



**CLI COLLEGE**  
OF BUSINESS HEALTH AND  
TECHNOLOGY

2026-2027

# STUDENT HANDBOOK

*Transforming Lives Through  
Quality Education*

# CLI College Policies and Guidelines.

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# Welcome to CLI College

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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 career.

Our faculty is made up of dedicated industry professionals who will share their expertise and experience with you in individual sessions.

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 the time you start your program to your graduation and beyond.

This handbook was developed to describe some of the expectations of our employees and to 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.

We believe that professional relationships are easier when all students are aware of the organization's culture and values. We hope that your experience here will be challenging, enjoyable, and rewarding.

*Again, welcome!*

# Our Mission, Vision and Value Statement

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## **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 educational 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.

## **VALUE**

### ***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.



# CAMPUS INFORMATION

## **GOVERNANCE**

CLI College of Business, Health & Technology is registered as a Career College under the *Ontario Career Colleges Act, 2005* by the Ministry of Colleges, Universities, Research, Excellence and Security.

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

## **CAMPUS INFORMATION**

### **VISITORS AND CHILDREN**

Students are not permitted to bring visitors, children, or animals (except service dogs) on campus unless 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 the 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.
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### **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 persons 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.
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### **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. 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
- 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 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 Colleges, Universities, Research, Excellence and Security, provided the students are attending a registered program recognized as being protected under the Ontario Career Colleges Act, 2005.

## **HARASSMENT OR DISCRIMINATION**

CLI College is committed to preventing behaviour 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 the 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 are 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, and 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 favours; implied or expressed threat of reprisal if sexual favours are not given; or sexual assault (Criminal Code Offence).

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 Offence).

d. **DISCRIMINATION** -: is one or a series of actions or any behaviour based on a prohibited ground that results in the unfavourable, 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 a 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. **INTENTON 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, are an offence under the Criminal Code.

g. **SYSTEMATIC HARASSMENT/DICRIMINATION** -: 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 portrayals 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 cooperates 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, ages, and identities, etc. We strive to be an environment that promotes inclusivity and respect for all staff and students.

We endeavour to make all people feel comfortable and welcome when visiting our offices, regardless of whom they are interacting with or the reason for their visit. *What does this mean for you?* As a student of CLI College, you are expected to demonstrate and promote a 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 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 that 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 strong 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 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 honour of all the students who have completed their studies in the past year, usually in the month of August. 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:

- a) all the requirements of his/her program of study.
- b) all financial obligations to the College.
- c) 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.



# 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 on 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 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.





# FINANCIAL AID



# 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 with 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 an 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 regarding meeting your obligations, please do not hesitate to contact 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 may be 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 applicable repayment assistance.***

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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 reapply every 6 months.

### ***If you go back to school***

Once the Governments 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 an 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 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.

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## ***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 defaults on an OSAP loan, there are significant penalties which will affect their 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.

## ***Students Fees***

Students are responsible for all tuition, books, uniforms, materials, 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, student maybe be at risk for immediate suspension or termination from their program of choice until their account is up to date. Students are responsible for informing the FAA of any delays s in adhering to their payment plan.



## ***Tax Receipts***

For income tax purposes, T2202A tax receipts for tuition will be issued at the end of February each year. 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.

# ACTIVE STUDENT PARTICIPATION POLICY

# 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 which 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 on offering innovative programs that allow students to gain current knowledge and skills that are in high 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 and the MCURES expectations.

1. All students are required to attend and successfully complete 100% of the program hours.
2. 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.
3. Students who have incurred more than five classroom absences will be required to meet with a school administrator.
4. Students who miss theory hours are required to meet with their instructor to demonstrate knowledge of the module learning objectives that they missed during their absence. This may be done in the form of a test or assignment.
5. Students are required to be on time at the start of their class; continual tardiness will affect the students' professional and ethical marks.
6. All students who participate in work placement are expected to be on time and available for assigned shifts.
7. 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:

1. Five (5) consecutive class days' absence without notification to the school will result in immediate withdrawal and notification to funding agencies as required.
2. Ten (10) consecutive class days' absence from school, even with notification, will be considered a withdrawal from the program.
3. 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 the entrance of any student 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 Ontario Career Colleges of the Ministry of Colleges, Universities, Research, Excellence and Security has defined five Key Performance Indicators (KPI) to measure, in a consistent manner, in the career college (CC) 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.





