



STUDENT HANDBOOK



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Our Mission

Empowering individuals with quality skills in sectors that offer long-term career growth opportunities within Canada and globally.

Our Vision

Our schools will be a platform that provides a student-centered modern learning environment that embraces diversity, respect, authenticity, integrity, and quality.

Overview

Cambria College has developed this Student Handbook as a comprehensive guide to all institution's policies and protocols for both students and staff. This student handbook is an integral part of a student's enrolment agreement with the College, and it is required that all students read this handbook in its entirety prior to enrolling with the College.

For the safety and comfort of all students attending Cambria College, you are expected to follow the procedures and policies outlined in this document.

Enrolling at Cambria College

Student Statement of Rights

Cambria 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. The institution must provide you with a signed copy.

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>

Admission Policy

Cambria College is committed to enrolling students who meet all of our program admissions criteria and who are likely to succeed in meeting their education and career goals. Admission reps work with each prospective student to assist them in completing all admission requirements for their program.

Once a prospective student demonstrates that he/she can meet all of the program's admissions criteria and has demonstrated the financial ability to attend the College, the advisor will confirm if acceptance into the College is granted. Prospective students must meet the following criteria:

- Prospective students should have a fair understanding of the English language.
- Prospective students must be Grade 12 graduates, or equivalent, or have Mature Student status (19 years of age or over with at least one year out of high school) and successfully challenge the Entrance Examination. The minimum passing grade is 65 %.
- Prospective students must have the ability to work with an instructor and to follow instructions as provided in the course material which may be delivered both online and/or in a classroom setting;
- Prospective students must meet the program specific admission requirements.

- Foreign students who are not Canadian citizens or permanent residents must obtain appropriate student authorization or a Study Permit from Immigration, Refugees and Citizenship Canada (IRCC).
- An English proficiency at a minimum of IELTS 5.0 (or equivalent) for a diploma level program is required by foreign students. See program specific entrance requirements for which alternative English proficiency examinations may be accepted and the score/results required. Students may be required to undertake an English language entry examination prior to entering a program.
- Applicants who are not suitable, do not meet the entrance requirements, or who decide to pursue other training options may be referred to other resources or to an alternate training institution. If an applicant fails to meet Cambria College's admissions requirements, they may not be enrolled on the basis of the Admissions Policy being waived.

Students cannot start classes if the prerequisites for the program have not been given to the College. This includes items such as criminal record checks, TB Test clearance, Hep B Immunization, Doctor's Notes, Letters of Reference, or any other prerequisite that is required.

Special Learning Requirements

Cambria College provides an inclusive environment that respects the differences and the rights of a diverse society. Students with barriers that may affect their ability to be successful at the College must discuss this potential barrier with their admissions representative prior to enrollment. A meeting will be set up with the Campus Director and/or Academic Director at which time the student will be required to bring any supporting documentation to the meeting. Upon review with the student, an accommodation plan will be created for the student which must be signed by both the student and the Campus Director and/or Academic Director. Any special equipment or devices necessary for an accommodation plan may be the responsibility of the student to obtain.

Potential students without proper documentation of their barrier may be required to obtain proper documentation prior to enrollment in the program. Upon commencement of a program at Cambria College, students are responsible for reporting to the College any changes to their health or life circumstances that may impede their ability to successfully complete their program or to meet the graduation requirements of their program. The College cannot waive any program requirements for graduation.

Transfer Credit Policy

Cambria College recognizes transferability of courses on a case-by-case basis. To have credit evaluated, students must pay a Credit Evaluation fee of \$50 and submit their transcripts to the Campus Director who will assess the equivalency of each course taken to Cambria College's

course offerings. Students must have a minimum passing mark of 65% on a transfer course in order for it to be considered for transferability. Students may receive a maximum credit of 50% of the entire program they wish to attend at Cambria College.

