



# Capital College

## Student Handbook

4400 Hazelbridge Way Unit 540  
Richmond, B.C. V6X 3R8

TEL: 604-270-7426 FAX: 604-270-7476

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

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## ABOUT THIS HANDBOOK

This Handbook contains detailed information regarding Capital College and its programs. However, it does not replace the formal and informal meetings we may have as a group and individually to discuss issues and concerns.

## ABOUT CAPITAL COLLEGE

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Richmond, B.C.  
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Fax	604-270-7476
E-mail	<a href="mailto:info@capitalcollege.ca">info@capitalcollege.ca</a>
Website	<a href="http://www.capitalcollege.ca">www.capitalcollege.ca</a>

### Business Hours

The college business hours at main campus are from 10:00 am to 6:00 pm Monday through Friday. The location is closed on weekends, as well as Canadian and BC statutory holidays.

### Corporate Structure

Capital College is a registered British Columbia corporation.

### Facilities and Location

Capital College is located at 4400 Hazelbridge Way Unit 540, Richmond, B.C. Academic classes will be conducted at this location, however, there may be off-site field trips. The facility has three classrooms with 358 and 240 square feet (ground floor) and 495 square feet (second floor). In addition, a resource library, washrooms, meeting room, office, storage rooms and dining rooms are available.

The location is close to bus stop, sky train station, shopping and food areas. The class size for the program is limited to 24 students on the ground floor and 25 students on the second floor.

### PTIB – Designated

Capital College is designated with the Ministry of Advanced Education Private Training Institutions Branch (PTIB). (604) 569-0033 or 1-800-661-7441. Website: [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

## MISSION STATEMENT

It is our mission here at Capital College to provide the opportunity for an exceptional and quality education to all our diverse students. Capital College offering a wide range of programs to train students to become successful professionals in their future education careers and to contribute significantly to their local, national, and global communities.

# CERTIFICATE

A Certificate of Completion is conferred by the College upon successful completion of the program requirements. Successful completion is defined by meeting all the requirements for each course in attendance with a passing grade, and having no outstanding fees.

## STUDENT STATEMENT OF RIGHTS

Capital College is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program. For more information about PTIB and how to be an informed student, go to: <http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

## ADMISSIONS POLICY

Capital College is committed to enrolling students who meet all our program admission criteria and who are likely to succeed in meeting their education and career goals.

### Admission Requirements

If the student fails to submit all required documents by the program start date, the College will terminate the student enrolment contract and refund all tuition and other fees (excluding the non-refundable registration fee).

Procedure:

1. The institution's Administrator refers all inquiries to the Director of Student Affairs. The Director of Student Affairs meets with the prospective student to discuss the program of interest, their educational goals and commitment to completing the program of study.

2. If the student is undecided about a program of study, the Director of Student Affairs gives the prospective student information about a number of programs so that the student can make a decision.

3. Once the student has decided on a program of study, the Director of Student Affairs reviews the admission criteria for the program with the student to ensure that they meet all criteria.

4. If the student does not have the required English proficiency qualification (Grade 12 English/ TOEFL 500 / computer 173 / IBT 61 / IELTS academic 6.0) the student is required to complete the CAAT – Level C, which consists of fifty multiple-choice questions, reading comprehension and a 5-paragraph essay. The student has two hours to complete the test and must score at least 70% on the multiple-choice reading comprehension portion but Capital College also retains the right to require the student to engage in further English study if the Director of Student Affairs considers the students' performance on the essay to be unsatisfactory. Students will be notified of their CAAT results within one week. If the student does not receive 70% on the CAAT they will be urged to successfully complete the Capital College LEC program before enrolling in an ECE/Montessori program.

5. International students are required to provide a valid Study Permit or Student Visa issued by Citizenship and Immigration Canada (CIC) as well as all required documents for the admission application; upon complete admission, international students are issued a letter of acceptance; if an international student does not show up for the program start date, a report is filed to CIC.

6. The Director of Student Affairs obtains evidence (e.g. transcript, proof of age, etc.) from the student that they meet all the program's admission criteria and places the evidence in the student file. Note: If the student fails to meet the admission requirements, they cannot be waived by either the institution or the student.

7. After receiving evidence that the prospective student meets all the admission criteria, the Director of Student Affairs prepares a Student Enrollment Contract and meets with the prospective student to review the policies that will affect the student during their completion of the program of study and to review the contract. Financial arrangements for payment of tuition and other fees are also discussed.

8. If the Director of Student Affairs and the prospective student agree on a financial arrangement, they sign the contract and a copy of all student policies will be delivered to the student. When the student has confirmed in written response by submitting a signed "Student Handbook Acknowledgement" that they understand all student policies, the Administrator will deliver a copy of the signed contract.

