Consequences**

In the event that this Policy is questioned, the Student Services Coordinator is authorized to provide an interpretation of this policy. Users violating this Policy will be required to discontinue their inappropriate use immediately. Any further violation may lead to the loss of network privileges as approved by the appropriate Student Services Coordinator. Offenders are also subject to college disciplinary procedures. Appeals should follow appropriate College complaint procedures.

## **Academic Honesty**

To continue to graduate high-quality students and sustain our reputation as a leading institution, CLI College of Business, Health & Technology must have the highest standards of academic honesty. Academic honesty means that all CLI College of Business, Health & Technology students will conduct themselves in an honest and trustworthy manner in all aspects of their academic careers. Engaging in any form of academic dishonesty to obtain any type of academic advantage or credit is an offense under this policy and will not be tolerated by the College.

It is your responsibility to familiarize yourself with the proper procedure for maintaining academic honesty through this Academic Policy. You may also seek assistance from the administrative office in understanding the policy and procedures for Academic Honesty.



When grades on assignments and exams reflect dishonest efforts rather than legitimate accomplishments, the academic progress of those students cannot be measured accurately and, in turn, any degrees awarded to them cannot reliably or fully attest to their actual scholastic achievements. The potential consequences of fraudulent credentials raise additional concerns for individuals and communities beyond campus who rely on institutions of higher learning to certify students' academic achievements and expect to benefit from the claimed knowledge and skills of their graduates. Engaging in dishonest behavior is simply not worth the risks of jeopardizing your academic career & gambling with your future!

The value of a CLI College of Business, Health & Technology diploma is also inherently connected to the prestige of this institution and its academic courses. So, the accrued costs of any damage to their earned reputations can adversely affect you and other students who someday will compete for jobs and/or admission into graduate programs or professional schools. Altogether, these and other concerns reinforce and assure the College of serious interest in confronting academic dishonesty and holding students accountable for any such violations.

### **Academic Honesty Offenses**

Offences under this policy include, but are not limited to, cheating, plagiarism, falsification, impersonation, misrepresentation, and procurement.

### **Plagiarism**

Plagiarism is defined as using someone else's work (words, images, ideas, phrases, signatures, or computations) and presenting it as one's own, instead of properly documenting every source. To support Academic Honesty at CLI College of Business, Health & Technology, all work submitted by students may be reviewed for authenticity and originality utilizing software tools and third-party services.

### **Penalties**

First Offence	The penalty for a first academic honesty offense is normally a grade of "0" on the work in which the offense occurred and on the recommendation of the Academic Honesty Committee.
Second Offence	The penalty for the second academic honesty offense is normally an "F" in the course where the offense occurred, and suspension from the College for a time determined by the Academic Honesty Committee. If you want to return to the College, you will be placed on Academic Honesty Probation. You must see the Coordinator/Student Advisor for reinstatement.
Further Violations	Any further violation of the Academic Honesty Policy will result in college-initiated mandatory withdrawal from an academic program, normally for a period of two years. You are suspended from the College until the identified term, and you must see the Coordinator/Student Advisor for possible reinstatement.

You have the right to appeal the decision of the Academic Honesty Committee, consistent with the Academic Appeals Policy. Please note evidence will be kept on file.

### **Student Complaint Procedure**

CLI College of Business Health & Technology is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the college. The formal process whereby a student may request the review and resolution of a concern if activities between staff and student which, in most cases, result in immediate resolution.

The student has the right to present his/her case and be always accompanied by an individual of his/her choice during the process. The student has the right to make oral submissions and is entitled to have another person present throughout the complaint process and/or to make oral submissions on behalf of the student. Students are encouraged to address any concerns immediately or have a person make an oral submission on their behalf; please do not let a minor problem develop into a major one.

Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Should the resolution to your issue require further involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Vice-President Mrs. Kaydene Campbell at 203-2300 Sheppard Ave West, Toronto, ON, M9M 3A4, as part of the college's formal complaint procedure.

### **Formal Procedure**

In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched. To do so, a student must complete and sign a Student Complaint form (attached) citing the reasons why the informal procedure resolution was unsatisfactory, as well as recording the concerns and documenting the student's desired resolution. Once signed, a copy of the form is given to the student, and a copy is submitted to the Vice-President at 203-2300 Sheppard Ave West, Toronto, ON, M9M 3A4,

a. The Campus Administrator will arrange to meet with the student within two working days of the date of the written complaint, where all conversation will be recorded via a tape-recorded or neutral party who isn't a party to the student complaint sit in the meeting to take minutes of the meeting recording the oral submissions made if the students refuse to be recorded. If a satisfactory resolution is achieved during the meeting, an agreed resolution between the parties is implemented.