Courses will be looked at for content when the course was taken and if the content of the course has been used by the applicant during their past work experience. The Campus Director will make the final decision on whether an applicant will receive any transfer credit. If granted, the \$50 Credit Evaluation fee will be applied against tuition into the program once the student has started. **Transfer credit must be requested prior to registration in a program at the College.**

Program Re-entry Policy

A student who has withdrawn from a program will be assessed on a case-by-case basis for re-entry. Students who were dismissed by the College for unsafe/inappropriate practices, cheating or plagiarism, and/or failure to meet Cambria's Code of Professionalism, as outlined in the Student Termination/Dismissal policy in the Cambria College Student Handbook, will need to meet with their Campus Director and/or Program Coordinators before being considered for re-entry. Students can expect conditions for reinstatement if they have withdrawn or been dismissed from the College.

All students granted re-entry will be required to complete all theoretical components of their program that have not yet been completed. Students that have re-entered and only have the practicum or co-op, or less than 15% of the theoretical courses to complete and a practicum or co-op, will be assessed on a case-by-case basis as to what courses or skills will need to be refreshed or retaken before being placed on a work experience.

Students seeking re-entry into a regulated program such as the Health Care Assistant or Medical Lab Assistant programs will be reviewed on a case-by-case basis by the program coordinator. Students wishing to return to these programs must return no later than one year from the date of withdrawal, in order to be considered for admission without retaking the entire program. The decision on which courses a returning student must retake is at the discretion of the College and its program leaders.

Schedules

Cambria College students may access their class schedule through their student portal. A class schedule does not constitute a contract between the College and the student, please refer to the Enrolment Contract provided at the time of registration for program details. Students must be prepared to attend up to 25 hours of classes per week. Classes may be scheduled Monday - Saturday, mornings, afternoons or evenings in 4 or 5 hour blocks.



The College reserves the right to change the sequence of course delivery prior to and during the student's study period to accommodate the best interest of all students and Cambria College. This may be a result in approved academic changes, adjusting schedules or classes that do not have sufficient enrolment or merging existing classes to warrant continuance. Cambria College will ensure that a program is delivered during the start and end dates outlined on the enrollment contract.

Studying at Cambria College

Contacting Cambria College

During studies, a student's primary point of contact is their instructor who will provide their Cambria College email and be reachable through the College's learning management system, ClassTrack. For any matter that is not related to a student's studies, they are encouraged to contact their primary location for assistance.

For general inquiries: info@cambriacollege.ca

Victoria Campus: 778-265-7547

Vancouver Campus: 604-428-7500

Surrey Campus: 604-416-5522

Richmond Campus: 604-242-4000



Operating Hours

All Cambria College location office hours are from 9:00am - 5:00pm Monday to Friday. Class schedules will vary depending on the program and location at which a student is attending.

Snow/School Closures

If there has been a snowfall, please look to Cambria College's social media pages or ClassTrack for the latest news and whether any campus has been closed. If it is unsafe for you to make it to school, phone your campus location and leave a message for your instructor and/or email your instructor directly.

First Aid Information

The first aid kit is located at the front desk of each location. Please see the receptionist if you are in need of first aid assistance.

Earthquake/Fire/Evacuation

If you are unable to exit the building because of an earthquake, please stay in a doorway or supported area such as under a desk. Do not stay in areas where there is the potential for falling equipment. DO NOT leave the area until instructed to do so by staff member or emergency response personnel. All students must be accounted for before anyone may leave the location. All students must exit the building by the closest stairwell or exit door and allow the nearest exit route. DO NOT use an elevator to exit the building. Students must meet at the designated meeting spot outside of the building, following all instructions from Cambria staff and emergency personnel.

