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## **INTRODUCTION**

This booklet has been developed to familiarize the students of Transitions College with the policies and procedures of the school. It is meant to provide students with information on learning conditions, key policies and standards affecting the successful completion of programs at Transitions College (herein after referred to as School within this document)

## **WELCOME**

Welcome to Transitions College. We are pleased that you have chosen our school to provide you with the necessary skills to pursue your dreams and career ambitions. The staff at Transitions College will do everything to ensure you have a pleasant and rewarding experience. With this in mind, we have developed the following policies to provide a school that is guided by mutual respect for others, academic integrity, and adherence to the Ministry of Training, Colleges and Universities' Private Career School's Act 2005.

## **MISSION STATEMENT**

At Transitions College our goal is to provide the best learning experience to prepare students for the challenges of the ever-changing work environment. We are dedicated to providing excellent instructors, course materials and the environment that will best allow the student to reach his/her goals.

## **HISTORY**

Transitions College was established in Niagara Falls in October 2006. The School is registered with the Ministry of Training, Colleges and Universities of Ontario as a Private Career School under the Private Career Schools Act 2005. Our programs are in the areas of business, health Care, security and academic upgrading.

Transitions College has campuses in Niagara Falls, St. Catharines and Welland that are registered with the Ministry of Training, Colleges and Universities.

## **CHANGES IN POLICY**

This manual supersedes all previous student manuals and memos. In some cases there also will be a policy manual for specific programs, but this manual covers all students in the School.

While every effort is made to keep the contents of this document current, Transitions College reserves the right to modify, suspend or terminate any of the policies and procedures in this manual with or without prior notice to students.

## **PRIVACY POLICY**

Transitions College is committed to respecting your privacy and protecting your personal information. We will make every effort to ensure that the personal information we hold is secure and used in a responsible and respectful manner. We will not distribute your personal information without your express written consent.

As outlined in the "Consent to Use Personal Information" in your contract, you agree to allow Transitions College to give your name, address, telephone number, e-mail address and other contact information to the Superintendent of Private Career Schools for the purposes of advising you of your rights under the Private Career Schools Act, 2005, collecting information on the performance of Transitions College, and determining whether Transitions College has met the performance objectives required by the Superintendent for its vocational programs.

## **STUDENT DEFINITION AND STATUS**

A "student" of Transitions College is a person who is enrolled and pursuing a program of study at Transitions College on a full-time or part-time basis.

### **Admission Eligibility**

Students are eligible for admission at Transitions College if they meet the following requirements:

- Ontario Secondary School Diploma (OSSD Grade 12)
- GED certificate
- Is eighteen years or older
- Successful completion of the Canadian Achievement Survey Test (CAST Entrance Exam)

## International Students

The applicant must apply for entrance from his/her country. International students must provide the following documentation:

- a. A completed International Student Application for Admission form which includes the following documentation necessary to prepare the required paperwork:
  - Verification of completed education including high school
  - English programs and/ or competencies
  - Financial institution verification confirming adequate assets to support one year of study
  - Birth and citizenship verification

Incomplete applications will not be processed.

- b. The student must pass:
  - a. The entry test and provide satisfactory TOEFL results.
  - b. Canadian Achievement Survey Test at a Grade 12 level.

Based on the completed Admissions form, the student will be forwarded a dated registration form to complete and return along with the \$200.00 non-refundable registration fee.

- c. Upon receipt by the school of the registration fee and one-quarter of the tuition the school will issue a letter of acceptance to the student.
- d. The student is responsible for forwarding the letter of acceptance to the nearest Canadian embassy to request the appropriate visa.
- e. International students may not start classes until the visa and copies of the enrolment contract are on file at the school.
- f. The remainder of the fees are payable upon the first day of school and are listed on the contract.
- g. If the student is refused a visa, the school will issue a refund within 30 days of receipt of the original letter of refusal of visa from the Canadian embassy.

## CODE OF ETHICS

In keeping with professional standards, Transitions College applies the same Code of Ethics as you would find in the work place. Our practices and policies are designed to "mirror" the work environment as closely as possible. We believe the student's learning period at the school should reflect "on-the-job training experiences" and his/her behavior should reflect professionalism found in the industry.

## **Enrolment**

Enrolment decisions are based on next availability of the program and the student's learning needs. It is not based on race, colour, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, political affiliation or any other factor protected by Canadian law.

All offers of enrolment are contingent upon the student's right to study in Canada. On the first day, the student is required to provide the School with original documents verifying his or her right to study in Canada.

