



# INTERNATIONAL STUDENT HANDBOOK

Ontario

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Replaces all previous versions  
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## **Welcome!**

From our admission process right through to our employment support after graduation, we strive to provide our students with a meaningful experience. It is this dedication that gives our graduates the competitive edge in the workplace.

Once you begin your studies, you will become aware of how our learning process will stimulate, involve, and challenge you to succeed. You will build an impressive skill set in your area of study and gain the interpersonal expertise that will help make you successful.

Our programs are designed to reflect the requirements of the employers in your chosen career field. Throughout your studies, you will work in ways that will mirror what you will find in the workplace. When you complete your program, you will be ready to begin your career.

At CDI College, you have access to a strong support team that is dedicated to helping you every step of the way. This team consists of your Faculty, Admissions Representatives, Campus Director, Financial Representatives, Student Services, Employment Services Personnel, and Administrative Staff.

Your fellow students are also an important part of this team as they are just as serious about their success as you are. Do not hesitate to speak to any of these people if you need help. We are all here for one reason – your success!!

We congratulate you on making the commitment to further your education and achieve your career goals. We wish you success throughout your program and beyond!

**Mission Statement**  
**CDI College**

*We Change Lives through Education*

## Contents

<b>CAREER COLLEGE STUDENTS' RIGHTS AND RESPONSIBILITIES</b> .....	7
<b>ADMISSION AND ACADEMIC POLICIES &amp; PROCEDURES</b> .....	13
Learning Accommodations .....	14
Attendance.....	17
Attendance Requirements - What does this mean to you as an International student? .....	17
Career Services .....	20
Copyright.....	20
Course Drops/Withdrawals.....	21
Course Repeat Procedure.....	21
Test and Exam Rewrites.....	21
E-Resources and Materials.....	22
Device Requirements .....	22
Mandatory Computer Software and Applications .....	24
Grading .....	24
Graduation .....	26
Homework .....	26
Recording in the Classroom .....	26
Active Participation .....	27
Standards of Academic Progress.....	28
Student Records.....	28
Work Experience/Clinical Placement Policy .....	29
<b>CAMPUS REGULATIONS</b> .....	30
Hours of Operation .....	30
Food and Beverages .....	30
Parking.....	30
Personal Appearance.....	30
Security.....	31
Smoking.....	31
Statutory Holidays .....	31
Student Identification.....	31
Student Printing and Photocopying.....	31
Telephones .....	32
International Student Records Policy & Procedure .....	32
International Student Contact Information Update Policy & Procedure .....	32
<b>COLLEGE POLICIES</b> .....	32
Harassment and Non-Discrimination.....	32

<b>Student Code of Conduct</b> .....	33
<b>Disciplinary Process</b> .....	40
<b>Health and Safety</b> .....	40
<b>Privacy and Access to Information</b> .....	41
<b>Ontario Student Complaint Policy and Procedure</b> .....	42
<b>Responsible Use of Technology</b> .....	44
<b>Tax Receipts</b> .....	45
<b>Refund of Consumables</b> .....	45
<b>Refund Policy</b> .....	46
<b>COLLEGE POLICY AND PROCEDURE CHANGES AND REVISIONS</b> .....	48
<b>INTERNATIONAL STUDENT SERVICES</b> .....	49
<b>On-Campus Student Services</b> .....	49
<b>Services Available to International Students</b> .....	49
<b>Health and Safety</b> .....	50
<b>STUDYING IN ONTARIO</b> .....	50
<b>Study Permit</b> .....	50
<b>Extending your study permit</b> .....	50
<b>Temporary Resident Visas (TRV)</b> .....	50
<b>Health Care Insurance</b> .....	51
<b>Housing</b> .....	51
<b>Some of the Embassies and Consulates:</b> .....	52
<b>APPENDIX 1</b> .....	57
<b>Emergency Contact &amp; Medical Information</b> .....	57
<b>APPENDIX 2</b> .....	58
<b>Sexual Misconduct Policy</b> .....	58
<b>APPENDIX 3</b> .....	65
<b>Community Resources</b> .....	65
<b>APPENDIX 4</b> .....	67
<b>Attendance Policies and Student Handbook Agreement</b> .....	67
<b>APPENDIX 5</b> .....	68
<b>Consent To Use Of Image Agreement</b> .....	68
<b>APPENDIX 6</b> .....	69
<b>Participation And Visual Confirmation Policy For Virtual/Online Learning Programs</b> .....	69
<b>APPENDIX 7</b> .....	72
<b>Participation And Visual Confirmation Policy For Virtual/Online Learning Programs Student Acknowledgement</b> .....	72
<b>APPENDIX 8</b> .....	73
<b>ACTIVE PARTICIPATION AND SATISFACTORY ACADEMIC STANDING POLICY</b> .....	73

## **About This Handbook**

This Handbook contains important information about the academic policies of the College as well as the services provided to you while you are a student at the College. It is an excellent source for information about what is expected of you while you are attending school and the steps that can be followed to ensure your success.

Every effort has been made to ensure the Handbook is accurate as of the date of publication. The Handbook is periodically reviewed and updated as necessary to reflect current academic and operational policies and procedures. Changes are effective when made.

Please take time to read this Handbook and ensure that you have signed the last page of this document and returned a copy to the College.

# CAREER COLLEGE STUDENTS' RIGHTS AND RESPONSIBILITIES

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

- [Before you enrol](#)
- [Communicate in writing](#)
- [Documents you must receive](#)
- [Concerns and complaints](#)
- [Sale of students' goods and services](#)
- [Fee collection](#)
- [Refunds](#)
- [Types of refunds](#)
- [International students](#)
- [Insurance](#)
- [Midway evaluation](#)
- [Qualified instructors](#)
- [Closure](#)
- [Contact](#)
- [Related](#)

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

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

## Before you enrol

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

## Note:

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

## Communicate in writing

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

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

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

## Documents you must receive

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

## Contract

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

The written contract **must** contain:

- the approved program name
- the legal name of the career college
- your address, telephone number and, if applicable, e-mail address
- the program's start and expected end date
- the program's language of instruction
- the program's admission requirements

- a schedule of hours of instruction and the method of delivery for all scheduled hours
- the location of instruction, and if instruction is to be provided online, the website address
- the location of any additional training location and/or practicum and the website address if additional training and/or a practicum is provided online
- the fees payable by you set out in Canadian dollars, including an itemized list of fees for any products or services, including books, equipment, administration fees (such as processing applications, or conducting admissions tests)
- a payment schedule indicating the time and amount of each payment

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

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

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

- a program disclaimer

### **Career College administrators:**

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

### **Consent section**

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

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

### **Note:**

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

### **Transcript**

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

You also have the right to access your transcript for 25 years after you complete or leave the career college. If the career college closes, you will be able to access your transcript from an [approved third-party transcript issuer](#). We suggest that you ask your college for the name of the third-party issuer when you complete or leave your program.

### **Credential**

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

### **Concerns and complaints**

#### **Student complaint procedure**

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

- the student has followed the college's student complaint procedure



- has complained directly to the college
- is not satisfied with the outcome

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

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

Once you submit your complaint and any supporting documents, the superintendent or a delegate will review the documents and advise you on next steps. You can [log-in to your PARIS account](#) at any time.

### **Sexual violence policy and accommodation**

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

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

### **Sale of students' goods and services**

If you make goods or provide services as part of the requirements to complete your program, CDI College can:

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

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

### **Fee collection**

A career college is only allowed to:

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

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

### **Itemized list of fees**

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

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

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

### **Unapproved or inaccurate fees**

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

### **Note:**

A career college cannot require you to obtain a product or service from a particular person or vendor as a

condition of admission into the program. There may be required products or equipment for the training (for example, a laptop), but you are free to purchase those products or equipment anywhere you wish.

### Receipts

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

### Refunds

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

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

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

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

All refunds must be in Canadian dollars.

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

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

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

### Cooling-off period

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

### Types of refunds

#### Full refund

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

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

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

- a false or misleading statement
- a statement that guarantees admission to or successful completion of the program or employment after completing the program

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

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

### **Full refunds minus service fee**

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

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

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

### **Partial refund**

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

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

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

### **International students**

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

### **Fee collection**

You should make sure that you are familiar with the rules mentioned in the [Fee Collection section of this page](#). CDI College is allowed to charge international student fees in relation to a vocational program but these fees cannot be higher than what is published on [ServiceOntario](#).

### **Fee refund**

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

### **International students unable to get a student visa**

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

### **Insurance**

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

### **Mid-point evaluation**

If you enroll in a program that is 12 months or shorter or is delivered over an undefined period of time (for example, a commercial flight program), CDI College is required to provide you with the result of at least one evaluation of your progress **before** you complete half of the instruction hours of the program.

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

### **Qualified instructors**

You are entitled to be taught by an instructor who has the required experience (academic, practical and/or teaching) outlined in the *Ontario Career Colleges Act, 2005*. Some programs must also meet industry

standards for instructors. Career colleges must follow the Act and program standards when they hire teaching staff.

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

### **Closure**

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

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

[Read more about what you need to do in the event of a career college closure.](#)

You can also contact the ministry by email:

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

### **Contact**

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

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

- [Tel: 416-314-0500](tel:416-314-0500)
- [Toll-free: 1-866-330-3395](tel:1-866-330-3395)
- [pcc@ontario.ca](mailto:pcc@ontario.ca)
- Fax: 416-314-0499

# ADMISSION AND ACADEMIC POLICIES & PROCEDURES

This policy is available and applicable to all past, current, and future students.

## Admission Policy

Admission to programs at Colleges require applicants to follow a formal application procedure. The application and admissions process includes an interview with an admissions representative; meeting with a financial administrator or financial planner, validation the applicant meets the program admission requirements, the signing of a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon the applicant's meeting the prescribed program admissions requirements. Admissions to programs must be approved either by the Campus Director or Registrar, or in the case of Dental and Nursing Programs, the Program Director of these programs.

Students are required to provide all the required documentation to confirm the student meets the specific program admissions requirements, including proof of age, high school completion, Canadian equivalencies and language requirements etc. to confirm the student meets the admissions requirements..

## English Language Requirements – All Programs

In addition to each program's admission requirements, all international applicants must demonstrate that they are proficient in the English language in order to be successful in their training. Unless specifically stated in the program admission requirements. English language proficiency requirement can be satisfied if the applicant has earned a high school diploma from secondary school (or above) in a system in which English is the official language of instruction. If English was not the applicant's first language, the applicant will need to meet the minimum English Language Proficiency standard. English test scores are valid only if dated within two years of application. Acceptable evidence of ELP may be one of the following:

- TOEFL Internet-based test score 86 (overall score), with a minimum of 20 in each component;
- IELTS Academic 6.5, with no band score below 6.0;
- Canadian Academic English Assessment (CAEL) score of 60;
- Duolingo English Test score 120 (overall), with a minimum of 105 in each component;
- Pearson Test of English a score of 58.

## International Program Admission Prerequisites

Students applying for all programs must meet the individual program criteria in addition to successfully interviewing with an International Admission Representative. Full program content and information can be found at [www.cdicollege.ca](http://www.cdicollege.ca). Transcript and educational credential equivalencies may be required to undergo assessment through the International Qualifications Assessment Service (IQAS) or World Education Services (WES).

## Insurance

All International students must provide an evidence that they obtained health insurance prior to beginning the program.

## Admissions Process

1. **Interview with an Admissions Representative:** It is important that the applicants interview and have the opportunity to explore their education and career expectations. Therefore, an admissions representative as part of the application process interviews applicants.

2. **Meeting with a Student Financial Administrator/Planner:** The student must meet with the Financial Administrator/Planner. Financial Administrators/Planners are trained to assess the students understanding of the financial challenges that face adult learners and to ensure that the student understands the responsibilities that arise from funding study by way of student loan.
3. **Admissions Requirements:** To ensure students have the basic knowledge, skills, and abilities to be successful, each program has established minimum admissions/entrance requirements that must be met in order for the student to be approved for admission. Either the student or the institution cannot waive the minimum admission/entrance requirements. Specific programs may have additional admission requirements. All students must meet admissions/entrance requirements in order to gain admission to any program. The College does not represent or imply that students guaranteed a job or in the case of international students a work permit on graduation.
4. **Student Enrolment Agreement:** A written Enrolment Agreement conforming to regulatory requirements must be signed by the student and/or by a parent or guardian if the applicant is a minor (not reached the age of 18 in Ontario). The student must receive a copy of the Enrolment Agreement with the Campus Director's signature once the student has been accepted into the program. Students should direct questions regarding their enrolment agreement to the Admissions Representative and/or Campus Director.

### **Learning Accommodations**

The College has an institutional commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation enacted federally and in each Province.

This process begins when a Student identifies a need for accommodation due to a disability, includes the student's request for accommodation and ends with the Director's acceptance or rejection of the student's request for accommodation. The College has an institutional commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation enacted federally and in each Province.

To provide equality of access for students with disabilities, the College will provide accommodations and auxiliary aids and services to the extent necessary to comply with provincial and federal laws. For each student, these accommodations and services will specifically address the functional limitations of the disability that adversely affect equal educational opportunity.

The Campus Director shall be responsible for assisting qualified students with disabilities in securing appropriate accommodations, auxiliary aids and services, with the guidance and support of Student Relations.

The student bears the responsibility of notifying the Campus Director of a disability upon admission. Once the student identifies the specific academic accommodations, auxiliary aids and/or services and discusses them with the Campus Director, the student will be asked to provide the Director with appropriate documentation to support the request. This documentation from an appropriate professional should reflect the student's present level of disability and how the disability reflects the student's needs in the school's setting.

The Director has discretion to determine what type of professional documentation is necessary, and this may vary depending on the nature and extent of the disability and the accommodation, auxiliary aid and/or services requested. In the event the Director or designee thinks it is appropriate to obtain a second professional opinion concerning the nature and extent of the disability, the College will bear the cost of obtaining that second opinion not covered by the third party payer.

The Director will promptly evaluate the request for accommodation once the documentation is received. Appropriate accommodations, auxiliary aids and/or services are determined following an individualized assessment of each request and discussion between the student and the Campus Director.

The Director, in consultation with regional leadership, will consider the following factors in determining appropriate accommodations, auxiliary aids and/or services:

- The nature of the student's disability.
- Accommodations, auxiliary aids and/or services that have worked for that student in the past.
- Whether the requested accommodations, auxiliary aid and/or services will allow the student effectively to access and participate in the course or program.
- Whether the requested accommodation, auxiliary aids and/or services will alter the essential requirements of the course or program.
- The College is not required to alter or modify a course or program to the extent that it changes the fundamental nature of that course or program.

The Campus Director receiving the request for an accommodation, auxiliary aid or service shall provide the student who made the request with written notification of the determination of the request (along with the effective date of any accommodation, auxiliary aid and/or service) within a reasonable time period.

If a situation should arise, where the Campus Director needs additional time to assess a request or in providing accommodation, auxiliary aid and/or service, he or she will provide the student with written notification of the status of the request and the proposed date of determination.

## **Prior Learning and Advanced Standing Policy**

### **DEFINITIONS**

Advanced Standing is based on credit received for the completion of an equivalent course at another institution (transfer credit). High school courses are not eligible. Course credit for up to 50% of a program of study can be credited by way of advanced standing. Some programs may have a different maximum course credit. See below for program specific exceptions. Subject to approval from the assigned designate, a student can receive more than 50% internal CDI advanced standing credit, except for regulated and accredited programs and programs that have received significant changes to the curriculum.

Prior Learning is based on skills acquired through self-study or work experience. High school work experience programs are not eligible. Advanced courses cannot be challenged. Course credit for up to 50% of a program of study can be credited by way of Prior Learning. Some programs may have a different maximum course credit (note: Maximum of 40% credit and a minimum of 12 weeks of study remaining in Ontario).. See below for program specific exceptions.

### **RESPONSIBILITIES**

Admissions Representative:

- Assesses whether the applicant can apply for prior learning or advanced standing unless indicated otherwise in the program outlines (e.g. Practical Nursing).

Instructor/ Internal Subject Matter Expert:

- Assesses transcripts for advance standing credit and records assessment outcomes.
- Administers and assesses challenge exams for prior learning credit.
- Communicates challenge outcome to applicant or student.
- Reviews supporting evidence and confirms Advance Standing course equivalency.
- Communicates results with Admissions Representative and Campus Director.

Campus Director:

- Ensures that prior learning or advance standing policies and procedures are followed.
- Signs off on successful challenges.
- Signs off on changes to Enrolment Agreement (including pricing or schedule changes).