## ***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:



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, in each course, 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 rewrite 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) rewrites per program. Approval of rewrite applications is 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.*

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## ***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 CLI College on 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 behaviour of CLI College students, in order to monitor and improve our operations and to maintain the quality of our products and services.

## ***Disclosure of Personal Information***

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

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

*Note: Information and Disclosure of the Ontario Career Colleges Act, 2005, c.28, Sect. L. refers to Personal Information. Please refer to your 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's privacy practices that were not answered here, please contact the Administrative Office.

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***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 a co-op or practicum placement, which will affect the ability to graduate.

To be eligible for placement, the following conditions must be met:

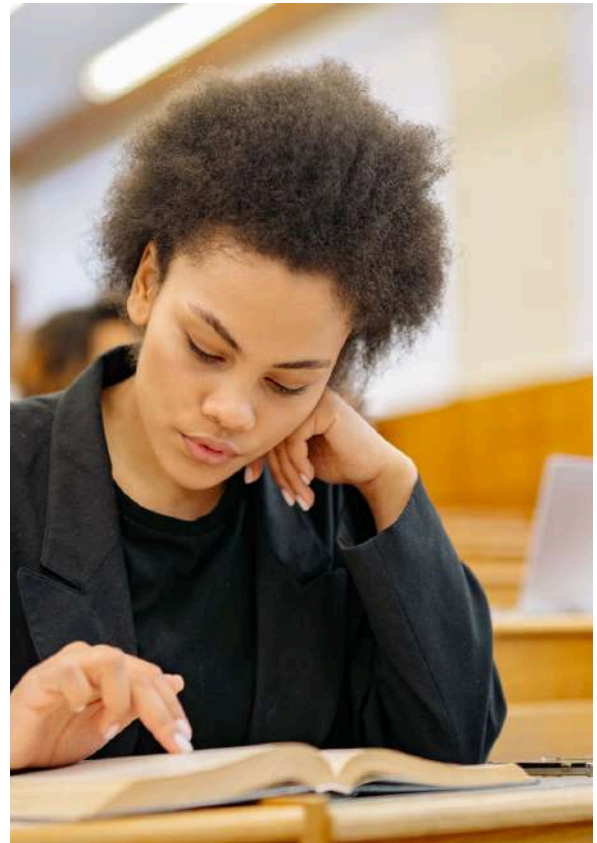
- A passing grade must be maintained.
- Minimum 90% attendance throughout the program
- Maintained professional conduct throughout the duration of the program.
- Account must be in good standing.

Practicum placement must be completed successfully to graduate.

Personal circumstances such as a 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 the 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 cancelling 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

# ADMISSIONS POLICIES AND PROCEDURES

In accordance with the Ontario Career Colleges Act, 2005, students who attend CLI College must meet the minimum admission requirements.

- Grade 12 Ontario Secondary School Diploma **or equivalent**
- For mature students (18 years of age or older), a passing grade on the entrance exam

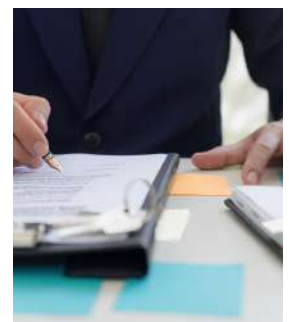
Some programs may require additional entrance requirements. For detailed admission requirements for your program of choice, please contact the Admissions Department.