## FINANCIAL AID

Capital College does not provide grants, loans or subsidies. However, a monthly instalment payment plan is available for students under special circumstances; please consult with Chief Financial Officer by advanced appointment.

Capital College can assist the student in applying for financial assistance through StudentAid BC. Please see the Administration staff for details.

## STUDENT RESPONSIBILITIES

1. PAYMENT – Students must satisfy their financial obligations to the program.
2. KNOWLEDGE OF POLICIES AND REQUIREMENTS – Students are responsible for determining and fulfilling all requirements. Instructors and administration staff are available to answer any queries.
3. PREPARATION – The curriculum manuals are required for the program; the students are also required to purchase their own textbooks and personal materials equipment materials required by the program.
4. SPECIAL CIRCUMSTANCES – Students have a responsibility to inform the instructor if they require any course adaptations due to learning differences or life situations. Every effort will be made to accommodate individual learning styles or other special situations.
5. COMMUNICATION – It is the student’s responsibility to inform the instructor if opportunities for learning are not being provided within the classroom or at the practicum site.
6. GRIEVANCE – It is the student’s right to initiate a grievance procedure according to the dispute resolution policy in situations that warrant it.
7. COMPLETION OF PROGRAM REQUIREMENTS – To graduate, the student must complete all requirements including, but not limited to,
  - A. Curriculum Courses: requirements, assignments, and attendance.
  - B. Practicum: seminars, assignments (including: observations, journals, activity plans, and attendance).
8. FINAL EVALUATIONS – The student must satisfactorily complete written and practical evaluations for both academic and practicum components.

Time Limit: Students must satisfactorily complete all course requirements – academic, practicum, and financial – within a five-year period following the course’s official beginning of the academic phase for which the student was enrolled.
9. STUDENT ASSESSMENT OF INSTRUCTOR AND PROGRAM - Student assessment of the instructor and program is done annually.

## STUDENT CODE OF CONDUCT

Capital College expects students to meet and adhere to a code of conduct while completing a program of study. The list below provides an outline that all students are expected to follow. Students should request clarification from the administrative staff if they have any questions.

“Student” includes prospective students as well as those currently registered or enrolled in any programs any place involved with course of study including, but not limit to, campuses, practicum sites, field trip locations, and childcare centres for observation purposes.

1. Promptness – is expected at the beginning of class and after each break.
2. Appropriate dress - It is suggested that students avoid wearing clothing that is revealing, or that exhibits inappropriate graffiti or insignia.
3. Respectful demeanor – Students are expected to conduct themselves respectfully during classes. Overlapping conversations during class time are disruptive to the learning community and should be avoided.
  - A. Students are expected to maintain a professional demeanor throughout the program. If a situation arises the Senior Educational Administrator shall speak to the student involved to establish an understanding of acceptable behaviour. If this does not resolve the issue, the Program Director will meet with faculty to decide appropriate action.
  - B. **Respect** is a key component of Capital College philosophy.
    1. During the instructional hours at the campus, if you wish to share an idea, please do so with the whole group. Side chatter and commentary are disruptive to everyone.
    2. During the practicum hours at the practicum site or any childcare centre observing, be respectful, remembering to observe the centres policies and proceffures.
  - C. Eating and drinking is permitted in the designated eating areas. Students are responsible to clean up after themselves.
  - D. Students should *take turns to help clean up immediately after using the dining room, washroom and classroom*. All the garbage should be put away in the garbage bin in the dining room. Classroom tabletop should be cleaned before leaving the classroom at the end of class.
  - E. Phones need to be turned off or put on vibrate during class.
  - F. Students must be respectful towards the instructors, administration staff, and fellow students.
  - G. Students should **always keep the learning environment clean and tidy**. *Smoking (including vaping) and alcohol are not permitted at the campuses, including practicum sites*.
  - H. If students have any concerns about other students, please direct them to the course instructor immediately.
4. Preparation – Students are provided with an outline of each course that includes a reading schedule and material or assignment expectations and are therefore expected to be appropriately prepared.
5. Photo taking, Recording and Video Taping – Students are encouraged to elect a representative to take photos of their presentations during sessions on campus. These photos can only be used for assignment and self-evaluation purposes. Sound recording is permitted in the class with the instructor’s permission but video-recording is not permitted during the whole class session. Please check with individual instructors regarding specific directions for their course.
6. Children in class – Children are not permitted in the classroom.
7. Confidentiality – Students are expected to remain confidential regarding anything to do with persons, conversations, photos/videos, including conversation within the classroom.
8. Facility – Students have access to the campus facilities and are expected to maintain all facilities in the condition at time of usage.
  - A. Video equipment: It is the students’ responsibility to make sure the video equipment in the

classroom is used properly. The students will be liable for the damage or improper use of the video equipment.

