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## COLLEGE POLICY

Heritage College is mandated by law and by the community it serves to provide an educational environment that demonstrates professionalism and academic currency, that values diversity, and that respects the processes and traditions of learning

### 1 SCOPE OF CONDUCT

Appropriate student conduct can be defined by describing behaviours that demonstrate its presence and then, conversely, by defining activities that clearly demonstrate its absence. Student conduct will be demonstrated in four distinct areas of activity:

- classroom conduct
- conduct relating to academic performance
- relationships with students outside of the classroom
- relationships with faculty and staff outside of the classroom

#### 1.1 Adherence to Policies

Students are expected to:

- familiarize themselves with the College policies relevant to them;
- adhere to those policies to the best of their ability and assist and encourage fellow students to adhere to the policies;
- draw perceived problems with the policies to the attention of their Student Adviser, which will take concerns to the Office of the program director

#### 1.2 Inappropriate Behaviour

Students will ensure that their behaviour is at all times respectful of others and supportive of class objectives. Students are not to use the classroom or online environment to:

- utter scurrilous, profane, or obscene language;

- make remarks or engage in conduct that is racist, sexist, or in other ways discriminatory
- engage in behaviours or make remarks that could reasonably be interpreted as threatening;
- attempt to divert the class in support of any personal, political, religious, or social agenda; or
- attempt to use one class or an online forum as a forum to complain about another class or defame staff;
- encourage, by inaction or innuendo, the development of a learning environment that is fractious, disrespectful of others, or inconsistent with the student code of conduct.

#### 1.3 Sexual Violence

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No person shall commit an act of sexual violence against any other person or threaten another person with sexual violence. This includes but is not limited to, sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, degrading sexual imagery, distribution of sexual images or video without consent, cyber harassment and cyber stalking.

## 2 STANDARDS OF CLASSROOM CONDUCT

Students will ensure that their conduct in the classroom contributes to a productive learning environment. Students are expected to refrain from promoting their personal, religious, political, social, or business agendas either during class time or in the online environment.

### 2.1 Participation and Conduct

Students are expected to:

- arrive at each class on time. If for any reason they are late in arriving, they should enter with minimal disruption. If it is necessary to leave the class early, they should leave unobtrusively;
- participate co-operatively in classroom activities;
- bring any concerns about any class situation or about the course to the attention of the faculty in a timely manner, and in an atmosphere that is non-confrontational and respectful of issues of confidentiality. Specifically, students should avoid repeated in class interruptions that disrupt the progress of learning;
- comply with College regulations regarding prohibition of food and drink in the classroom;
- not be impaired by either drugs or alcohol.

### 2.2 Photography/Videotaping

Students are not permitted to photograph or videotape except with prior permission from faculty and the entire class. This includes using cell phones for these purposes. Due to privacy laws, it is a violation to post audio, video or photographs of faculty, fellow students, clients, children in the lab schools, or community members on any social network without explicit permission.

## 3 CONDUCT RELATING TO ACADEMIC PERFORMANCE

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending class, completing assigned work, and complying with copyright legislation, as outlined below.

### 3.1 Attendance

Students should attend class. The College recognizes that, as adult learners, students will make individual decisions regarding attending classes. The College expects that students understand and accept that there may be consequences resulting from their decision not to attend. Max number of absence per instruction days is 3 days. Over 3 days with excuses student has to make up these days with the following group in his program in order to be able to graduate . If more than 3 days

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without excuses college will suspend the student enrollment and contact him/her to warn him . If college is not able to reach student college will consider the student withdraw from his program starting from the date of 4<sup>th</sup> days of absence .

### 3.2 Classroom Activities

Students should complete assignments, projects, and any other classroom activities set by the faculty for evaluation, on time. If a student is unable to complete the work in the designated time, he/she should discuss this matter with the faculty in advance of the due date.

### 3.3 Copyrights

Students must comply with the laws regarding copyright and trade mark, as well as with licensing agreements pertaining to the use of print materials, software, databases, etc. and with the College's copyright policy.

### 3.4 RELATIONSHIPS OUTSIDE THE CLASSROOM

Relationships outside the classroom refers to student interactions in such areas as Learning Resource Centres, gymnasiums, lounges, cafeterias, and other College spaces designed for students to use, either for study, for access to services, or for socializing and to interactions that occur off campus in activities sponsored by the College, such as placements, clinical settings, and field trips

Behaviours that are inappropriate inside the classroom are equally inappropriate outside the classroom and students are expected to demonstrate courtesy and respect in all their interactions with other students, faculty and staff, including the communications on the intra/internet.