## English Proficiency

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

### International Students

Wonderlic WBST English Language Test and successful completion of two years of secondary and/or post- secondary education. Transcripts – This is required if the candidate possesses or has completed any post-secondary degree/diploma program before applying to CLI College of Business, Health & Technology



## **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 (BL)***

Prior to placement, students may be required to provide evidence of a valid Standard First Aid and CPR, with valid Level BL. This level of CPR includes instruction in adult, child, and infant skills, plus Automated External Defibrillator. **Annual** Level C recertification is mandatory, as well, and 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 the 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 a requirement of placement. All students must have completed the Student Health Record available from the 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 always be 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 in  
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



# ACADEMIC POLICIES AND PROCEDURES

## ***Student Identification***

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

## ***Behavior***

At CLI College, we expect all members of our community to conduct themselves in a polite and professional manner. Any behaviour (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 behaviours include, but are not limited to, making excessive noise; disorderly *conduct*, lewd, indecent, or obscene conduct; expressions and inappropriate *intimidating* behaviour; 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, colour, 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

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## ***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 an 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 online 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.
- 

In order 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's network and computing resources connected to it are designed to be used for College purposes. Authorized users may utilize the College's network and computing resources for their own use on their own time if that use abides by all College policies and local, state, and federal laws. The College expects users to be responsible in their use of the system. Faculty, staff, employees, and agents of the College agree to refrain from any private communication which suggests that there is College approval of such communication.

## ***Privacy***

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 the 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 career. Engaging in any form of academic dishonesty to obtain any type of academic advantage or credit is an offence 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 the 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 behaviour 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's serious interest in confronting academic dishonesty and holding students accountable for any such violations.

### ***Academic Honesty Offences***

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

<p><b><i>First Offence</i></b></p>	<p>The penalty for a first academic honesty offence is normally a grade of "0" on the work in which the offence occurred, and on the recommendation of the Academic Honesty Committee.</p>
<p><b><i>Second Offence</i></b></p>	<p>The penalty for the second academic honesty offence is normally an "F" in the course where the offence occurred, and suspension from the College for a time period 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.</p>
<p><b><i>Further Violations</i></b></p>	<p>Any further violation of the Academic Honesty Policy will result in College-initiated mandatory withdrawal from the 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.</p>

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

## ***Student Complaint Policy and Procedure***

CLI College of Business, Health and Technology is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the college. The formal process whereby a student may request the review and resolution of a concern if there are 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 Campus Administrator, as part of the college's formal complaint procedure.



## **Formal Procedure**

1. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched. To do so, a student must complete and sign a Student Complaint form (attached). Recording the concern and documenting the student's desired resolution. Once signed, the form is given to the student; a copy is submitted to the college to fill in the title of the appropriate up-line staff person.
2. The CLI College Administrator will arrange to meet with the student within two working days of the date of the written complaint. If a satisfactory resolution is achieved during the meeting, the resolution plan is implemented, and the staff member will follow up to ensure the resolution plan satisfactorily resolves the concern.
3. 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 filed in the student's academic file.



## **Procedure**

### **Review Process**

1. 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.
2. The college Administrator will form a Student Complaint Committee to 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. The committee consists of a minimum of 3 campus administrators.
3. The Committee will report to the student by completing and signing Part D of the Student Complaint form within five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the committee's complaint resolution decision, including the reason for arriving at the decision.
4. 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.
5. The Campus Administrator will maintain this binder on-site for possible annual inspection.



## ***Expulsion Policy and Procedures***

In the normal course of daily operations, it is sometimes necessary to expel a student for just cause. The decision to expel a student is not taken lightly. It is a very serious matter, and therefore, the criteria for this decision must be very explicit.

The following constitutes the policies and procedures that will govern this action.