### **ASSESSMENT**

Advanced Standing: Students, who believe they have taken a course with at least the equivalent course competencies, may be awarded credit transfer by meeting the following guidelines:

- Advanced Standing must be transcript based (original institution or university transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.). See 2.a under Procedure for exceptions.
- The transcript submitted must be no more than 12 months old.

- Course equivalency must have been authenticated and signed off by an Instructor/ Internal Subject Matter Expert who has taught the course at the college and who has reviewed the submitted course description. An interview with the applicant may be required.

Prior Learning: Course challenges based on prior learning can only occur for those courses that have a comprehensive final exam. Students may be awarded credit by meeting the following guidelines:

- Students must submit all challenge requests pertaining to their program before the first day of class.
- Advanced courses cannot be challenged, unless otherwise approved by the Campus Director after consultation with the Program Coordinator or Program Head (if applicable).
- A student may only attempt a challenge examination once per course per program.
- Current industry certifications may be acceptable as credit for prior learning.
- The student must receive a passing grade for a successful challenge.
- Challenge exams must be administered by a College employee and the results returned to the student within two (2) business days of receiving the application.

## PROCEDURE

1. The student must apply for advanced standing/prior learning as part of the application process. Credit must be approved before the program/module start date.
2. To receive advanced standing, the student must provide an official (original) post- secondary transcript of marks, showing successful completion of an equivalent course, and have been awarded a passing grade, unless otherwise stated in the program outline. It is the student's responsibility to submit the appropriate supporting documents.
  - a. If the student has previously taken modules with the College into which they are enrolling and they wish to be exempt from re-taking these modules, please refer to and follow Number 2 above. No fee assessment fee should be collected.
  - b. If, due to extenuating circumstances, a student is not able to provide the supporting evidence required for the academic standing assessment review, they will be referred to the Campus Director or designate, who will determine a method of assessment.
3. To receive prior learning credit a student must have successfully completed the challenge exam for the course or courses being challenged and have been awarded a passing grade on each challenge exam. It is the student's responsibility to submit the appropriate documents.
  - a. If a student requests credit for prior learning for more than one course, the exams must be written in the order that the courses are presented in the program of study.
  - b. If a student does not meet the required grade on the challenge exam for a course, no prior learning for subsequent courses may be claimed.
  - c. If a student does not meet the required grade on the challenge exam on the first attempt, the student cannot rewrite the exam.
4. Any course for which a student is given prior learning credit will show as a CR on the student's transcripts.
5. The Credit by Challenge Form (previously, Credit for Prior Learning) must be completed and signed by the student before the Prior Learning or Advanced Standing assessments is made.
  - a. There is a \$50 (\$100 for courses requiring a practical assessment) assessment fee for each course for which prior learning is requested. Payment must be made before the assessment will be administered.
6. All Prior Learning must be approved by the Campus Director (except for the regulated programs. Please see below). Only non-senior courses can be challenged unless otherwise approved by the Campus Director upon consultation with the Program Coordinator or Program Head (if applicable).
  - a. For externally regulated programs, other policies and/or conditions may apply.

**The administration reserves the right to deny any request that does not meet the educational requirements of the College.**

## REGULATED PROGRAM EXCEPTIONS

Paralegal Program (Law Society of Ontario)

When a student applies to the LSO Paralegal Program requesting Transfer Credits or Prior Learning for courses taken, the application and transcripts are to be forwarded directly to the Paralegal Coordinator or



program lead in order to make a decision regarding which courses qualify. The following guidelines must be followed in order to allow for the transfer of credit.

- Advanced standing can be given for a maximum of 40% of the program courses.
- Advanced standing cannot be used to reduce the hours allocated to field placement (practicum).
- Work experience cannot be used towards advanced standing.
- Only academic courses completed in an Ontario accredited paralegal program can be used towards advanced standing.

## TRANSFER OF CREDITS TO OTHER PUBLIC OR PRIVATE INSTITUTIONS

The mission of the College is to help students prepare for entry-level employment in the students' chosen field of study. The value of programs is their deliberate focus on marketable skills and occupational outcomes. Credits earned for programs at the College are not designed as stepping stones for transfer to another institution.

In the Canadian higher education system, transferability of credit is determined by the receiving institution taking into account that school's own policies such as factors as course content, grades, accreditation and licensing. The College does not imply, promise, or guarantee transferability of credits from any of its programs to any other institution.

It is the student's responsibility to determine whether other schools will accept credits acquired from the College. Applicants should be encouraged to make this determination as early as possible.

### **Attendance**

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. Students are expected to attend every class session, in accordance with their contractual agreement. Student absences will be recorded from the first day the class meets. In case of an absence, it is the student's responsibility to notify the College before the start of classes on the day of absence. The student is also responsible for notifying the third party funder, if applicable, of the absence.

Online students are required to sign into the MyCampus LMS for at least 30 minutes on the first scheduled day of each course to fully activate your access to the course content and confirm your presence. In addition, online students must complete the hours of work per week as outlined in your program outline and complete courses as scheduled. A portion of every online program's duration (excluding practicum) will be delivered through live (synchronous) sessions with an instructor, which students must attend.

Online Students that are unable to complete the required hours per week must contact your student services immediately. If a student is going to be delayed in their academic progress or (if applicable) absent from the required amount of attendance, they must inform Student Services via email; this email can be found in your course session, and is provided to you at orientation. Supporting documents (doctor's note, travel documents, etc.) may be required.

Students are reminded to pay attention to their myCDI email accounts for any attendance and/ or academic progress messages.

### **Attendance Requirements - What does this mean to you as an International student?**

As a student, you will be withdrawn/dismissed from studies based on the following external and internal policies:

- Regardless of College approved absences (reasonable excuses), if you have missed 21 consecutive calendar days (including weekends and including statutory holidays), you will be withdrawn from studies. If applicable, Student Aid will be notified of your withdrawal, and this will result in the immediate termination of your funding.
- Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the College. If applicable, Student Aid will be notified of your withdrawal, and notification will result in immediate termination of funding.

- Not meeting an active participation requirement of full-time attendance for a minimum of 20 hours per week for 4 weeks (28 consecutive days) is considered a withdrawal for funding purposes, and if applicable, the CDI College must return any remaining portions of loans to the funding agency.

#### Additional Considerations:

- The College reserves a right to place a student on probation at any time should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.
- Students cannot miss clinical time.
- The full Active Participation Policy is outlined in the [Appendix 8](#).
- When a student is unable to attend class, he or she must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances which prevented his or her attendance. Excused absences include personal illness or illness of a close family member where the attention of the student is required, death of an immediate family member, accident, or other unforeseen circumstances making it impossible for a student to attend class, funeral, personal appointments for acute or preventative health care, and court appearances. Excused absences must be accompanied by written proof. All absences are recorded regardless of the reason for the absence.
- To ensure proper monitoring of the students' active participation and identity verification for virtual/online programs, the College implemented The Visual Confirmation Policy (Appendix 6).
- Some externally regulated programs have their own set of attendance criteria.

### Attendance Warnings

#### 20 hours per week Active Participation:

- If a student has failed to meet the active participation requirement of full-time attendance for 20 hours per week will receive a warning in writing.
- If a student has failed to meet the active participation requirement of full-time attendance for 20 hours per week for 2 weeks, (14 consecutive days) will receive a second warning in writing, and must obtain permission from the College to resume studies.
- Students who failed to actively participate for a minimum 20 hours per week (including the hours allocated to job search and practicum placement) for 3 weeks (21 consecutive days), will receive a third warning and possibly placed on probation for 1 week.
- Students who fail to actively participate for a minimum of 20 hours per week for 4 weeks (28 consecutive days) could be withdrawn from the College.

#### 21 days of absence:

- If a student is unable to attend College for five (5) consecutive study days, s/he will receive a warning in writing and must obtain permission from the College to resume studies.
- Students whose absences exceed ten (10) consecutive study days (including the days allocated to job search and practicum placement) will be placed on probation and will be subject to conditions if they wish to continue study.
- The student has failed to attend classes for 3 weeks (21 consecutive calendar days) will be withdrawn from the College.

#### Absence for 20% of the program hours:

- Students whose absences exceed 10% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be warned in writing.
- Students whose absences exceed 15% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be placed on probation and will be subject to conditions if they wish to continue study.
- Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the College.

### Resumption of Studies

Students who have interrupted their studies by an absence of 21 or more consecutive days or by missing a scheduled examination must obtain permission to be re-admitted.

Students should make an appointment for a formal interview with the Campus Director or designee as soon as they are sure of their preferred return date.

Students must be in good financial and academic standing in order to be re-admitted. If proper notice was not given of the absence, a student may be re-admitted under probationary terms. An exception may be made if the student has a valid reason for the absence. At the approval of Campus Director

### **Academic Integrity**

Academic Integrity and Honesty are fundamental for the growth and acquisition of knowledge, teaching, and the open and unfettered circulation of ideas. They are the cornerstone of the academic community.

Academic Dishonesty disregards the source of information and ideas and calls into question the accuracy and integrity of educational works. It compromises the values of the College and is unfair to students who pursue their education with honesty and integrity. Academic dishonesty will not be tolerated.

### **Definitions of Academic Dishonesty**

**Cheating** is any act of academic dishonesty. Cheating includes, but is not limited to:

- Any use of aids such as calculators, phones, crib notes, notes, books, electronic devices, photocopied materials, and AI-generated materials, which have not been expressly permitted during exams or projects;
- Copying for the purpose of providing an advantage to yourself or another student;
- Submitting another person's work as your own or providing work for another person to submit as their own;
- Falsifying or misrepresenting academic records;
- Intentionally helping or attempting to help another student to commit any act of academic dishonesty (including unauthorized communication with another student in a test or exam);
- Presenting oneself as another student for a class or exam;
- Submitting the same work or part of the same work for credit in two different courses without the prior agreement of the instructors involved;
- Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor.

**Plagiarism** is the act of representing someone else's work as your own. Plagiarism includes but is not limited to:

- Homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as appropriate reference, to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or the Internet, including AI-generated materials;
- By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first. (When in doubt, consult with the instructor for the course);
- Using another person's essential style and manner of expression;
- Submitting homework, written papers, exams, lab assignments, published work, circuit design, software, or copyrighted material as your own material without reference to the original creator of the material.

**Note:** Plagiarism ranges from an entire assignment that is not the student's own work to specific passages within an assignment taken from a source without acknowledgement.

**Other Acts of Academic Dishonesty.** Other examples of academic dishonesty include but are not limited to:

- Collaboration between two or more students working jointly on any assignment when the Instructor has not permitted collaboration. This includes collaboration on projects outside of school that are to be submitted for marking as solo projects;
- Changing a score or a record of an examination result

Students must always respect academic integrity. Any form of deception in completing assigned work is considered academic dishonesty.

### **Disciplinary Process for Cheating and Other Acts of Academic Dishonesty:**

Violations that threaten the academic integrity of the College are subject to one or more of the following:

- Receiving zero marks for the piece of work or examination, with or without the opportunity to redeem the piece of work;
- Receiving a failing grade for the whole topic or course of which the piece of work or examination concerned is a part;
- Academic Probation;
- Suspension;
- Expulsion.

The **Academic Integrity Policy** corresponds to the overall **Student Code of Conduct** and follows the College's overall disciplinary process for violations of the Student Code of Conduct.

All violations of the **Student Code of Conduct—Academic Integrity** are documented and recorded in the student's record.

Student appeals can be made in writing, in accordance with the Dispute Resolution Policy.

### **Career Services**

The Career Services program is available to students who graduate from their program of study for a period of up to six months from their program completion date. In order to be eligible for this assistance, students must register with the Employment Specialist or designee at the campus from which they graduated. Students can transfer their Career Services assistance to any other campus by meeting with the Employment Specialist and requesting transfer where appropriate. The Employment Specialist does not find you a job and the College is barred by law from guaranteeing students employment after the completion of their program.

The College may assist graduates in finding employment by:

1. Presenting Career and Employment Strategies workshops. Completion of this workshop may be a graduation requirement;
2. Assisting with the preparation of personal marketing tools such as resumes, cover letters, business cards, thank you letters and Internet profiles;
3. Coaching in interview skills and self-directed employer contact;
4. Photocopying and printing of personal marketing tools subject to College policy;
5. Providing access to computer equipment for job readiness and job search activities.

The College expects that graduates who are seeking employment with the assistance of the Employment Specialist will:

1. Maintain regular contact with the Employment Specialist at pre-arranged intervals;
2. Have current and approved personal marketing tools on file with the Career Services Department;
3. Be actively marketing him/herself and not relying solely on the College;
4. Be striving to develop employer contacts;
5. Regularly attend group sessions arranged by the College.

### **Copyright**

Campuses comply with the copyright laws as applied to educational institutions. The use of and/or

Photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni and staff is prohibited. This standard applies to printed, software, audio, video materials and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to: documents, graphics, sounds, video, and software on company computer systems or from the Internet.

### **Course Drops/Withdrawals**

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within that province. Students wishing to withdraw must submit a letter of withdrawal delivered personally or by e-mail to the Campus Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent and the attendance policies will be applied.

### **Course Repeat Procedure**

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course during their program. Not all programs allow students to repeat a course and some externally regulated programs have specific repeat policies. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Students will be automatically expelled from the chosen program of study if they do not successfully complete any course on the third attempt (or, as allowed, for regulated programs). Externally regulated programs may have different requirements. Should the student fail a course they may receive the first repeat at no cost. Subsequent attempt will be charged the full cost of the course, as well as any other incidental cost. The Campus Director will make a determination based on the circumstances.

Students may only repeat a course if class space is available (courses requiring an outside examination are excluded). All repeated courses will appear on the student's academic transcript; however, only the most recent attempt will count toward the program average. Please remember that repeating a course is a privilege that the student must earn. The repeating of a course/module is permitted if a student meets the conditions outlined below. All conditions must be met:

1. The student has completed an interview with the Campus Director, or designee;
2. The student has demonstrated good attendance;
3. The student has been punctual for class;
4. The student has demonstrated significant effort;
5. The student has completed all the requirements for the course/module and simply was unable to achieve a passing score on the first attempt,
6. The student has met all other graduation requirements.

### **Test and Exam Rewrites**

The passing mark for an exam or test is 60% unless otherwise indicated on the course outline. Upon appeal to the instructor a student may rewrite a test, exam, or project when they have received a mark below the mark required on an exam or project, unless specifically barred from doing so by the curriculum.

The instructor meets with the student and reviews the material, the student's study habits, attendance, motivation, time management, and sets a date to rewrite the evaluation.

The student must wait a minimum of 24 hours and no more than 3 days before rewriting an exam or project.

If the student successfully passes the re-write exam, the highest grade will be recorded as the rewrite mark. If the exam is provided by an external certifying agency, the exam rewrite policy of the external certifying agency will apply. If the student scores below the minimum passing mark, the higher grade will be kept.

In the event that a student is unsuccessfully on the re-write, he or she must meet with the Campus Director or designee to discuss the options available for continuing in the program of study. If the student fails the rewrite, no other rewrites will be allowed. There may be an exam cost associated with rewrites in some programs.

Please note that externally regulated programs may have their own rewrite policy.

### **E-Resources and Materials**

Students will be granted an access license to e-resources, which includes e-books that are subject to an expiration date beyond program completion. Once any of the e-books have been accessed, the eBook will become non-refundable.

Note: E-book(s) for each course will be made available on the first day of class after attendance has been taken. If you have trouble accessing your e-book(s) please contact your campus Student Services.

There may be elements of a program that may utilize or introduce on-line learning components, or blended learning modules of program delivery during the program.

The course materials, e-books and resources for students are accessible through the college's Learning Management System (LMS). Students are required to bring their own web-enabled device (laptop or tablet) equipped with working camera in order to access the course materials and resources. Students are responsible for ensuring that their devices are in proper working order and that they are fully charged before the start of each school day.

Students' programs may include the use of hard copy or e-copy textbooks and learning guides as needed. The College reserves the right to make changes to the adopted text or to the text edition or version used at any time. As with any material, errors may occur in textbooks and learning guides used by the College. The College makes every effort to identify errors and provide errata to students. In the event that errors are discovered in internally generated textbooks or learning guides, the College has a protocol for correction.

If errors are discovered, the instructor should be advised.

All students and instructors receive an organizational e-mail address. As part of class preparation, please ensure you have received your e-mail address, as well as access to the Learning Management System (LMS) and all related course e-resources. When communicating with other students or staff, please use the email address provided to you.

Access to licensed software including email, Adobe cloud, MS Office etc. provided for program studies will expire or be terminated upon conclusion of studies as follows:

- **Graduated** – will maintain access for 6 months after graduation date
- **Terminated** – access will cease immediately upon termination
- **Withdrawn** – access will continue to 30 days past withdrawal
- **Cancelled** – accounts will be deleted for students who do not commence studies

### **Device Requirements**

Before starting your studies, it is important to understand the technical requirements necessary to participate effectively.