- B. Material: All materials are to be handled carefully and returned to their original places after use or practice. ***The use of materials outside session hours are only allowed with pre-approval from the College.***
  - C. Telephone: Students should use **phones only in emergencies.**
    - 1) Library: The library is open to all teachers. If students wish to borrow an item from the library, they must obtain special permission from their department coordinator. It must be returned within 3 weeks. Any damaged or lost materials must be replaced or paid for by the borrower.
  - D. Computers: Each classroom is equipped with a computer and projector for instructors' use. Students may use this computer for presentations.
    - 1) Notify the administrator before use.
    - 2) Food and drink are prohibited on the computer desk.
    - 3) For safety, please only turn on/off the computer that was used. Never move the computers or change the plug, the computer system could be damaged and data lost.
    - 4) Never turn off a computer when it is running. When there is something wrong with the computer, notify the administrator, and stop using the computer immediately. Student CANNOT fix the computer himself/herself.
    - 5) Notify the administrator if putting one's own software on the computer to aid virus prevention.
    - 6) Illegal copies of software are prohibited due to copyright.
    - 7) Please use personal USB to save documents or files. Please do not save on the computer; the college will not be responsible for any lost documents or files.
    - 8) If a problem arises in the computer or the computer has frozen, please record what happened and notify the administrator immediately.
    - 9) After use, please turn off the computer following the correct procedure and clean up the working area before leaving.
9. Parking  
***Parking at main campus:*** Parking is limited and students are advised to use public transit if possible. The six 24 hours reserved parking spaces for Capital College are for staff and instructors ONLY. Please do not park at these spaces. Please read and adhere to the signage in the parking lot. ***The college does not hold any responsibilities with regards to any parking issues, students may redirect to: Imperial Parking Limited (Tel: 604-681-7311).***
10. Others: Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:
- A. Sexual assault.
  - B. Physical assault or other violent acts committed on or off campus against any student.
  - C. Verbal abuse or threats.
  - D. Vandalism of school property.
  - E. Theft.

## STUDENT SERVICES

### Student Support

1. Information about the College, facility and programs is available on-line or in paper form.
2. Students should contact the Administrator by phone, e-mail or in person to be directed to the responsive director(s) if they need any support or have any concerns regarding the programs or their studies.
3. Concerns regarding the status of student application, class schedule, transcripts, handbook and forms, and general clerical concerns are addressed to the Administrator.
4. Concerns regarding teacher credentialing and provincial permits are directed to the Program Director.
5. Concerns regarding financial arrangements are to be addressed to the Administrator.
6. Concerns regarding the practicum placement are to be addressed to the Program Director.
7. Wireless internet is available throughout the campus; the password is "Capital College".
8. Whichever party initiates the inclusion of a mediator would be responsible for the cost of such a service. A list of mediators is available from the Vice Director. If a serious complaint is unresolved after completing this process, students are urged to inform both PTIB (Private Training Institutions Branch) and related organizations.

### Academic Advisement

Students are encouraged to meet with the appropriate instructor for clarification and academic support in gaining mastery of the course component assignments.

### Student Access to Records

The college shall allow students to inspect and review all student records relating to them; for those which include information on more than one identifiable student, only that information relating to the student requesting access shall be revealed.

1. Student should request access by email. Current students must notify College at least 5 business days in advance; non-current (Graduate, Withdrawal, and Dismissal) students must notify College at least 15 business days in advance. Non-current students are entitled to view the student file once. The College shall:
  - A. Inform the student of the location of the requested record if not centrally located, and time of appointment; and provide qualified personnel to interpret the record where appropriate.
  - B. The right of students to have access to inspect and review their student records does not include the right to a copy of such records unless at least one of the following conditions exists:
    - 1) Failure to provide a copy would effectively prevent a student from exercising the right to inspect and review the student record. A copy of the record should be provided to such persons upon written request;
    - 2) Copies of the specific record have been provided to another educational institution as requested by the student.
2. In addition to satisfying one of the above conditions, a student may be provided copies of their records only upon the payment of appropriate fees, and provided the student's records are not encumbered because of an indebtedness to the school.
3. Requests for transcripts of grades (permanent records) will continue to be processed on a separate form, accompanied by the established fee.
4. Limitation on Reviewing Records: The right to review education records does not extend to:
  - A. Notes and records concerning a student made by a faculty or staff member that are retained and used solely by that faculty or staff member (or their substitute);
  - B. Inspecting financial records of their parents that are maintained by the College; or records created by the College for law enforcement purposes.