### ***Policies***

a. It is the responsibility of the student administrator to act as coordinator for the Expulsion

Committee. The responsibility will include scheduling, document distribution, and record maintenance should the need arise.

b. The grounds for expulsion are misrepresentation of academic credentials, disruptive classroom behaviours, damaging school property, human rights code violation, harassment or distributing by any means discriminative literature, or stealing. Additionally, expulsion is a possible consideration for frequent and /or prolonged unauthorized absenteeism.

c. The expulsion committee will meet within 48 hours of receiving a formal request to expel a student, and the decision of that committee will be finalized and delivered to the student administrator at the conclusion of the student's hearing.

d. Once the decision to expel has been made, it will be the responsibility of the student administrator to notify the student by registered mail and record the decision of the expulsion committee in the student's file.

e. Expulsion is not the final responsibility of one person. The final decision to expel a student will be the review committee's decision. The committee consists of the campus manager, the student administrator, and a faculty member chosen by the student involved. One committee member, chosen by the members of the said committee, will act as chair of the committee. The chair of the committee will be responsible for the final report preparation and delivery of the report. The student will be allowed to present a defence for their actions, and the presentation made by the student and/or his/her agent will be considered in the final decision of the committee.

f. The policy herein stated is complete as of this date, but is subject to review and modification as deemed necessary by legal direction and operational issues.

## **Procedure**

Once an incident is identified as grounds for expulsion, the student administrator MUST be notified immediately by the person identifying the grounds for expulsion, followed by written report within 24.

- a. Hours of the incident. The report must be filed on the proper form and delivered to the student administrator in triplicate.
- b. The report, when received, will be dated, and the time the report was received will be recorded in a log entitled "Expulsion Committee Hearing Log."
- c. The student will be notified by the administrator that there is a pending request for expulsion. Further, the student will be removed from all classes until the expulsion committee has met and handed down a decision, and the student will be requested to name his/her choice of an advocate to sit on the panel. All parties to the action will be notified as to the date and time of the expulsion hearing by the student administrator.
- d. The person making the submission to expel will present his/her grounds without interruption, over a period not to exceed ten (10) minutes.
- e. The student being considered for expulsion will then present his/her argument, over a period not to exceed ten (10) minutes.
- f. The burden of proof lies with the person requesting the student be expelled. Therefore, that person will have an additional five (5) minutes of rebuttal, without interruptions.
- g. Following the presentations by all parties to this matter, the committee will adjourn to make its decision.
- h. The decision, once reached, will be written on the prescribed form, signed by all committee members, and delivered to the students to the student's administrator.
- i. Once the student administrator receives the final decision report from the expulsion committee, that decision will be permanently recorded in the student's file, in the Expulsion Committee Hearings Log, and a letter of decision will be sent to the student.
- j. In the letter, the student in article "i" of this procedures document, the student must also be notified that he/she has the right to appeal the decision of the committee to the Ministry of Colleges, Universities, Research, Excellence and Security; Career Colleges Branch; Office of the Superintendent.
- k. All parties to these proceedings will keep all matters in the strictest of confidence.

**FEE REFUND  
POLICYAS  
PRESCRIBED  
UNDERS. 25 TO 33  
OF O.REG. 415/06**

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

## ***Full refunds***

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

1. 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.
2. The career college discontinues the vocational program before the student completes the program, subject to subsection (2).
3. The career college charges or collects the fees,
  - i. before the registration was issued for the college under the Act, or before the vocational program was approved by the Superintendent, or
  - ii. Before entering into a contract for the provision of the vocational program with the student, unless the fee is collected under subsection 44 (3).
4. The career college expels the student from the college in a manner or for reasons that are contrary to the college's expulsion policy.
5. The college employs an instructor who is not qualified to teach all or part of the program under section 41.
6. The contract is rendered void under subsection 18 (2) or under section 22.
7. If a 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,
  - i. in the case of an item not provided by the college, the full amount of the fee for the item, and
  - ii. in the case of a fee in excess of 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 career college ceasing to operate.

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

(4) A refund under subsection (1) is payable by the 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 the student does not commence the program.***

26. (1) If a student is admitted to a vocational program, pays fees to the career college with respect to 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 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 percent of the full amount of the fee or \$500.