## 4 College Property/Resources

4.1-Students will comply with College rules and regulations governing areas designed for common student use (includes property within and outside of school premises) and will co-operate with College staff in applying those rules and regulations.

4.2 Students will treat books, computers, and all other materials and equipment provided by the College for student use with care, and will refrain from any activity that in any way damages, defaces, or negatively affects the usefulness of the material or equipment.

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### 5 Conflicts and Interventions

Students should strive actively to resolve conflict between themselves and fellow students and should make an effort to prevent conflict between other students. Interventions to be used are verbal attempts at conciliation; if these are not successful, the student should immediately notify a College staff member. Specifically, students should refrain from physical intervention.

### 6 .Concerns with Faculty

Students should refrain from discussing any concerns about another faculty member or another class with any other faculty member. Instead, they should approach their faculty member directly. However, those who are reluctant to approach their faculty member for any reason (e.g., genuinely intimidated by a faculty member or concerned that any discussion could threaten his or her academic standing or sense of security or integrity), may discuss their concern directly with:

- the Chair of the program involved, or seek support or guidance from Counsellors in the Counselling Department.

#### 6.1 Professional Boundaries

Students should observe and respect the boundaries of the professional relationship between faculty and student.

Specifically, students should avoid forming inappropriate relationships with or attachments to faculty who are currently teaching or evaluating them, for example, by getting drunk with them or by attempting to engage in romantic or sexual activities with them.

6.2 Students will treat support staff with courtesy and respect. Specifically, students will, for example,

- maintain a calm and non-confrontational attitude in their dealings with support staff and
- refrain from using email or phone messages to bully or harass college employees,
- honour the professionalism of support staff by accepting the support staff member's assessment of the nature and limits of the duties they are able and willing to perform.

### 7 DISCIPLINE

This policy statement demonstrates the College's determination that behaviour that is disruptive to the maintenance of an appropriate academic environment, that is harmful to others, that is threatening to others, that vandalizes College property, that constitutes an act of academic dishonesty, or that is illegal will not be tolerated. The policy defines a range of disciplinary responses depending upon the seriousness of the offence.

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The policy concentrates on the results of such infractions, not on the intent of the violator.

Remedies range from formal warning, to suspension, to expulsion from the College. In some situations, the College will turn to authorities – such as the police – for assistance.

As this policy outlines increasingly severe disciplinary action, it is very specific in content. It begins with a statement of student conduct that outlines the context in which the College has developed this policy, and it contains a glossary of terms to help ensure that there is clarity in its application.

This policy applies to all students whether they are traditional on-site students or distance students. In a community dedicated to the development of mature and responsible individuals, who value diversity and respect, the College will not tolerate the following behaviours/offences:

- dishonesty
- misconduct
- disruption of the academic environment
- destruction of property

fraud

- misdemeanours or other offences against persons or things
- failure to abide by the college's regulations and policies.
- failure to respect the rights of others

### 7.1 Sanctions/Suspensions

The Program Director may recommend a sanction or combination of sanctions commensurate with the seriousness of the infraction, including suspension of up to ten instructional days.

The Director, or designate may impose suspension for a period longer than ten days, expulsion from the program, or expulsion from the College.

A copy of the suspension letter must be sent to the Registrar and Security needs to be informed.

There are no fee rebates because of a suspension

### 7.2 Expulsion from a Program or from the College

If the Director, or designate determines that the only appropriate response to a major infraction is expulsion from the College, he/she will recommend that action to the Registrar.

The Registrar will provide the students with formal written notification of the expulsion, with a summary of the evidence leading to the decision, and inform security of the expulsion so that compliance can be assured.

## 8 Tuition and Fees

All students are mandatory to pay for their tuition fees and other required fees as stated in the enrollment contract. Student is responsible for paying the tuition fees and other fees in full before graduation . Students can pay with 3 method of payments

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### 8.1 Student loans

Students are required to apply before the starting date of the program for student loan if he is eligible . Any balance not paid with student loan students is responsible Meeting for paying their balance before grating graduation.

### 8.2 Financing

Students can pay for their tuition fees with a financing plan. Student has to sign the financing agreement with the college and provide post dates cheques with the amount stated in the financing agreement. Students must pay in full before granting graduation.