On Campus Support Staff

Campus Administrator

Each location has a Campus Administrator to support you while you study at Cambria College and can assist you with the following:

- Confirming class schedules
- Providing copies of any documents such as Criminal Record Check
- Preparing confirmation of enrolment letters
- Making appointments with your Campus Director
- Forwarding messages to your instructor
- Graduation inquiries
- General information

Admissions Advisor/International Student Coordinator

Each campus has one or more admissions advisors that ensures prospective students are fully prepared to study at Cambria College. They provide students information about the programs offered by the College and assist with the enrollment process. International Student Coordinators provide a similar role with the exclusive responsibility of supporting students from one particular international market. These individuals can assist students in the following ways:

- Program inquiries
- Enrollment Contracts
- Guidance on completing program prerequisites
- Payment plans (if applicable)
- Assistance with Student Loan Applications
- Assistance preparing supporting documentation for study (Letters of Acceptance, Travel Support Letters, Co-op Letters, etc.).

Students are encouraged to seek their original advisor for assistance at any time during their studies as they will be most familiar with the student.

Instructor

Your instructors are responsible for supporting you in your development of new skills and knowledge in your field of study. They are industry experts who provide a combination of real-life experience with formal structured instruction. Instructors are available to help you with the following:

- Course content and academic support
- Assessment support
- General class issues
- General campus queries
- Post-placement advice

Students should be prepared to have multiple instructors throughout the duration of their program. This will provide students with exposure to various classroom environments, teaching methods and instructor expertise. Instructors will advise you of any hours outside class time that they are available to support.

Campus Director

Each campus has a respective Campus Director who is available to support students throughout their studies with Cambria College. The Campus Director is responsible for ensuring all students are supported during their studies and that the integrity of the College's policies and procedures are upheld at all times. Your Campus Director can assist you in the following ways:

- Enrollment/Deferment/Withdrawal inquiries
- Leave applications
- Student Loan inquiries
- Complaint or Appeal processes
- Any unique circumstance that may hinder or impact a student's ability to successfully complete their program of study

Students are encouraged to contact their Campus Director at any time with general questions or may book an appointment to discuss concerns specific to their enrollment at Cambria College.

Holidays and Term Breaks

Cambria College will be closed on the following holidays and term breaks:

National Day for Truth & Reconciliation – October 2, 2023 (Observed)	Victoria Day – May 20, 2024
Thanksgiving - October 9, 2023	Canada Day – July 1, 2024
Remembrance Day - November 13, 2023 (Observed)	BC Day – August 5, 2024
Winter Term Break - December 18, 2023 - January 1, 2024	Labour Day – September 2, 2024
New Year's Day - January 1, 2024	National Day for Truth & Reconciliation – September 30, 2024
Family Day - February 19, 2024	Thanksgiving – October 14, 2024
Good Friday - March 29, 2024	Remembrance Day – November 11, 2024
Easter Monday - April 1, 2024	Winter Term Break – December 23, 2024 – January 3, 2024

Schedules and Schedule Changes

The scheduling of classes is at the discretion of Cambria College. Although every reasonable effort is made to consider the individual needs of each student, students are responsible for scheduling their time to ensure full attendance. Due to the complexity of scheduling, time changes may be necessary during a program. The College may also require students to attend some classes at other campuses.

Students wishing to change their schedule, including taking any form of a break in studies, must complete a Schedule Change Request Form and pay a \$200 fee. This fee must be paid at the time the request is submitted to the Campus Director. The College will make every effort to accommodate students' requests based on the program schedules set at each campus. However, a Schedule Change Request may result in students being required to complete missed courses at other Cambria College campuses. **Submission and payment of the \$200 Schedule Change Request Form does not guarantee a request can be accommodated.** No refund will be given if a schedule change cannot be accommodated.

Schedule or cohort change requests due to personal preferences to an instructor or timeslot will not be considered. Students are encouraged to discuss their concerns with their Campus Director.

Key Factors Considered:

- Student funding (Student Loan, WorkBC, WorkSafe BC)
- Study Permit expiration date
- Class availability/seating availability

- Student's program start date and end date
- Academic standing and attendance

Personal Leave

Students who are experiencing personal hardship during their studies that may impact their ability to successfully complete their program by their end date or at all, are encouraged to bring this to the attention of their instructor and/or Campus Director.