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

(a) 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.

(b) 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 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 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 the program commenced.***

27. (1) A 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

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

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

(3) A 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:

1. 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.

2. In the case of a vocational program that is 12 months or more in duration,  
I. 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. 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 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 percent 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 career college is not required to pay the student any refund in respect of that period.

(6) A 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 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 career college's expulsion policy; and

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

(3) The amount of the refund that a 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.

2. 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.

3. The amount of the refund that the 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 percent 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 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 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 career college's expulsion policy.

(3) The amount of the refund that a 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 percent 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 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 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 career college.

## ***Treatment of books and equipment***

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

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

(b) returns the books or equipment to the career college within the 10-day period referred to in 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 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 career college is required to pay under the Act shall be paid in Canadian dollars.

**SEXUAL  
VIOLENCE  
POLICY**

# Sexual Violence Policy

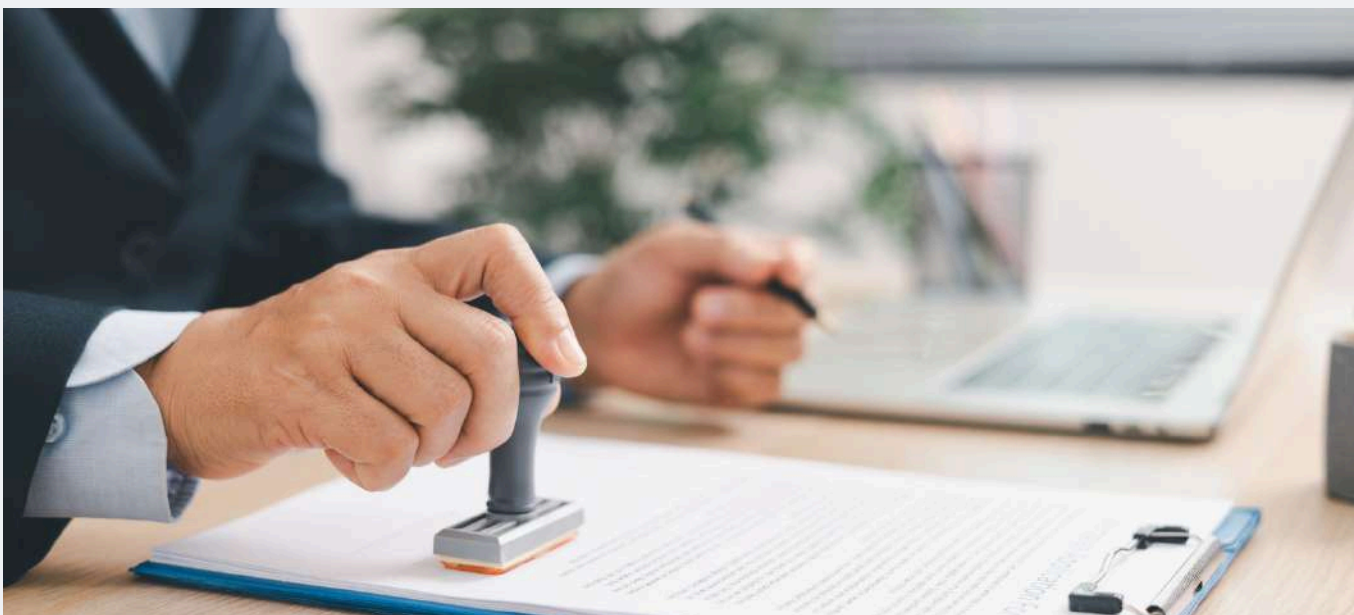
a. CLI College of Business, Health & Technology is committed to providing its students with an educational environment free from sexual violence and treating its students who report incidents of sexual violence with dignity and respect.

b. 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.