A device (tablet, notebook, or laptop) equipped with a functional camera / web camera suitable to the student's curriculum is required to access LMS course materials and built-in course resources, software and applications. All devices must be able to connect to the Internet wirelessly via the campus Wi-Fi "campusnet" and be capable of fulfilling all curriculum IT requirements.

Student device must meet or exceed the corresponding specifications based on operating system (OS). All devices must support Microsoft Office 365 or Microsoft Office 2016. If you are not using a Windows device, you are responsible for using a browser that can emulate a Windows device (i.e. Puffin or others). The specifications noted here are only a guide and may change without notice.

### Acceptable Use

While remaining a student of CDI College, the use and operation of the devices will be governed by the College's Responsible Use of Technology Policy. Sharing of credentials is strictly prohibited and may result in IT privileges being revoked.

### **Microsoft Windows Devices (preferred)**

Operating System (OS): Windows 7/8/8.1/10 (32/64 Bit) – Windows 10 recommended! Hardware: Intel Celeron Processor N3060 or equivalent, 32 GB HDD, 2GB RAM, Keyboard, Mouse or trackpad Software: MS Office 2013 or newer Examples: Dell Inspiron 11 3000, MS Surface 3, MS Surface Pro 4, MS Win 10 compatible notebook

### **Google Chrome OS Devices:**

Operating System (OS): Chrome OS Hardware: Minimum Quad-Core 1.6 GHz processor or equivalent, Minimum 4 GB RAM, Minimum 16 GB storage, speakers or headset jack, Keyboard, Mouse or trackpad Software: MS Office 2013 or newer

Note: Google Chrome devices do not support courses taken online through the National Payroll Institute.

### **AWS Applications:**

Users can access AWS applications through an HTML5- capable web browser, including the following:

- Google Chrome
- Mozilla Firefox
- Safari • Microsoft Edge
- Microsoft Internet Explorer version 11 or later

No browser extensions or plug-ins are required to access AWS

AWS is not supported on devices that have screen resolutions smaller than 1024 x 768 pixels

### Support

- Students are responsible for support on their own device
- Campus will supply wireless (Wi-Fi) Internet connection
- Campus bandwidth may vary depending on location

### Risks/Liability/Disclaimer

Campus maintains and controls the ownership of all Campus IP addresses. Campus will not be responsible for:

- Student choice of hardware, peripherals, operating system, software, applications, or hardware configurations
- Student usernames or passwords as they apply to student hardware, peripherals, operating system, software, applications, or hardware configurations and consequences thereof if student cannot access the services
- Student warranties as it applies to student hardware, peripherals, operating system, software, applications, or hardware configurations
- Student or any third party actions that destroys student hardware, peripherals, operating system, software, applications, or hardware configurations
- Any loss of any data whatsoever and for whatever reason
- Any server-downtime
- Student possible actions in student use of student hardware, peripherals, operating system, software, applications, or hardware configurations in violating provincial or federal laws or international laws or conventions
- Troubleshooting or attempting to resolve connectivity issues related on the Student's Device
- Viruses, Adware, Malware, Spyware mitigation
- Financial loss as a result of viewing non-College approved websites
- Theft or damage of personal device while on campus
- Any potential hardware upgrades required due to changes in curriculum

Campus reserves the right to:

- Change or remove any IP address at its discretion
- Block websites that may not be deemed as appropriate content

Note: For online student technical assistance, please contact your Student Services Administrator. The Student Services Administrator will assist with e-textbook access, LMS MyCampus login, and other online course resource assistance.

The Student Service Administrator does not provide assistance for issues relating to student devices or internet connection.

### **Mandatory Computer Software and Applications**

Some CDI College’s programs include online learning components and blended learning modules accessible only via specially designed computer software and applications. If your program includes the online learning components and blended learning modules, you will be granted an individual and unique access to mandatory software and applications through CDI College’s Learning Management System (LMS).

These mandatory software and applications have been specially created for courses included in your program, and cannot be purchased from third-party retailers due to customization.

***You are responsible for the cost of these mandatory computer software and applications, which are already included in the total cost of your program. These mandatory computer software applications (if applicable) cannot be opted-out since they are essential for your successful participation in the course.***

Please note that the program fees have been approved by the Ministry of Colleges and Universities, Career Colleges Branch, under the Ontario Career Colleges Act, 2005.

### **Grading**

The College uses a letter grade or percentage to indicate academic performance. Students are given a letter grade for each course/module, work experience, practicum, or preceptorship completed or attempted. Grading may be based on classroom/online performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

<b>Status</b>	<b>Grade</b>
P	60-100%
F	< 60%
P	Pass
F	Fail
AUD	Audit
W	Withdrawal
I	Incomplete
IP	In Progress
CR	Prior Learning Credit
CR	Advanced Standing

### **Pass (P)**



A “Pass” grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e. Practicum). A “P” grade counts toward graduation.

### **Withdrawal (W)**

Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal), which will not be factored into the cumulative grade point average.

### **Fail (F)**

Students who do not complete all required components of a course, or who receive a cumulative score of less than 60% (unless otherwise indicated in a program or course outline) in a course will receive a fail. Students who withdraw beyond 33% of a course or who do not complete all of the required assignments in any course will be given an “F” or an “I” at the discretion of the Instructor.

### **Incomplete (I)**

An “Incomplete” grade will not be factored into the cumulative grade point average and does not remain on the student transcript provided all required assignments are satisfactorily completed within 30 days after the course has ended. Should an “Incomplete” be left unresolved past 30 days, it will automatically become an “F” and remain on the transcript.

### **In Progress (IP)**

An “In Progress” notation is given for students who are in the process of completing a module or program component at the time of the transcript issue.

### **Credit for Prior Learning and Advanced Standing (CR)**

A “CR” grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the college.

All final grades should be submitted by the instructor 5 business days after the last day of class.

### **Please note externally regulated programs may have their own grading scale**

### **Grade Disputes**

As such, a student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the Campus Director or designee.

Students who feel they have received an erroneous grade must appeal that grade to their instructor and/or Campus Director a maximum of five (5) business days after the start of the following module/course or term (Externally regulated programs and/or cohort based programs may have their own policy. Check with your Campus Director.) Only final grades may be appealed. If the student and instructor do not reach a resolution, the student may appeal to the Campus Director of the College. The Campus Director, after consultation with the instructor and student, will make a determination. The student, if still dissatisfied may appeal by following the Dispute Resolution Policy found in this manual.

### **Appealing Academic Termination**

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation on how the circumstances have been remedied or changed. The Campus Director will review a student’s appeal and determine whether the student’s circumstance(s) and academic status warrant consideration for reinstatement or some other determination. The Campus Director will report to the student by letter within five (5) - ten (10) days of receipt of the student’s letter of appeal. The time necessary may be longer if the appeal is of a complex nature.

Examples of mitigating circumstances include death in the immediate family, hospitalization of a student, documented medical problems, and other special circumstances such as independently documented work-

related transfers, natural disasters, and family emergencies. Mitigating circumstances are generally events that are outside the student's control and are unavoidable.

A student who is granted an appeal may be reinstated and, if otherwise eligible, receive financial aid; however, the student will be placed on probation for that semester.

### **Re-entry after Academic Termination**

A student terminated for violating the policies must appeal in writing to the Campus Director first to be allowed to re-entry before the start of the term in which s/he wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies. There may be additional requirements depending on the program.

If your appeal is granted by Campus Director, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program. The student must successfully retake courses previously failed so that the successful completion percentage meets or exceeds the minimum requirements. Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated.

### **Honors**

The College wishes to acknowledge those students who achieve excellence in their schooling. Recognition of academic excellence is by way of an Honors diploma. Graduating students achieving a program overall average of 90% will earn an Honors distinction.

### **Graduation**

Graduation ceremonies are held at least annually. In order to receive an invitation to participate in the Graduation Ceremony, students must:

- Complete all requirements of the academic program as set out in the program outline by the graduation cut-off date.
- Ensure that all borrowed resources have been returned in good condition or that payment has been made to the College for the replacement of the borrowed resources; and
- Ensure that all tuition and other fees have been paid in full.

### **Homework**

It is understandable that students will have other responsibilities, obligations and commitments while in College. It is important, however, that students do not lose sight of their academic goals.

In addition to attending the College as scheduled, students are required to complete additional hours of personal study time.

As in any business environment, effective performance requires planning and consistent execution. Students are expected to make effective use of their time by preparing for their "workday" in advance. Homework may consist of reviewing course material completed that day, making notes, completing assignments and preparing for the next day by reading ahead. Excellent study habits lead to excellent work habits. We encourage students to continually improve their study habits while at the College.

### **Projects and Course Assignments**

Most courses require completion of one or more projects or other assignments. While the requirements for assignments vary widely, all students are expected to present projects and course assignments for marking in a format that would be acceptable in the workplace. All course requirements will be provided by your instructor.

### **Recording in the Classroom**

Students need the instructor's permission to record the lesson/lecture. Recording may be permitted solely if the student wishes to record the lesson and use it privately, i.e. not upload or share the recording.

If the student has a disability and needs to record the lesson because of the said disability, he or she has the right to do so according to the regulations governing accommodations agreed upon regarding the disability.

Any form of recording cannot take place until the student has completed the Permission to Record Agreement available from the Campus Director, Student Services Coordinator, or Director of Education.

Note: All online live sessions are recorded by the instructor and may be posted to the MyCampus LMS.

## **Participation**

The College fosters an environment that closely resembles the work place. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

On campus students should be prepared to participate in the following ways:

1. Attend all class hours scheduled for each course within the program of study.
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate actively in classes, labs, and placements.
4. Contribute to all discussions, debates, and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be pro-active and responsible for their success and seek help when it is required
7. (i.e. academic, financial, budgeting, guidance, etc.).
8. Demonstrate a commitment to their studies.
9. Progress at a satisfactory rate throughout the program.

Online students should be prepared to participate in the following ways:

1. Sign into the MyCampus LMS for at least 30 minutes on the first scheduled day of each course
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate in and contribute to online discussions and live sessions.
4. Be pro-active and responsible for their success and seek help when it is required
5. (i.e. academic, financial, budgeting, guidance, etc.).
6. Demonstrate a commitment to their studies.
7. Progress at a satisfactory rate throughout the program.

## **Active Participation**

All students must adhere to CDI Policies including active participation and satisfactory scholastic progress.

All students receiving OSAP must achieve satisfactory scholastic progress at their location (a minimum of 60% GPA overall in the program) while maintaining all of the conditions stated above.

A complete Active Participation Policy is outlined in [Appendix 8](#).

To ensure proper monitoring of the students' active participation and identity verification for virtual/online programs, the College implemented The Visual Confirmation Policy (The complete policy is available in [Appendix 6](#)).

The Visual Confirmation Policy for virtual/online learning programs implementation and evaluation includes the following processes:

- Students are required to sign in daily to the MyCampus LMS in order to have access to the live/synchronous learning sessions on MS Teams.
- The link for the lecture will change every day. Students must log in to MyCampus to click the new link.
- Students log in using their Microsoft credentials and 2-step factor authentication
- Upon logging in, students are required to have their picture taken in order to access their course materials and lectures. The following data will be stored once this occurs:
  - Student Image
  - IP address and username
  - Length of time logged into the system
- This procedure activates students' access to the course content and confirms their presence.

- Progress on asynchronous learning activities is tracked by the completion of activities and/or assignments students are expected to complete each session. These activities add up to the total hours of coursework required. A failure to complete them will result in a marked absence.
- Student are expected to complete all Approved Program of Study course requirements by the student's approved study period end date, including fulfilling all course requirements that the student missed or failed to fulfill due to absence.

If the course requires live sessions, this will be indicated by Student Services and/or the instructor. Students are expected to attend, and fully participate in the entire session.

- The instructor for the live session will be sure take attendance at varied times throughout the class to ensure students are in attendance through the entire session e.g., at the beginning of class, after breaks, at the end of classes, etc.
- Once attendance is entered daily into the system by the instructor or designate, the manually entered attendance can be cross-referenced with the system-captured attendance.

### **Standards of Academic Progress**

Students are expected to maintain satisfactory academic progress throughout their program. Programs and courses have minimum passing requirements. Course outlines indicate minimum passing requirements. Be sure you review your course outlines thoroughly.

In the event that a student is not meeting academic or other program requirements, the College uses a process of increased engagement. This process includes, at a minimum, the following four steps:

1. Meeting with the Instructor or other staff member. At this step, the staff member will discuss his or her concerns. The outcome of this discussion will be recorded and the notes placed in the student's file. It is expected that the student will implement agreed upon changes, necessary to ensure that all academic and other program requirements are met. If no change is seen, the staff member will proceed to the next step.
2. Commit to Success Plan or other written action plan. At this step, the Instructor meets with the student to specifically identify the issues that keep the student from meeting academic or other requirements. These issues may include poor attendance, unsatisfactorily completed projects or assignments and so on. Once these issues are identified, the Instructor will work with the student to create an action plan for addressing each of these issues and will set a date for a review of progress. A copy of the document is given to the student with an original is retained in the student's file. The Campus Director is notified that the plan is in place. The student is expected to have adhered to the action plan for improvement and to have shown significant improvement by the scheduled review date. If no change is seen, the College may choose to proceed to the next step.
3. Probation. At this step, the student must meet with the Campus Director or designee. The Campus Director or designee will set out the terms and conditions of probation and will set a review date. A copy of the probation document will be given to the student with an original document is retained in the student's file. On the scheduled date, the student must again meet with the Campus Director or designee to review his or her progress in meeting the terms of probation.
4. Dismissal. In the event that the student has not met all of the terms of probation. The Refund Policy would apply.

### **Student Records**

Student records will be maintained on campus. Besides "hard" paper copies, the College retains electronic information containing student enrolment and account information. Student records must include the Enrolment Agreement, enrolment application, the students' transcripts, and financial records including payment records, student loan documents and any refund, student dispute, and/or dismissal information. A record management system is in place and includes a secure off- site back up.

Colleges maintain complete student records allowing students legislated and reasonable access to these records. Copies of student records are made available to current and former students at a reasonable cost. Full student records are kept for three (3) years. After 3 years, these records are reduced to include only a copy of the transcript, and a copy of the Diploma/Certificate if issued, and retained for a period of 25 years. Only authorized individuals have access to the files in each department on a "need-to-know" basis.

Colleges apply and comply with privacy policies and student record management, use, and retention policies that are consistent with the applicable provincial and federal protection of privacy legislation as well as registration and/or accreditation obligations. These policies apply to the collection, storage and disclosure of students' private information, as well as to ongoing business and operational record keeping and analytics. Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

### **Official Transcripts**

Students will receive one official copy of their Transcript upon graduation or withdrawal. Graduating students will receive this copy with their Diploma/Certificate. This official copy is at no charge to the student.

Additional copies of official Transcripts will be provided upon request at a cost of \$25 per transcript. Transcripts required for admission to other institutions will be sent directly to the admitting institution at a cost of \$25 per transcript. International destinations (where applicable) will be sent via courier. The student is responsible for courier charges.

### **Work Experience/Clinical Placement Policy**

For most programs, students are required to participate in and complete one or more work experience placements in order to meet program and graduation requirements. If the student fails to complete, or completes but receives an unsatisfactory assessment on the placement. The school will arrange a second placement site for the student.

If the program requires the completion of a work experience, this will be indicated in the program outline. Students enrolled in these programs are required to successfully complete these experiences in order to graduate and receive a diploma/certificate.

For each program, work experience coordinators will clearly convey the requirements to students. All students will receive required supporting documentation to complete and submit before and during the practicum experience.

Work experience occurs through practicum placements, clinical placements, and preceptorships, are arranged in collaboration with the College. These work experiences are on-the-job training provided by a training host. The student is covered by liability insurance and the provincial Worker's Compensation Insurance, paid for by the college while the student is on site.

The work experience duration will vary in length depending on the program, and will be a non-paid 'work study' experience.

If a student declines a work experience placement, the student must indicate and sign the Practicum Placement Agreement acknowledging their refusal. This will be placed in the student's administrative file. Students who do not choose to attend the work experience portion of their program will not be eligible to receive their diploma and/or certificate, instead only a copy of their transcript of marks with the work experience(s) indicated as 'incomplete'. If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date and that the student did not complete the program as they had enrolled.

The College makes every effort to assure timely and appropriate placements for all qualifying students. In the event that a work experience is not secured in the projected time frame, the practicum coordinator will work to find a placement as quickly as possible.