The College may be able to accommodate concerns and develop a program completion strategy for students experiencing hardship outside of their studies. However, a consultation must take place in order to assess what other factors need to be considered prior to establishing a completion strategy. Key factors to consider are the same as those outlined in the Schedules and Schedule Changes protocol above, and communication with the College is the key. Please ensure you speak to your Campus Director regarding your concerns before making a concrete decision on your studies.

Employer Provided Programs

Employer Provided Programs (EPP) are programs in which all students enrolled are funded by one employer or one third party. Cambria College participates in EPP's offered through the Community Workforce Response Grant (CWRG) and Project-Based Labour Market Training (PBLMT) programs.

Programs delivered through EPP's do not require approval by the Private Training Institutions Branch and as a result, students may not file a claim against the Student Tuition Protection Fund in relation to these program offerings. However, all elements of the College's school policies are still upheld and enforced as outlined within the Student Handbook.

Students attending EPP's at Cambria College are required to attend the full duration of the program. Due to the strict training delivery dates established as part of agreements for EPP's, students are not permitted to take personal leave or vacation from their studies. Students who will not be able to attend classes for any period of time for personal reasons such as vacations, part-time employment schedules etc. may risk dismissal from the program.

Photo and Video Policy

For marketing, advertising and/or communication purposes, Cambria College may, from time to time, take photographs and/or video recordings of activities or events that include real people, including staff and/or students, whether posed or candid on Cambria College property and/or while participating in Cambria College activities or events.

Unless notified in writing prior to such recordings and for valuable consideration received but without any promise of remuneration, you are consenting to the taking of photographs and/or video recordings of you by Cambria College for such purposes, you are assigning to Cambria College, and waiving any rights you have related to, any such photographs and/or video recordings, and you are consenting to the use of any such photographs and/or video recordings, in whole or in part, by Cambria College for the above noted purposes. ***If you wish to opt out, please notify the College with a written request at, info@cambriacollege.ca.***

Professionalism

Professional behavior should be demonstrated at all times during your program. This will contribute to your success in class and on your work experience. In the near future, you will complete your training and your level of professionalism will be a reflection of your own success. While in class, on your work experience, or on field days you should act, dress, and carry yourself in a professional manner. Be polite, courteous, and respectful. Treat every field trip, field day, or visit to a community agency as a job interview.

When you are on your work experience, treat the host site as an employer. Remember, you are a guest at your host site. Work hard at the duties you are assigned and when you are complete, always find something else to do. Don't stand around with nothing to do. It is not your duty to give advice to the staff at the practicum site. If you find things are done contrary to what you have learned, take note, and discuss this either in your journal, via email or over the phone with your practicum supervisor.

Cambria College Code of Professionalism

1. Be on time
2. Maintain a good attendance record
3. Do not use cell phones while in class or on co-op/practicum
4. Use effective communication skills (including social networking sites)
5. Use appropriate language on campus, in classes and while on work experience
6. Demonstrate ethical behavior
7. Respect confidentiality
8. Follow all the safety guidelines of your program
9. Maintain a clean and neat learning environment
10. Demonstrate the ability to adapt to changing situations
11. Accept constructive feedback and direction
12. Make changes when given feedback and direction
13. Follow directions and instructions
14. Work well with others as a team
15. Respect role boundaries and limitations



16. Demonstrate logical thinking and problem-solving skills
17. Show initiative, interest, and motivation
18. There is only English speaking in class and on campus

Smoking

Smoking is not permitted within 3 meters of the front entrance areas of any Cambria College campus. Please inquire at your campus of study regarding the designated smoking area.

Alcohol and Drugs

Students will not be permitted to enter or remain on the premises of any Cambria College location while their ability to work or function effectively is impaired by alcohol, drugs, or other substances. Any detection of impairment whether visibly or by odor will result in immediate dismissal from class and may be grounds for immediate dismissal from the program and College.

Cell Phones

Students are not permitted to receive phone calls at any time during class, unless responding to an emergency call. For your own protection, Cambria staff will not confirm your attendance in the school. The College will NOT take messages for students.