Students are admitted on a first-come basis as long as they meet the eligibility requirements. Each student is admitted to the next available enrolment date in the program. If a waiting list is necessary, it will be kept on a first-come basis

All admitted students will have paid the non-refundable enrolment fee and met the school's admission requirements. Certain programs have additional pre-requisites and requirements that will be discussed with the students.

## **STUDENT ORIENTATION**

A student orientation will be conducted on first day of school and will include a review of this document, other student handbooks specific to certain courses, student rights, student complaint procedures and the School's expulsion policy.

## **STANDARDS OF CONDUCT**

### **APPEARANCE AND ATTIRE**

While we stress a business atmosphere we understand that students wish to be comfortable while learning. To this end casual clothes are acceptable as long as they are clean and neat. No frayed jeans, cut-off pants, pants with holes, tank tops or bare midriffs are allowed. Shoes or slippers must be worn at all times.

### **ATTENDANCE AND PUNCTUALITY**

As students are training for careers in the business, security and health care industries, the policies of Transitions College in regard to attendance, absenteeism and tardiness reflect current business practices.

The school is open: 8:15 A.M. to 3:30 P.M. Monday to Friday,  
8:15 A.M. to 5:15 P.M. Saturday's for specified seminars  
5:45 P.M. to 9:15 P.M. during the evening classes.

Students are required to be in class during the hours of \_\_\_\_ and \_\_\_\_.

-Instructors will take attendance every day and provide administration each week with completed attendance records indicating absences.

-Illness or personal emergencies are viewed as brief absenteeism; however, Transitions College will not adjust the contractual fee schedule or completion date based on these absences. It is up to the student to make up any lost time.

-Extended illness or absence for compassionate reasons, in excess of three consecutive days, is viewed as prolonged absenteeism. The student is required to notify the school directly by contacting the Administrative Assistant, in such cases where extended absence is unavoidable. Upon returning to school the student will be obliged to provide medical documentation (where the absenteeism was due to illness or hospitalization). The doctor should indicate on the note the period of time for which the student was not able to attend school. Compassionate leave or jury duty must have notes to that effect from the appropriate party. Transitions College will examine and adjust accordingly the contractual fee schedule and course completion date in the case of documented prolonged absences.

-Any student absent for five consecutive days without notifying the school will be dis-enrolled. If the student wishes to be reinstated to the program, he/she will be required to re-apply for admission through the Admissions Office.

-As would occur in the work place, if a student is ill or expect to be late he/she are required to telephone the school prior to his/her usual arrival time.

-Ninety percent (90%) attendance is required for successful completion of any course. Attendance and lateness are recorded, considered in recommendations to employers, and reflected in their final mark.

## **LEAVES OF ABSENCE**

Leaves of absence must be applied for in writing to the Admissions Office for legitimate health, compassionate or job related reasons. The decision to grant the leave is wholly the responsibility of the Dean

## **WITHDRAWAL**

Any student who intends to withdraw from school must make the Admissions Office aware of the intended date of withdrawal by forwarding a letter of intent. This letter will be retained in the student's file as formal documentation for the agreed upon last date of training. If a student withdrawing from the school fails to notify the Admissions Office, Transitions College will consider the student absent. According to the Attendance Procedures listed previously, at the end of the fifth day the student will be formally dis-enrolled from the school, in absentia. In either case the Admissions Office will adjust the student's financial record according to the withdrawal date which the student either indicated in writing or the fifth day of absence, whichever case applies.

In the case of withdrawal (voluntary or involuntary), the student will be charged according the Private Career School Act 2005 refund policy as listed on the contract.

## **TRANSFERS**

Students who wish to transfer credits from Transitions College to another educational institution should first verify the course credit transfer policy with that institution. If it is allowed, then Transitions College will send a student's official transcript of marks directly to the Registrar's office. Students should make a written request for transcripts to the Admissions Office, at Transitions College and allowing two weeks for the request to be processed.

## **MEAL AND BREAK PERIODS**

Students are allowed a total of one-half hour each day for either meal or break time. The breaks for each program will be determined by the instructor. Students are expected to be back in their classroom by the appropriate time.

## **SCHOOL HOLIDAYS**

The following are the school holidays for 2010 and 2011

Holiday	2010	2011
Family Day	Feb 15	Feb 21
Good Friday	April 2	April 22
Victoria Day	May 24	May 23
Canada Day	July 1	July 1
Civic Holiday	Aug 2	Aug 1
Labour Day	Sept 6	Sept 5
Thanksgiving	Oct 11	Oct 10
Christmas and New Years	Dec 25, 26, Jan 1/11	Dec 25, 26, Jan 1/12 .