The staff member will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a description of the mutually satisfactory outcome of the resolution. The student and the staff member will sign the declaration at the bottom of Part B. The original form will be given to the student and a copy will be filled in the student's academic file.

## **Student Complaint Procedure**

### **Review Process**

Where a concern has arisen that cannot be resolved in the formal procedure above, the student will be asked to complete and sign Part C (Request for Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the college Administrator.

Where the student requests a review, the Campus Administrator will transfer all documentation regarding the complaint to the Director Mr. Olusola Orifa who will investigate the student's concern and meet again with the student within two (2) working days of the request for a review to discuss resolution. If the student wishes to contact the Director, he can be contact via email [oorifa@clicollege.ca](mailto:oorifa@clicollege.ca)

The Director will report to the student by completing and signing Part D of the Student Complaint form with five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the complaint resolution decision including the reason for arriving at the decision.

The student is given the original signed copy of the form. A copy of the form will be retained in the student's academic file and a copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.

The Campus Administrator will maintain this binder on site for possible annual inspection.

If a student is not satisfied with the college's decision, he/she may submit the complaint to the Superintendent of Private Career Colleges through the Program Approval Registration Information system (PARIS). Instructions for submitting a complaint is available on the Reference Guide for Students:

<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

## PRIVATE CAREER COLLEGE STUDENTS' RIGHTS AND RESPONSIBILITIES

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

Private career colleges in Ontario are regulated under the [Private Career Colleges Act, 2005](#) which is administered by the Superintendent of Private Career Colleges.

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

### Before you enrol

Make sure the private career college (PCC) is registered and that the vocational program you are enrolling in is approved by the Superintendent under the Private Career Colleges Act, 2005. You can find out at Service Ontario.

#### Note:

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

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Communicate in writing :

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

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

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

### **Documents you must receive:**

The private career college is responsible for providing you with a copy of your [contract](#), [transcript](#), and the [credential](#) earned after you graduate.

#### **Contract:**

When you enroll in a vocational program with a private career college, you must sign and receive a written contract. The private career college must give you a copy of the signed contract.

The written contract must contain:

- ✓ the approved program name.
- ✓ your address, telephone number, and, if applicable, e-mail address
- ✓ the program's start and expected end date.
- ✓ the program's language of instruction
- ✓ the program's admission requirements
- ✓ a schedule of hours of instruction
- ✓ the location of instruction, and if the instruction is to be provided online, the website address.
- ✓ the location of any additional training location and/or practicum and the website address if additional training and/or a practicum is provided online.
- ✓ the fees payable by you set out in Canadian dollars, including an itemized list of fees for any products or services, including books, equipment, administration fees (such as processing applications, or conducting admissions tests)
- ✓ a payment schedule indicating the time and amount of each payment.
- ✓ The contract must also include a place for you to acknowledge that you have received a copy of this Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges and the college's:
  - ✓ fee refund policy
  - ✓ student complaint procedure
  - ✓ sexual violence policy
  - ✓ student expulsion policy

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

a program disclaimer

#### **PCC administrators:**

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

### Consent section

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

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

#### **Note:**

**If you notice that your contract does not have the elements listed above, notify the private career college as soon as possible or contact the ministry:**

[pcc@ontario.ca](mailto:pcc@ontario.ca)

### Transcript

If you have not received a copy of your transcript within 90 days of ending your studies, you should contact the private career college to request a copy. It is recommended that you also make and keep a digital record of the transcript when you complete or leave your program for your own records.

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

### Sexual violence policy and Accommodation

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

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

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### Sale of students' goods and services

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

Sell these goods.

Provide these services to the public

Arrange for the delivery of these services to the public

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

---

### Fee collection

A private career college is only allowed to:

charge or collect fees for a program in Canadian dollars.

charge or collect compulsory fees that are equal to or less than the fees approved by the Superintendent of Private Career Colleges and published on [ServiceOntario](http://ServiceOntario)

charge or collect optional fees for a program if they are the approved by the Superintendent.

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

### Itemized list of fees

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

tuition fees

cost of books

any administrative charges

any other compulsory or optional fees

The Superintendent publishes the fees (except optional fees) on [ServiceOntario](http://ServiceOntario).

### Unapproved or inaccurate fees

If a private career college charges or collects any compulsory fee that is not published on [ServiceOntario](http://ServiceOntario) or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The

same applies if the college charges or collects any optional fee that is not approved by the Superintendent of Private Career Colleges.

**Note:**

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

### Receipts

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

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### Refunds

A private career college is required to issue [a fee refund](#) within 30 days in many cases outlined below. You should check if the private career college specifies the timeframe of their refunds in the refund policy attached to your contract. There is also a [cooling-off period of two days after signing the contract](#).

