



# Student Handbook

Revised 8.26.2019

For Internal Use Only

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**Create Career College**

650-4789 Kingsway

Burnaby, BC V5H 0A3

778-379-0909

[info@createcareercollege.com](mailto:info@createcareercollege.com)

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

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## Emergency Contact Numbers for Create Career College

Address: 650-4789 Kingsway, Burnaby, B.C. V5H 0A3

Tel: 778-379-0909

Fax: 778-379-0910

Website: [www.createcareercollege.com](http://www.createcareercollege.com)

Regular Hours of Operation: 9:00am to 5:00pm

Type of Calls / Situations	Who to Call	Telephone Number / Email Address
Calling in Sick; Being Late (must call before start of class)	Administrative Assistant	778-379-0909 info@createcareercollege.com
Enquiries about Tuition Fee/ Student Contract	Marketing Associate	778-379-0909 info@createcareercollege.com
Enquiries about Change of Program etc	Senior Educational Administrator	778-379-0909 info@createcareercollege.com
Enquiries about CO-OP; Career Preparation; Require Counseling, etc	Senior Educational Administrator	778-379-0909 info@createcareercollege.com
Enquiries about Disciplinary Matters/ Student Academic Standing/ Instructor	Senior Educational Administrator	778-379-0909 info@createcareercollege.com

### Contact Information during Winter Conditions:

The college will remain open during the winter months as per the school schedule. However, in the event of serious winter and snowy conditions that may jeopardise personal safety of students and staff, the college may cancel classes as per the weather conditions. As a student if you are unsure of any event, you are advised to do the following:

- Check the radio and TV stations for updated conditions on weather
- Check the Create Career College website: [www.createcareercollege.com](http://www.createcareercollege.com)
- Check your Email (very critical)
- Call the college at 778-379-0909

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## Our Mission Statement

Create Career College is proud to be an active member of the PTIB, and offers exceptional Vocational Training in our Metrotown location.

We commit to the future and career successes of all of our students, providing the best possible instructors in our new facility. All students gain confidence, skills, and hands on experience, leading either to a Diploma or Certificate followed by an excellent career of their choosing.

Teachers and staff work closely with students to ensure students graduate fully qualified for their future professions.

The following are the core values that guide the Create Career College's internal and external interactions with each other and the community:

- We believe cultural and social diversity is essential to our long-term success
- We celebrate learning as a lifelong achievement for students, staff and faculty
- Our entrepreneurial spirit and our pursuit of academic excellence will guide our business practices
- We strive for fairness in all decisions
- We consider that when students, staff, and faculty are successful, Create Career College is successful
- We fully commit to intellectual integrity
- We actively support our community development that helps build community values by integrating and including new Canadians.
- We foster a culture of individual and global responsibility
- We actively support flexibility and the embrace of change in staff and faculty as well as in our students as we all adapt to an ever-changing business environment.

We implement the valued feedback of staff and students to achieve quality progress in all aspects of our business

## Our Guarantee

That all staff and faculty of the College will strive to work diligently to provide our students with a welcoming and caring atmosphere where student success is at the core of everything we do.

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# Student Handbook

**Objective:** To ensure success for all students and to inform all students of the expectations, rules, procedures and policies that guide and support student success.

To inform all students of graduation requirements.

To ensure that all students are comfortable, safe and study in an environment that is conducive to learning.

To ensure that all students are aware of the consequences of breaking the rules.

**Applies to:** All students at Create Career College

**Location:** These policies apply to all students while on the Create Career College campus and/ or participating in activities organized by Create Career College outside the campus

**Responsibility:** All instructors and staff are responsible for ensuring the application of student conduct policies.

The Senior Educational Administrator has the ultimate responsibility for ensuring that the policies and rules are applied uniformly and consistently.

**Disclaimer: Students are responsible for reading and understanding and signing the contents of this handbook. If you do not understand any of the contents, consult with the Onsite Administrator, Senior Educational Administrator, or your Instructor immediately. While every effort has been made to ensure that the information in this publication is accurate and relevant to current policies governing student administration, changes may occur at any time and students will be informed of such changes accordingly.**



Create Career College is a designated college of The Private Training Institutions Branch (PTIB) of British Columbia. PTIB has responsibility under the Private Training Act to provide consumer protection to the students of registered/designated institutions. For more information on registered/designated requirements and PTIB consumer protection for students, please visit <https://www.privatetraininginstitutions.gov.bc.ca/>

***Please sign, tear off and submit the following page to the Registrar or Principal before signing your Enrolment Contract:***

***Page 29 - Authorization for photographs/videos & Acknowledgement of Receipt***

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## Admission Requirements:

**Applicants must meet all minimum admissions requirements to be considered for admission to Create Career College; the minimum admissions requirements cannot be waived by Create Career College or by the applicant under any circumstance.**

### **General Admission Requirements:**

High school graduate (or equivalent), or mature student;

19 years of age or over on the first day of class.

Student must demonstrate proficiency in English by meeting one of the following criteria:

- TOEFL PBT score 500, or CBT score 173, or IBT score 61
- IELTS score 4.5 Band
- Successful completion of Grade 12 from a Canadian High School or equivalent
- Successful completion of the Create Career College English Placement Test by 60% marks

### **Additional Admission Requirements for International Students**

Students who are not Canadian citizens or permanent residents of Canada are designated as international students. Their admission credentials require special scrutiny. In general, to be admitted, international students must have completed the equivalent of twelve years of schooling, and be proficient in English.