## **CODE OF CONDUCT FOR STUDENTS**

### **HARASSMENT POLICY**

Transitions College does not tolerate harassment of any type. Harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, e-mail jokes, pranks, physical assaults or contact or violence. Transitions College will treat harassment and or sexual harassment as any other form of misconduct, and students who engage in such activities will be disciplined accordingly.

### **SEXUAL HARASSMENT POLICY**

Transitions College does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances or other unwelcome verbal or physical contact of a sexual nature that creates an offensive, hostile and intimidating learning environment. Students are encouraged to discuss any sexual harassment situation with either their instructor or the Administrative Assistant.

### **VIOLENCE IN THE SCHOOL**

Transitions College does not tolerate violence in the school. This includes any acts or threats of physical violence, intimidation, coercion involving students or instructors of the school as well as any acts against school property.

### **ALCOHOL AND DRUG ABUSE**

Transitions College does not tolerate the use of alcohol or illicit drugs on its campuses or students coming to the school under the influence of alcohol or illicit drugs.

### **SMOKING POLICY**

There is no smoking in the school or the building itself. Smoking is allowed only in designated outdoor areas.

## **FOOD AND DRINKS**

No food or drinks are allowed in the classroom. All food and drinks must be consumed in the kitchen/student lounge area

## **CRIMINAL ACTS**

Any form of criminal act occurring on school property will not be tolerated.

## **COOPERATION**

As the school is a place to study and learn, all students must cooperate with their instructors and fellow students.

**Any breach in the Standards of Conduct or Code of Conduct will be treated as serious and could lead to various disciplinary actions including the ultimate of expulsion (See Expulsion Policy in Appendix I).**

## **STUDENT RECORDS**

### **STUDENT FILES**

Each student has a file that includes the following:

- a) Completed enrolment contract
- b) Record that administrator has seen two pieces of government-issued identification including one photo ID.
- c) Any police checks, certificates (medical, First Aid), if required by the program
- d) Receipts of payment
- e) Confirmation of receiving and understanding the Policy and Procedures Manual
- f) Service Ontario Training Contract, if applicable
- g) Entrance test or proof of Ontario Grade 12 Diploma
- h) Copies of a Student Visa and Passport (International student)
- i) All student tests and quizzes
- j) Transcript of marks and a copy of the Diploma upon program completion.

## **CHANGES IN PERSONAL INFORMATION**

Any changes in a student's personal information must be reported as soon as it becomes available, for example, a change in address. The student must get a "Change of Personal Information" form from the Admissions Office and return it to the Admissions Office with the appropriate change.

## **CONFIDENTIALITY OF FILES**

All student files are kept in locked cabinets and are confidential. They can only be viewed by Transitions College personnel who have signed confidentiality agreements.

On occasion, the files are reviewed by the Private Institutions Branch of the Ministry of Training, Colleges and Universities.

## **TRANSCRIPTS**

Each student is given a transcript of marks after completion of the program. If additional transcripts are required, the school will charge a fee of \$10.00 for each additional transcript produced.

All student transcripts are kept by both the school and an outside Third Party for a minimum of 25 years.

## **SAFETY**

The safety and well-being of students are the school's priority. Transitions College makes every effort to comply with all federal, provincial and municipal workplace safety requirements. Transitions College expects every member of the school (administration, instructors and students) to accept personal responsibility for promoting the safety and well-being for those involved in or affected by the school's activities.

Students must report all accidents and incidents to their instructor. The instructor then must submit a written report to the Administrative Assistant.

## **FIRE**

Students should make themselves aware of fire exits and the school's fire procedures (see Appendix II).

## **MEDICAL**

In the case where medical attention is required, students must cooperate with those responding to the emergency.

## **PERSONAL PROPERTY**

Transitions College assumes no responsibility for any loss or damage to personal property and recommends that all students have their own personal insurance policies to cover any loss at the school.

## **TELEPHONE**

Cell phones must be turned off while the student is in class. If you do not have a cell phone and need to use a phone, there is a designated phone for local calls only. In the case of family emergencies or job-related calls, the Administrative Assistant will be of assistance. Please give the school's number to those who may need to contact you in case of an emergency during your class time at the school.

## **USE OF EQUIPMENT**

Transitions College provides students with the equipment needed to do their program. None of this equipment should be used for personal use or removed from the School unless it is approved by and instructor for a specific use outside the school.