Only the compulsory program fees published on [ServiceOntario](#) or optional program fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. An optional program fee might be the cost of a field trip or conference that is related to your studies but not the required content of the program.

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

in the same state, they were in when supplied to you

within 10 days of withdrawing

All refunds must be in Canadian dollars.

The college cannot deduct money from a refund you are entitled to for a vocational program if you owe money:

to the private career college for other services

for other non-vocational programs offered by the college



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

### Cooling-off period

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

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## **Types of refunds**

### Full refund

In the following circumstances, you can cancel a contract and make a written request for a full refund. Once you cancel a contract and the refund is applied, you cannot continue your studies and are not entitled to receive a transcript.

the private career college collects any fees for the program before the college is registered or before the program is approved under the Private Career Colleges Act, 2005

you are expelled from the private career college in a manner or for reasons outside of the college's expulsion policy or sexual violence policy.

the private career college collects more than 20% of the total fees for the program up to \$500 before signing a contract with you.

a total of more than 10% of the program is taught by unqualified instructors.

the contract does not include all the mandatory terms required ([refer to the Contract section](#))

the private career college, while still operating, discontinues the program before you can complete the program.

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

a false or misleading statement.

a statement that guarantees admission to or successful completion of the program or employment after completing the program.

a statement that guarantees the right to enter Canada or receive a visa or work permit.

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

Partial refund before a program begins.

You are entitled to a refund of fees paid for a program minus 20% of the program fees up to \$500 if you:

Withdraw from the program more than two days after signing a contract and before the program begins.

OR

Do not meet the program's admission requirements when the program starts.

Partial refund after a program begins.

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

In most cases, the private career college can keep 20% of the program fees up to \$500, plus the fees for the portion of the program delivered.

However, if the private career college cancels the contract for the program because you do not attend the first 14 days, the private career college can only keep 20% of the program fees up to \$500.

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**International students**

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

Fee collection

You should make sure that you are familiar with the rules mentioned in the [Fee Collection section of this page](#).

**A private career college is allowed to charge international student fees in relation to a vocational program but these fees cannot be higher than what is published on [ServiceOntario](#).**

### Fee refund

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

International students unable to get a student visa.

A rule applies to an international student unable to obtain a student visa to enter Canada. If you deliver a written notice of this fact to a private career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less.

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### Insurance

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

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### Midway evaluation

If you enrol in a program that is 12 months or shorter or is delivered over an undefined period of time (for example, a commercial flight program), a private career college is required to provide you with the result of at least one evaluation of your progress before you complete half of the total length of the program.

If your program is longer than 12 months, for each 12-month period, the college is required to provide the result of at least one evaluation before you complete half of each period.

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### Qualified instructors

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

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

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## Closure

Certain rules apply when a private career college closes. If your college closes before you finish your program, efforts will be made to give you an opportunity to complete your program at another private career college or institution.

[The Training Completion Assurance Fund \(TCAF\)](#) exists to help eligible students in this situation. Instead of participating in training completion, or if no training completion is available, you may receive a refund of fees paid for the portion of the program that has not been delivered.

You can also contact the ministry by email:

[TCAF-PCC@ontario.ca](mailto:TCAF-PCC@ontario.ca)

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## **Contact**

If you have questions about the Private Career Colleges Act, 2005 and regulations, contact:

Private Career Colleges Branch Ministry of Colleges and Universities 77 Wellesley Street West,  
Box 977 Toronto, Ontario, M7A 1N3

Tel: 416-314-0500

Toll-free: 1-866-330-3395

[pcc@ontario.ca](mailto:pcc@ontario.ca)

Fax: 416-314-0499

## **Expulsion Policy and Procedures**

In the ordinary course of daily operations, expelling a student for just cause is sometimes necessary. The decision to expel a student is not taken lightly. It is a severe matter; therefore, this decision's criteria must be very explicit. Students who do not support the academic and ethical goals of the College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

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

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:

- ✓ Cheating
- ✓ Plagiarism
- ✓ unapproved collaboration
- ✓ alteration of records
- ✓ bribery
- ✓ lying
- ✓ misrepresentations

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

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

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

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

Attendance – students who do not achieve the required attendance as stated in college policy are subject to expulsion. Students who are absent from class for more than five consecutive days without sufficient cause will be automatically withdrawn from their program.

Harassment or Discrimination – the College does not condone harassment or discrimination of any student, staff, or visitor to the College. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities. Any student, who is deemed by the investigation to have engaged in severe harassing or discriminatory activities, may be expelled at the discretion of the college, depending on the severity of the activity. Racial harassment means bothering, threatening, or mistreating someone because of their race, colour, ancestry, birthplace, religious belief, ethnic background, citizenship, or language.