Cell phones must be turned off during class time or turned to silent mode. Using cell phones during class hours may be grounds for reprimand and repeated offenses are grounds for dismissal from the College. Using cell phones during quizzes or tests will result in immediate failure of the quiz or test.

Visitors

Students should arrange to have their rides or visitors meet them at a designated place outside the campus. For the safety of all students, if a visitor asks to see a student, Cambria College will not confirm any student's attendance. In case of an emergency, notify the front desk in advance that someone will be asking for you. Visitors are not allowed in the classrooms, labs, and facilities at any time.

Respectful and Fair Treatment of Students Policy

The College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and policy of non-discrimination. The core values that guide the College's internal and external interactions with each other and the community are:

- 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

While on College premises or in the course of activities or events hosted by college the following activities are prohibited:

- Any degree of bullying, harassment, discrimination.
- Violence, real or perceived.
- Theft, willful damage to student property, College property and/or illegal activity.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

- The situation, if urgent, should be reported to the Campus Director verbally or in writing as soon as possible.
- If urgent, the student should approach an employee of the College who will assess the urgency of the situation and act accordingly (for example, call the police in the case of violence) and, as needed, refer the matter immediately to the Campus Director.

Withdrawing from Cambria College

There may be circumstances in which a student is considering withdrawal from their program of study at Cambria College. This can be for a variety of reasons such as: personal matters, change in the desired career path, financial difficulties, etc. In the event that a student is considering withdrawal from their program, they are strongly encouraged to contact the College to speak to the Campus Director or the International Student Coordinator for international students.

They will work with the student to determine if there may be solutions to the concerns that are leading to the consideration of withdrawal. The student will also be walked through the Tuition Fee Refund Policy to ensure they are knowledgeable of the financial impact this decision may have.

Should the decision still be to withdraw from their program of study, the student is required to submit a written request to the College (an email is acceptable). Upon receipt of this written notice of withdrawal, the College will remove the student from their program and complete a program drop calculation as per the Tuition and Fee Refund Policy.

If it is determined that a refund is owed, the tuition will be returned to the student or the appropriate funding organization (i.e., National Student Loans Service Centre, HRSDC, WorkSafe BC) that originally paid the tuition no later than 30 days from the student's written notice of withdrawal.

If the student owes fees as a result of their withdrawal, the balance is due immediately unless an approved payment plan is established with the College. If the balance owing remains outstanding the student may be placed on collections.

Academic Guidelines

Student Records

Student records are governed under the Private Training Institutions Branch (PTIB) and the Privacy Act of Canada. Cambria College maintains records of student's enrolment at the College which includes, but is not limited to:

- Proof of admission requirements
- All enrolment contracts
- Copy of legal identification
- Payment records
- Copy of study and work permit (if applicable)
- Attendance
- Marks
- Copy of official transcript and credential upon graduation
- Student documentation/correspondence
- Withdrawal/Dismissal documentation (if applicable)

Student records are stored in a secure location on site at the home campus of the student or in digital format in the institution's student database. Within 60 days of the student's end of study at Cambria College, records are archived with an offsite vendor for 25 years. Documents archived are:

- A copy of the signed student enrolment contract(s)
- Any transcripts issued to the student by the institution, and
- A copy of any credential granted to the student by the institution

All other documentation is confidentially shredded and discarded. Students have a right to view their entire file. To view your student file, please make an appointment with the Campus



Director. Student files cannot leave the College campus and must be viewed in the presence of the Campus Director. Students may request a copy of their file at any time for a cost of \$100.

MyCambria.ca Student Information & Learning Management System

Cambria College utilizes an education management system called MyCambria. This platform is the primary tool for capturing student details such as attendance, grades and financial information. Upon enrollment in a program at Cambria College, students will receive their own unique login to the ClassTrack Student Portal so that they may review their attendance, schedule, grades and financial information at any time.

The MyCambria Learning Management System (LMS) is the primary tool used by instructors and students for the delivery of both online and on campus programs. Students will access assignments, tests and all other course activities through the Learning Management System. Assignments must be completed and uploaded through ClassTrack.