5. Student acknowledges and agrees to the following terms before viewing files:
  - A. College will arrange personnel to view the file together with student for one-hour maximum.
  - B. Students must view the file personally; no third party can be involved except for a legal attorney, arranged and notified beforehand.
  - C. Students cannot destroy or remove any documents in the file. If a copy is requested, \$0.10/page will be charged.
  - D. Students can view file during office hours only with confirmed appointment during Monday to Friday 2 pm to 5 pm.

#### Job Assistance

1. Services relating to career planning and placement, such as graduate and professional study information, career planning, resume writing and job search are available at the administration office.
2. Placement for teaching positions, salary and level of career advancement is not guaranteed. However, the College serves as a clearinghouse for schools requesting teachers or workers for graduates or alumni. Employment opportunity information usually provided via e-mail to graduates or alumni.
3. The College does establish contacts with prospective employers for graduate students.
4. Graduates are also expected to actively pursue employment opportunities by themselves.
5. The College encourages the students to keep in touch with the College after graduation. An employment opportunity, which is posted on the College website, is available to any of the graduates.

#### Requesting Official Documents

All students enrolled in any programs offered by Capital College are eligible to request for a "Letter of Acceptance", "Confirmation of Student Status" and "Official Transcript" according to their status in the program.

#### Procedures for current students

1. Students requesting any official documents are required to send a completed "Official Document Request Form" (see Office Administrator) with the fee of \$30 per document applied to the College in person during the College business hours.
2. The Administrator will process the request following the Official Document Request Form in one week/ five (5) business days and an e-mail will be sent to the student upon completion of the request.
3. The student must book an appointment with the Administrator for picking up the requested official document(s), if picking up by person. The appointment must be confirmed by the Administrator.
4. The request will not be accepted if any missing information on the form and/or unpaid requesting fees.

#### Procedures for graduated students/alumni

1. The graduate or alumni requesting official transcript(s) will receive the "Official Document Request Form" by e-mail from the Administrator and is required to send a completed "Official Document Request Form" with the total fee of \$30 applied to the College by mail, or in person (student ID or personal ID is required at the time of making the request and pick up).
2. The Administrator will process the request following the Official Document Request Form in one week/ five (5) business days and an e-mail will be sent to the graduate or alumni upon completion of the request.
3. The graduate or alumni must book an appointment with the Administrator for picking up the requested official transcript(s), if picking up by person. The appointment must be confirmed by the Administrator.
4. The request will not be accepted if any missing information on the form and/or unpaid requesting fee.

## **TRANSFER CREDIT POLICY**

Capital College will accept the transfer of credit from other registered or accredited post-secondary institutions provided that the course work being evaluated is of “C+” or better standing. Course work with less than a “C+” will not be accepted or considered for transfer credit. The maximum amount of transfer credits allowed will not exceed 50%. Students wishing an assessment of credit from courses taken elsewhere to transfer to Capital College must submit a completed “Transfer Credit Application” form (see Appendix G-5) and official transcripts.

It is often necessary for the student to provide a detailed course description (course outline) for courses being considered for transfer credit. This will initiate the transfer process, but completing the form is not a guarantee that the transfer credit request will be approved.

Block Transfer Students who successfully complete the Montessori Early Childhood Teacher Education Program from Capital College wishing to register into the Early Childhood Education Program (ECE) at Capital College may follow the block transfer process approved by ECE Registry. The following courses will be waived:

1. Academic: the course credits transferred must also abide by the grading standards (minimum C+) from AMS program

- A. Child Development 1 (40 hours)
- B. Curriculum 2 – Learning to Look (90 hours)
- C. Child, Family & Community (45 hours)

2. Practicum:

- A. Practicum 1 (112 hours)
- B. Practicum 2 (136 hours)

Students who are granted a block transfer from the Montessori program will be required to complete one practicum in an ECE-based childcare facility.

Students should be aware that when they use the block transfer, their study duration may extend beyond the schedule given at registration. Students are encouraged to make an appointment with the Director of Student Affairs to discuss this.

## **ADVERSE WEATHER CONDITIONS OR UNSAFE ENVIRONMENT**

The facility may close down due to adverse weather conditions such as snow or dangerous driving conditions; students should check with the Vancouver School Board at (604) 713-5000 during the weekdays; for sessions offered during the weekends, students should check with the College. If the college is closed and course hours are missed, those hours will also need to be made up. The college will notify the students when the make-up session will be held.

## ATTENDANCE POLICY

Capital College recognizes that good attendance is directly related to student success in completing a program of study. The policy applies to all students who are currently enrolled or are enrolled at any future time.

### Program Completion Time

The length of the program varies from one month, one-year and the maximum length is two years. Students must satisfactorily complete all course requirements - academic and practicum within the maximum time according to the student contract start date, otherwise, student will be dismissed and required to re-register into the program.