Students must have met the all of the following requirements in order to be scheduled into a practicum/internship/preceptorship/clinical placement or work related experience. Please note that externally regulated programs may have additional requirements.

- Successfully passed all modules/courses prior to be considered for placement.
- Attendance record must not have fallen below an average of 80%.
- Satisfied all financial obligations to the college.
- Submitted and have approved all required documentation for the placement by the indicated due date.
- International students must have the required study permits and related documents in hand, to participate (and have the responsibility to remain current with respect to any changes in Citizenship and Immigration Canada policy).

Students can decline to participate by completing the appropriate documents, and as a result will not be eligible to graduate from the program.

## **CAMPUS REGULATIONS**

### **Hours of Operation**

Campus hours of operation are generally from 9:00 am to 5:00 pm, Monday through Friday.

Students should check with their campus for specific hours of operation.

### **Instructional Hours**

Classes are normally scheduled in four or five hour blocks - morning, afternoon and evening (where available).

Each class day, regardless of what percentage of the class is in attendance, will start at the scheduled time. Students arriving late to in person classes may not be admitted to class until after the morning break, unless Student Services or the Instructor has given permission. Check with your Campus Director or designate.

Breaks should last no longer than 10 minutes. Under no circumstances should a class be ended prior to its official ending time. We are required by Regulators to provide all of the instructional hours indicated in a course or program outline.

### **Food and Beverages**

Students shall not take food and beverages into the classroom. In some instances, approved containers may be permitted.

Computer keyboards and medical equipment are extremely sensitive to moisture and are destroyed by spills. Some locations have a student lounge with vending machines that has been provided for the students' convenience. Please note that change is not available through the administrative offices.

### **Parking**

The College does not provide student parking. Students are responsible for making their own arrangements for transportation and parking for classes and practicum.

### **Personal Appearance**

As a College, we expect students to behave and dress as they would in a professional work environment, following accepted norms of appropriateness.

Some examples of inappropriate attire for both men and women include torn or soiled clothing, see-through, bare-midriff shirts/blouses, low-cut, open-back clothing and extremely short dresses, skirts, or shorts. Students enrolled in business programs are asked to wear proper business attire. We encourage students to dress for their professional success.

## Security

- The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:
- Always carry your Student Identification.
- Never give out your password or other personal information that would allow someone to log into the College network using your identity.
- Never leave a “logged in” computer unattended.
- Always keep personal belongings with you.
- Report any suspicious or unsafe activity to a staff member.
- During an emergency, follow the instructions of a staff member.

Students may not allow access to our buildings to unauthorized personal visitors. Common areas, like lobbies, may be open to visitors. We advise our employees to only permit visitors in those areas for a short time and for specific reasons. Students are responsible for accompanying any of their underage visitors at all times.

## Smoking

**AT ALL TIMES**, smoking in any form (including, but not limited to e-cigarettes, rolled tobacco or cannabis) on all college property or at any college function, or any college class, or college class time, or at any function sponsored or supervised by the college is strictly prohibited.

**AT ALL TIMES**, smokers (including, but not limited to e-cigarettes, rolled tobacco or cannabis) shall not congregate at the front of the college buildings and smoke, or leave any cigarette butts or smoking litter in front of the college buildings.

**AT ALL TIMES**, all students shall ensure that the grounds outside the college buildings are kept neat and tidy.

## Statutory Holidays

The College observes statutory holidays as noted below. Colleges are closed on these days. Please be aware that some statutory holidays fall on weekends, which means that the following working day is taken as the holiday.

- |                  |                    |
|------------------|--------------------|
| • New Year’s Day | • Labour Day       |
| • Family Day     | • Thanksgiving Day |
| • Good Friday    | • Boxing Day       |
| • Victoria Day   | • Christmas Day    |
| • Canada Day     |                    |

## Student Identification

The College’s Student Identification Card contains your student number and program information. It is important for you to carry your Student Identification Card so that it is visible, with you at all times when onsite at the campus.

You may be required to produce it as identification for the following:

- Signing out resource materials
- Proof of identification while onsite
- Obtaining tuition receipts, transcripts, and other College documents
- At some locations, you may be required to wear your student identification so that it is visible when onsite.

There is a \$10.00 replacement fee for lost or stolen Student Identification Cards.

## Student Printing and Photocopying

Administration office photocopiers are not available for student use. Students are required to make their own arrangements for photocopying.

## **Telephones**

Administration office phones are not available for student use

Any student carrying a cell phone must turn it off when entering a classroom, lab, or study area. As a consideration for your fellow students, no cell phone calls (either incoming, outgoing, or text messages) are permitted in the learning areas.

## **International Student Records Policy & Procedure**

CDI College maintains and safeguards all international student records, including admissions, academic, financial, and conduct-related documents, in compliance with regulatory requirements, institutional policies, and privacy laws such as PIPEDA. Admissions records include documents like enrollment contracts, consent form, evidence of insurance, student declarations, while academic records consist of attendance, grades, and certificates. Financial records cover tuition payments and scholarships, and conduct records include disciplinary actions and policy violations. These records are securely stored, with physical files kept in locked cabinets. Only authorized personnel have access, and student information is not disclosed to third parties without written consent, except for legal or regulatory obligations.

Records are retained according to specific timelines: admissions and financial records for 3 years after the last enrollment date, academic records (transcripts and diplomas) for 25 years, and conduct records for 3 years after the last action. Students may request access to their records by submitting a formal request to the Campus Director. Secure disposal procedures, like shredding physical files, are followed after the retention period. Compliance audits are conducted periodically, and any policy violations must be reported immediately to the Compliance Officer.

## **International Student Contact Information Update Policy & Procedure**

International students at CDI College are required to keep their contact information up to date to ensure compliance with institutional policies, immigration requirements, and privacy laws. Contact details include residential address (as required by IRCC), phone numbers, email addresses, and emergency contact information. Students can update their information by emailing the Campus Director with their full name, student ID, and updated contact details, or by visiting the Campus Director in person to complete a Personal Data Change Form. Verification of submitted information is conducted, and updates are processed within 3-5 business days.

# **COLLEGE POLICIES**

## **Harassment and Non-Discrimination**

The College is committed to providing a positive learning environment where the individual differences of all students and staff are valued and respected. The College neither condones nor tolerates any discrimination or harassing behavior that undermines the dignity, self-esteem, and productivity of any student or staff member.

The College considers harassment and/or discrimination by any student or staff member to be a serious breach of human rights that requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

### **Discrimination and Intimidation**

Discrimination and intimidation as it applies to the College is defined as refusing to participate in classroom and/or other activities because of the race, colour, ancestry, place of origin, political



belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction of any person.

#### Harassment

Harassment for the purposes of this policy is defined as any unwelcome remarks, behaviors, or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction which causes offence or humiliation to any person.

#### Sexual Harassment

[Please refer to Appendix 2 - Sexual Misconduct Policy](#)

#### Personal Harassment

Personal harassment is defined as unwelcome remarks, behaviours or communications directed toward an individual or group of individuals which misuses authority or abuses the power one individual or a group of individuals has over another individual or group of individuals, and has the effect or purpose of seriously abusing, threatening, demeaning, or intimidating the individual or group of individuals.

#### Unwelcome Conduct

Harassment and/or discrimination are unwelcome conduct where:

1. Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment; or
2. Submission or rejection of such conduct is used as a basis for educational decisions; or
3. Such conduct has the purpose or effect of interfering with educational performance; or
4. Such conduct creates an intimidating, hostile, or offending educational environment.

#### **Student Code of Conduct**

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

**ANY AND ALL STUDENTS** in violation of federal, provincial, or other regulations, including this Student Code of Conduct may face both criminal prosecution and disciplinary sanction including, but not limited to, immediate expulsion from college, or college classroom, or college building.

**IN ALL CASES** of drug use for medical purposes, the student has an obligation to inform and provide their instructor(s) applicable written medical documents from their doctor prior to consuming it at the college.

#### *Respect For and Fair Treatment - Student Conduct Policy*

The College recognizes its students as responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have

responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

### *Elements/Violations*

Violations that threaten the health, safety, or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviors that violate the Student Code of Conduct include, but are not limited to:

1. Persistent or gross acts of willful disobedience or defiance toward college personnel
2. Assault, battery, or any other form of physical abuse of a student or college employee
3. Fighting
4. Verbal abuse of a student or college employee
5. Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees
6. Any conduct that threatens the health or safety of one's own self or another individual (Threats to commit self-harm and/or actual incidents of self-harm by any student are a violation of this code.)
7. Harassment by any means of any individual, including coercion and personal abuse (Harassment includes but is not limited to written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person.)
8. Any form of unwanted sexual attention or unwanted sexual contact
9. Violations by guest of a student on college property (Students are responsible for the actions of their guests.)
10. Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty or staff member
11. Interference with the normal operations of the college (i.e. disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities)
12. Use of cell phones and pagers during scheduled classroom times
13. Unauthorized entry into, or use of, college facilities
14. Forgery, falsification, alteration or misuse of college documents, records or identification
15. Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials
16. Disorderly, lewd, indecent, or obscene conduct (This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by college officials.)
17. Extortion
18. Violation of college safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats
19. Breach of peace on college property or at any college sponsored or supervised program
20. **AT ALL TIMES**, any use or being under the influence of illegal or controlled substances (including, but not limited to cannabis and alcohol) on college property, or at any college function, or any college class or college class time, or at any function sponsored or supervised by the college is strictly prohibited.

21. **AT ALL TIMES** use, sale, possession, or distribution of illegal or controlled substances (including, but not limited to cannabis or alcohol), or any drug paraphernalia on all college property, or at any college function, or any college class or college class time, or at any function sponsored or supervised by the college is strictly prohibited.
22. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions
23. **AT ALL TIMES** smoking in any form (including, but not limited to e-cigarettes, rolled tobacco or cannabis) on all college property or at any college function, or any college class, or college class time, or at any function sponsored or supervised by the college is strictly prohibited.
24. Failure to satisfy college financial obligations
25. Failure to comply with direction of college officials, faculty, staff or security officers who are acting in the performance of their duties
26. Failure to identify oneself when on college property or at college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties
27. Violation of federal, provincial, or local laws and college rules and regulations on college property, or at college sanctioned or college sponsored functions
28. Any form of “hazing” and any act that endangers the safety of a student, or that destroys or removes public or private property for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization (“Hazing” includes any method of initiation or pre-initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm to any student or other person attending the college.)
29. Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation
30. Any violation of the institutions’ policies on the responsible use of technology including but not limited to:
  - a. The theft or abuse of computer, e-mail, Internet or Intranet Resources
  - b. Unauthorized entry into a file to use, read, or change the contents of for any other purpose
  - c. Unauthorized Transfer of a file
  - d. Unauthorized downloading of copyrighted materials in violation of law
  - e. Unauthorized use of another individual’s identification and/or password
  - f. Use of computing facilities to interfere with the work of another student, faculty member, or college official
  - g. Use of computing facilities to send obscene or abusive messages
  - h. Use of computing facilities to interfere with normal operation of the college’s computing system
31. Abuse of the College’s disciplinary system, including but not limited to:
  - i. Failure to obey the summons of a disciplinary body or college official
  - j. Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
  - k. Disruption or interference with the orderly conduct of a disciplinary proceeding
  - l. Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding

- m. Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
  - n. Failure to comply with the sanction(s) imposed under the student conduct policy
  - o. Influencing or attempting to influence another person to commit an abuse of the disciplinary system
  - p. Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law
  - q. Conduct disruptive to the positive learning environment at any of the colleges that fall under the College
32. Acts of dishonesty, including but not limited to:
    - r. Giving false information to any official, Instructor, or staff member
    - s. Forgery, alteration, or misuse of any College document, record, or instrument of identification
    - t. Computer piracies—copying software, copyright infringement, and unauthorized computer entry
    - u. Signing in to someone’s account or gaining access to networks data or information to which you do not have explicit permission
  33. Disruption of teaching, administration, disciplinary proceedings, and other College activities
  34. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person
  35. Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone
  36. Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property
  37. Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property
  38. Violation of federal, provincial, or local law on College property or College-sponsored activity
  39. Illegal or unauthorized possession of any weapon(s) on College premises or at College-sponsored activities
  40. Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct
  41. Aiding, encouraging, or inducing another to commit a violation to the Student Code of Conduct
  42. The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

#### CONSEQUENCES OF MISCONDUCT

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules, or regulations of the College.

- Warning – A notice in writing to the student that the student is violating or has violated the College regulations
- Loss of Privileges – Denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time
- Probation – A written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. (Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.)
- Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. (Conditions for re-admission may be specified.)
- College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges

The above list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate

### **Netiquette Guideline for Online Learners**

Netiquette refers to Internet etiquette, or manners and good conduct to respect when communicating both in writing and in person on the Internet. These etiquette rules apply to online communication such as e-mail, chat, forums, discussion boards, live classes, and social networking sites. It is especially important to follow Netiquette guidelines when online communication is non-verbal.

#### *General Guidelines for Online Communication:*

The basic rules of courtesy, politeness and good conduct to be observed on the Internet include:

1. **Use careful spelling and formatting that make reading easier.** The use of capital letters is considered a shouted word. Their use is therefore to be avoided at any time. For highlighting, it is best to use bold or italics. Spelling errors, and mixed up sentences reflect on you; correct spelling and grammatical construction are necessary, so keep in mind to read your posts before you submit them.
2. **Use proper English language.** It is generally frowned upon to write in texting language. Moreover, try to avoid slang words as much as possible, as this is also an online education environment and slang is considered neither academic nor professional.
3. **Be precise.** Being misunderstood is quite common in online interactions; escape the miscommunication trap by double checking that what appears perfectly clear to you is not confusing your readers. The best way to test your messages for clarity is to read them aloud before you send them; this way, you will be able to see if they make sense.
4. **Avoid overuse of emoticons.** Use emoticons sparingly to express emotion when you feel the message may need the extra signifier to the reader.
5. **Avoid speaking/ writing about confidential data,** since the majority of electronic devices can be subject to failures, eavesdropping or recording. It is also mandatory to respect privacy and confidentiality laws.
6. **Tone down your language.** Because written language lacks the support of facial or voice communication clues, it can be easily misinterpreted. A great way to deal with this is to tone down your language; avoid the use of strong words and, again, read aloud everything you want to post before you send it. Moreover, try to avoid humor and sarcasm completely, as they can both easily create misunderstandings and tension.

7. **Recognize and respect diversity.** One of the great beauties of eLearning courses is that you can meet people from all parts of the world, as the internet is a global medium. This means that while participating in an online discussion you and your virtual classmates may use the same language to communicate with each other, but the truth is that cultural backgrounds, linguistic terminology, and abilities to express oneself in written language may vary significantly in an online learning environment. If your virtual classroom is a typical one, it will be ethnically rich and multicultural. This is why it is important to respect diversity and opinions different from yours, no matter where they come from. It is OK to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others.
8. **Take your posts seriously.** Participation is the number one rule for online discussions, but posting for the sake of posting wastes other people's time. Always remember to add something new to the conversation and not repeat something that someone else has already said, unless you are posting in agreement with a previous post. Most importantly, stay on topic; make sure that every comment you post stays within the scope of the online course material.
9. **Be credible.** Finally, be careful not to mislead people when replying to a question. If you are uncertain about your answer, say so. And if you are using the intellectual property of others, e.g. websites, books, blogs, journal articles, etc. to support your argument, always cite your sources. Assigning proper credits when referencing other sources is a sign of being a respectful, responsible, and trustworthy online discussion participant.
10. **Use Discretion.** All in all, never say online what you wouldn't say in real life and to another person's face. Keep these netiquette tips for online discussions in mind, and you will be able to expand your knowledge base and share insights and perspectives with your virtual classmates, enhancing your e-Learning experience.

#### Specific Guidelines – E-mail

The particular rules of courtesy, politeness and good conduct to be observed when using e-mail include:

1. Use the blank carbon copy function ("bcc") to send an e-mail while ensuring the confidentiality of several people who do not know each other.
2. Purge the body of the message of all the previous addresses when "forwarding" a message to ensure the confidentiality of the persons from to the initial distribution list.
3. Make proper use of the "subject" field to facilitate subsequent searches or the filing of messages.
4. Begin and end the message by greeting the sender.
5. Get to the heart of the matter quickly. Write clear, brief and precise messages.
6. Never respond emotionally. It is best to wait and express your opinion calmly or speak to the person directly.
7. Reply to a message by citing only, if applicable, the specific parts to which it pertains and, if necessary, elements of context before or after. The answer may be presented in another color to facilitate reading.
8. Judge the relevance of responding to all members of the mailing list or only to the sender of the initial message.
9. Never excessively increase the size of the characters. Such a message could be considered aggressive by the recipient.