To access the student portal visit mycambria.ca. If you are unable to access your account, utilize the online chat support on mycambria.ca or email info@cambridacollege.ca

Competency Assessment

Student's understanding of their studies will be evaluated in a variety of ways throughout their program. This may include, but not be limited to: group and individual projects, presentations, quizzes, homework, assignments, participation, tests, midterms and final exams. Students must achieve the minimum passing mark for all courses in their program of study.

Unless otherwise articulated, all coursework is due before the start of class on its due date. To achieve honors status, a student must achieve an overall aggregate of 90% or above for the entire program and maintain a 90% or higher attendance rate.

Cambria College Grading System

Cambria College instructors will evaluate student performance that will formalize a student's success within a course and/or program. The college is responsible for ensuring that students are evaluated in a consistent and equitable manner that is clear and communicated to ensure student success. The purpose of outlining Cambria's grading system is to establish these responsibilities of both the student and college. For students who may be dissatisfied with a grade, please follow the Grade Appeal policy (p.37).



Passing mark for are specific to the program. All weighted courses must be passed to earn a credential. Please refer to your program outline and Campus Administrator for more clarification if required.

Cambria Credit Scale

Cambria College credits are allocated based on the number of hours per instructor led course or work experience placement. Transferability to another institution is determined by the receiving institution and there is no guarantee that credits earned through a Cambria program will be accepted by the receiving institution.

Theory Hours	Work Experience Hours
20-hour courses: 1 credit	20 hours: 0.5 credits
25-hour courses: 1 credit	40 hours: 1 credit
30-hour courses: 1.5 credits	60 hours: 1.5 credits
40-hour courses: 2 credits	80 hours: 2 credits
50-hour courses: 2.5 credits	100 hours: 2.5 credits
60-hour courses: 3 credits	
75-hour courses: 3.5 credits	
80-hour courses: 4 credits	
100-hour courses: 5 credits	
120-hour courses: 6 credits	

Cambria GPA Scale

Grade	GPA	Percentage
A+	4.33	90-100
A	4.0	85-89.99
A-	3.67	80-84.99
B+	3.33	77-79.99
B	3	73-76.99
B-	2.67	70-72.99
C+	2.33	67-69.99
C	2	63-66.99
C-	1.67	60-62.99
D+	1.33	57-59.99
D	1.0	53-56.99
D-	0.67	50-52.99
F	0	0-49.99

Online Learning

Cambria College delivers programs in person, online and through a combination of the two called combined delivery. When attending courses or class sessions online, students are expected to be fully engaged no different than in person lessons. Cameras must be turned on during class time (but may be turned off during any breaks), students should be attentive and participating in discussions, and in an environment that allows them to focus (ideally this is a dedicated space which emulates that of a professional setting where interruptions or distractions are minimal).

Students who do not have their camera turned on during class time will have their mark reflected in the Attendance and Professionalism Criteria, as a result of Partial Absenteeism, within the respective course.

Partial Absenteeism is defined as arriving late, leaving early, having extended lunch or breaks, not being attentive during class (i.e., falling asleep), frequently leaving during the class, and during online classes if students do not have their cameras on.

Exams

When an exam (midterm or final) takes place in a program, it will commence and conclude at the scheduled time outlined by the instructor. Students who arrive late may be eligible to still sit the exam at the discretion of the instructor. The instructor reserves the right to deny entry into an exam if a student arrives late. Late students that are denied entry to an exam will be given a '0' and may be required to retake the exam at a later date but will be eligible to achieve no more than the minimum passing mark for the exam.

Students who are absent for an exam will be given a '0' and may be required to retake the exam at a later date. Absence of an exam due to illness will require a medical note or certificate. The maximum score a student may achieve on an exam they were absent for is the minimum passing mark for the course.

In the event that a student has missed an exam, resulting in a '0' score, but still achieve an overall passing course mark, they may not be required to retake the exam.