English is the language of instruction and successful study depends heavily upon fluency in the English language. This can be demonstrated by any one of the following English proficiency tests with the stated score\*

TOEFL (paper-based) 500, with essay 4.0.

TOEFL (computer-based) 173, with essay 4.0.

IELTS (Academic) 4.5 with 4.5 (Written).

CAEL 60 overall with essay 60.

LPI (Language Proficiency Index) Level 4 with essay 24.

ELA (English Language Assessment) 145.

Internet based TOEFL 61

- Successful completion of the Create Career College English Placement Test by 60% marks

### **Co-op Work Experience**

Co-operative Education provides an opportunity to alternate certificate-related, paid work terms with academic study. Co-op positions may be available on campus, or off-campus in and around Vancouver.

To be eligible for a work term, students must:

Have completed all related courses at Create Career College prior to their co-op work term;

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Have attained a minimum average grade in course work at Create Career College of 60 for all courses.

## Code of Conduct

While on Create Career College premises or in the course of activities or events hosted by Create Career College, students:

- must comply with all applicable Create Career College policies, including the Attendance Policy;
- must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behavior;
- must not steal, misuse, destroy or deface Create Career College property;
- must not consume, possess or distribute alcohol or controlled or restricted substances; and
- must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

The above list sets out examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive.

Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.

### **Procedure:**

- 1) All concerns relating to student misconduct shall be directed to the Senior Educational Administrator. Concerns may be brought by staff, students or the public.
- 2) The Senior Educational Administrator will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. 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 is reasonably possible.
- 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 school 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 concern(s) were unsubstantiated;
  - (b) Determine that the concern(s) 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 to the Onsite Administrator that the student be dismissed
- 6) The Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.

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7) If the student is issued a warning or placed on probation, the Senior Educational Administrator and the student will both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.

8) If the recommendation is to dismiss the student, the Onsite Administrator of the institution will review the recommendation and accept or reject it. If the recommendation is accepted by the Onsite Administrator, the Senior Educational Administrator will meet with the student to dismiss him/her from study at the institution. The Senior Educational Administrator of the institution will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with Private Training Regulation 32. If the recommendation is rejected by the Onsite Administrator, the Senior Educational Administrator will follow steps 5 through 7, above.

9) If a refund is due to the student, Create Career College will ensure that a refund is forwarded to the student within 30 days of the dismissal.

10) If the student owes tuition or other fees to the institution, Create Career College may undertake the collection of the amount owing.

## Privacy of Personal Information and Access to Student Records

Create Career College collects students' personal information for the following reasons:

- To maintain student records as required by PTIB.
- To maintain student records as required by SABC.
- To keep students/graduates informed of activities of the school.
- To issue T2202 as in accordance with Canada Revenue Agency.

Students' personal information is not used for any other purpose.

Create Career College maintains a strict Privacy policy as per BC FIPPA (Privacy Legislation) to safe-keep and, protect the personal and private information of all students and staff. No personal or private information contained in your student records will be shared or divulged to anyone unless you provide written permission to do so. The only exception to this rule would be approved Create Career College Faculty or Staff members who may need access to this information on a "need to know" basis in the course of their work with you.

### **For all full career training programs:**

As a registered student at the college, student will have complete and full access to information pertaining to student records. This access will be extended to student during and up to a period of 1 year from end date of program, after which the student record will be archived as per PTIB requirement and safe-kept in an approved external records agency.

Any request by student for access to records must be made in writing to the Senior Educational Administrator ahead of time. There will be no charge for this access. Any request for copies of

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documents will be subject to payment of C\$0.25 per page.

Create Career College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.

Create Career College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

**Procedure for maintaining student files:**

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Senior Educational Administrator, and the Campus Director.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the Campus Director and copies of the signed documents are placed in the student file.
4. Within 60 days of the student leaving school, copies of the Enrollment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.
6. At the end of one year, the student file is placed in "closed" storage for a further six years.
7. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.

**Procedure for student access to the information on file:**

1. Students wishing to access the information in the student file must make the request in writing.
2. The Senior Educational Administrator will meet the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$0.25 per page for the documents copied for him/her.

**Procedure for authorizing release of information:**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of ongoing police investigation.



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## Fire Safety and Emergency Policy

Create Career College is committed to providing a safe environment for students, instructors and employees. Create Career College makes every effort to ensuring all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to the Onsite Administrator.

## Anti-Discrimination and Anti-Harassment Policy

### A – Purpose and Principles

Create Career College is committed to providing a study environment that is free from harassment or discrimination. Create Career College will take immediate steps to end any instances of harassment or discrimination of which it becomes aware.

### B – Who does this Policy apply to?

The standards set forth in this policy apply to ALL students and staff members.

Students are encouraged to document any incident of harassment and bring forward information regarding harassment regardless of the source. However, the investigation procedures described in this Policy will be applied only when the complainant and the alleged offender are students or staff members of Create Career College and a written request has been received by the College.

Allegations involving persons who are not students or staff members of Create Career College (including contractors, suppliers or visitors) will be referred to the appropriate agency of the provincial or federal government and addressed in accordance legislative bodies who have the authority to investigate and award compensation for the complainant.