### **Internet**

Students are responsible for using the internet in a manner that is ethical and lawful. No electronic media can be used for transmitting, retrieving or storing any discriminatory, harassing, derogatory, obscene or sexually explicit information.

### **Fax and Photocopier**

The fax machine is available for students to send resumes to local number only. If a student wishes to use the fax, he or she must ask the Administrative Assistant for assistance. The photocopier is also available on a limited basis to help students in their job search. Neither of these machines is to be used for personal reasons unless approved by the Administrative Assistant

## **TEACHING METHOD**

Teaching is done through lectures and assignments, and, in some programs, co-op work placements. The assignments are designed to reinforce the material from the lectures. Quizzes and tests may be given at the conclusion of each course module and major segment of the program. A final exam or project covering the full course material may be given at the end of the course. Again, some programs also will involve a Third Party certification exam.

## **GRADING**

Each student must write an exam at the end of each module. The average of all the exams is used to determine the overall Diploma standing. The following distinctions are used:

1.1.1.1.1. Honours	90% and above
1.1.1.1.2. Distinction	80% to 89.9%
1.1.1.1.3. Pass	65% to 79.9%

In the case where a student receives a mark under 65%, he or she may be allowed to re-write the exam for a maximum of two re-writes, at the School's discretion, in order to get a passing grade. In the case of a re-write, 65% is the maximum grade that will be rewarded.

In addition to the exam, a score is given each student for practice exercises, quizzes, and attendance.

## **COURSE POLICIES**

### **Missed Classes/Quizzes/Tests**

The student is responsible for obtaining any materials distributed when absent, by contacting either the instructor or a classmate who was present. Missed or late tests/quizzes can be made up during school hours. Any make up test must be written before the next class. The student must call the school to arrange a time and place to write the missed test

## **Weighting**

The instructor reserves the right to weight quizzes, tests, assignments, participation and the exam depending on the program.

## **Assignments**

All assignments are due at the beginning of class on the date specified by the instructor. Late submissions are subject to a 10% penalty per day.

## **THIRD PARTY ACCREDITATION**

Students in programs requiring third party accreditation or exams are expected to write the exam on the date that the school specifies. If the student has a legitimate reason, as deemed by the school, they will be allowed to write the exam at a different date; however, if there is no legitimate reason given prior to the original date, the student will be charged double for the exam.

## **GRADUATION**

Students who have successfully completed all contracted curriculum requirements and have satisfied their contractual obligations will be invited to the graduation ceremonies. Graduation takes place twice a year depending on the number of graduates. Each graduate will receive a certificate depending on the curriculum in which he or she is registered.

## **BULLETIN BOARD**

The in-house bulletin board is used to announce events of interest to all students of Transitions College. In addition, job opportunities that come into the school are also posted. Any information that a student may wish to post on the bulletin board must be approved by the Administrative Assistant.

## **ACADEMIC DISHONESTY**

Academic dishonesty is any act that improperly affects the evaluation of a student's performance. Just as in any profession, students are expected to know the rules. Claiming ignorance of the rules is not a defense, so if in doubt, ask your instructor. Transitions College has a "no tolerance" policy regarding academic dishonesty. Any

student found breaching this policy will be dealt with severely which could lead to expulsion from the school (See Appendix I). The following are some, but not all, the examples of what Transitions College considers dishonest:

## **CHEATING AND UNAUTHORIZED MATERIAL**

Unless the instructor specifies otherwise, all examinations are to be completed by the student alone, without assistance of any kind. That means no help is to be given to or received from other persons, books, notes, calculators, or other materials of any kind. If a calculator or hand held device is allowed for mathematical calculations, no other information may be programmed into the device. Such exceptions must be expressly specified and cannot be presumed from prior tests.

## **IMPROPER COLLABORATION**

Unless the instructor specifies otherwise, it is assumed that all work submitted for a grade is the product of the student's own understanding and is expressed in the student's own words, calculation etc. When another student's work is identical or very similar at points where individual expression would be expected, the instructor may conclude that academic dishonesty has occurred.

## **SUBMITTING THE SAME ASSIGNMENT FOR DIFFERENT CLASSES**

Unless the second instructor expressly allows it, submitting an assignment already submitted for another class is a form of academic dishonesty.

## **PLAGIARISM**

Plagiarism is passing off the words or ideas of someone else as though they were your own. It applies equally to the work of other students as well as published sources.