Sexual harassment means bothering someone by saying or doing unwanted or unwelcome things of a sexual or gender-related nature including touching inappropriately, making offensive jokes about women and men, making sexual suggestions or requests, staring at, or making unwelcome comments about one's body, displaying sexually offensive pictures, or being verbally abusive because of one gender.

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

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

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.

Endangerment of Staff or Students – The College is committed to the right of all College staff, students, and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.

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

verbal warning

written warning

suspension

expulsion

### Notification:

Students subject to expulsion for any reason will be notified in writing, either hand delivered or by registered mail with a return receipt. The College is only responsible for non-delivery by registered mail if the student has provided a valid home address where the student currently resides.

The notification will describe the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision in writing within one week of the notification following the complaint procedure of the College provided to the student and providing sufficient proof to support the complaint.

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

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

### Fees

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

FEE REFUND POLICY AS PRESCRIBED UNDER S. 25 TO 33 OF O.REG. 415/06

### Full refunds

25. (1) A private career college shall refund all the fees paid by a student under a contract for the provision of a vocational program in the following circumstances:

The contract is rescinded by a person within two days of receiving a copy of the contract in accordance with section 36 of the Act.

The private career college discontinues the vocational program before the student completes the program, subject to subsection (2).

The private career college charges or collects the fees,

before the registration was issued for the college under the Act or before the vocational program was approved by the Superintendent, or

Before entering a contract for the provision of the vocational program with the student, unless the fee is collected under subsection 44 (3).

The private career college expels the student from the college in a manner or for reasons that are contrary to the college's expulsion policy.

The private career college employs an instructor who is not qualified to teach all or part of the program under section 41.

The contract is rendered void under subsection 18 (2) or under section 22.

If a private career college fails to, or does not accurately, provide in the itemized list provided to the Superintendent under section 43 a fee item corresponding to a fee paid by a student for the provision of a vocational program, the college shall pay the student,

in the case of an item not provided by the college, the full amount of the fee for the item, and

in the case of a fee more than the amount of the fee provided for the item, the difference between the amount of the fee for the item provided to the Superintendent and the fee collected.

(2) A full refund is not payable in the circumstances described in paragraph 2 of subsection (1) if the discontinuance of the vocational program coincides with the private career college ceasing to operate.

(3) A refund is not payable under paragraphs 1 to 6 of subsection (1) unless the student gives the private career college a written demand for the refund.

(4) A refund under subsection (1) is payable by the private career college within 30 days of the day the student delivers to the college.

(a) in the case of a rescission under section 36 of the Act, notice of the rescission; or

(b) in the case of a refund under paragraphs 2 to 6 of subsection (1), a written demand for the refund.

Partial refund where student does not commence program.

26. (1) If a student is admitted to a vocational program, pays fees to the private career college in respect of the program and subsequently does not commence the program, the college shall refund part of the fees paid by the student in the following circumstances:

1. The student gives the college notice that he or she is withdrawing from the program before the day the vocational program commences.

2. In the case of a student who is admitted to a vocational program on the condition that the student meet specified admission requirements before the day the program commences, the student fails to meet the requirements before that day.

3. The student does not attend the program during the first 14 days that follow the day the program commenced, and the college gives written notice to the student that it is cancelling the contract no later than 45 days after the day the program has commenced.

(2) The amount of a refund under subsection (1) shall be an amount that is equal to the full amount paid by the student for the vocational program, less an amount equal to the lesser of 20 per cent of the full amount of the fee and \$500.



(3) A refund under subsection (1) is payable,

in the case of a refund under paragraph 1 of subsection (1), within 30 days of the day the student gives notice of withdrawing from the program.

in the case of a refund under paragraph 2 of subsection (1), within 30 days of the day the vocational program commences: and 6.

(c) in the case of a refund under paragraph 3 of subsection (1), within 45 days of the day the vocational program commences.

(4) For the purposes of paragraph 3 of subsection (1), it is a condition of a contract for the provision of a vocational program that the private career college may cancel the contract within 45 days of the day the vocational program commences if the person who entered the contract with the college fails to attend the program during the 14 days that follow the day the vocational program commences.

(5) A private career college that wishes to cancel a contract in accordance with subsection (4) shall give written notice of the cancellation to the other party to the contract within 45 days of the day the vocational program commences.

Partial refunds: withdrawals and expulsions after program commenced.

27. (1) A private career college shall give a student who commences a vocational program a refund of part of the fees paid in respect of the program if, at a time during the program determined under subsection (3),

(a) the student withdraws from the program after the program has commenced; or

the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.