If an absentee student has not filed a "Change of Status" form (see Office Administrator), after twelve months from the start date of their program Capital College will dismiss the student and send a transcript and a letter informing the student of their dismissal. The student may subsequently re-register in the program and obtain credit for courses already completed according to the Credit Transfer Policy in this handbook (the student should bring his/her original transcript). A new registration fee will be charged.

### Academic: Absence and tardy arrival

The program is both intense and non-duplicable. Regular attendance is mandatory. Students must attend all sessions and punctuality is assumed for attendance.

### Absence:

A. A maximum 20% of absence is permitted per course. Students should see their instructor for any directives.

B. A make-up session may be required. Student is expected to pay \$50 per hour for the make-up session.

Note:

A. Sessions must be taken in sequence.

B. Make-up session must be completed before the next session starts.

C. Make-up sessions are paid at student's expense.

D. Student needs to take the initiative and request a make-up session. Availability of make-up session is not guaranteed; student bears the risk of needing to re-register in the course if a make-up session cannot be arranged.

E. Student must complete all the course hours to pass the program.

### Tardy Arrival/Lateness:

Capital College expects student to arrive 5 minutes early prior to the start of each session. A student will be marked as late when he/she does not arrive on time and the following should take place:

A. 1st time late, college will give oral warning.

B. 2nd time late, college will give written warning.

C. 3rd time late, student will fail immediately and will be required to re-register with an additional course fee. Please inform the instructor and college in writing and fill out the Absence Form in advance if you will be absent for any reason.

Absences for medical or emergency reasons are considered "excused" absences if the student provides documentary evidence of the reason for the absence such as a doctor's note and require the student to follow Procedure B (see below); the instructor and program director will determine how student will make-

up for the lost hours. (Student is responsible for the make-up cost and availability of arrangement is not guaranteed.)

Procedure:

A. Absence in non-emergency case:

- 1) Student will notify their instructor, via email, before the date of absence.
- 2) The instructor will assign readings/assignment to make up the information given in class.

B. Absence in emergency case:

- 1) Student informs the instructor (if he/she can) of their absence.
- 2) The instructor will assign readings/assignment to make up the information given in class.

## RETAKING COURSES

Student will need to retake the course under the following circumstances:

1. Student fails to reply to the email the College administrator will send prior to the beginning of each course and does not appear for the first class;
2. Fails to meet attendance requirements;
3. Academic failure: Student can only retake courses within the maximum length of the program (twelve months) with payment of retaking course fee. If they exceed this length, student will be dismissed and required to re-register in the program. There is no guarantee that college will offer the required course.

### Postpone Courses

The College administrator will send an e-mail notification to the students prior to the beginning of each course. A student has the opportunity to postpone their study by taking a course in the following course cycle, with advanced written notice within 3 days upon receiving the email. It is strongly recommended to students to speak to the Program Director before deciding to postpone a course or several courses. Since some courses has prerequisites, postponing one course may cause the one or more courses to postpone as well. Student can only postpone courses within the maximum length of the program (twelve months). If they exceed the length, student will be dismissed and required to re-register in the program. There is no guarantee that college will offer the required course.

### Leave of Absence/ Change of Status

The "Change of Status" form needs to be completed for the following reasons:

1. The student wishes to take a leave of absence at any time;
2. The student cannot finish their program within a year of the program start date.

## GRADING POLICY

### ACADEMIC:

1. Grades for course work are compiled from the combination of assessments taken, projects/assignments completed, presentations completed, active participation in class activities, and evaluations of appropriate competencies. Please see the assignment guidelines and syllabus for the grading percentages in each area.
2. The assessment or evaluations are done at the end of each course. Feedback will be given by the instructor after each assessment. Assessments can include performance, written and oral.

3. Students are given oral evaluation of their performance during the course segment. Projects and written works are returned to the students within a reasonable time.

4. Students receive rating for work completed following the grading system. Students must maintain a grade of C+ or better to be acceptable for consideration of successful completion of the assignment.

5. To ensure program quality and act accordingly to PTIB's requirements, each student will submit the instructor/course online survey within three (3) days upon email notification.

6. Grading System:

Excellent:

95 – 100 A+

90 – 94 A

85 – 89 A

Satisfactory:

80 – 84 B+

75 – 79 B

70 - 74 B-

65- 69 C+

Unsatisfactory/Fail:

64 & Below F

#### CHEATING AND PLAGIARISM:

Testing and assignments assure the mastery of knowledge and skills that prepare students professionally and academically to work in their chosen field. Capital College has a zero-tolerance policy on cheating and plagiarism. Cheating or copying during any type of assignments (including practicum assignments), quizzes and/or exams will result in immediate failure of the course. The student will be required to re-register for the course with an additional course fee.