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

## ***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***

a. 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, and 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 its premises must provide an undertaking in writing that it is in compliance with all applicable legislation, including the Ontario Human Rights Code and the Occupational Health and Safety Act, and will provide students access to those policies should they encounter issues relating to sexual violence in the workplace.

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

c. CLI College of Business, Health & 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.

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

e. 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:

I. 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

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

f. 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.

g. 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 the police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

h. In all cases, including (f) above, CLI College of Business, Health & Technology will appropriately accommodate the needs of its students who are 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 supports and services.

## ***Investigating Reports of Sexual Violence***

a. Under this Sexual Violence Policy, any student of CLI College of Business, Health & Technology may file a report of an incident or a complaint to Kaydene Campbell in writing. The other officials, offices or departments that will be involved in the investigation are Julian Williams- Administrator, Susan Igoh- Lead Instructor.

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

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

II. determine who should conduct the investigation, having regard to the seriousness of the allegation and the parties involved.

III. determine whether the incident should be referred immediately to the police. In such cases, or where civil proceedings are commenced in respect of allegations of sexual violence, CLI College of Business, Health of Technology may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and

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

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

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

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

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

iv. interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses.

v. providing reasonable updates to the Complainant and the Respondent about the status of the investigation; and

vi. following the investigation, Kaydene Campbell will:

a. review all the evidence collected during the investigation.

b. determine whether sexual violence occurred; and if so

c. determine what disciplinary action, if any, should be taken as set out in

Section 5 below.

## ***Disciplinary Measures***

a. 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:

i. disciplinary action up to and including termination of employment of instructors or staff; or

ii. expulsion of a student; and /or

iii. the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or

iv. any other actions that may be appropriate in the circumstances.

## ***Appeal***

a. Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the president of the college, Olushola 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***

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

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

## ***Reprisal***

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

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

## ***Review***

a. 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.

b. CLI College of Business, Health & Technology shall review its Sexual Violence Policy 3 years after it is first implemented and amend it where appropriate. This date is April 30, 2020.

## ***Collection of Student Data***

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

## Appendix 1

The following represents a list of Provincial Rape Crisis Centres 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)

Français

Fem'aide

Telephone Toll-Free: 1-877-336-2433

ATS: 1 866 860-7082

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

### **Sexual Assault/Domestic Violence Treatment Centres**

#### *Brantford*

Sexual Assault Centre of Brantford

Crisis: 519-751-3471

Office: 519-751-1164

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

<http://sacbrant.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*

Guelph-Wellington Women in Crisis

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

[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

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

*London Abused Women's Centre*

Office: 519-432-2204

E-Mail: 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/>

*Newmarket*

Women's Support Network of York Region

Crisis: 1-800-263-6734 or 905-895-6734

Office: (905) 895-3646

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

*Oakville*

Sexual Assault & Violence Intervention  
Services of Halton

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

Office: 905-825-3622

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

*Orangeville*

Family Transition Place

Crisis: 1-800-265-9178

Office: 519-942-4122

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

*Toronto*

Toronto Rape Crisis Centre:

Multicultural Women Against Rape

Crisis: 416-597-8808

Office: 416-597-1171

info@trccmwar.ca

crisis@trccmwar.ca

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

**STATEMENT OF  
STUDENT RIGHTS  
AND  
RESPONSIBILITIES**

# Statement of Student Rights and Responsibilities

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Career colleges in Ontario are regulated under the Ontario Career Colleges Act, 2005, which is administered by the Superintendent of Career Colleges. Prior to offering vocational programs to the public, career colleges must be registered and have their programs approved under the Act. For a list of registered career colleges and approved programs, please go to the Service Ontario website.

## ***Dealing With Your Career College***

There may be times when you need to communicate formally with your career college, for example, giving 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 this is the case, you should do so in writing, and the document should be delivered personally to the college, sent by courier or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

## ***Contract***

When you enroll in a program, you must sign and receive a written contract. The career college is not allowed to require you to obtain a product or service as a condition of admission into the program. For example, a career college may not require you to purchase a laptop computer from the college prior to enrolling you in a vocational program.