### C - Definitions

1. Complainant: The person(s) initiating the complaint
2. Respondent: The person(s) against whom a complaint is made
3. Harassment: For the purposes of this policy, harassment means: Unwanted behavior that demeans, humiliates, or embarrasses; Abuse of authority.
4. Sexual Harassment: Unwelcome conduct of a sexual nature which detrimentally affects the school environment, or leads to adverse consequences for the victims of the harassment.

Examples of sexual harassment include but are not limited to:

- Unwelcome remarks, jokes, innuendo or taunting of sexual nature;
- Displaying offensive or derogatory pictures of a sexual nature;
- Unwelcome physical conduct of a sexual nature;
- Persistent unwelcome invitations or requests;
- Promises of advantages in return for submission to sexual advances, or the threat of reprisal for refusing an advance;
- Conduct or comments of a sexual nature which are intended to, or have the effect of, creating an

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intimidating, hostile, or offensive environment.

Harassment prohibited by Human Rights laws: Any harassment or discrimination which is related to a person's race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or conviction of a criminal charge unrelated to employment. Behavior, which constitutes harassment under this policy, is not confined to the offices and buildings of Create Career College.

It may occur in:

- any location where the business of Create Career College is being carried out; or
  - in situations associated with programs of study including field trips and social gatherings; or
- in electronic communications such as email, text, or social media platforms

#### D – Procedure for Reporting and Investigation

Students who believe they are being harassed must first document the incident in writing (including time, date and a brief description) and then tell the alleged offender that the behaviour is unwelcome and ask that the offensive behaviour cease. If the harassment continues, or if a student is uncomfortable confronting the alleged offender directly, the student may initiate a complaint by following the procedures described below:

##### 1. **Complaint Procedure**

Complaints may be filed with the Senior Educational Administrator herein referred to as the SEA (for the remainder of this Policy, "SEA" includes his/her designate (designate may include the student advisor or onsite administrator). Complaints must be in writing, signed, and dated, and must contain details of the alleged harassment, including the name of the respondent(s), particulars of the incident(s), and, where possible, the names of any witnesses. The SEA will determine if the complaint is within the scope of this policy.

##### 2. **Informal Resolution**

The SEA may, where appropriate, try to achieve an informal resolution of the complaint.

If an informal resolution is reached, both the complainant and respondent will sign a resolution form, which will describe the resolution reached.

##### 3. **Investigation**

If the SEA determines that an informal process is not appropriate, or if an informal resolution is attempted but not reached, he/she may arrange for a formal investigation to commence and will determine whether the investigation will be conducted by internal personnel or by an external designate;

All of these actions will be documented.

##### 4. **Findings**

I. At the conclusion of the investigation, if the investigation was conducted by anyone other than the SEA, the Investigator shall report his/her findings to the SEA.

II. If the SEA determines that harassment has occurred, he/she shall document then advise the onsite

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administrator of his/her findings and in consultation with the appropriate personnel, will determine future action to be taken, which can include disciplinary action up to and including termination.

III. The complainant and respondent will be advised of the outcome of the investigation in writing.

IV. Where the Investigator determines that the complaint was made in bad faith or was frivolous or vexatious, the SEA will take the appropriate action to correct the complainant's conduct, which can include disciplinary action up to and including dismissal from the College.

## 5. **Confidentiality**

All persons involved in such a complaint of harassment will be expected to respect the sensitivity involved in such complaints, and to respect the confidentiality of all participants. The SEA will not disclose the name of a complainant or respondent or the circumstances related to the complaint to any persons except where disclosure is necessary for the purposes of investigating the complaint, proceeding with discipline, or as required by law.

## 6. **Other Proceedings**

This Policy does not prohibit students from accessing rights under other forums such as a court of law or human rights agency. However, where a complainant proceeds in any other forum, proceedings which have been initiated under this Policy may be Front Desk Office Administrator topped.

### **Program Specific Safety Procedures:**

Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.

Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.

The Office schedules periodic inspections of all equipment and facilities as appropriate.

All inspections and their outcomes are documented, and the inspection report is retained in the Equipment List binder.

### **Punctuality and Attendance Policies**

Students are expected to attend class regularly. However, the school understands that there will be situations in which a student is not able to attend class regularly. Should this occur, the student must notify the school on the day of absence. Absences of more than 4 days require a doctor's note. If students continue to miss class without a valid reason, he/she will be asked to meet with the SEA. A verbal/written warning will be issued at the time. If this leads to further absenteeism without a valid excuse (such as illness, family emergency, personal leave, or official break etc.) It will lead to dismissal from the school. In the event that this takes place, the dismissal policy will be followed. Daily attendance records are kept on the student file.

### **Daily Attendance Record**

Withdrawal occurs when student drop below 60% course load. (For greater 2 weeks more) or misses 20% of total hours or 2 weeks in a row.

The classroom instructor is responsible to record the actual hours that each student attends in class.

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Student's in class participation is recorded daily and itemized monthly.