A. Cheating: Cheating includes:

- 1) Using unauthorized sources of information during any type of test or examination;
- 2) Giving or receiving unauthorized information to/from another student during any type of test or examination.

B. Plagiarism: Plagiarizing (copying) involves representing work of another person as one's own. Close paraphrasing and self-plagiarism are also unacceptable practices. Students should cite quotes used and attach a reference page. The APA style ([www.apastyle.org](http://www.apastyle.org)) for citation is required. Plagiarism includes:

- 1) Submitting work extracted in full or part from another person's paper;
- 2) Submitting work of one's own that has been submitted previously;
- 3) Submitting work or idea from someone else and representing it as one's own;
- 4) Submitting materials downloaded from a website and/or the instructor's power point slides in the class without appropriate citation to acknowledge the source of information;
- 5) Copying any text verbatim or with only slight variation/close paraphrasing from the original text without proper citation.

Students are required to prepare or purchase their own textbooks prior to the beginning of the courses. No part of the textbook should be reproduced or used in any form or by any means – graphic, electronic or mechanical, including photocopying. If you need more clarification or have any further questions about what constitutes cheating, plagiarism, and any other academic misconduct please speak to your instructor and/or the Program Director.

## **GRADE APPEAL POLICY**

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for a mid-term or final assessment and can provide evidence that a higher grade is warranted, they should discuss with their instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of their appeal to the instructor, they should submit a written appeal to the Program Director.
3. The Program Director will obtain a copy of the mid-term or final assessment grade sheet from the instructor and will have the assessment re-marked.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Program Director, the grade assigned following the re-mark and review will be final and cannot be appealed further.
6. If a student fails an exam, they will have one opportunity to re-write (a different exam). If the student has failed the re-write, they will need to retake the entire course.

## **DISPUTE RESOLUTION POLICY**

1. Any student who has a complaint or who becomes involved in a dispute with a representative of the Institute shall, if appropriate, make an earnest attempt to settle the complaint or resolve the dispute directly with the person(s) who is the subject of the complaint or dispute.
2. Any student who cannot resolve the complaint or dispute as outlined above must submit their complaint in writing to the Senior Educational Administrator, Terry Breck, [terry@capitalcollege.ca](mailto:terry@capitalcollege.ca), 604-270-7426.
3. The Senior Educational Administrator will review the complaint and meet with the student to discuss the concern within 5 days of receiving the written complaint.
4. Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and will provide a written determination on the complaint.
5. Written reasons for the determination will be provided to the student within 30 days of receipt of the written complaint.
6. The student making the complaint may be represented by an agent or lawyer.
7. The written determination will advise the student that, if they are dissatisfied with the determination, and feel they have been misled by the institution regarding any significant aspect of that program, they may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutionsbranch.bc.ca](http://www.privatetraininginstitutionsbranch.bc.ca)). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the Program.

## **DISCIPLINE AND DISMISSAL POLICY**

Capital College will regulate students' behaviors through the Student Code of Conduct. If a student violates the Student Code of Conduct, the Progressive Discipline Procedure will be applied. Progressive Discipline Procedure: Capital College follows a progressive discipline procedure when it comes to resolving grievances with students. There are 4 stages in the progressive discipline policy which includes the following:

1. Verbal warning- Students will be given a fair reasonable verbal warning. The College will act quickly and keep a written record with the date of the meeting and warning given to the student. This will be placed in the student's file. Expectations will be clarified directly to the student. The student will be given a time frame and an opportunity to improve on their conduct. The student will be warned that failure to meet those expectations will result in being given a written warning.

2. A written warning- If there is an unsatisfactory resolution of the situation and the student continues to not meet those expectations, a written warning letter will be issued to the student and a copy will be placed in the student's file.

3. Final written warning- If the written warning is not successful in resolving the issue, a final warning will be issued informing the student that failure to resolve this issue will result in dismissal from the program. A copy of the final written letter will be placed in the student's file.

4. Dismissal from the program- the student will be asked to leave the program. All verbal and written communication will be documented and placed in the student's file.

The following are considered reasons for dismissal from the program:

- Lack of commitment and serious intent demonstrated by the student and observed by the instructor. Examples might include inattention during class time, incomplete or unacceptable assignment material, or continued absences from class without notice for over two sessions.
- Marked inability to interact with faculty, students or children in a mature and respectful manner.
- Violation of the ethical standards.
- Submitting false records or information, in writing or orally, or failing to provide relevant information, at the time of admission to the program.
- Falsifying or submitting false documents, transcripts or any other academic credentials.
- Damaging, removing, or making unauthorized use of Capital College or the personal property of instructors, staff and students, and assaulting individuals, including conduct which leads to the physical injury or emotional harm of instructors, staff or students.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Dismissal Procedure:

1. All concerns relating to student misconduct shall be directed to the Senior Educational Administrator. Concerns may be brought by officials, students, or the public.