It is plagiarism to copy words or paste information from the Web as your own writing. To avoid this form of plagiarism, the paper must both place the quoted material in quotation marks and use an acceptable form of documentation to indicate where the words came from.

It is plagiarism to copy words, even if you give the source, unless you also indicate that the copied words are a direct quotation. To avoid this, put all quoted words in quotation marks.

It is plagiarism to copy words and then change them a little even if you give the source. Paraphrasing is acceptable when you indicate the source, and the new expression is actually your own.

It is plagiarism to present someone else's ideas as your own even if you express them in your own words. To avoid this form of plagiarism cite the source.

## **STUDENT COMPLAINT PROCEDURE**

When the student signs the enrolment contract, he or she will be given a copy of the "Student Complaint Procedure" (see Appendix III).

## **FINANCIAL ISSUES**

### **FINANCIAL OBLIGATIONS**

Termination could occur if a student does not fulfill his/her financial obligation to the school. Certification may be withheld until final payment is made to the school.

### **N.S.F CHEQUES**

The student will be charged an additional \$30.00 handling fee if the school receives a cancelled or NSF cheque for any reason whatsoever.

### **THIRD PARTY COLLECTION AGENCY**

If the payment for tuition and or materials is not paid the school reserves the right to use a third party collection agency to recover any unpaid amounts stated on the enrolment contract.

### **REFUND POLICY**

This is stated on the enrolment contract. For all registered programs, Transitions College follows the policy set by the Private Career Schools Act 2005.

## **TAX RECEIPTS**

Tax receipts are issued annually prior to February 28<sup>th</sup>. Only one tax receipt will be issued to each student who has paid tuition fees within the previous fiscal year, up to the end of December.

A \$10.00 charge will be made for any receipt that has to be re-issued.

In order to distribute these receipts accurately and expeditiously, the school requires an up-to-date address for each student. If, at any time students change their mailing address, they are required to fill in a “Change of Personal Information” form available at the Admissions Office.

As per Canada Revenue Agency, only the tuition part of your contractual payments is tax deductible, and your receipt will reflect this.

## Appendix I

### TRANSITIONS COLLEGE STUDENT POLICY AND PROCEDURES HANDBOOK

#### Student Expulsion Policy Guide

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

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

In conjunction with this policy, Transitions College ensures that its students have received and are aware of its code of conduct, its academic policy, and its attendance policy as outlined in the Policy and Procedures Handbook and any other Policy Handbooks specific to a particular course of study. The following outlines the conditions under which a student may be expelled with cause:

1. Academic Dishonesty – A student 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:
  - a. cheating
  - b. plagiarism
  - c. unapproved collaboration
  - d. alteration of records
  - e. bribery
  - f. lying
  - g. misrepresentations
2. Outstanding Fees – Failure to pay overdue accounts owing to the school within the specified period may be grounds for expulsion after a written warning has been given.
3. Code of Conduct - All students are required to adhere to the School's published code of conduct. Where the violations do not have the potential to result in

- physical harm to persons or property, the School may expel a student who has received suspension for failure to comply and has since violated any of the terms of the School's code of conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate expulsion.
4. Significant Omissions or Errors in Admissions Documentation – The School has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent themselves on their application are subject to immediate expulsion.
  5. Academic Failure – Students who fail to maintain the required academic standing in his or her programs may be expelled from the program. The school may at its discretion, offer alternatives to a student, and these are outlined in the academic policies for the program of study.
  6. Attendance – A student who does not maintain the required attendance as stated in School policy is subject to expulsion.
  7. Harassment or Discrimination – The School does not condone harassment or discrimination of any student, staff member, client or visitor to the school. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation.

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

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

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

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

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

8. Misuse of School Property – School property is for the provision of school services. A student who damages, misuses, steals or otherwise use the property in a way that is prohibited may be expelled and required to make restitution.
9. Endangerment of Staff or Students – The School is committed to the right of all school staff, students, clients and visitors to be safe. A student who, by action or neglect in any way endangers the safety of himself or herself, or others may be expelled.

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

- a. verbal warning
- b. written warning
- c. suspension
- d. expulsion

Notification:

A student who is subject to expulsion for any reason will be notified in writing, either hand delivered or by registered mail with return receipt. Transitions College is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides.

The notification will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion and wish to appeal must appeal the decision in writing within one week of the notification by following the school's student complaint procedure provided to the student and by providing sufficient proof to support the complaint.

A student whose expulsion is upheld after having followed the school's student complaint and appeal procedure may file a further appeal through the complaints process of the Ministry of Training, Colleges and Universities, provided the student is attending a program approved under the Private Career Schools Act, 2005.