### **Absences Authorized in Advance**

Absences should only be authorized in advance when there is a good reason, such as the following:

- A medical appointment which cannot be arranged outside class hours
- A religious holiday
- Graduation days
- A visit to a university either to attend an open day or for an interview
- A career related interview
- A work experience placement which is an integral part of the course
- Participating in a significant extra-curricular activity; i.e. taking part in a regional or national event
- Attendance at a funeral
- Severe disruption to a student's mode of transport whereby there is no practical way of getting to Create Career College
- Approved study leave.
- Absences that could not be foreseen in advance will normally be treated as unauthorized absences if that student has not informed Create Career College by maximum by 1 hour after the start of class on the day in question unless it is an exceptional case such as an emergency situation involving oneself or a close family member.

### **Unacceptable Reasons for Absence**

The following reasons for absence would not generally be acceptable:

- Personal vacations
- Part-time employment
- Leisure activities
- Birthdays

### **Student Responsibilities**

Full-time students are expected to:

- Report any absence due to illness or other reason to Create Career College reception desk maximum by 1 hour after the start of class on the first and all subsequent days of absence either by phone at 778-379-0909 or e-mail at [info@createcareercollege.com](mailto:info@createcareercollege.com).
- Leave a voice-mail message if there is no reply to telephone calls to the reception desk.
- Unless it is an emergency, do everything possible to avoid unnecessary absences by making medical appointments outside class time.
- Avoid going on vacation during scheduled classes.
- Arrange appointments with advisers outside of study time.

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- Provide medical evidence to support absences of more than 4 consecutive days. This medical evidence can either be e-mailed to Create Career College or presented to the instructor upon returning to class.
  - Give prior notification to the Instructor in the event of any foreseen authorized absences.
  - Catch up on any work missed due to absences.

In case of dismissal due to attendance/punctuality reasons, regular refund policy will apply and admissions to further programs of studies will require permission by the SEA as well as full applicable tuition fees.

## Field Trips

Create Career College believes in providing a variety of learning opportunities to expand and enhance the students' learning and experiences beyond what can be achieved in a classroom setting. As such, course relevant field trips to various industry facilities will be organized as and when necessary. However, the availability of these visits is subject to approval by the facility hosts and may involve a small charge to the student as imposed by the hosts.

Attendance at these field trips is mandatory and subject to the same stringent attendance requirements as above.

Students are expected to maintain a high standard of professionalism, etiquette, and befitting mannerism during the field visits, keeping in mind that the field visits also provide an excellent platform for professional networking. A Waiver Form, which will establish the terms and conditions of the visit, may be required to be signed prior to the visit.

Students may also expect to complete pre and post-visit assignments to assess learning outcomes.

## Academic Honesty

Students are expected to be honest in all of their activities at the College. The College is strongly against all forms of cheating and/or plagiarism.

The following actions by students are not considered honest and are subject to disciplinary action:

### **Cheating, which includes:**

- a. getting help from another person without the permission of the instructor in taking quizzes, tests or examinations or completing assignments;
- b. use of sources not authorized by the instructor in writing papers, preparing reports, solving problems or carrying out other assignments;
- c. the use, without the permission of the instructor, of tests or other academic material belonging to members of the faculty or staff or by purchase from another source such as the internet.

### **Plagiarism, which includes:**

- a. use of the work of another person or organization or their material as your own without clear identification and acknowledgement of the source;

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- b. Submission of any work not actually produced by the student without full and clear identification and acknowledgment of the actual author or creator of the work or the source.
  - c. Submission of the same work in two or more classes without the permission of the instructor of the classes involved.

## Consequences of cheating, plagiarism, and submission of the same work:

The student has the onus and the burden of proof of the integrity of the work submitted. Your instructor will determine the severity of the situation and determine the consequences which may range from a zero grade on an evaluation to suspension and/or dismissal.

**Please note: In the event of dismissal, you will then have to re-pay the applicable fee and re-do the entire course to complete your program.**

## Policy on Completion of Assessments (Including Final Exams)

At Create Career College, assignments, homework, projects, presentations, tests, quizzes or any other assignments where the instructor evaluates and awards marks, are broadly categorized as Assessments. All students are expected to complete all assessments on time, under the guidance of instructors. Failure to do so may result in the loss of marks and/or the failure of a course/program. For full details, please refer to the course outline information provided by instructors

At the discretion of an instructor, extra work and/or assessments may be required to complete a course/program. The time limit to submit extra work and/or assessments is: 1 calendar month from the end date of the course. Extra work and/or assignments submitted late will NOT be accepted and the final student transcript will reflect a failing mark.

### Policy on Final Exams

#### 1. Passing Grades:

The passing mark for each course at Create Career College is 60%. The passing mark for assessments, quizzes, and exams may vary: please check your program and course outlines for complete information.

#### 2. Missed Final Exam Due To Serious Illness, Emergency or Unusual Circumstances

##### a. Emergency or Serious Illness

If a Final Exam is missed due to an emergency or serious illness, written proof must be provided stating the reason(s) for missing the exam. Written proof may include a doctor's note, hospital discharge certificate or a police report. The instructor will, at his/her discretion, determine the validity of the reason(s) provided. Upon receipt and acceptance of the written proof, the College will schedule and administer a re-take exam for a fee of C\$100, paid in advance of the new exam date.