Exam Etiquette

- Exams will begin and conclude at the times determined by the instructor
- Students are not permitted to have any supplementary materials unless previously confirmed by the instructor

- No cell phones or cell phone calculators are to be used during an exam unless previously confirmed by the instructor
- Camera and microphone must be turned on at all times during an exam. Student's face must be clearly visible to the instructor (Online only).
- Washroom trips may only be taken by one student at a time

Rewrites (Exams, Assignments, Quizzes or Tests)

Students who have not successfully completed an exam, assignment, quiz or test will be given one opportunity to resubmit or re-attempt the course work in order to achieve a passing mark. This is considered a "rewrite." A rewrite constitutes any instance in which a student is afforded a second opportunity to achieve a measurable mark on schoolwork for any course. In these instances, the student may achieve a mark no greater than the minimum passing mark for that course.

Students required to retake the final exams for the Hospitality Management program will also be required to purchase the American Hotel & Lodging Educational Institute (AHLEI) certification exam for \$50.00 CAD. This is a non-negotiable fee due in order to release a second attempt of the exam from AHLEI for the student to challenge.

The due date of a rewrite is no greater than 1 week from the original due date, unless otherwise specified by the student's instructor or the Campus Director. Should no rewrite be completed by the 1 week deadline, or deadline articulated by the College, the student will be awarded their original score and the marks for the course will be finalized.

Course Retake

If a student is unsuccessful at achieving the minimum passing mark for any course within their program of study, they will be required to retake the entire course and subject to a course retake fee. The course retake fee is applied for students who have either completed the module and wish to challenge again or a student who has failed the module due to not meeting the minimum passing grade and/or excessive absenteeism.

Course Retake Fees:

Courses up to 40 hours in duration - \$250 per course

Courses more than 40 hours in duration - \$500 per course

A student retaking a course is eligible to receive full marks, however, a student cannot resubmit previously completed coursework. All coursework for the course must be new and original.

Micro-Credential Retakes:

Many of Cambria College’s diploma programs also include a requirement to complete “micro-credentials” as part of the program. Successful completion of these micro-credentials is mandatory in order to graduate for any program that may include them. Students who fail a micro-credential course or do not attend a scheduled micro-credential workshop will be required to pay additional retake fees *and* may be required to find their own training source.

The table below provides a comprehensive list of the mandatory micro-credentials’ students must complete by program (indicated with an “x”):

Program	Standard First Aid with CPR C	FoodSafe	WHMIS	N95 Mask Fitting	POPARD (ASD)	Non-Violent Crisis Intervention
Addiction & Recovery Specialist						
Dental Office Administrator	X		X			
Digital Business Management						
Education Assistant	X				X	X
Health Care Assistant	X	X				
Hospitality Management						
Medical Laboratory Assistant	X		X	X		
Medical Office Assistant	X		X			
Mental Health Specialist						
Social Services & Community Support Worker	X	X				X

Course retake fees are to be paid prior to the start of the module. If a student is unsuccessful in their course or micro-credential retake, they may be required to pay to retake the course again or be dismissed from the College as a result of failing to maintain satisfactory scholastic standing.

Diplomas/Certificates/Transcripts

Diplomas and Certificates are issued only to those students who:

1. Meet the minimum attendance requirements, classroom, technical and practicum components
2. Meet the minimum academic standards of the College

Students who are dismissed or who withdrew will not be eligible for a Diploma or Certificate.

Diplomas/Certificates and official transcripts will not be issued unless:

1. The student is in good financial standing with the College
2. Graduates have all course fees paid in full

3. All books, tools or other items on loan are returned in good working order or any damage or replacement fees are paid, and
4. All items necessary for the calculation of the grades are handed in (e.g., Logbooks, Training Place Host Forms, Practicum/Co-op Evaluation Forms)

Transcripts and/or Diplomas/Certificates are issued within 30 days of the completion date or from the date where all requirements listed above have been met. Students are issued one Diploma or Certificate and a Transcript. Replacements or duplicates are subject to a \$25 administration fee, payable when the order is placed.