2. The Senior Educational Administrator will arrange to meet with the student to discuss the concerns within 5 business days of receiving the complaint or as soon as practical. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Senior Educational Administrator will meet with the student as soon as practical.

3. Following the meeting with the student, the Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.

4. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the student.

5. The Senior Educational Administrator will meet with the student and do one of the following:

- a. Determine that the concerns were not substantiated;
- b. Determine that the concerns were substantiated, in whole or in part, and either:
  - i. Give the student a warning setting out the consequences of further misconduct;
  - ii. Set a probationary period with appropriate conditions; or
  - iii. Recommend that the student be dismissed from the Institution.

6. The Senior Educational Administrator will prepare a written summary of the determination. The original will be given to the student, a copy will be placed in the student's file stored securely in the college and a digital copy will be stored in the college's database.

7. If the student is issued a warning, the Senior Educational Administrator and the student both sign the written warning and the student is given the original, and a copy will be placed in the student's file stored securely in the college.

8. If the recommendation is to dismiss the student, the Senior Educational Administrator will deliver to the student a letter of dismissal and the Chief Financial Official will deliver a calculation of refund due or tuition owing, depending on the status of the student's financial account with the College.

9. If a refund is due to the student, the Chief Financial Official will ensure that a cheque is forwarded to the student within 30 days of the dismissal.

10. If the student owes the tuition or other fees to the school, the Chief Financial Officer will undertake the collection of the amount owing.

## WITHDRAWAL AND REFUND POLICY

The College's refund policy is set according to the bylaws of the PTIB. Refund entitlement is made by the Chief Financial Officer calculated on the total fees due under the student enrolment contract using "Notice of Refund" (see Office Administrator for forms). Where total fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and the student may be required to make up for fees due under the contract.

### Withdrawal

The student has the right to withdraw from a course of instruction at any time with a written notice.

### Refund policy

REFUND POLICY	
Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>At least 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>More than seven days after the student and institution signed the enrolment contract, and</li> <li>Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal	



<b>(applies to all students, except those enrolled in a program delivered solely by distance education):</b>	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</b>	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Institution receives a refusal of study permit (applies to international students requiring a study permit):</b>	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.
<b>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</b>	
<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<b>Approved Programs – compliance issues</b>	

Refund due student enrolled in a program without having met the admission requirements for the program

- If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 100% tuition and all related fees, including application fees.

Institution does not provide a work experience

- The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 100% tuition and all related fees, other than application fees.

Capital College will pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

#### PRIVATE TRAINING INSTITUTIONS BRANCH

Tel. (604) 569-0033 or 1-800-661-7441

Fax. (778) 945-0606

[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

[PTI@gov.bc.ca](mailto:PTI@gov.bc.ca)

Please be advised that under section 61 of the Private Training Act, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

This institution is certified by the Private Training Institution Branch (PTIB). Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca) "

## NON-DISCRIMINATION POLICY

The programs are non-sectarian and provide all students and staff regardless of race, colour, sexuality, or ethnic origin with all the rights, privileges, programs, and activities generally accorded or made available to students in a school. We do not discriminate based on race, colour, sexuality, disability, or national or ethnic origin in administration of our educational and admissions policies.

## HEALTH AND SAFETY POLICY

Capital College is committed to providing a healthy and safe working and learning environment for all College employees and students. In striving to attain such an environment, the College takes the position of no tolerance for abusive or inappropriate behavior (including verbal) in the College. Use of the campus facilities is limited to actively enrolled students during regularly scheduled class times and other direct or authorized individuals during the College business hours.

### Specific Health and Safety Policies

1. Non toxic materials, such as glues, paints, markers and crayons will be used in the classroom.

2. Emergency escape plan is located on the wall in the front entrance and in each classroom and also in the office. The escape route will be introduced to the students during the student orientation; after student orientation all the safety drills will be practiced every six months.
3. A full first aid kit is in the office and is maintained periodically.

## REQUESTING OFFICIAL DOCUMENTS

All students enrolled in any programs offered by the College are eligible to request for a "Letter of Acceptance", "Confirmation of Student Status" and "Official Transcript" according to their status in the program.