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### b. Unusual Circumstances

If a final exam is missed due to an unusual circumstance where written evidence of reasons for absence cannot be provided, one may be permitted to re-take the exam upon validation by the instructor that the reasons provided are beyond the student's control and are valid. In this instance, the College may schedule and administer a re-take exam for a fee of C\$100, paid in advance of the new exam date.

### 3. Failure to Obtain a Passing Mark on Final Exam

#### a) First time

A first re-take may be granted. The decision will be made by the instructor. An administrative fee for re-take (C\$100) is payable in advance.

#### b) Second time

A second re-take may be granted AND requires the approval of both the instructor and the Senior Educational Administrator. The decision will be based on overall academic performance. If permission is granted for a re-take, an administrative fee (C\$100) is payable in advance.

It may be decided that, in the best interest of the student, they may need to re-take the entire course. In this instance, a Course re-take fee of \$100 will apply in addition to the regular course fee.

## Grades Appeal Policy

Create Career College provides an opportunity for students to resolve appeal grades in a fair, reasonable and equitable manner.

The policy applies to all Create Career College students who are currently enrolled or were enrolled up to 6 months prior to the submission of their concern to the Senior Education Administrator.

### **Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her 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 his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test. .
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of Senior Education Administrator's receipt of the written appeal.

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7. At this level grade appeal process is exhausted

## Request for Program Change / Request for Course Schedule Change

Request for Program Change or Course Schedule Change will only be considered under extenuating circumstances and upon validation by the instructor, SEA and/or Director that the reasons provided for the change are valid. This request must be formally made in writing by completing the Program Change or Course Schedule Change Request Form available at the Front Desk. Please note that all written requests must be submitted 2 weeks prior to the effective change date (Exceptions to notification may be made only under special circumstances).

### Request for Program Change:

- Any Program Change requested prior to 30% of program completion is subject to College approval and an administrative fee of \$200.00. Refund entitlements will be as per the enrolment contract.
- Any Program Change requested after 30% of program completion is subject to College approval, and an administrative fee of \$200. Please note that at this point, all tuition fees, as per the original enrollment contract, are 100% non-refundable. Any additional tuition fees owed due to the change will be reflected in a new enrollment contract, if applicable.
- Program changes will only be accommodated within the regular school schedule.

### Request for Course Schedule Change:

- Any Course Schedule Change requested prior to 30% of program completion is subject to College approval and an administrative fee of \$200.00. Refund entitlements will be as per the enrolment contract.
- Any Course Schedule Change requested after 30% of program completion is subject to College approval, and an administrative fee of \$200. Please note that at this point, all tuition fees, as per the original enrollment contract, are 100% non-refundable. Any additional tuition fees owed due to the change will be reflected in a new enrollment contract, if applicable.
- Course Schedule Change will only be accommodated within the regular school schedule and will be subject to additional hourly instructional charge as applicable.

**Please note that students receiving funding are also subject to the terms and policies of the funding agencies.**

## Progress Reports

Experience has shown us that students who are actively engaged in their own learning progress at a faster rate and achieve overall success in their program of study. We encourage and expect all students to be on top of their own progress by making sure that they are aware of their performance and take the necessary steps as advised by their instructors to improve on their grades. Instructors will provide



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Progress Reports on a regular basis. These reports are completed by your instructor and a signed copy is placed in your student file. Academic performance, attendance, punctuality, class participation and contribution, as well as your commitment to your program of studies and suitability for CO-OP placement are examples of areas in which you will be assessed. Students who are not meeting standards set by Create Career College may be required to take remedial action and/or face disciplinary measures. All remedial actions may incur costs borne by the student.

Notwithstanding Create Career College's policies, funding agencies, including Canada Student Loans and Employment Insurance, have a right to cancel financial assistance for students who do not maintain satisfactory academic and attendance standards. In addition, Citizenship and Immigration Canada may revoke a Study Permit for just cause.

## Instructor Office Hours

Instructors are available to meet with students outside of class times for extra help; this may include clarifying of assignments, asking supplementary questions, and/or discussing any course and/or scheduling issues. Please note that instructor office hours are not to be used for tutoring sessions. Please see the following section on Tutoring.

## Additional Tutoring

Create Career College takes pride in the quality of its education and instruction. All attempts will be made by the faculty to ensure that students understand and follow the prescribed curriculum for the programs that they are enrolled in. Notwithstanding this, if a student is found to be lacking in his/her ability to keep pace with the rest of the class and/or requires additional attention outside the regulated instructional time and instructor office hours, extra tutoring will be recommended and can be arranged at \$35 an hour of tutoring time. If you feel you need this extra help, please speak with your instructor immediately.

## Co-op Placement (Paid Work Experience) Policies

1. Create Career College provides Co-op placement to students who have satisfactorily completed the academic requirements of the Diploma Program.
2. The Co-op placements are supervised by the host company, SEA, and college staff.
3. The learning outcomes are reflected in the scope of the student's project, the SMART GOALS established by the host employer, and the final evaluation. In addition the SEA will conduct a final interview with the student and host company to ensure that the learning outcomes are met.
4. Although students may participate in the search for their own co-op experience, it is Create Career College's responsibility to provide the placement for the Co-op.
5. The student is required to respect the Co-op placement in the same manner as a regular job; attendance is mandatory and will be recorded. A copy of the evaluation and attendance record will be kept in the student record.