10. Never modify the content of a message received and forwarded to someone else. Either ask for permission or shorten the document to cite only the interesting parts by assigning the message to its original author.

#### *Specific Guidelines – Discussion Forums*

The particular rules of courtesy, politeness and good conduct to be observed on discussion forums include:

1. Be explanatory. Justify your opinion. Points can be easily missed if hidden in a flood of text; when making a thorough comment, be as brief as possible. If you have several points you want to develop, prefer to post them individually in more than one focused messages, rather than in a long, overly wordy paragraph. However, avoid posting messages that contain only a few words and generic statements, such as “I agree with you”.
2. Read each specific forum’s rules to find out what is allowed and prohibited.
3. Respond to a post by citing only the gist of the original message and placing the response after the original message.
4. Know how to apologize if a term, a sentence or a message may have shocked a participant.
5. Use emoticons sparsely.
6. Never respond emotionally. It is best to wait and express your opinion calmly or speak to the person directly.
7. Avoid responding to aggressive messages in order to prevent an escalation of exchanges.
8. Read all comments before hitting “submit”. What you need to remember when participating in an online discussion is that once you send your comment, there is no way to take it back. This is why you should always think about the content of your message before contributing it.
9. Before replying to a question, read carefully all comments that your peers have already posted, no matter how many they are. If you don’t, it is very likely that you will end up repeating things others have already said.
10. Never disclose personal information.

It is generally prohibited to use forums for:

1. Advertising or sending commercial messages.
2. Political or religious messages.
3. Reproduction or redistribution of a work subject to copyright.
4. Messages invading the privacy of a person or a group of people.
5. Messages denouncing the practices of a company or an organization, indicating their name.
6. Insulting, defamatory, threatening messages.
7. Racist or homophobic messages.
8. Adding degrading photos to a message.
9. Repetitive messages aimed at cluttering a site.

Finally, it is important to pay special attention to the right of everybody to control use of their image and to maintain their privacy (right to the image). Indeed, it is prohibited by the law of several countries to photograph a person to then publish the photo on the Internet without their agreement.

#### *Specific Guidelines – Participation in Live Classes*

The particular rules of courtesy, politeness and good conduct to be observed in live classes include:

1. Be on time for the session with your camera on (if your instructor has made it mandatory) and ready to participate
2. Double check your sound and microphone settings beforehand
3. Keep your microphone on mute when not speaking
4. Only use the live chat function for relevant communication (see guidelines above)
5. Wait for your turn to speak without interrupting others
6. Show respect for other classmates' opinions by learning to 'agree to disagree'
7. Speak slowly, loudly and articulate clearly

#### VIOLATION OF THE NETIQUETTE GUIDELINES

In the event of a serious violation of these Netiquette Guidelines (an offence that breaks the Student Code of Conduct or Workplace Conduct policies) the College reserves the right to enforce appropriate administrative or disciplinary measures. Disciplinary action will follow the Student Code of Conduct Policy and Workplace Conduct policies found in this Student Handbook.

#### **Disciplinary Process**

One or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules, or regulations of the College.

1. Warning – A notice in writing to the student that the student is violating or has violated the College regulations
2. Probation – A written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation
3. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified
4. College or Campus Expulsion – Termination of the enrolment and expulsion from the campus or from any campus within the College

This list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate.

Other than expulsion, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions.

During a suspension, a student shall be denied access to all areas of the College premises and any campus that falls under the College's jurisdiction.

#### **Health and Safety**

The College is committed to creating a healthy and safe environment. All students, employees and contractors are required to work safely and know and follow guidelines for safe work procedures.

Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents, or injuries, including any breaches of safety, and report



any unsafe equipment, working conditions, process or procedure at once to an instructor, supervisor and Campus Director.

### **Privacy and Access to Information**

Students have a right to have their private information protected. All staff shall take steps to protect the privacy of students' personal information that may be provided to colleges in the course of our business. It is everyone's responsibility to ensure the confidentiality and security of students' personal information under our custody and control. This commitment applies to current, past and prospective students.

All student files are securely stored in a designated filing room, which remains locked at all times. Access to this room is restricted to authorized personnel only.

### **Disclosure of Records**

All information, ideas, or documents disclosed or submitted by the student as part of his/her education program at the College is disclosed or submitted upon the understanding that the only obligation that the recipient has with respect to such information, ideas, or documents and any use of the same, is limited solely to claims for infringement of valid patents or failure to comply with copyright laws. Colleges may disclose student information and provide notice/confirmation to authorized funding and sponsorship agencies for students receiving student assistance. This information may include, but is not limited to, the student's continued enrolment, withdrawal, attendance and/or graduation from the program for which s/he was granted student assistance. In the case of international students, the College will disclose to Citizenship and Immigration Canada information related to the student's withdrawal/dismissal and attendance. Colleges use student information for research analyses, employment assistance, student satisfaction reports, institutional effectiveness and student follow-up, account payment, and/or contacting students to inform them about additional educational or alumni opportunities. In addition, students' names and personal identification information, the name of their program and the tuition paid may be forwarded to regulatory bodies. This information has to be collected by accrediting and regulatory bodies in compliance with, and in the manner authorized under relevant Freedom of Information and Protection of Privacy Legislation. Colleges may disclose information from the student's academic file on a need-to-know basis. Any disclosure of information to third parties can only be made with the written consent of the student or as authorized by provincial or federal law.

### **Inspection of Records**

The College respects privacy and protection of personal information and do not disclose personally identifiable information about students or employees to unauthorized third parties without consent consistent with Provincial personal information protection legislation. Student records may also be reviewed on a confidential basis by authorized third party authorities such as accreditation, student assistance or authorized government officials, and/or part of compliance or operational requirements.

Students who wish to inspect and review their education records should submit a written request to the Campus Director. The request should identify as precisely as possible the records s/he wishes to inspect. If the requested records are subject to inspection and review by the student, the Campus Director will make the necessary arrangements for access within a reasonable period of time, but in no case more than ten (10) business days after the request was made, and will notify the student of the time and place where the records may be inspected. The Campus Director will ensure the presence of a college official during the inspection and review of a student's records.

When a record contains personally identifiable information about more than one student, the student may inspect and review only those records which relate to him/her personally.

### **Correction of Records**

Students have the right to correct their record when they believe it is inaccurate, misleading or constitutes a violation of their privacy rights. Students who wish to correct or modify their records must confer with their Campus Director. As part of the request, the student should identify the specific part to be changed, and indicate why it is inaccurate, misleading or constitutes a violation of his/her privacy rights. The Campus Director will determine if the claim to change the information is legitimate and notify the student in writing that the record has been amended, with a summary of the specified modifications.

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

Due to the size of the organization and the diversity of individuals operating in close proximity to one another, the College realizes there may be complaints, disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College. This policy is available and applicable to all past, current, and future students.

Students are strongly encouraged to first discuss any conflicts, disputes, or concerns via informal discussion at the earliest opportunity. Then, if the matter remains unresolved, students are encouraged to promptly submit their complaints within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about.

- A student complaint must be made in writing.
  - The student making the complaint will be given the opportunity to make oral submission to the Campus Director before creating a written complaint.
  - The student making a complaint will have the opportunity to have a person present with them at all stages of the proceedings and the right to have that person make an oral submission on his or her behalf. Minutes will be kept of this meeting. Following the meeting, the College Management (Faculty Head or Campus Director) will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s).
- The student making a complaint may be represented by an agent or lawyer.
- CDI College must conclude the complaint resolution process, along with providing written explanations and potential reconsiderations, within 30 calendar days from the student's initial complaint submission, ensuring both Campus Director Resolution (Level 1) and Campus Support Resolution (Level 2) are completed within this timeframe.
  - A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time for making the complaint.
  - A copy of the student complaint record will be provided to the student.
  - CDI College will maintain a record of the complaint, any submissions filed, and decisions for at least 3 years from the decision date. These records will be stored in a binder located in the Office of the Campus Director.

Note: Anonymous complaints will be accepted. However, only complaints from named students will be processed in accordance with the policy.

### **Procedure:**

### **Level 1 – Campus Director Resolution:**

1. In the event that the attempt to resolve issues via informal discussion has not been successful, the student shall provide their concerns or complaints in writing (email, letter, or Student Concern Outline Report) to the Campus Director or designate. The student must provide their full name and student ID number, set out the areas of concern or complaint, their suggested remedy, and what steps they have taken to date to address or resolve the issue.
2. The Campus Director or designate must fully investigate the student's concerns or complaints and, whenever necessary, meet with the student as soon as is practicable and normally within **5 days to seek resolution and/or seek additional information** about the concerns or complaint from the student or any other parties involved.
3. After careful consideration, the Campus Director will provide a written decision to the student, including explanations, no later than **10 calendar days** after the receipt of the concerns or complaint and with the best possible resolution for the student. The decision will be in letter form, delivered via email, cc'd to the student file, and cc'd to the Dispute Resolution Tracker.
  - If the decision does not meet student's desired outcome, the decision letter must include the pathway of appeal or next steps relative to the campus in which the program exists, including the relevant contact information for the Regional Director of Operations (Provincial Student Relations Email).
4. Following the delivery of the Campus Director Level-1 decision, if the decision does not meet with student's desired outcome, and if there is a non-response from the student the Campus Director is required to follow up daily.
  - If the student continues to be unresponsive for 5 days, then the Campus Director will force the escalation to Level-2, Regional Director of Operations (Provincial Student Relations Email).

#### Student Relations Email:

- [ONStudentRelations@campus-support.ca](mailto:ONStudentRelations@campus-support.ca)

If a student initially accepts the Level -1 decision and then appeals after 30 days from the original complaint, this will be considered as a new and separate complaint.

### **Level 2 – Campus Support Resolution:**

1. If a resolution cannot be found through the Campus Director or designate, the complaint will automatically be moved to Regional Level 2. The Campus Director or designate is to include the student's concern, action taken to date and the desired outcome or resolution. The email must be sent within **5 calendar days** of the decision.
2. The Regional Director of Operations or designate will contact all relevant parties to gather information regarding the complaint for review. They will conduct an investigation, with the support of the Regional Compliance Manager, review the complaint/concern and inform all parties of the progress of the investigation and review.  
Once the investigation is complete, the Regional Director of Operations or designate will respond to the student in writing no later than **15 calendar days** after receiving the concerns or complaints.

***If the student is not satisfied with the College's decision after the review process, he/she can file a complaint with the Superintendent of Ontario Career Colleges at the Ontario Ministry of Colleges and Universities, provided the student is attending a program approved under the Ontario Career Colleges Act, 2005. The submission must include a copy of the complaint***

**and all related materials. Information about the filing procedure can be found on the Ministry's website: <https://www.ontario.ca/page/career-colleges#section-5>.**

### **Responsible Use of Technology**

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of software. Such resources and tools are made available to students in support of their training objectives and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send, receive or display. The facilities may not be used in any manner to create, send, or display material, which contravenes the College's policies and/or any federal or provincial statute governing the use of information technology. Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on College property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the Instructor and/or Campus Director.

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

1. Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems;
2. Deliberate interference with the processing of a system or deliberate vandalism of the equipment and software;
3. Use of College facilities and resources for commercial or non-academic related purposes;
4. Propagation of hate literature;
5. Harassment, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic materials from the Internet and/or personal media);
6. Theft of resources;
7. Use the Internet to slander or disparage the College or their instructors or classmates.
8. Malicious or unethical use, and
9. Use that violates provincial or federal laws.

After-class use of classroom facilities and equipment is at the discretion of the College. The student will be held responsible for both the hardware and software in their possession during this period.

The College reserves the right to inspect at any time the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules.

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

# FINANCIAL

## General Information

The College expects students to pay all balances according to arrangements made with the School's Finance Department. All fees are payable as specified in the student's payment plan. Students are also financially responsible for all charges incurred after the Enrollment Contract has been signed.

## Tuition Fees and Payment

Students are informed of all fees related to a program of study during the admission process. Students are responsible for complying with the terms of their enrolment contract and payment schedule. Students are required to speak to the Financial Administrator/Planner in case of withdrawal, dismissal, changing their course load, or undertaking any other major change in course of study.

Students who fail a course may be allowed one repeat attempt at no additional cost. However, any subsequent attempts might be charged the full cost of the course along with any applicable incidental fees. If a student does not successfully complete a course after three attempts (or as specified for regulated programs), they will be automatically expelled from their program. Requirements for externally regulated programs may vary. The Campus Director will make a final determination based on individual circumstances.

International students are required to pay a \$2500 registration fee at enrollment, a minimum of 25% on first day of studies and 100% of tuition and other fees must be paid in full prior to the 5th month of studies or academic end date specified on the Enrollment Contract (whichever is earlier). Students who do not pay fees as agreed or do not make satisfactory arrangement to pay tuition and other charges, will be suspended or dismissed from the College.

## Tax Receipts

Tuition receipts for income tax purposes (T2202) will be available in February of each year. These receipts will show only the lesser of the portion of tuition used or the tuition payments made in the previous calendar year.

Students are welcome to make copies of the tax receipt for their own records and for future tax purposes.

To ensure that all students receive their tax receipts, the Administration and Financial Departments require an up-to-date mailing address for every student. It is the student's responsibility to ensure that the College is notified of any change to his or her mailing address.

## Refund of Consumables

Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as yet to be received consumables that have been prepaid.

Where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge: The student must return the equipment unopened or as issued within 14 calendar days; and If the student fails to return the equipment as set out above, the College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

## **Refund Policy**

This policy is available and applicable to all past, current and future students. Refund entitlement is calculated on the total fees due under the contract as described below.

### **Refund before the program starts**

International students can cancel a contract within two days of signing it if they deliver a written notice of cancellation to CDI College at the address shown on the contract. They are entitled to a full refund of fees paid for the program, including any application fee, from the college. Once the refund is received, the student should send a confirmation email acknowledging receipt of the refunded amount.

### **Refund after the program of study starts**

If a written notice of withdrawal is received by the college or a student is dismissed. The student will be charged for their time attending the program plus a \$500.00 Administration fee approved by Ministry of Advanced Education and Skills Development.

Once the refund is received, the student should send a confirmation email acknowledging receipt of the refunded amount.

If a student withdraws or is dismissed after attending 50% or more of the program, the college will retain 100% of tuition.

### **Fee Refund Policy as Prescribed under s. 24 (2) to 33 of O.Reg. 415/06**

**24.** (2) In sections 25 to 27,

“earned fees” means the amount of all fees paid for a vocational program that is proportional to the number of instruction hours that have taken place when a withdrawal or expulsion occurs; (“droits acquis”)

“program mid-point” means the point in the progress of a vocational program where half of the scheduled hours of instruction for the program have taken place; (“mi-parcours du programme”)

“service fee” means the lesser of 20 per cent of all vocational program fees and \$500. (“frais de service”)

### **Full refunds**

**25.** If a student has entered into a contract with a career college for a vocational program, the college shall give a refund of all fees paid for the program in the following circumstances:

1. The student rescinds (cancels) the contract in writing within two days of receiving a copy of it, in accordance with section 36 of the Act.
2. Before the student completes the program, the college discontinues the program or the college’s approval to provide the program is revoked by the Superintendent, but the college remains registered under the Act.
3. The college collects any fees before receiving a certificate of registration from the Superintendent.
4. The college collects any fees before the program was approved by the Superintendent.
5. The college collects any fees other than a service fee before the student has entered into a contract with the college.
6. The college expels the student in a manner or for reasons that are contrary to the college’s expulsion policy.
7. The college does not provide an evaluation, in writing, of the student’s progress as required under section 12.
8. The student voids the contract under subsection 18 (2) due to a statement, image or video made by the college that is prohibited under subsection 18 (1).

9. The student voids the contract under section 22 because it is missing a term required under section 20.
10. The student receives instruction from an instructor who is not qualified under section 41 for more than 10 per cent of the program's duration.

### **Full refunds minus service fee**

**26.** A career college shall give a refund of all fees paid for a vocational program, except the service fee, in the following circumstances:

1. The student gives written notice to the college, before the program start date specified in the student's contract with the college, that the student is withdrawing from the program.
2. The student is admitted to the program on the condition that the student meet specified admission requirements before the program start date specified in the student's contract with the college, and the student does not meet the requirements before that day.
3. The student does not attend the program within the first 14 days of the program after the program start date specified in the student's contract with the college and is given written notice that the contract is cancelled from the college within the first 45 days of the program.
4. The college is notified by or on behalf of an international student before the program mid-point that the international student has not been issued a temporary resident visa as a member of the student class under the *Immigration and Refugee Protection Act* (Canada).