(2) This section does not apply to vocational programs described in sections 28 and 29.

(3) A private career college shall pay a partial refund under this section only if the withdrawal or expulsion from the vocational program occurs at a time during the program determined in accordance with the following rules:

In the case of a vocational program that is less than 12 months in duration, the withdrawal or expulsion occurs during the first half of the program.

In the case of a vocational program that is 12 months or more in duration,

for the first 12 months in the duration of the program and for every subsequent full 12 months in the program, the withdrawal or expulsion occurs during the first six months of that 12-month period, and

ii. for any period in the duration of the vocational program remaining after the last 12-month period referred to in subparagraph i has elapsed, the withdrawal or expulsion occurs in the first half of the period.

(4) If the student withdraws or is expelled from a vocational program within the first half of a period referred to in subsection (3), the amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,

(a) an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and

(b) the portion of the fees in respect of the portion of the period that had elapsed at the time of the withdrawal or expulsion.

(5) If the student withdraws or is expelled from a vocational program during the second half of a period referred to in subsection (3), the private career college is not required to pay the student any refund in respect of that period.

(6) A private career college shall refund the full amount of fees paid in respect of a period that had not yet commenced at the time of the withdrawal or expulsion.

Partial refunds: distance education programs

28. (1) This section applies to a vocational program that is offered by mail, on the internet or by other similar means.

(2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if,

(a) the student withdraws from the program, or the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy; and

(b) at the time of the withdrawal or expulsion, the student has not submitted to the private career college all examinations that are required to complete the program.

(3) The amount of the refund that a private career college shall give a student under subsection (1) shall be determined in accordance with the following rules:

1. Determine the total number of segments in the vocational program for which an evaluation is required.

Of the total number of program segments determined under paragraph 1, determine the number of segments in respect of which an evaluation has been returned to the student.

The amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,

i. an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500, and

ii. the portion of the fees in respect of the number of segments determined under paragraph 2.

(4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has been evaluated in respect of more than half of the total number of segments in the program.

Partial refunds: non-continuous programs

29. (1) This section applies to a vocational program approved by the Superintendent to be provided through a fixed number of hours of instruction over an indeterminate period of time.

(2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if, before completing the required number of hours of instruction,

(a) the student has given the college notice that he or she is withdrawing from the program; or

(b) the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.

(3) The amount of the refund that a private career college shall give a student under subsection (1) shall be equal to the full amount of the fees paid in respect of the program less,

(a) an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and

(b) a portion of the fees in respect of the program that is proportional to the number of hours of instruction that have elapsed at the time of the withdrawal or expulsion.

(4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has completed more than half of the required number of hours of instruction in a program.

No retention of refund

30. A private career college shall not retain, by way of deduction or set-off, any refund of fees payable to a student under sections 25 to 29 in order to recover an amount owed by the student in respect of any service or program other than a vocational program offered by the private career college.

Treatment of books and equipment

31. In calculating a refund under sections 25 to 29, a private career college may retain the retail cost of books or equipment that the private career college supplied to the student if the student,

(a) fails to return the books or equipment to the private career college within 10 days of the student's withdrawal or expulsion from the program, or

(b) returns the books or equipment to the private career college within the 10-day period referred to clause (a) but fails to return it unopened or in the same state it was in when supplied.

### Refund for international students

32. A notice to a private career college that is provided by or on behalf of an international student or of a prospective international student and that states that the student has not been issued a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada) is deemed to be,

(a) Notice of a rescission of the contract for the purposes of section 36 of the Act if the notice is given within two days of receiving a copy of the contract: and

(b) Notice that the student is withdrawing from the program for the purposes of paragraph 1 of subsection 26 (1) or clause 29 (2) (a) if the notice is received on or before half of the duration of the program has elapsed.

### Currency

33. Any refund of fees that a private career college is required to pay under the Act shall be paid in Canadian dollars.

### Sexual Violence Policy

CLI College of Business, Health & Technology Sexual Violence Policy

March 2018

## **SEXUAL VIOLENCE POLICY**

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

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

The person accused of engaging in sexual violence will be referred to as the

“Respondent” and the person making the allegation as the “Complainant”.

Is students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanction for violations of CLI College’s policies relating to drug or alcohol use at the time the sexual violence occurred.

Students or anyone reporting on their behalf who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by CLI College staff or investigators, including irrelevant question relating to the student’s sexual expression or past sexual history.