### Procedures for current students

1. Students requesting any official documents are required to send a completed "Request of Official Document Form" (see Appendix H) with the total fee applied to the College in person during the College business hours.
2. The Administrator will process the request following the Request of Official Document Form in ten (10) business days and an e-mail will be sent to the student upon completion of the request.
3. The student must book an appointment with the Administrator for picking up the requested official document(s), if picking up by person. The appointment must be confirmed by the Administrator.
4. The request will not be accepted if any missing information on the form and/or unpaid requesting fees.

### Procedures for graduated students/alumni

1. The graduate or alumni requesting official transcript(s) will receive the "Request of Official Document Form" by e-mail from the Administrator and is required to send a completed "Request of Official Document Form" with the total fee applied to the College by mail, or in person (student ID or personal ID is required at the time of making the request and pick up).
2. The Administrator will process the request following the Request of Official Document Form in ten (10) business days and an e-mail will be sent to the graduate or alumni upon completion of the request.
3. The graduate or alumni must book an appointment with the Administrator for picking up the requested official transcript(s), if picking up by person. The appointment must be confirmed by the Administrator.
4. The request will not be accepted if any missing information on the form and/or unpaid requesting fee.

## SEXUAL MISCONDUCT POLICY

### Definitions:

Sexual Misconduct is defined as any of the following:

- Sexual Assault
- Sexual Exploitation
- 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 photo or video.

- The Attempt to Commit an Act of Sexual Misconduct
- The Threat to Commit an Act of Sexual Misconduct

A Disclosure or Complaint is when the victim/survivor chooses to tell someone at the institution of an incident of sexual misconduct in order to seek support but may not want to make a report to police.

A Report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A report can be made by anyone, but not limited to the victim/survivor.

Policy:

1. Capital College takes all disclosures, complaints, and reports of sexual misconduct seriously and will respond to them thoroughly and expeditiously, providing appropriate accommodations to the victim/survivor as needed.
2. A student making a complaint of sexual misconduct will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a report.
3. It is contrary to this policy for this institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
4. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
5. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
  - If an individual is at imminent risk of severe or life-threatening self-harm
  - If an individual is at imminent risk of harming another
  - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided
  - Where reporting is required by law
  - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Procedure:

1. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
  - a. A complaint or disclosure about sexual misconduct involving a student should be directed to Senior Educational Administrator Terry Breck, terry@capitalcollege.ca, 604-270-7426.
  - b. The alternate contact, in her absence, will be Carol Zhang, carol@capitalcollege.ca, 604-270-7426.
2. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
  - a. The Senior Educational Administrator, or alternate, will meet with the student and provide information and support as the situation demands.
  - b. If accommodations are required for the safety and security of the student, these will be implemented as much as possible.

- c. If the student needs third-party support and assistance, the school will assist with accessing those resources.
3. The process for making a **Report** of sexual misconduct involving a student is as follows:
    - a. A report of sexual misconduct must be made in writing and will include a written statement describing the complaint. This report should be directed to Senior Educational Administrator Terry Breck, [terry@capitalcollege.ca](mailto:terry@capitalcollege.ca), or as an alternate, to Carol Zhang, [carol@capitalcollege.ca](mailto:carol@capitalcollege.ca).
  4. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
    - a. Upon receiving a written report of sexual misconduct, the Senior Educational Administrator, or the alternate, will:
      - i. notify the person providing the report that a response to the report is in progress.
      - ii. meet with the student, or the person making the report to offer support and to determine what actions, enquiries or investigations may be necessary.
    - b. If accommodations are required for the safety and security of the student, these will be implemented as much as possible. These may include:
      - i. Transfer of a student to a different class
      - ii. Rescheduling, deferral of assignments or tests
      - iii. If the alleged perpetrator or the victim/survivor is an employee, administrative leave or work from home or other interim measures may be taken during an investigation.
    - c. Except in circumstances where there is a serious safety risk to others, and/or the school has a legal obligation to act, the victim/survivor will be the one to determine what, if any, police reporting actions to pursue.
    - d. Any investigations will be conducted with sensitivity and discretion. The school is not mandated to make criminal investigations; however, it does have the responsibility to ensure a safe environment, regardless of whether a criminal investigation is undertaken.
    - e. The person making the report may withdraw the report, but the school may continue to act on the matter if it is deemed necessary to protect students.
      - a. Depending upon the nature of the report, if it is determined that a third party or outside agent should conduct an investigation, this will be arranged as quickly as possible.
      - b. A written Response to the Report will be provided to the student within 30 days of receipt of the written complaint.
      - c. The school will implement any actions or corrective measures recommended in the Response to the Report.

[Resources:](#)

24 Hour Crisis and Information Line: 604-255-6344

WAVAW Rape Crisis Centre: WAVAW Connect text: 604-245-2425

[Be More Than a Bystander](#) is BC Program to create awareness and urge everyone to “Break the Silence on

Violence against Women”.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).