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6. The Co-op is an integral part of the Diploma programs and will allow the student to glean essential skills in order to be successful in his/her career.
  7. The Co-op duration will vary depending on the program, and it is to be completed by the student in the designated time as provided in the Program Outline.

**Procedure:**

1. Work experience placements are sought through network networking and direct contact by school staff.
2. Once the work training sites are identified, the Senior Educational Administrator contacts the proposed site to discuss the requirements of the placement and their commitment to the program. The Senior Educational Administrator explains the school's expectations with respect to the joint evaluation of student's performance.
3. If the training place host is approved to accept work experience students, the host's name and contact information are entered on the school's roster of work experience placement sites.
4. When a student has completed the required on-site components of the program and is ready for a work experience placement, the Senior Educational Administrator will request a Co-op Proposal from the student. Once this is submitted the SEA will contact the training place host to discuss a possible placement and training plan, and arranges an interview for the students.
5. If the student is successful at the interview, the Senior Educational Administrator prepares the Co-op Experience Agreement and Training Plan and meets with the student and Host Company to sign these documents. Copies of the documents are placed in the student's file and the student is given the original documents to deliver the training place host. The Senior Educational Administrator advises the student's instructor of the placement dates.
6. The SEA notes the placement dates and plans a contact schedule which should not be less than bi-weekly phone to the training place host and two site visits within the period of the placement.
7. For the final evaluation the SEA meets with the training place host and the student to contact and assessment of the student's performance throughout the work experience placement. The host will be asked to fill out a final evaluation form to be used in conjunction with the anecdotal notes from the interview with the Co-op Coordinator, host and student. The assessment is designed to include the student's performance at the work site and to ensure the program learning outcomes and objectives were met. The completed assessment is signed by SEA, the training place host and the student. A copy of the assessment is given to the training place host and the student. The original assessment is placed in the student's file.
8. Student's assessment is pass or failed basis.

## Career Preparation Seminar

All programs at the College include a mandatory Career Preparation Seminar. The topics for this seminar include amongst other material: goal setting and planning a career, job search techniques, Resume and Cover Letter writing and Interview Preparation. Students will also be notified of Employment opportunities

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as they become available and such information will be communicated to the students through appropriate means.

## Graduation Requirements

- Pay in full, all tuition fees and any other money owing to the College.
- Pass all courses and the work experience component (please consult Course Outlines for passing marks) before the student program end date as indicated on the enrollment agreement contract.
- Attain a Pass grade on the CO-OP Placement component of the program. Please refer to separate section on CO-OP Placement Policies.
- Return all materials and equipment belonging to the College.

## Lifetime Career Support

Lifetime Career Support in the form of the following services will be available to all Graduates of Create Career College:

- resume writing tips
- practice interview skills
- The CREATE Newsletter – job leads
- Regular emails – job leads
- Job Board – on campus – visit and consult anytime

This support is only available to students who have met all of the following graduation requirements:

- Pass in all courses
- Pass in CO-OP (for programs that have a CO-OP component)
- Payment of all tuition fee

## Transcripts and Diploma

You may expect to receive your Transcripts and Diploma **6 weeks after end date of your program**. This is to allow for any re-takes, tabulation of results, and assessment records. Transcripts and Diploma will only be released upon confirmation that student has met **all** of the Graduation Requirements as outlined above.

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## Withdrawal and Dismissal Policy

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Senior Educational Administrator. Refunds are calculated according to Create Career College's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund under Private Training Regulation 36.1, if a copy of the denial letter is provided to Create Career College prior to the program start date.

Students may withdraw from a program on the basis of personal considerations and non-academic reasons at any time by giving proper verbal and written notice to the Campus Director/On-site Administrator. Refunds of tuition fees are governed by the tuition refund policy.

Students may be dismissed from a program for lack of academic performance. Such dismissal will be preceded by warnings and counselling sessions and will follow student enrolment and students success policies.

Program Dismissal - Students whose course result displays absence of more than 40% of the program length will be dismissed from their program. Students dismissed from their program and wishing to be re-admitted to their program must apply in writing to the Campus Director/On-site Administrator through SEA. Students dismissed from their program and given permission to continue in their program will do so with a reduced course load and any other conditions or requirements set down by the SEA or Campus Director/On-site Administrator. Students dismissed from a program may register in another program only with the permission of the Campus Director/On-site Administrator.

### **Procedure:**

- 1) All withdraw applications by the students or concerns about students' academic performances shall be directed to the SEA. Concerns may be brought into notice by instructors, or staff members.
- 2) In case of student withdrawal application, SEA will send application to Campus Director with his/her comments. Campus Director will make and communicate his/her decision with 5 school days.
- 3) In case of non-satisfactory academic performance, the SEA will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the concerns. SEA will counsel the student regarding issues with his/her performance.
- 4) Following the meeting with the student, the SEA will work-out a performance plan in agreement with the student with continuous monitory mechanism. If student did not perform according to agreed performance plan up to agreed timeframe, SEA will initiate student's dismissal from the program and send to Campus Director.
- 5) Campus Director will make and communicate decision with 5 school days. SEA will write letter or email to student to communicate decision.
- 6) If a refund is due to the student in accordance with Refund Policy, the SEA will ensure that a cheque is

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forwarded to the student within 30 days of the dismissal or withdrawal.