## **DEFINITION OF SEXUAL VIOLENCE**

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

## **TRAINING, REPORTING AND RESPONDING TO SEXUAL VIOLENCE**

CLI College of Business, Health of Technology shall include a copy of the Sexual Violence Policy in every contract made between it and its students and provide a copy of the Sexual Violence Policy to career college management, instructors, staff, other employees, and contractors and train them about the policy and its processes of reporting, investigating, and responding to complaints of sexual violence involving its students. \*Any company participating in offering student internships on their premises must provide an undertaking in writing that it follows all applicable legislation, including the Ontario Human Rights Code and the Occupational Health and Safety Act and will provide students access to those policies should they encounter issues relating to sexual violence in the workplace.

The Sexual Violence Policy shall be published on its website.

CLI College of Business, Health & of Technology management, instructors, staff, other employees, and contractors of the college will report incidents of or complaints of sexual violence to Kaydene Campbell in person or via email: [kcampbell@clicollege.ca](mailto:kcampbell@clicollege.ca) upon becoming aware of them.

Students who have been affected by sexual violence or who need information about support services should contact Kaydene Campbell.

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

Ensuring that all complaints/reports and information gathered because of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and

Ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.

CLI College of Business, Health & Technology recognizes the right of the Complainant not to report an incident of or make a complaint about sexual violence or not request an investigation and not to participate in any investigation that may occur.

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

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CLI College of Business, Health & Technology: [www.clicollege.ca](http://www.clicollege.ca)

In all cases, including (f) above, CLI College of Business, Health & Technology will appropriately accommodate the needs of its students affected by sexual violence. Students seeking accommodation should contact Kaydene Campbell. In this regard, CLI College of Business, Health & Technology will assist students who have experienced sexual violence in obtaining counselling and medical care and provide them with information about sexual violence supports and services available in the community as set out in Appendix 1 attached hereto. Students are not required to file a formal complaint to access support and services.

## **INVESTIGATING REPORTS OF SEXUAL VIOLENCE**

Under this Sexual Violence Policy, any CLI College of Business, Health & Technology student may file a report of an incident or a complaint to Kaydene Campbell in writing. The other officials, offices or departments involved in the investigation are the Administrative Assistant and the Lead Instructor.

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

determine whether an investigation should proceed and if the Complainant wishes to participate.

determine who should conduct the investigation regarding the seriousness of the allegation and the parties involved.

determine whether the incident should be referred immediately to the policies.

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

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

Once an investigation is initiated, the following will occur:

the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation.

Interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred.

Informing and interviewing the Respondent of the complaint, providing details of the allegations and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation.

Interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses; providing reasonable updates to the Complainant and the Respondent about the status of the investigation; and following the investigation, the Kaydene Campbell will:

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

## **DISCIPLINARY MEASURES**

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

disciplinary action up to and including termination of employment of instructors or staff; or expulsion of a student; and /or the placement of certain restrictions on the Respondent's ability to access certain.

premises or facilities; and/or any other actions that may be appropriate in the circumstances.

## **APPEAL**

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the president of the college, Olusola Orifa within 5 days by submitting a letter addressed to the President, CLI College of Business, Health & Technology, 203-2300 Sheppard Ave W Toronto, ON M9M 3A4 advising of the person's intent to appeal the decision.

## **MAKING FALSE STATEMENTS**

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

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

## **REPRISAL**

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

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

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

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## **REVIEW**

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

CLI College of Business, Health & Technology shall review its Sexual Violence Policy 3 years after it is first implemented and amend it where appropriate. The next review date is slated for January 18, 2027

## **COLLECTION OF STUDENT DATA**

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



## **APPENDIX 1**

The following represents a list of Provincial Rape Crisis Centres that could be provided as resources:

Canadian Association of  
Sexual Assault Centres  
Assaulted Women's Helpline

Toll Free: 1-866-863-0511  
#SAFE (#7233) on Bell,

Rogers, Fido or Telus mobile

TTY: 416-364-8762

[www.awhl.org](http://www.awhl.org)

Belleville

Sexual Assault Centre for  
Quinte and District

Toll-Free: 1-877-544-6424

Office: 613-967-6300

[www.sacqd.com](http://www.sacqd.com)

Brantford

Sexual Assault Centre of  
Brantford

Crisis: 519-751-3471

Office: 519-751-1164

[sexualassaultcentre@sacbrant.ca](mailto:sexualassaultcentre@sacbrant.ca)

<http://sacbrant.ca/>

Chatham-Kent Sexual  
Assault Crisis Centre

24-Hour Crisis Line: 519-  
354-8688

Office/TTY: 519-354-8908

<http://cksacc.org/>

Cornwall

Sexual Assault Support  
Services for Women

Office: 613-932-1755

<http://sassforwomen.ca/>

Durham Region Durham  
Rape Crisis Centre

Crisis: 905-668-9200

Office: 905-444-9672

[info@drcc.ca](mailto:info@drcc.ca) [www.drcc.ca](http://www.drcc.ca)