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

**Fees**

Settlement of accounts for a student that has been expelled will be completed under the School's Fee Refund Policy, using the effective date of expulsion as the final day of attendance in his or her program of study.

Return of Property

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

## Appendix II

### TRANSITIONS COLLEGE STUDENT POLICY AND PROCEDURES HANDBOOK

## Fire Procedures

### **IF YOU SMELL SMOKE, SEE FLAMES, OR ARE ALERTED TO A FIRE**

- Vacate the fire area and close doors behind you
- Pull the closest wall-mounted fire alarm
- Do not attempt to fight a fire unless trained to use extinguishing equipment, and it is safe to do so
- Call 911 from a safe location or meet emergency response personnel outside and give them as much information as possible
- Report all fires! (Even those that appear to be out)

### **WHEN THE FIRE ALARM SOUNDS**

### **Stop What You Are Doing and Leave the Building Immediately!**

### **School Policy Requires Full Evacuation**

- Evacuate the building quickly even if you suspect a false alarm
- Do not use elevators during an alarm
- Move away from the exits to clear the area for emergency personnel. **Do not reenter the building even if the alarm stops ringing.** Wait for permission to reenter from Police or emergency services personnel.
- If you are unable to leave due to smoke or fire conditions, or due to a physical disability, call 911 and give your location. Keep the doors closed. Seal vents and cracks with tape, towels or sheets to keep smoke out.

## Appendix III

### TRANSITIONS COLLEGE STUDENT POLICY AND PROCEDURES HANDBOOK

#### Student Complaint Procedure Guide

##### General Overview

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Transitions College is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the School. The Student Complaint Procedure is designed to provide students with both an informal and formal process to resolve conflicts. A student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution. The student has the right to present his/her case and be accompanied, at all times during the process, by an individual of his/her choice. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf.

Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Should the resolution to your issue require further involvement, a meeting will be arranged with the Dean, as part of the school's formal complaint procedure.

All complaints are confidential

### Formal Complaint Procedure

1. In the case where a student is unable to achieve a satisfactory resolution using the informal, direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched. To do so, a student must complete and sign an original Student Complaint Form (*sample attached*), recording his/her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to the Director, who will co-sign the forms in Part A, return the original to the student and keep the copy in the student's academic file.

The Director is Diane Conlon and she can be reached at:

4635 Queen St  
Niagara Falls ON L2E 2L7  
Phone: 905-358-7760      Fax: 905-358-5847  
E-mail: [dconlon@transitionscollege.ca](mailto:dconlon@transitionscollege.ca)

2. The Director will arrange to meet with the student within two working days of the date of the written complaint. If, as a result of that meeting, the student and the Director decide to implement a mutually agreed-to complaint resolution plan, then that decision, the reason for the decision, and a description of the resolution plan must be recorded by the Director in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member in Part B, subsection i) of the form. The original must be returned to the student and a copy must be filed in the student's academic file.
3. If the student and the Director reach a mutually agreed-to resolution in step 2 above, then the plan must be implemented and the Director must follow up to ensure the resolution plan satisfactorily resolves the concern.

Upon mutually satisfactory resolution of the student concern, the Director will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a confirmation that the concern has been satisfactorily resolved. The student and the Director will sign the declaration at the bottom of Part B. The original form will be given back to the student and a copy will be filed in the student's academic file. A second copy will be filed in the Campus Student Complaint Binder and kept for three (3) years.

### **Review Process**

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

and a second copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years. .

5. The Director will maintain Campus Student Complaint binder on site for possible annual inspection.
6. If the student is not satisfied with the school's decision after the review process, he/she can file a complaint with the Superintendent of Private Career Colleges, provided the student is attending a program approved under the Private Career Schools Act, 2005 using the following contact information:

Allan Scott  
Superintendent of Private Career Colleges  
Ministry of Training, Colleges and Universities  
Private Career Colleges Branch  
9<sup>th</sup> Floor, Mowat Block  
900 Bay Street  
Toronto ON M7A 1L3

## Acknowledgement

I HAVE READ AND UNDERSTAND THE TRANSITIONS COLLEGE OF  
BUSINESS AND CAREER STUDIES' POLICIES AND PROCEDURES MANUAL  
INCLUDING ALL APPENDICES, AND AGREE TO ABIDE BY THE POLICIES  
AND PROCEDURES STATED THEREIN:

STUDENT NAME: (PRINT) \_\_\_\_\_

STUDENT SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_