### **Partial refunds**

**27. (1)** A career college shall give a student a refund of the fees paid for a vocational program in accordance with this section if,

- a) the student withdraws from the program after the program start date specified in the student's contract with the college; or
- b) the student is expelled from the program for a reason permitted under the college's expulsion policy.

(2) If a student's program is scheduled to be up to 12 months in duration, the career college shall give a refund for the program as follows:

1. If the withdrawal or expulsion occurs before the program mid-point, the college shall give a refund equal to the amount of all fees paid, less the service fee and any earned fees.
2. If the withdrawal or expulsion occurs after the program mid-point, no refund is required for the program.

(3) If a student's program is scheduled to be more than 12 months in duration, the career college shall give a refund for the initial 12-month period of the program and any subsequent period as follows:

1. If the withdrawal or expulsion occurs before half of the scheduled hours of instruction have taken place for the period, the college shall give a refund equal to the amount of all fees paid for the period, less the service fee and any earned fees.
2. If the withdrawal or expulsion occurs after half of the scheduled hours of instruction have taken place for the period, no refund is required for that period.
3. If a period has not yet started at the time of the withdrawal or expulsion, the college shall give a refund of all fees paid for that period.

### **Refund of compulsory fees**

**28.** (1) A career college may only charge or collect compulsory fees in relation to a vocational program after the fees have been published by the Superintendent under subsection 43 (2).  
(2) If a career college collects a compulsory fee that has not been published by the Superintendent under subsection 43 (2), the college shall give a refund of the fee to the student on written request from the student.

#### **No retention of refund**

**29.** A career college shall not retain any refund of fees payable to a student under sections 25 to 28 in order to recover or set-off an amount a student owes the college for any service or program other than a vocational program offered by the college.

#### **Timing of refunds**

**30.** A refund payable by the career college must be issued to students within 30 days after the day a student,

- (a) delivers a written notice to withdraw from the program to the college;
- (b) is given a written notice of expulsion by the college; or
- (c) delivers a written request for a refund to the college under subsection 28 (2).

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

**31.** In calculating a refund under sections 25 to 28, 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 clause (a), but fails to return it unopened or in the same state it was in when supplied.

#### **Notice of withdrawal 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 written notice to the college that a student is rescinding (cancelling) the contract under section 36 of the Act or withdrawing from the program.

#### **Currency**

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

## **COLLEGE POLICY AND PROCEDURE CHANGES AND REVISIONS**

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the College at the time of this publication. The College reserves the right to add, revise and/or change policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the College and its students.

Students will be notified of changes via postings at the campus. All such additions, revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersedes those outlined in this handbook.



## INTERNATIONAL STUDENT SERVICES

The institution does not and will not retain or withhold an International Student's passport, Study Permit, or similar document under any circumstances.

### On-Campus Student Services

CDI College has several designated staff to assist students while attending college. Aside from the International Admission Representative, students can seek assistance from the following individuals:

- Campus Director: manages and oversees campus operations
- Student Services and/ or Academic Manager: assists students with academic progression
- Financial Administrator: manages student account receivables and payables
- Financial Planner: assists students with budgeting and funding
- Practicum Coordinator: assists students with securing practicums
- Career Services: assists graduates with seeking employment
- Program Coordinator (where applicable): externally regulated programs such as Paralegal have a Program Coordinator to assist with program specific questions.

The students will have access to other students and staff from recent immigration.

### Services Available to International Students

CDI College provides several types of assistance and resources to international students. These include resources and information on:

- Community cultural services;
- Accommodation and transportation;
- Banking
- Community Counselling services
- College life and expectations
- Newcomer community supports:

#### 1. Toronto International Students Network (TISN)

- **Address:** N/A (Operates mainly online and through events)
- **Phone:** N/A
- **Email:** [info@tism.ca](mailto:info@tism.ca)
- **Website:** [www.tism.ca](http://www.tism.ca)

#### Services Offered:

- Peer support, networking, and social activities for international students
- Events, mentorship programs, and cultural exchanges
- Helps international students build connections within the Toronto community

#### 2. Canadian Bureau for International Education (CBIE)

- **Address:** 1 Nicholas Street, Suite 804, Ottawa, Ontario, K1N 7B7
- **Phone:** +1 613-237-4820
- **Email:** [cbie@cbie.ca](mailto:cbie@cbie.ca)
- **Website:** [www.cbie.ca](http://www.cbie.ca)

#### Services Offered:

- National organization supporting international students across Canada
- Offers scholarships, study-abroad programs, and networking events
- Advocacy and support for international students' needs and challenges in Canada

#### 3. Ontario College International (OCI)

- **Address:** 1585 Yonge Street, Suite 302, Toronto, Ontario, M4T 1Z2

- **Phone:** +1 416-322-0990
- **Email:** [info@oci.on.ca](mailto:info@oci.on.ca)
- **Website:** [www.oci.on.ca](http://www.oci.on.ca)

**Services Offered:**

- Provides services to international students at various colleges in Ontario
- Help with immigration documents, accommodation, and health insurance
- Organizes cultural and social events for students

**Health and Safety**

The College is committed to creating a healthy and safe environment. All students, employees, and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process, or procedure at once to an instructor, supervisor, or Campus Director.

**STUDYING IN ONTARIO**

**Study Permit**

As an international student, you will need to apply for a study permit through Citizenship and Immigration Canada. For complete information regarding Study Permits, please contact an International Admission Representative or visit [Study permit - Canada.ca](http://Study permit - Canada.ca)

**Extending your study permit**

Many students will be required to extend their study permit during the course of their studies. This is done in Canada by mailing your application and documents to the Case Processing Centre and cannot be done outside of the country. You should allow four to six weeks for your study permit to be processed. If you let your study permit expire, there will be a fine to reinstate it and you could lose your status in Canada. Students in this situation have 90 days to restore their status after expiry.

**Temporary Resident Visas (TRV)**

Depending on your citizenship, you may require a Temporary Resident Visa (TRV) in addition to a study permit. TRVs are visas for entering Canada, so you may also need one if you want to re-enter Canada after a visit home.

- Single-entry visas are valid only for your initial entry into Canada. Any return trips made after, require a new entry visa.
- Multiple-entry visas are generally valid for the duration of your study permit. When you are in Canada, TRVs must be obtained through the Canadian Consulate in the United States.

You do not require a Temporary Resident Visa to re-enter Canada if you have been in the United States only, but you must have a valid study permit.

It is strongly recommended that students who need to renew their TRV and are considering travelling outside of Canada during peak times, such as in December or at the end of the academic year, apply two months in advance.

## Health Care Insurance

International students studying in Ontario are not eligible for the Ontario Health Insurance Plan (OHIP). Instead, they are required to have private health insurance. Private insurance plans typically cover doctor visits, hospital stays, diagnostic tests, and emergency care. Some private health insurance providers that offer coverage for international students in Ontario are:

- GuardMe: [Homepage | guard.me](http://guard.me)
- SunLife Financials: [Sun Life Canada – Insurance, Investments and Health](#)
- Manulife CoverMe: [Get a health insurance quote and buy CoverMe in Canada.](#)
- Allianz Global Assistance: [Allianz Travel Insurance](#)

## Housing

As an international student you will need to locate appropriate rental accommodations. CDI College does not offer student housing. For information on accommodation please refer to the \*list below or contact an International Admission Representative for further information or resources. (\*Please note that CDI College is not affiliated with any of the below and cannot guarantee quality or service)

### 1. The Canadian Federation of Students - Housing Assistance

- **Address:** 1-306 Bloor Street West, Toronto, ON M5S 1W6
- **Phone:** 1-416-923-3726
- **Email:** info@cfsontario.ca
- **Website:** <https://cfsontario.ca>
- **Description:** This organization offers general support for students searching for affordable housing in the Greater Toronto Area. They provide resources on student rental listings and tenant rights.

### 2. Homestay Toronto

- **Address:** Toronto, ON (Specific address not provided)
- **Phone:** 1-416-907-0891
- **Email:** info@homestaytoronto.com
- **Website:** <https://www.homestaytoronto.com>
- **Description:** Homestay Toronto connects international students with host families throughout Toronto and nearby areas, offering a more personal and supportive living arrangement.

### 3. Toronto Renters

- **Address:** Toronto, ON (Specific address not provided)
- **Phone:** 1-416-551-2323
- **Email:** info@torontorenters.com
- **Website:** <https://torontorenters.com>
- **Description:** Toronto Renters is an online platform that helps international students and newcomers to Toronto find apartments, shared rentals, and other housing options.

### 4. Toronto Housing Assistance

- **Address:** Toronto, ON (Specific address not provided)
- **Phone:** 1-416-907-1746
- **Email:** info@torontohousingassistance.com
- **Website:** <https://www.torontohousingassistance.com>
- **Description:** Toronto Housing Assistance is a service that provides housing options for international students, including help with finding affordable apartments, shared spaces, and short-term accommodations.

### 5. Student Homestay Network

- **Address:** Toronto, ON (Specific address not provided)
  - **Phone:** 1-800-668-2072
  - **Email:** info@studentshomestaynetwork.com
  - **Website:** <https://www.studenthomestaynetwork.com>
  - **Description:** This network helps international students find homestay accommodation in Toronto and across Canada, offering a safe and supportive living environment with local families.
- 6. Global Education Network (GEN)**
- **Address:** Toronto, ON (Specific address not provided)
  - **Phone:** 1-416-750-1040
  - **Email:** gen@gen-ed.com
  - **Website:** <https://www.gen-ed.com>
  - **Description:** GEN offers services for international students, including assistance with finding housing options and a variety of support services for students living in Toronto.
- 7. Roomster Toronto**
- **Address:** Toronto, ON (Specific address not provided)
  - **Phone:** 1-800-251-2336
  - **Email:** support@roomster.com
  - **Website:** <https://www.roomster.com>
  - **Description:** Roomster is a platform that helps students find shared apartments, rooms, and sublets in Toronto. It is widely used by international students looking for affordable housing.

### Some of the Embassies and Consulates:

China - [China Consulate General in Toronto, Canada](#) 240 St. George Street, Toronto, Ontario, Canada, M5R 2P4. Phone: 001 416 9647260

India - [India Consulate in Toronto, Canada](#) 365 Bloor St E #700, Toronto, On M4W 3L4, Canada, Phone: +1 416 960 0751

Pakistan - [Pakistan Consulate General in Toronto, Canada](#) 240 Duncan Mill Road, Suite 402 Vaughan, On L4K 4G7 Canada, Phone: +1 (416) 250-1255 and +1 (416) 250-1256

Philippines - [Philippines Consulate General in Toronto, Canada](#) 7Th Floor, 160 Eglinton Avenue East Toronto, Ontario M4P 3B5, Canada, Phone: (+1-416) 922-7181

Sri Lanka - [Sri Lanka Consulate General in Toronto, Canada](#) 36 Eglinton Ave W, Toronto, On M4R 1A1, Canada, Phone: +1 4163239133

Hungary - [Hungary Honorary Consulate in Toronto, Canada](#) Ul. Grabowskiego 5/3 Toronto Canada, Phone: (+1) (7122) 35-45-06 and (+1) (7122) 99-41-04

Russia - [Russia Consulate General in Toronto, Canada](#) 60 St Clair Ave E 5Th Floor, Toronto, On M4T 1N5, Canada, Phone: +1 416 962 9911

Ukraine - [Ukraine Consulate General in Toronto, Canada](#) 2275 Lake Shore Blvd. West, Suite 301, Toronto, Ontario, Canada, M8V 3Y3, Phone: + 1-416-76-331-14



## Student Expulsion and Dismissal Policies

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CDI College is committed to taking all reasonable steps to ensure that students have the opportunity to successfully complete their programs. The College commits to ensuring that within this general framework, all students are treated fairly and equitably. However, students who do not support the academic and ethical goals of the College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

CDI College reserves the right to expel/dismiss a student whose conduct is deemed to be unsatisfactory. Such conduct includes academic fraud, non-payment of outstanding fees, not abiding by the code of conduct, significant omissions or errors in Admissions documentation made by the student to meet enrolment prerequisites, academic failure, non-attendance, harassment, bullying or discrimination, misuse of college property, endangerment of staff or students, and/or failure to abide by school rules and regulations as per the Ontario Career Colleges Act, 2005 and its Regulations, and as per the Student Handbook.

CDI College also reserves the right to dismiss/expel any student before completing a program or course if it is determined that the student is not attending sessions when scheduled, or has an unsatisfactory attitude. Similarly, students not maintain satisfactory progress will not be permitted to continue with their program. Students must be aware that continued lack of effort on their part may result in dismissal. Lack of satisfactory progress may affect financial aid eligibility and/or continued funding through their funding agency.

### Conditions for Expulsion

The following outlines the conditions under which a CDI College student may be expelled with cause. Conduct may include, but is not limited to:

- Academic Dishonesty – students may be subject to expulsion at the discretion of the School for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:
  - Cheating
  - Plagiarism
  - Unapproved collaboration
  - Alteration of records
  - Bribery
  - Lying
  - Misrepresentations
- Outstanding Fees – failure to pay tuition or other fees owing to the College is considered to be theft, and students who fail to remit outstanding fees may be expelled after a written warning has been provided by the College and the student fails to comply within the stated parameters.
- Code of Conduct - All students will be required to adhere to the following Code of Conduct. Students are expected to dress and act in a business-like manner while attending classes, which includes both in-campus and remote learning experiences. A student's time at the

College is considered to be job readiness training. At the discretion of the school administration, a student may be suspended or terminated from school for serious or repeated incidence of any of the following:

- Intoxicated or drugged state of behavior
  - Possession of drugs or alcohol on school premises
  - Bullying of a student or staff member
  - Behaviour through the act(s) (or omission of) creating a safety hazard to a student(s) or other persons including a client/resident or fellow employee while on a field placement or the College premises
  - Disrespectful behavior to other students, an administrator, staff member of the College or a supervisor, client/resident, or fellow employee while on a field placement or College premises; or
  - Failure to conform to College policies or any other stated or determined infractions of conduct.
- Misrepresentation, Significant Omissions, or Errors in Admissions Documentation – The College has a responsibility to ensure students have been admitted following the registration requirements for the program. Students who knowingly or in error misrepresent their applications or transcripts are subject to immediate expulsion;
  - Academic Failure – Students who fail to achieve the required academic standing in their programs will be put on Academic Probation and will be suspended or expelled from the program if failed to recover. The College may, at its discretion, offer alternatives to a student and these are outlined in the Academic Policy;
  - Attendance – Students who do not achieve the required attendance, as stated in the Attendance Policy, are subject to expulsion;
  - Harassment or Discrimination – CDI College does not condone harassment or discrimination of any student, staff, client, or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities. Please refer further to the Sexual Violence, Sexual Harassment Policy and Bullying Policy;
  - Misuse of the College's Property – CDI College's property is for the provision of CDI College's services. Students who damage, misuse, steal, or otherwise use the property in a way that is prohibited may be expelled and required to make restitution;
  - Endangerment of Staff or Students – CDI College is committed to ensuring the safety of all of the College's staff, students, clients, and visitors. Students who, by action or neglect, in any way endanger the safety of themselves or others, may be suspended or expelled;

Where no specific policy exists, the College should provide sufficient detail to allow the student to comprehend the conditions that will result in expulsion.

### **Expulsion Procedure**

At the discretion of the college and based upon the severity of the incident, the following steps may be taken before the expulsion/dismissal of the student:

- 1) Verbal warning

- 2) Written warning
- 3) Suspension, and
- 4) Expulsion

The Campus must follow best practices to ensure there are ongoing communications and proper documentation kept of circumstances that lead to dismissal.

### **Notification of Expulsion/Dismissal**

Where a student is subject to expulsion/dismissal for any of the above reasons, the student will receive notification **in writing**. This communication will be transmitted either through personal delivery, registered mail (accompanied by a return receipt to verify receipt), or via email, with an acknowledgment of receipt and/or confirmation of the notice's review to ensure the receipt of the notification.

The College disclaims responsibility for non-delivery if registered mail is returned due to an invalid address provided by the student. Similarly, if an email bounces back or the student fails to confirm receipt and understanding of the content, and their enrollment contract designates this email as the primary mode of communication, the College bears no responsibility for non-delivery.

The notification of expulsion/dismissal will contain the reason as well as the effective date of the expulsion. If the expelled/dismissed student wishes to dispute the expulsion/dismissal, they must file an appeal within three days. The appeal should be sent to [ONRegulatoryAffairs@campus-support.ca](mailto:ONRegulatoryAffairs@campus-support.ca).