Guelph-Wellington Women  
in Crisis: 519-836-5710

1-800-265-7233

Office: 519-823-5806

[www.gwwomenincrisis.org](http://www.gwwomenincrisis.org)

Hamilton

Sexual Assault Centre

(Hamilton and Area) Crisis:  
(905) 525-4162

Office (905) 525-4573

TTY: 905-525-4592

[www.sacha.ca](http://www.sacha.ca)

Kitchener-Waterloo Sexual  
Assault Support Centre of  
Waterloo Region Crisis:  
519.741.8633

Office: 519.571.0121

[info@sascwr.org](mailto:info@sascwr.org)

[www.kwsasc.org](http://www.kwsasc.org)

London

Sexual Assault Centre  
London

Crisis: 519-438-2272

Office 519-439-0844

TTY: 519-439-0690

[sacl@sacl.ca](mailto:sacl@sacl.ca) [www.sacl.ca](http://www.sacl.ca)

London Abused Women's  
Centre

Office: 519-432-2204

E-Mail: [info@lawc.on.ca](mailto:info@lawc.on.ca)

<http://lawc.on.ca/>

Peel Region

Hope 24/7 (formerly the  
Sexual Assault/Rape Crisis  
Centre of Peel)

Crisis: 1-800-810-0180 Office:  
(905) 792-0821

<http://hope247.ca/>

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CLI College of Business, Health & Technology: [www.clicollege.ca](http://www.clicollege.ca)

Oakville

[www.savisofhalton.org](http://www.savisofhalton.org)

Sexual Assault & Violence  
Intervention Services of  
Halton

Thunder Bay Sexual Assault and Sexual Abuse Crisis and  
Counselling Centre

Crisis: 905-875-1555 or 1-  
877-268-8416

Office: (807) 345-0894 or  
1-866-311-5927

Office: 905-825-3622

[tbcounselling@tbsasa.org](mailto:tbcounselling@tbsasa.org) [www.tbsasa.org](http://www.tbsasa.org)

Sarnia-Lambton

[www.sexualassaultsarnia.on.ca](http://www.sexualassaultsarnia.on.ca)

Sexual Assault Survivors  
Centre Sarnia-Lambton  
Crisis: 519 337-3320 or 1-

Toronto

Toronto Rape Crisis Centre: Multicultural Women Against Rape  
Crisis: 416-597-8808

888-231-0536

Office: 416-597-1171

Office: (519) 337-3154

[info@trccmwar.ca](mailto:info@trccmwar.ca) [crisis@trccmwar.ca](mailto:crisis@trccmwar.ca) [www.trccmwar.ca](http://www.trccmwar.ca)

Simcoe

Haldimand & Norfolk Women's  
Service Crisis: 1-800-265-8076

Windsor

TTY: 1-800-815-6419

Sexual Assault Crisis Centre of Essex County Crisis: 519-253-  
9667

Office: 519-426-8048

[www.saccwindsor.net](http://www.saccwindsor.net)

[hnws@hnws.on.ca](mailto:hnws@hnws.on.ca)  
[www.hnws.on.ca](http://www.hnws.on.ca)

St. Catharines

Woodstock

Niagara Region Sexual  
Assault Centre

Domestic Abuse Services Oxford

Crisis: (905) 682-4584

Crisis: 519 539-4811 or 1-

Office: (905) 682-7258

800-265-1938

[carsa@sexualassaultniagara.org](mailto:carsa@sexualassaultniagara.org)

[info@daso.ca](mailto:info@daso.ca) [www.daso.ca](http://www.daso.ca)

<http://sexualassaultniagara.org/>

## It's Never Okay: An Action Plan to Stop Sexual Violence and Harassment

On March 8, 2015, International Women's Day, Ontario issued an Action Plan against Sexual Violence and Harassment ([www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment](http://www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment)) calling, among other things, for increased safety on Ontario's postsecondary campuses.

Every private career college student who experiences sexual violence or harassment has the right to be treated with dignity, compassion, and respect. In addition, every student has the right to choose among any available options for addressing incidents of sexual violence or harassment, whether these options are provided on campus or off. Except in extreme situations, where there is an imminent threat to the campus or broader community, the choice of options (including the choice not to exercise any option) always remains with you, the student.

If you experience sexual violence or harassment at your private career college, you may:

Request information about any counselling, health services, or other supports available at your private career college from your campus administrator.

Engage the services of an off-campus organization, such as a crisis and counselling centre, in your community.

Contact the Human Rights Tribunal of Ontario; and/or

Report the incident to the police.