The written contract must contain all of the following terms:

- The approved program name;
- Your address, telephone number and, if applicable, e-mail address;
- The start and expected end date;
- The language of instruction;
- The admission requirements;
- A schedule of hours of instruction;
- The location of instruction, and if instruction is provided online, the website address;
- The location of any additional training location and/or practicum (e.g., work placement), and if additional training and/or a practicum is provided online, the website address;
- The fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- A place for you to acknowledge that you have received a copy of:
  - ➔ This Statement of Students' Rights and Responsibilities was issued by the Superintendent of Career Colleges,
  - ➔ The college's fee refund policy,
  - ➔ The college's student complaint procedure,
  - ➔ The college's sexual violence policy, and
  - ➔ The college's policy relating to the expulsion of students;
- A consent section for the collection and use of your private information; and
- Statements, in bold, that:
  - ➔ The contract is subject to the Ontario Career Colleges Act, 2005 and the
  - ➔ Regulations made under the Act,
  - ➔ The career college does not guarantee employment for any student who successfully completes a vocational program offered by the college; and
  - ➔ You are entitled to a copy of the signed contract immediately after it is signed.

## ***Fee Collection***

A career college is only allowed to charge or collect fees for a program in Canadian dollars. Furthermore, the college is not allowed to charge or collect any compulsory fee for a program that is not published on the Service Ontario website, or that is higher than what is published. The college is also not allowed to charge or collect any optional fee for a program that is not approved by the Superintendent of Career Colleges.

Before a contract is signed, a career college is prohibited from collecting any fees from you, except 20% of the total fees for the program or \$500, whichever is less. These fees must be in relation to processing your application or conducting any admission tests or assessments and must be disclosed in your contract. A career college is required to issue you a receipt every time you pay a fee. You should keep all receipts on file.

## ***Sale of Students' Goods and Services***

A career college is only permitted to sell goods you produce or create, provide your services to the public or arrange for the delivery of such services if the sale is part of completing your program. The college cannot profit from these sales; it can only charge an amount that allows the college to recover its cost.



## ***Fee Refund***

A career college is required to issue a fee refund within 30 days of you giving a written notice of cancellation or withdrawal, or 30 days of you receiving a written notice of expulsion from the college. If you do not meet the admission requirements at the time the program begins, the college is required to issue you a refund of fees within 30 days of the start of the program. If you do not attend the first 14 days of classes, the college can cancel the contract and must issue a refund within 45 days of the start of the program.

Only the compulsory fees published on the Service Ontario website or the optional fees approved by the Superintendent of Career Colleges are covered by the refund policy. You must return any goods you received under a contract in the same state they were in when supplied to you within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

A career college is prohibited from deducting any monies owed by you for other services or non- vocational programs offered by the college from a refund that you are entitled to for a vocational program.

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

## ***Cooling Off Period***

You can cancel a contract within two days of signing it if you deliver a written notice to a career college at the address shown on the contract. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

## **Full Refund**

In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing your training with the career college:

- The college collects any fees for the program before the college is registered or before the program is approved under the Ontario Career Colleges Act, 2005;
- You are expelled from the college in a manner or for reasons not permitted under the college's expulsion policy or sexual violence policy;
- The college collects more than 20% of the total fees for the program to a maximum of \$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); or
- The college, while still operating, discontinues the program before you can complete it.

In addition, you also may seek a full refund if a career college or its representative makes certain types of 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, employment after graduation or the right to enter Canada or receive a visa.

If you do not make a request for a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to make a claim for a refund.

If a career college charges or collects any compulsory fee that is not published on the Service Ontario website 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 Career Colleges.

## ***Partial Refund Before a Program Begins***

You are entitled to a refund of fees paid for a program, except that a career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less if:

- You withdraw from the program before it begins;
- You do not meet the program's admission requirements before the program begins; or
- The college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

## ***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 has been delivered by a career college. In most cases, the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.