### 8.3 Line of credit

Students are responsible for applying for a line of credit from any financial initiations to pay his tuition fees .

### 8.4 Admissions Fees

All applicants of the college are enrolled to admissions fees to cover the cost for documents evaluations, interviewing, test writing and other admissions cost. Admissions fees are non-refundable if students decide not to proceed with the college after his admission is approved. Any other fees will be refunded according to the college contract policy.

## 9 Practicum and training

Practicum is a core element of some of the college programs. Students should complete their practicum period in the time frame provided from the program. College is committed to help students to find their practicum sites one time. If students would prefer to change heir practicum locations or their practicum with terminated by the trainer due to their performance, behaviour or attendance they need to find a new practicum site on their own.

Students must report to the program adviser if a change occurs with their practicum locations and total duration period. A proof of completing of practicum must be presented to the college to become qualified to graduate.

## 10 Complaints

At Heritage College the student experience comes first. This includes providing students with high-quality teaching, learning and service experiences. The college has a number of institutional policies and procedures that are designed to help it realize success in these areas, and also assist students in finding a resolution to concerns or complaints. The college is committed to addressing student concerns in a responsive and timely manner, including

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complaints related, but not limited to, the advertising and marketing of a program, the educational experience and/or the services they receive.

#### 10.1 Procedures

##### Step 1

The student will contact the relevant Heritage College employee to discuss the complaint or concern within thirty (30) business days of the incident(s) giving rise to the complaint, except in extenuating circumstances, which, in the opinion of the college, would justify an extension.

- Complaints or concerns related to the perceived delivery of a program based on the marketing or advertising of a program must be raised with the relevant dean/director of the school responsible for the program within six (6) months of the student's completion or exit from the program.
- In communicating their concern, the students will state their complaint clearly, preferably in writing. The student should retain a copy of their written complaint.
- The staff will review the concerns outlined by the student and seek clarification, if needed.
- The student and the staff will explore ways to resolve the concerns and record them for action/distribution as appropriate.
- If the student and staff are unable to resolve the issue, the student may choose to proceed to Step 2.

##### Step 2



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- If concerns have not been resolved with the relevant Heritage College employee as described in Step 1, the student may choose to contact the appropriate administrator.
- The student will provide a signed written complaint to the administrator providing the following information:
  - a) Description of the complaint, including time and date;
  - b) Employee involved (if relevant);
  - c) Names of witnesses, if any;
  - d) Action taken to date, including details Step 1; and
  - e) Resolution sought.
- The administrator will review the student's complaint and seek clarification, as necessary.
- Within seven (7) business days of reviewing the complaint with the student, the administrator will investigate the merits of the complaint, which may include a discussion with any relevant individuals. The investigation will follow any method deemed appropriate.
- As relevant, the administrator will give the employee the opportunity to respond in writing to the specific concerns raised by the student within five (5) business days.
- If the complaint is deemed to have merit, the administrator will identify a resolution and advise the student(s) and other relevant individuals, in writing.
- If the complaint lacks merit, the administrator will inform the student(s), and employee (as relevant) in writing and provide reasons no further action will be taken.
- As necessary, the administrator will bring the employee and student together to discuss the situation, clarify the complaint, and develop a strategy to resolve the complaint.

## 11 Monitoring and reporting of students' academic progress

Heritage College has a standardized grading system using letter grades that have the following grade-point values.

### 11.1 P Pass

A Grade Point Average (GPA) of 1 is required for Graduation (D) accumulating from all courses. Some courses require only student's attendance to pass the course.

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### 11.2 F Grade

If students is unable to achieve grade D on the average ,  
The college may direct student to retake one or more of the  
courses or tests with low grades to improve the  
total grade and achieve graduation.

system

### 11.3 WITHDRAWAL FROM CLASSES AND PROGRAMS

Students wishing to withdraw from a program or course must notify the academic department.  
Depending on the period of attendance, students may be eligible for a refund according to the  
Tuition Refund Policy. The period of attendance is calculated from the day on which the  
program commences to the day we receive the withdrawal notice .

PERCENTAGE	ALPHA GRADE	GRADE POINT
90-100	A+	4.0
85-89	A	4.0
80-84	A-	3.7
76-79	B+	3.3
73-75	B	3.0
70-72	B-	2.7
67-69	C+	2.3
64-66	C	2.0
60-63	C-	1.7
55-59	D+	1.3
50-54	D	1.0
0-49	F	0.0

College Grading