For information about resources in your community, visit [draw-the-line.ca](http://draw-the-line.ca) and [tracons-les-limités.ca](http://tracons-les-limités.ca). These websites list services available throughout Ontario.

Should you witness an incident of sexual violence or harassment at your private career college, you may bring your concerns directly to the attention of the campus administrator or another staff member at the private career college.

As a student at a private career college, you also have a role to play in creating safe campuses for everyone. Private career colleges will welcome your suggestions and ideas.

This document is provided for your information and convenience only. It is not a legal document. For further information and the exact wording please refer to the Private Career Colleges Act, 2005 and regulations.

### Need More Information?

You can find more detailed information about student protection measures in the Private Career Colleges Act, 2005 Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Training, Colleges, and Universities website at [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/).

If you have questions about the Private Career Colleges Act, 2005 and regulations, contact the Private Career Colleges Branch at:

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CLI College of Business, Health & Technology: [www.clicollege.ca](http://www.clicollege.ca)

**Amended May 2023**

Private Career Colleges Branch Ministry of Training, Colleges, and Universities 77 Wellesley Street West Box 977 Toronto (Ontario) M7A 1N3

Telephone: (416) 314-0500 or 1-866-330-3395

Fax: (416) 314-0499

E-mail: [pcc@ontario.ca](mailto:pcc@ontario.ca)

OR

Visit our website at: [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/).

The full text of the act and regulations can also be downloaded from the Ontario government E-Laws website at:

[www.ontario.ca/laws](http://www.ontario.ca/laws)

## **EXAMINATIONS**

Examinations are any method of evaluation which may vary from class to class and may include tests, quizzes, presentation, assignments, oral-practical examinations, written examinations, and any other method of evaluation set out in the individual course requirements (hereafter referred to as “examinations”).

All examinations will be held at a time and place and shall be of such duration as specified by the College. The College will act responsibly in scheduling and conducting examinations, but it retains absolute discretion to specify and regulate all of the circumstances, terms and conditions prevailing over any examinations it conducts.

Students who are aware of any circumstances which may affect their ability to successfully complete all course requirements are responsible for advising their course instructor and providing sufficient written documentation prior to the completion of classes. Circumstances that arise during final examinations must be sufficiently documented and reported before the release of any marks for that examination. The College has absolute discretion to accept or reject the documentation. 4.

### **NACC Examination**

ALL students MUST write and pass the NACC exam to satisfy a graduation requirement before receiving the schools PSW certificate. The final exam can only be taken after successful completion of all modules, tests, performance demonstrations and both practical placements are completed. The NACC PSW Final Theory Examination:

is a self-scheduled on-line examination – NOTE: The school must have sufficient computers, with Internet access, to accommodate all scheduled exams?

is a timed exam of 2.5 hours in length?

requires the student to pass the examination with a minimum mark of 65%

all students have 12 months after the successful completion of the practical placement to pass the NACC final exam.

is invigilated by a school staff member who is NOT a PSW Instructor and who remains in the test room with the students for the entire 2.5 hours of the exam.

is computer marked?

For a student to be eligible to participate in the Examination System:

the College must be a member of NACC and provide proof of program approval from the provincial ministry.

the College will be assigned a two-digit school code by NACC, and this code must be identified on the student exam.

the College is responsible to log into the exam system to set up the exam(s) (instructions are available by contacting the NACC Exam Coordinator).

#### NACC Exam Policies

The fee includes the examination, marking, and NACC digital certificate.

Payments for the examination(s) may be made online through a secure third-party portal.

The school will receive an electronic invoice after the student submits their exam. Accepted methods of payment include VISA, MasterCard, and cheque made payable to NACC.

Cheques are to be sent to the main NACC office.

Should a student require the opportunity to re-write the exam, the fee is identified on the NACC Exam Fee Schedule

#### NACC Exam Re-Write Policy

A student who fails to pass the NACC PSW examination on the first attempt may re-write at the fee.

Suppose the student fails to pass the examination re-write. In that case, the school must submit a training plan to NACC, with the rewrite application, and provide verification that the student completed the training plan, before the second re-write attempt.

If the student fails the second re-write, the student WILL NOT be permitted any further re-write privileges. The student must re-register as a new student for the full program, complete the program in full and attempt the NACC exam again.

#### Missed Examinations

The student must make all attempts to attend the exam. Suppose a student will be absent from college on the day of the test, examination, or oral-practical examination, due to unforeseen circumstances. In that case, the student must notify the College before the examination time

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and produce an acceptable documented explanation immediately upon returning. The student may arrange a substitute date for the writing of their exam.

## **QUESTIONS?**

If you have concerns about software or equipment, or need more information about something in this handbook, please email: [info@clicollege.ca](mailto:info@clicollege.ca)