## ***Transcript***

You have the right to access your transcript for 25 years after you leave a career college. You may request a copy of your transcript by contacting your college. In the event of a career college closure, you will be able to access your transcript from an approved third-party transcript issuer. It is suggested that you ask your college for the name of the third-party issuer when you graduate.

## ***Credential***

A career college is required to issue you a credential (diploma or certificate) within 60 days of completing a program. The college does not have to issue your credentials until you have paid your fees in full.

## ***Student Complaint Procedure***

All career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students. You must first go through a career college's student complaint procedure before filing a complaint with the Superintendent of Career Colleges. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the [Service Ontario](http://www.forms.ssb.gov.on.ca) website at [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca).

## ***Sexual Violence Policy and Accommodation***

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

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

At a minimum, the policy must:

- Provide information about supports and services available at the college or through its agent for students affected by sexual violence or harassment;
- Identify the specific official, office or department at the college that students should contact to obtain support and services;
- Provide information about supports and services in the community for students affected by sexual violence or harassment;
- Inform students that the college will appropriately accommodate the needs of students affected by sexual violence or harassment and identify the specific official, office or department at the college that students should contact for accommodation;
- Inform students that they are not required to report an incident of, or make a complaint about, sexual violence or harassment to obtain support, services, or accommodation; and
- Set out a process for responding to and addressing incidents and complaints of sexual violence and harassment that includes the elements specified in the regulations under the Ontario Career Colleges Act, 2005.

Every 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 the available options for addressing incidents of sexual violence or harassment, whether those 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.

## ***International Students***

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

## ***Fee Collection***

You should make sure that you are familiar with the rules mentioned in the “Fee Collection” section. A career college is allowed to charge special international student fees in relation to a vocational program, but these fees cannot be higher than what is published on the [Service Ontario](#) website. Only the compulsory fees published on the [Service Ontario](#) website or the optional fees approved by the Superintendent of Career Colleges are covered by the refund policy.

After you sign a contract, a career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins. Some career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

## ***Fee Refund***

You can cancel a contract with a career college or withdraw from a program for any reason. The same refund policy for domestic students also applies to you, and any written notice of cancellation or withdrawal is acceptable.

In addition, a special rule applies to international students if you are unable to obtain a student visa to enter Canada. As long as you deliver a written notice of this fact to a 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.

## ***Insurance***

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

## ***Midway Evaluation***

If you enroll in a program that is 12 months or shorter or that is delivered over an undefined period of time (e.g., trucking), a career college is required to provide you with the results 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 the period, i.e., 6 months.

## ***Qualified Instructors***

You are entitled to be taught by an instructor who holds the required combination of academic, practical and teaching experience. In case of emergency, a career college is allowed to use a substitute instructor who is not fully qualified. However, the college is not allowed to use unqualified instructors to teach a total of more than 10% of a program.



## ***Closure***

Special rules apply when a career college closes. If your college closes before you finish your program, efforts will be made to arrange for you to complete your program. Instead of participating in a training completion, you may choose to receive a refund of fees paid for the portion of the program that has not been delivered.

## ***It is 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 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 career college, you may:

- Request information about any counselling, health services, or other supports that are available at your 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 career college, you may bring your concerns directly to the attention of the campus administrator or another staff member at the career college.

As a student at a career college, you also have a role to play in creating safe campuses for everyone. 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 *Ontario Career Colleges Act, 2005* and regulations.

## **Need More Information?**

You can find more detailed information about student protection measures in the *Ontario Career Colleges Act, 2005*, Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Colleges, Universities, Research, Excellence and Security 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 *Ontario Career Colleges Act, 2005* and regulations, contact the Career Colleges Branch at:

Career Colleges Branch Ministry of Colleges, Universities, Research, Excellence and Security

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)

## **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)