7) If the student owes tuition or other fees to the college, the SEA will undertake the collection of the amount owing.

## Ancillary Fees

Type of Activity	Fee/Admin Charge
NSF/Returned Cheques	\$50
Diploma Replacement	\$25 per copy
Extra Transcript	\$10 per copy
Extra Letter of Acceptance	\$10 per copy
Transfer Credit Assessment	\$100
Transfer Credit	\$50 per credit
Final Exam Re-Take– 1 <sup>st</sup> Attempt	\$100
Assessment Re-Take– 2 <sup>nd</sup> Attempt	\$250
Course Repeat	\$500
Colour Printing	\$1 per page
Non-Course Related Printing/Copying-B/W only	10 cents per page

**Note:** In certain courses students may be required to pay additional fees for field trips, events, and transportation to & from activities.

All requests for any documents must be submitted in writing 2 weeks prior to you needing them. This applies to but is not limited to the following items: Diploma replacement, Extra transcript, Transfer credit assessment, Transfer credit, Extra letter of acceptance, Visa documentation, Letter of confirmation of

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attendance. Failure to give proper notice may result in your documents not being ready on time.

## Disciplinary Procedure

Rules and procedures are in place at Create Career College in order to provide quality learning and working environment for all students and staff/faculty members respectively. Any employee of Create Career College may initiate disciplinary action whenever a student violates the rules and procedures of the College. The following disciplinary procedures will be observed:

### Stage 1 – Informal Verbal Warning

First infraction: a verbal warning will be given. The staff and/or faculty member will inform the Senior Educational Administrator and keep a note of the conversation with the student in the student file. An Infraction is any action, comment, and/or behavior that break any of the Student Handbook rules and procedures.

### Stage 2 – Informal Recorded Warning

Second infraction: a verbal warning will be given and a letter or an email will be sent to the student confirming the verbal warning. The written notice will be recorded in the student file, and a copy will be forwarded to the Senior Educational Administrator.

### Stage 3 – Formal Written Warning (may be in the form of a letter or an email)

Third infraction: a formal meeting with the student and a staff or faculty member will be scheduled to discuss the inappropriate action, comment and/or behaviour. At this meeting, a written warning will be given to the student and the student will be asked to sign the warning. A copy will be kept in the student's file. The written warning will indicate the date of the incident and clearly identify the infraction. In addition, the warning will provide a timeline for improvement and advise the student of the consequences if other infractions occur. A copy of the warning will be forwarded to the Senior Educational Administrator

### Stage 4 – Formal Written Warning with Probation and Possible Suspension

If the student's infraction (s) continue after the formal written warning received in Stage 3, the student will be required to meet with the Senior Educational Administrator. At this meeting, the Senior Educational Administrator will place the student on probation and provide the student with a written notice of the probation, its length and the terms. The student will be asked to sign a receipt of the written notice indicating his/her understanding of the terms and conditions of the probation and the consequences of violating the terms and conditions of the probation. A copy will be given to the student and will also remain a permanent record in the student's file. At this point, the Onsite Administrator will be advised. The Onsite Administrator in consultation with the Instructor and the Senior Educational Administrator may initiate further disciplinary action, including immediate Suspension, on a case-by-case basis.

**Probation:** a specific period of time in which a student will be given the opportunity to demonstrate appropriate behaviour, and during which time he/she will be closely monitored for improvements. Student may be suspended immediately if a further instance of disobedience/violation of rules and procedures of the Student Handbook occurs during the probation period.

**Suspension:** Temporary dismissal from the College for breaking the rules and procedures of the Student Handbook after receiving the above warnings: student is to reflect on his/her motivation, goals and desire to successfully complete a program without disobeying the rules and procedures of the Student

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Handbook – no refund will be allocated for lost time. The student is solely responsible for catching up on lessons, assignments, and any other missed class activities.

### Stage 5 – Dismissal

If the student violates the terms and conditions established in Stage 4, the student will be permanently dismissed from his/her studies at the College and the College's refund policy will be strictly applied.

**Notwithstanding the above stages, please note that the College may at its discretion initiate the Disciplinary Procedure at any stage, or jump stages, depending on the severity of the infraction or misconduct by the student. Students may also be dismissed, at the discretion of College administration, for any reasons judged as detrimental to the functioning of Create Career College and all its stakeholders. Situations warranting immediate dismissal include and are not limited to: actions which may endanger the safety of others or involve illegal activity, vulgarities and profanities, infringements to the right of others to an environment free of discrimination and physical or mental harm.**

## Refund Policies

The Create Career College Tuition Refund Policy conforms to the Policy Guidelines stipulated by Private Training Institutions Branch (PTIB). This Policy, described below, is applicable in regard to a student's application for a refund of tuition paid to Create Career College.

### 1. Written Notice

A written notice of withdrawal by student or dismissal by the College must be provided;

- i. By a student to Create Career College that he/she is withdrawing from the program, or
- ii. By the Create Career College to the relevant student that he/she has been dismissed from the program.

### 2. Refund Entitlement

The refund entitlement calculated on the total tuition fees due under the contract. If total tuition fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a relevant student may be required to make up for monies due under the contract.