If the appeal is unsuccessful, the student will be considered expelled from the college. The student will have the opportunity for further appeals through the Complaints process of the Ministry of Colleges and Universities by submitting the ***inquiry to the Program Approval & Registration Information System (PARIS)***. Students shall register in PARIS at this link: <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml> with a "Student" type profile. Once they log in, students shall click on Inquiry.

For any issues with the PARIS profile, students shall contact the Ministry of Colleges and Universities at [PCC@ontario.ca](mailto:PCC@ontario.ca)

### **Fees**

Where a student has been expelled by the college, the student will be considered withdrawn from their program as of the effective date of the expulsion. The college will be required to calculate the student's account as of the official withdrawal date of the expulsion based on the College's Fee Refund Policy, determined by the requirements of the province in which the student is enrolled.

### **Treatment of Books and Equipment**

A student who is expelled is responsible for the return of any college equipment or books (which are unopened and in the same state they were supplied) within 10 days of expulsion from the program. If not, the student will be held financially responsible.





## APPENDIX 2

### Sexual Misconduct Policy

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The College is committed to providing its students with an educational environment free from sexual misconduct and treating its students who report incidents of sexual violence with dignity and respect. The purpose of this policy is to ensure that the rights of those affected by sexual assault/sexual misconduct are respected and appropriately accommodated and ensures the College has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of sexual assault/sexual misconduct accountable. The policy also states how the College will respond to and address incidents and complaints of sexual violence involving students enrolled at the College, and includes the elements specified in the regulations relating to the process.

The Sexual Violence Policy is published on the College website and posted in conspicuous locations on each of its facilities.

#### SEXUAL MISCONDUCT PREVENTION:

Sexual misconduct involving staff or students is unacceptable and will not be tolerated. The College is committed to challenging and preventing sexual assault/sexual misconduct and creating a safe space for anyone in our College community who has been affected by sexual assault/sexual violence. The College is expected to be a safe and positive space where members of the College community feel able to work, learn, and express themselves in an environment free from sexual misconduct.

#### DEFINITION OF SEXUAL MISCONDUCT

“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.

“Sexual misconduct” 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 exploitation
- sexual assault
- sexual harassment
- stalking
- indecent exposure
- voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
- the attempt to commit an act of sexual misconduct
- the threat to commit an act of sexual misconduct

#### DISCLOSURES/COMPLAINTS OF SEXUAL MISCONDUCT

A report of sexual misconduct may be filed under the policy by any member of the campus community. All members of the College are expected to report incidents of sexual misconduct they witness or have knowledge of, or they have reason to believe has occurred or may occur, to the Campus Director.

Members who have been affected by sexual misconduct are encouraged to come forward to report the incident as soon as they are able to do so.

A person may choose to disclose sexual misconduct without making a formal report. In these circumstances, a disclosure/complaint may not result in a report being made and, therefore, may not initiate a formal process. In such circumstances, appropriate support will be provided on the basis of availability. An individual who discloses an allegation of sexual misconduct should be made aware that there are a range of reporting options available to them and that they may choose any of the options or any combination of the options, including:

- a) Disclosure Only – a victim/survivor may wish to tell someone about the incident in order to seek support but may not want to make a report to police or campus authorities.
- b) Police – a victim/survivor may wish to make a formal report of a sexual assault or other criminal incident of sexual misconduct to police. Victims/ survivors should be offered the services of a campus based sexual assault response worker (where they exist) or a community-based support worker to accompany them and to provide emotional support.

For the purposes of this document, a report is a formal notification of an incident of sexual misconduct to someone at the post-secondary institution accompanied by a request for action. The actual process/procedures may vary in relation to the nature of the disclosure/complaint or report (for example, whether or not there has also been a report to law enforcement).

To make a formal complaint to the College, the student should follow the Dispute Resolution Policy in the Student Handbook.

It is contrary to the policy for anyone to retaliate, engage in reprisals, or threaten to retaliate in relation to a report.

#### INVESTIGATING AND RESPONDING TO DISCLOSURES/ COMPLAINTS AND REPORTS OF SEXUAL MISCONDUCT:

Where a complaint of sexual misconduct has been reported to the College, the College will exercise care to protect and respect the rights and confidentiality and privacy of both the complainant and the respondent. Persons in a position of authority, including persons directing the activities of others, shall take immediate action to respond to or to prevent sexual assault/sexual misconduct from occurring. The College understands that individuals who have experienced or been affected by sexual misconduct may wish to control whether and how their experience will be dealt with by the police and/or the College. In most circumstances, the person will retain this control. However, in certain circumstances, the College may be required to initiate an internal investigation and/or inform the police of the need for a criminal investigation, even without the survivor's consent, if the College believes that the safety of other members of the College community is at risk.

All reported incidents of sexual misconduct will be investigated in a manner that ensures due process as outlined in the procedures below.

1. Under this Sexual Misconduct Policy, any student of the College may file a report of an incident or a complaint to the Campus Director in writing. The other officials, offices or departments that will be involved in the investigation are the HR Director, Regional

Director and Compliance Director as necessary.

2. Students who have been affected by sexual violence or who need information about supports and services available at the COLLEGE should contact Lara Bachaalani, Regional Vice-President of Operations Central region by e-mail [lara.bachaalani@collegecdi.ca](mailto:lara.bachaalani@collegecdi.ca) cc. [ONRegulatoryAffairs@campus-support.ca](mailto:ONRegulatoryAffairs@campus-support.ca) , or make an in-person appointment to speak to her via the instructor or receptionist.
3. Subject to Section 4 below, to the extent it is possible, College will attempt to protect and 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.
4. This will be done by:
  - a) 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
  - b) Ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.
5. The College will appropriately accommodate the needs of students affected by sexual violence.
6. College 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.
7. Notwithstanding (3), in certain circumstances, College may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.
8. In all cases, including (3) above, CDI COLLEGE will appropriately accommodate the needs of its students who are affected by sexual violence. Students seeking accommodation should contact the Director.

In this regard, the College 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 listed in the Appendix. *Students are not required to report an incident of or make a complaint about sexual violence to obtain the supports and services or obtain accommodation referred to in (8).*

9. Upon receipt of a report of an incident or a complaint of alleged sexual misconduct being made, the Campus Director will respond promptly and:
  - a) Determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;
  - b) During the institution's investigative process, students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will

not be asked irrelevant questions during the investigation process by the career college's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history. Examples of such irrelevant questions would include those relating to past sexual history or sexual expression.

- c) Determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;
- d) Determine whether the incident should be referred immediately to the police.

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

- a) The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
- b) A party to an investigation or decision-making process has the right to have a person present with him or her at every stage of the process.
- c) The victim may choose not to request an investigation by the career college and has the right not to participate in any investigation that may occur.
- d) The Complainant will be interviewed 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;
- e) The Respondent will be informed of the complaint and interviewed, 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;
- f) Interviews will be conducted with any person involved or who has, or may have, knowledge of the incident and any identified witnesses;
- g) Reasonable updates will be provided to the Complainant and the Respondent about the status of the investigation.

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

11. Following the investigation, the Campus Director will:

- a) Review all of the evidence collected during the investigation;
- b) Determine whether sexual misconduct occurred; and if so
- c) Determine what disciplinary action, if any, should be taken.

#### DISCIPLINARY MEASURES

If it is determined by the College that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken.

- a) Where the Respondent is a Student - Sexual misconduct is a violation of the Student Code of Conduct. It is considered a serious offence and will be addressed in a manner which is consistent with other serious offences.

- b) Where the Respondent is an Employee - Sexual misconduct is a violation of the HR Employee Policy WI 1800 Workplace Conduct Allegations against employees will be addressed in accordance with the procedures set out in this Policy, and/or other College policies.

If the complaint is sustained following an investigation, the College will decide on the appropriate disciplinary actions. This may include:

- a) disciplinary action up to and including termination of employment of instructors or staff;  
or
- b) expulsion of a student; and /or
- c) the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- d) any other actions that may be appropriate in the circumstances., including additional training as required

#### APPEAL

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the National Director within 10 days by submitting a letter addressed to National Director advising of the person's intent to appeal the decision. An external reviewer may be engaged if necessary.

#### OR

Immediately contact one of the following organizations in the Appendix.

Should the Complainant or the Respondent not agree with the decision resulting from the investigation of the College, he or she may appeal the decision to the Ministry of Colleges and Universities by submitting the inquiry at the Program Approval & Registration Information System (PARIS).

Students shall register in PARIS at this link:

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml> with a "Student" type profile. Once they login, students shall click on Inquiry

#### MAKING FALSE STATEMENTS

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

#### REPRISAL

It is a violation of this Sexual Misconduct Policy to

1. 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.
2. Discipline or sanction for violations of the college's policies relating to drug or alcohol use at the time that the alleged sexual violence occurred.

#### CONFIDENTIALITY AND FURTHER SUPPORT

The College's ability to investigate anonymous disclosures is hampered by the anonymous nature of the report. The College cannot investigate or follow up on an anonymous disclosure. It is this policy's intention to make individuals feel comfortable about making a report in good faith about

sexual assault/sexual Misconduct that they have been affected by or witnessed. Confidentiality is particularly important to those who have disclosed sexual assault/sexual violence. The confidentiality of all persons involved in a report of sexual assault/sexual Misconduct or in subsequent disciplinary proceedings must be strictly observed, and the College does its best to respect the confidentiality of all persons, including the complainant, respondent, and witnesses. The College will regard all information as unique and private and ensure it is maintained in a secured, controlled environment, following the College's file storage policy.

To the extent it is possible, the College 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:

- a) Ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and
- b) Ensuring that the documentation is kept in a separate file from that of the Complainant / student or the Respondent.

the College recognizes the right of the Complainant not to report an incident of or make a complaint about sexual misconduct or not request an investigation and not to participate in any investigation that may occur.

In certain circumstances, the College may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

In all cases, the College will appropriately accommodate the needs of its students who are affected by sexual violence. Students who have been affected by sexual violence, as well as members of the college community to whom a student has disclosed an incident of sexual violence, are encouraged to access information and support from the Campus Director.

## APPENDIX

Assaulted Women's Helpline at 1-866-863-0511. This is a 24-hour crisis line. [www.awhl.org](http://www.awhl.org)

Interim Place (Women who experienced domestic violence)

Phone: 905-676-8517, 905-403-0864

Victim Witness Assistance Program (VWAP)

The Victim Witness Assistance Program provides information, assistance and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process. VWAP provides crisis intervention, emotional support, case specific information (court dates, bail conditions), court preparation and orientation information, needs assessment and referrals to community agencies. This agency is funded by the Ministry of

the Attorney General.

<http://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp#vwap>

### Family Transition Place

Family Transition Place is working to raise respect in relationships and eliminate violence in the community. This is done by providing shelter and counselling to abused women and their children as well as through skill-building education for youth, women, and men to help them build healthy relationships.

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



## APPENDIX 3 Community Resources

	BRAMPTON	MISSISSAUGA	NORTH YORK	SCARBOROUGH
<b>HOSPITALS</b>	<b>William Osler Health System</b> 2100 Bovaird Drive East Brampton 905-494-2120	<b>Credit Valley Hospital</b> 2200 Eglinton Ave West Mississauga 905-813-2200	<b>North York General Hospital</b> 4001 Leslie St, North York, ON 416-756-4994	<b>Scarborough Health Network - Birchmount Hospital</b> 3030 Birchmount Rd, Scarborough, ON M1W 3W3 (416) 495-2400
	<b>William Osler Health System</b> 20 Lynch Street Brampton 905-494-6752	<b>Trillium Health Centre</b> 100 Queensway West Mississauga 905-848-7100	<b>Humber River</b> 2111 Finch Ave W, North York, ON 416-744-2500	<b>Scarborough Health Network - Centenary Hospital</b> 2867 Ellesmere Rd, Scarborough, ON M1E 4B9 (416) 284-8131 <b>Scarborough Health Network - General Hospital</b> 3050 Lawrence Ave E, Scarborough, ON M1P 2V5 (416) 438-2911
<b>SHELTERS</b>	<b>If you are a single female age 25 or older</b> <b>Ellen House</b> 30 Ellen St, Brampton 437-688-2634  <b>If you are youth, family, single adult or a couple</b> 905-450-1996  <b>Wilkinson Shelter</b> 15 Wilkinson Road, Brampton  <b>Brampton Queen Street Youth Shelter</b> 3458 Queen St. East, Brampton	<b>If you are between the ages of 16 to 24</b>  <b>Our Place Peel</b> 3579 Dixie Road, Mississauga 905-238-1383  <b>If you are youth, family, single adult or a couple</b>  <b>Cawthra Shelter</b> 2500 Cawthra Road, Mississauga  <b>Peel Family Shelter</b> 2420 Surveyor Rd., Mississauga	<b>Eva's Satellite</b> Homeless shelter in Toronto, Ontario 25 Canterbury Pl, North York, ON M2N 0E3 (416) 229-1874 <b>Cornerstone Place</b> Address: 616 Vaughan Rd, York, ON M6C 2R5 Hours: Open 24 hours Phone: (647) 346-0616 <b>St Claire's Residence</b> Social services organization in Toronto, Ontario Address: 3410 Bayview Ave, North York, ON M2M 3S3 Phone: (416) 225-3466 <b>COSTI Settlement Services</b> Non-profit organization 1700 Wilson Ave · In North York Sheridan Mall	<b>Birchmount Residence</b> 1673 Kingston Rd (416) 392-5797  <b>Scarborough Village Residence</b> 3306 Kingston Rd (416) 392-5798  <b>Homeless shelter</b> Scarborough Church of God, 3576 St Clair Ave E (416) 395-0993  <b>Toronto Family Residence</b> 4222 Kingston Rd (416) 397-1318
	<b>SEXUAL ASSAULT LINE</b>	<b>Sexual Assault Rape Crisis Ctr</b> 2250 Bovaird Dr E · In Springdale Village Centre (905) 273-3336	<b>Sexual Assault Rape Crisis Ctr</b> 2250 Bovaird Dr E · In Springdale Village Centre (905) 273-3337	<b>Toronto Rape Crisis Centre / Multicultural Women Against Rape</b> Administration 416-597-1171 Accepts collect calls 416-597-8808 PO Box 59098 Toronto, ON
	BRAMPTON	MISSISSAUGA	NORTH YORK	SCARBOROUGH

<b>VIOLENCE AGAINST WOMEN</b>	<p><b>Assaulted Women's Helpline</b> 24-hour Line: 416-863-0511 Toll Free: 1-866-863-0511 Chantel's Place 905-848-7580 ext. 2548</p>	<p><b>Victim Services of Peel - 24-hour Line:</b> 905-568-1068</p>	<p><b>Act To End Violence Against Women</b> 905-695-5372 Toll-Free: 1-866-333-5942 Fax: 905-695-5375 Address: 390 Steeles Ave W, Ste 209 Thornhill, ON L4J 6X2 Email: info@acttoendvaw.org Website: www.acttoendvaw.org</p>	<p><b>Family Service Toronto - Violence Against Women Program</b> 416-595-9618 / Fax: 416-595-0242 747 Warden Ave Scarborough, ON M1L 4A8 sau@familyserVICEToronto.org www.familyserVICEToronto.org/index.html</p>
<b>CRISIS LINE</b>	<p><b>24-Hour Crisis-Line Services and Supports</b></p> <p><b>Family Transition Place</b> - 1-800-265-9178</p> <p><b>Peel Regional Police</b> - 905-453-3311</p> <p><b>Hope 24/7 Crisis Line and Website Crisis Chat</b></p> <p><b>Crisis Telephone Line</b> - 1-800-810-0180</p>	<p><b>Victim Services of Peel - 24 Hour Crisis Line</b> 301 Matheson Blvd W · (416) 635-9630</p> <p><b>Peel Crisis Capacity Network</b> 6695 Millcreek Dr. (905) 273-4900</p>	<p><b>Distress Centres of Greater Toronto</b> 31 Adelaide St E (416) 408-4357</p>	<p><b>Mobile Crisis Scarborough</b> 2 Google reviews 3030 Birchmount Rd, Scarborough, ON M1W 3W3 Open 24 hours Phone: (416) 495-2891</p>
<b>POLICE</b>	<p><b>Peel Regional Police</b></p> <p>Police station in Brampton, Ontario</p> <p>Address: 10 Peel Centre Dr C, Brampton, ON L6T 4B9</p> <p>Phone: (905) 453-3311</p>	<p><b>Peel Regional Police</b> Police station 100 City Centre Dr · In Square One (905) 453-2121</p> <p><b>Peel Regional Police 12 Division</b> Police department 4600 Dixie Rd (905) 453-3311</p>	<p><b>Toronto Police Service 31 Division</b> Police station 40 Norfinch Dr (416) 808-3100</p> <p><b>Toronto Police Service 33 Division</b></p> <p><b>Police department</b> 50 Upjohn Rd (416) 808-3300</p>	<p><b>Toronto Police Service 42 Division</b> Police department 242 Milner Ave (416) 808-4200</p> <p><b>Toronto Police Service 41 Division</b> Police department 2222 Eglinton Ave E (416) 808-4100</p> <p><b>Toronto Police Service 43 Division</b> Police department 4331 Lawrence Ave E (416) 808-4300</p>

## APPENDIX 4

### Attendance Policies and Student Handbook Agreement

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As a student, you are expected to attend classes on a regular basis and notify the campus immediately of any absences or lateness.