### 3. Refund policy for students:

#### 3.1. Refunds before the program of study begins:

3.1.1. If a written notice of withdrawal from student is received by the College within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the College will retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

3.1.2. If written notice of withdrawal from student is received by the College 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the College will retain up to 10% of total tuition only due under the contract to a maximum of \$1000.

3.1.3. Subject to Section 3.1.1 of this policy, if written notice of withdrawal from student is received by the College less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the College will retain up to 20% of the total tuition

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only, due under the contract to a maximum of \$1300.

3.2. Refunds after the program of study starts:

3.2.1. If written notice of withdrawal from the student is received by the College or a student is dismissed by the college, up to and including 10% of the period of instruction specified in the contract has elapsed, the College will retain up to 30% of the tuition due under the contract.

3.2.2. If written notice of withdrawal from the student is received by the College, or a student is dismissed by the College where more than 10% and up to and including 30% of the period of instruction specified in the contract has elapsed, the College will retain up to 50% of the tuition due under the contract.

3.2.3. If a student withdraws or is dismissed by the College where more than 30% of the period of instruction specified in the contract has elapsed, no refund is provided.

3.3. Where a student did not meet the College's and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the College will refund all tuition and fees paid by the student under the contract, less the applicable non-refundable registration fee.

3.4. Where a student withdraws or is dismissed by the College from the program, he/she is entitled to 100% refund of any as-yet to be received consumables that have been pre-paid, if applicable.

3.5. Where a student withdraws or is dismissed by the College from the program after receiving technical equipment from the College free of charge:

3.5.1. The student must return the equipment unopened or as issued within 14 calendar days; and

3.5.2. If the student fails to return the equipment as set out above, the College will deduct the reasonable cost of the equipment from any amount to be refunded to the student.

3.6. Refunds owed to students will be paid within 30 days of the College receiving written notification of withdrawal and all required supporting documentation, or within 30 days of the College's written notice of dismissal.

4. International Students

4.1. If an international student's Study Permit application has not been completed by the start date identified in the College's Letter of Acceptance and the student so notifies the College, at the request of the student the college may issue a second Letter of Acceptance for a later start date.

4.2. In such circumstance, the College will charge a maximum of \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. In case of student's failure to so advise the College, the College's refund policy for students will apply.

4.3. Create Career College requires that the following documents be returned to the office:

1. The original Letter of Acceptance.
2. The original Receipt.
3. The original Letter of Refusal from Canada Immigration.
4. A written Request for the Refund.

4.4. Refunds will only be processed once all documents have been received. Process will be completed within 30 days of receipt of complete documents.



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4.5. The College will retain the lesser of 10% of the total fees due under the contract or \$ 400 for international students who are denied Study Permit authorization from Citizenship and Immigration Canada. Students denied a Study Permit must provide the institution with a copy of the denial letter prior to the program start date as set out in the College's most recently issued Letter of Acceptance. Should a student fail to advise the College, or choose to withdraw for other reasons, the refund policy set out in Section 3 will apply. Refunds owed to students will be paid within 30 days of the College receiving a copy of the Study Permit denial letter.

## Dispute Resolution Policy

Create Career College provides an opportunity for students to resolve disputes of a serious nature in a fair, reasonable and equitable manner.

The policy applies to all Create Career College students who are currently enrolled or were enrolled up to 6 months prior to the submission of their concern to the Senior Education Administrator.

Procedure for Student Disputes:

1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Education Administrator.
2. The Senior Education Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible, but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the Senior Education Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with instructor(s) and/or other student(s) and/or Create Career College staff. All communications must be in writing.
4. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 10 school days following the receipt of the student's written concerns.
  - a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the appeal; or
  - b. If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution.

The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Dispute File, and the original will be placed in the student file.

5. If the student is not satisfied with the determination of the Senior Education Administrator, the student must advise the Senior Education Administrator as soon as possible, but within five school days of being informed of the determination. The Senior Education Administrator will immediately refer the matter to

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the Onsite Administrator of the Institution.

6. The Onsite Administrator will review the matter and if necessary, may meet with the student as soon as possible, or within five school days of receipt of the student's appeal.

7. The original decision will either be confirmed or varied by the Campus Director/On-site Administrator in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five days of that meeting. At this point the Institution's dispute resolution process will be considered exhausted.

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# Student Handbook

## Authorization for taking/using photographs/videos of student

By my signature below, I hereby grant consent to Create Career College to use photographs and videos taken of me while studying at Create Career College or participating in College organized activities for purposes including but not limited to advertising, marketing and promotion.

I understand that I may revoke this permission at any time by submitting a written document to the Registrar at Create Career College.

\_\_\_\_\_  
PRINT NAME OF STUDENT

\_\_\_\_\_  
SIGNATURE OF STUDENT

\_\_\_\_\_  
DATE

## ACKNOWLEDGEMENT OF RECEIPT

**(Please complete and return to the SEA or Director)**

I, \_\_\_\_\_ do acknowledge receipt of this Student Handbook, understand all the contents and agree to comply with Create Career College rules and guidelines during my period of enrollment.

\_\_\_\_\_  
SIGNATURE OF STUDENT

\_\_\_\_\_  
DATE

Accepted for Create Career College:

\_\_\_\_\_  
SIGNATURE OF AUTHORIZED STAFF MEMBER

\_\_\_\_\_  
DATE

\_\_\_\_\_  
JOB TITLE