What does this mean to you as a student?

You will be subject to withdrawal based on the following external and internal policies:

- Regardless of College approved absences (reasonable excuses), if you have missed 21 consecutive calendar days (including weekends and including statutory holidays), you will be withdrawn from studies. If applicable, Student Aid will be notified of your withdrawal, and this will result in the immediate termination of your funding.
- Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the College. If applicable, Student Aid will be notified of your withdrawal, and notification will result in immediate termination of funding.
- Not meeting an active participation requirement of full-time attendance for a minimum of 20 hours per week for 4 weeks (28 consecutive days) is considered a withdrawal for funding purposes, and if applicable, the CDI College must return any remaining portions of loans to the funding agency.
- The College will place a student on probation should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Online Students:

- Online students must complete the hours of work per week as outlined in your program outline and complete courses as scheduled. A portion of every online program's duration (excluding practicum) will be delivered through live (synchronous) sessions with an instructor, which students must attend.

**By my signature below, I acknowledge receipt of the Attendance Policies and Student Handbook, and I understand, accept and agree to comply with the information contained therein. I understand and agree that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.**

Student's Name: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX 5**  
**Consent To Use Of Image Agreement**

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I consent to the use of my name, portrait, picture, video, voice recording, or photograph as part of the school's website, print collateral such as brochures and pamphlets, print ads, radio or television commercials, social media, and/or online marketing initiatives slated for release within 3 years from the date of enrollment.

These publications will be used with the intention of increasing student engagement as well as enrollment for the upcoming fiscal year. It will serve the following purpose(s): to provide prospective students with a glimpse of the school's curriculum, training, and/or campus life; engage existing students through various online and social media platforms; and promote school events.

I understand that these publications, ads, and other collateral will be made available online on CDI College's website, social media, and other related online, print, and media platforms.

I agree that I shall have no claim against CDI College, or its employees, its contractors, its subsidiaries, or its agents or against anyone accessing this communications product, whether online, in print, or by any other means.

I confirm that I am over 18 years of age or under 19 out-of-province and that I have not given anyone the exclusive right to use my name, portrait, picture, or photograph.

School: \_\_\_\_\_

Program: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Student's Name: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*If under 18 in ON or under 19 out-of-province*

Parent/Guardian Name: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX 6

### Participation And Visual Confirmation Policy For Virtual/Online Learning Programs

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#### PURPOSE

CDI College exists within a strictly controlled environment of laws and regulations. The college is committed to maintaining the highest standards of honesty, integrity and ethics in all aspects of our operations. It aims to comply with the regulatory bodies, both government and academic, at all times. It is essential to the function of our campuses that all management and all employees firmly adhere to external and internal regulatory policies.

The purpose of the Participation and Visual Confirmation Policy for virtual/online learning programs is to make sure campuses have an appropriate method to track student participation, progress and performance in the virtual/online learning environment.

#### SCOPE

The online/virtual programs are delivered in conformity with the description of the approved programs. The participation, progress and performance in virtual/online learning environments are tracked using a system that captures information consistently and accurately with real-time reporting. The data is collected on an ongoing basis. The system is designed for both synchronous and asynchronous delivery models. The system is intended for both internal and external use, e.g. to comply with OSAP regulations.

#### DEFINITIONS

**Active Participation in the online/virtual program** means meeting attendance requirements as detailed in the Student Handbook.

**Visual confirmation** means remotely using audio-visual technology where the Institution and the student can see, hear, and communicate with each other in real-time throughout the process.

#### POLICY

Visual confirmation contains the following requirements:

- The amount of time a student is required to have visual confirmation in each class to ensure the student is actively participating.
- How students participate in the online program.
- How students meet the active participation requirements in the online/virtual program.
- The method by which attendance of a student is tracked.
- What is considered as non-attendance of a student.
- When attendance is checked and tracked; e.g., at the beginning of class, after breaks, at the end of classes, etc.
- What a student's attendance status is if the student signs off after break, in mid-way through the class.
- At what point during the class a student would be deemed late when signing in after the start of a class.
- The number of occurrences of non-attendance or late attendance upon which the student is notified that they are not meeting attendance requirements.

Active Participation contains the following requirements:

- How students enrolled in the program have been informed of the attendance and active participation policy.
- How student attendance is managed.
- How due diligence is exercised to ensure that each student is actively pursuing his or her studies.
- What documentation noted in Student File serves to identify all course requirements that the student failed to fulfill due to absence.
- How the Minister is informed that the student has not been, is not or will not be able to attend or participate for a period of 21 consecutive days or more.

#### RESPONSIBILITIES

## **Campus Support Senior Management**

- Approves the policy

## **Regional Compliance Manager**

- Prepares the policy
- Updates the policy whenever needed
- Gets the policy approved

## **Regional Vice-president of Operations**

- Works with the Compliance Department to implement the policy
- Oversees the implementation of corrective action plans at the regional level

## **Campus Directors**

- Works with their campus team to implement the policy
- Follows-up daily attendance using the At-Risk Report
- Implements a corrective action plan at the campus level

## **PROCEDURE**

Student attendance is managed in accordance with the Active Participation guidelines described in the Student Handbook.

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. At the time of registration, students enrolled in the program are informed in writing that they are required to attend all scheduled classes and placements on a full-time basis in accordance with their contractual agreement. Students will be deemed late when signing in after the start of a class. Early sign-off after break or mid-way through the class will also be monitored.

Student absences will be recorded from the first day the class meets. Students are also instructed they are responsible to notify their instructors and Student Services via e-mail (in the Virtual Classroom) in the following circumstances:

- Student is unable to complete the required hours per week.
- Student expects a delay in academic progress.
- Student expects to be absent from the required amount of attendance.
- Student expects to be absent for a period that is likely to last four consecutive weeks or more.

The student is also responsible for notifying the third-party funder, if applicable, of the absence.

When a student cannot attend class, they must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances that prevented their attendance. These circumstances generally involve illness, personal emergencies, and death in the immediate family. A doctor's note must accompany absences based on illness. All absences are recorded regardless of the reason for the absence. Supporting documents (doctor's note, travel documents, etc.) will be required to be noted in the Student File.

If a student is unable to attend school for five (5) consecutive days, regardless of the reason for the absence, s/he will receive a warning in writing and must obtain permission from the College to resume studies. Students whose absences exceed the level that is considered acceptable will be warned in writing. The College will place a student on probation should there be a regular routine of poor attendance, late signs in or early signs off, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Note: Students are expected to allocate additional time to their coursework, where necessary, in order to meet the learning objectives and assignment requirements of this course. In order to ensure students have achieved the required hours of instruction, outcomes, and/or to address an unexpected interruption of studies, the end date of a program may be adjusted accordingly, or other schedule accommodations may be made to ensure students receive the required program and contact hours.

### ***The Visual Confirmation Policy for virtual/online learning programs***

The Visual Confirmation Policy for virtual/online learning programs implementation and evaluation includes the following processes:

- Students are required to sign in daily to the MyCampus LMS in order to have access to the live/synchronous learning sessions on MS Teams.
- The link for the lecture will change every day. Students must log in to MyCampus to click the new link.
- Students log in using their Microsoft credentials and 2-step factor authentication
- Upon logging in, students are required to have their picture taken in order to access their course materials and lectures. The following data will be stored once this occurs:
  - Student Image
  - IP address and username
  - Length of time logged into the system
- This procedure activates students' access to the course content and confirms their presence.
- Progress on asynchronous learning activities is tracked by the completion of activities and/or assignments students are expected to complete each session. These activities add up to the total hours of coursework required. A failure to complete them will result in a marked absence.
- Student are expected to complete all Approved Program of Study course requirements by the student's approved study period end date, including fulfilling all course requirements that the student missed or failed to fulfill due to absence.

If the course requires live sessions, this will be indicated by Student Services and/or the instructor. Students are expected to attend, and fully participate in the entire session.

- The instructor for the live session will be sure take attendance at varied times throughout the class to ensure students are in attendance through the entire session e.g., at the beginning of class, after breaks, at the end of classes, etc.
- Once attendance is entered daily into the system by the instructor or designate, the manually entered attendance can be cross-referenced with the system-captured attendance.

## APPENDIX 7

### Participation And Visual Confirmation Policy For Virtual/Online Learning Programs Student Acknowledgement

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I, \_\_\_\_\_, acknowledge that I read and understood the Participation and Visual Confirmation Policy for Virtual/Online Learning Programs as outlined by CDI College. I understand that in order to ensure my active participation, progress, and attendance in the virtual/online learning environment, the institution may collect my attendance data and photo as a confirmation of my identity.

I hereby grant CDI College the permission and consent to collect, store, disclose the Ministry of Colleges and Universities for the purposes of audit (upon request), and utilize my attendance data, including but not limited to:

- Attendance Records: Information related to the times and duration of my presence during virtual/online classes or sessions.
- Visual Confirmation: The collection and storage of my image captured during log-in to the online learning system, along with associated data such as IP address and login details.
- Course Progress: Tracking my engagement through completion of assigned activities or coursework.

I understand that this data will be used solely for the purpose of ensuring my active participation, tracking attendance, and confirming my identity within the context of the virtual/online learning programs at CDI College.

I acknowledge that I have been informed of this policy and its implications on my participation in the virtual/online learning programs. I further understand that my consent for the collection and use of this data is essential to my enrollment and participation in CDI College's programs.

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Signature of Student

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Date

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Signature of Parent or Guardian  
if the student is under the age of 18

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Date



## APPENDIX 8

### ACTIVE PARTICIPATION AND SATISFACTORY ACADEMIC STANDING POLICY

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CDI College maintains policies regarding active participation and academic standing, which all students must adhere to. Detailed information regarding these policies can be found in the Student Handbook. Failure to maintain satisfactory academic progress or meet the requirements for active participation may impact a student's funding provided by external agencies.

Maintaining good academic standing necessitates completing all approved program requirements within the specified study period, attending all scheduled classes, and fulfilling any missed or failed course requirements due to absence. This includes progressing through the program according to the Program Plan and successfully completing all course requirements and assessments to meet satisfactory academic progress. For some students, repeating a course during their program may be necessary. Not all programs allow students to repeat a course; some externally regulated programs have specific repeat policies. Detailed information regarding externally regulated programs can be found in the Student Handbook. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Students will be automatically expelled from the chosen program of study if they do not successfully complete any course on the third attempt (or, as allowed, for regulated programs) or half of the scheduled courses before the mid-point of the program as per the Program Plan. Course requirements for the approved program of study that are missed or unfulfilled due to absence are documented in the student's file, which could be subject to expulsion and/or audit by the Ministry of Colleges and Universities.

Meeting the active participation requirement entails the student's mandatory attendance and active engagement in the program on a full-time basis. A full-time basis means participating and attending 100% of the course load approved by the Superintendent and a minimum of 20 hours of instruction a week. Hours of instruction are the hours in which a student receives active instruction or monitoring by a qualified instructor in a physical classroom, virtually, online, through a hybrid of delivery methods, or through an alternative mode of delivery of instruction or training, whether synchronously or asynchronously; or a student on a field placement monitored or overseen as per program's schedule of hours of instruction.

It is the student's responsibility to inform the College in writing when they cannot attend classes or complete the program. The College will promptly notify the Ministry if the student has not been, is not or will not be able to attend or participate in their Approved Program of Study. Such actions may result in the withdrawal of funding, making the student ineligible for further financial assistance. Furthermore, any unused portion of the funding will be returned to the funding agency should a student's performance be deemed unsatisfactory or if they cease full-time attendance.

#### **Additional considerations:**

- In addition to notifying CDI College's administration in writing, students are required to promptly inform OSAP via appropriate forms and sections of the portal of any changes in personal or academic circumstances, including:
  - Martial status changes: separation, divorce, marriage, start or end of a common-law relationship,
  - Family circumstances change: birth of a child, change in custody,
  - Income (from any source) changes: increase or decrease, loss of job, obtain a job,
  - Income or status of parent's changes,
  - Income or status of spouse changes,
  - Changes in program of studies: course, length, hours, or switch to part-time studies,
  - Address and/or phone number changes.
- Students must regularly monitor messages posted on the funding agency's portal and promptly adhere to any instructions provided in communications.
- Any changes in the program during the course of studies are considered withdrawals from the original program under the funding agency's guidelines.
- If the program study period start date or end date differs from the signed contract, the student will be required to sign the contract amendment, and the funding agency will be notified immediately through appropriate documentation.
- Students are responsible for repaying all loans received, regardless of program completion.
- In cases of study breaks or module repeats, students may need to complete the appropriate paperwork (ex., Schedule 2 and/or Continuation of Interest-Free Status Forms) to extend their interest-free status, provided they meet specific criteria outlined in the policy.
- If the program start date changes by more than 30 days, CDI College is required to send the appropriate paperwork to the funding agency notifying them about the changes and closing the student file. If a student decides to pursue studies 30 days after the original start date, the funding approval process has to be re-initiated by the student.
- If, for any reason, the program end date is extended beyond the original end date, as shown on the enrollment contract, the interest charges start the month following the original end date. Students must begin paying the loan(s) six months after the original end date.

- Not meeting an active participation requirement of full-time attendance for a minimum of 20 hours per week for 4 weeks (28 consecutive days) is considered a withdrawal for funding purposes, and if applicable, the CDI College must return any remaining portions of loans to the funding agency.
- Absences of 3 weeks (21 consecutive days) are considered a withdrawal for funding purposes, and if applicable, the CDI College must return any remaining portions of loans to the funding agency.
- Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the College.
- The College reserves a right to place a student on probation at any time should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.
- Withdrawal due to absences or not meeting the active participation requirement in the program of study may result in an overpayment as it may affect the amount of funding the student is entitled to, the total amount to be repaid, and the time during which the student will have the loan in interest-free status. Additionally, this situation may affect the approval of future funding applications and result in a grant-to-loan conversion.
- Students are responsible for all loans released to them, and if they are entitled to a refund, such refund will be paid to the funding agency.
- CDI College must abide by the Performance Requirements for approved Career Colleges for Ontario Student Aid Program funding. However, it may choose to implement stricter policies than those noted in the Performance Requirements.
- Refunds are determined according to the Fee Refund Policy as prescribed under s. 24 (2) to 33 of O.Reg. 415/06 of the Ontario Career Colleges Act, 2005. They are calculated based on the student's Date of Withdrawal (DOW) and the average number of program hours per week specified in the program registration under the same Act.
- The Date of Withdrawal (DOW) is when the CDI College terminates the agreement, and the individual is no longer considered a student at the College. The College will process the refund, as required, within 30 days of the withdrawal.
- The Date of Withdrawal, which marks the termination of the agreement between the student and the College, signifies the point at which the individual ceases to be recognized as a student within the institution. This date is crucial as it determines various factors such as refund eligibility, academic standing, and financial obligations, and is recorded when the formal withdrawal process is completed by the student or initiated by the CDI College administration due to the reasons including, but not limited to the list below, as they pertain specifically to this policy, whichever comes first:
  - The student has failed to meet the active participation requirement of full-time attendance for a minimum of 20 hours per week for 4 weeks (28 consecutive days).
  - The student has failed to attend classes for 3 weeks (21 consecutive days).
  - The student failed to attend 80% (was absent for 20%) of the total program hours per the program's schedule of hours of instruction.
  - The student failed to attend classes during the first 14 days of the program commencement without providing written notice to the College.
  - The student has failed to adhere to the satisfactory academic standing requirement, progress through the program according to the Program Plan, and successfully complete all course requirements and assessments.
  - The student has notified the College in writing of a decision to withdraw from studies.

### **ACKNOWLEDGEMENT OF RECEIPT**

I confirm that I have carefully examined, understood, and received a copy of this document. I acknowledge my comprehension of its contents, encompassing the policies, procedures, and any related implications outlined within.

Student's Name: \_\_\_\_\_

Student's Signature: \_\_\_\_\_

Date: \_\_\_\_\_