Canada Student Loans/Student Aid BC

Students should be aware that it can take 2-4 weeks for student loan funds to be deposited to a student's bank account. The primary purpose of a student loan is to cover costs associated with your education.

The College completes a *confirmation of enrolment* which is then sent to Student Aid BC. The confirmation of enrollment confirms that the student is in good standing with the College, is adhering to SABC's policies for funding eligibility (i.e., attendance policies), how much of any given disbursement should be sent directly to the College for school fees and how much should be sent directly to the student. If a student is in violation of a student loan requirement for eligibility, a confirmation of enrollment cannot be processed. The College will initiate a consultation with the student to discuss their status and what options are available.

While a full-time student in school, there is no requirement to make any payments on a student loan. Upon completion of studies, students need to then make arrangements to repay their student loan. This is all completed through your CanLearn account (www.canlearn.ca). Students will have a 6-month grace period following the end of their studies. The grace period starts the day of the contract program end date, or as of the last date in full-time status if withdrawn or dismissed from the College.

All students borrowing a student loan to study must register their National Student Loans Service Centre Account (NSLSC Account) as soon as they receive funding at, csnpe-nslsc.canada.ca

What happens if I don't repay my loans?

It is never a good idea to default on any type of debt or obligation, and there are programs to assist you if you need help repaying your student loan (see below). However, should you default on your payments, the consequences can include the following:

- Additional interest charges
- Loss of future student loan/grant assistance
- Dealing with a collection agency and a bad credit rating
- Being refused for a cell phone contract, car loan, mortgage, or bank loan
- Loss of future income tax refunds, GST rebates
- Legal action
- Garnishment of your wages
- Liens against your property

If you need assistance in repaying your student loan debt, there are several programs to assist you such as the Repayment Assistance Plan (RAP). To access any of the programs available it is imperative that you keep your loan in good standing. Don't wait until you are in default before asking for assistance - as it will then be too late! If you have any questions about your student loan, or repaying your student loan you can always contact an advisor at Cambria College for assistance and direction.

Articulation and Pathway Agreements

Cambria College is pleased to offer pathway options towards higher level diplomas and Bachelor Degrees in the Hospitality Management and Digital Business Management programs at both public and private institutions. It must be noted that students wishing to transfer into pathway institutions must meet the admission requirements of that particular institution. Having completed a diploma at Cambria College does not result in automatic acceptance into the receiving institution.

For more information on the current articulation and pathway agreements in place for Cambria College, visit <https://www.cambriacollege.ca/articulation-and-pathways/> or speak to your international student coordinator/admissions advisor.



Cambria College Policies





Academic Policy

Role(s) Responsible for Enforcement: All Cambria College Employees

Policy:

Students at Cambria College are expected to uphold a standard of professionalism and commitment to their studies at all times. Integral to this is maintaining satisfactory scholastic progress in their program of study. The following requirements outline the expectations for remaining in good standing while studying at Cambria College:

1. Students must successfully achieve the minimum overall passing mark for all courses and micro-credential modules (First Aid, FoodSafe, Serving it Right, etc.)
2. All coursework must be submitted by the due date and time established by their instructor. Late coursework will be penalized with a deduction of 10% once the deadline has passed. Students must hand in late coursework within 2 days of the due date, or their assignment will be marked as a rewrite.
3. A student that misses a scheduled exam must provide a doctor's note in order to write the exam without penalty. If no doctor's note is provided, the maximum achievable mark is a passing grade, but the exam will not be considered a rewrite.
4. Students may attempt a maximum of 1 rewrite/retake for any weighted assignment, project, quiz or exam in a course. A rewrite/retake mark may be no greater than the minimum passing mark.
5. If students do not achieve the minimum passing mark in a course after exhausting any rewrites/retakes, the course must be retaken. Retaking a course or module can affect student loan status and will result in additional tuition and supply fees (if applicable).
6. Students who unsuccessfully complete a course or micro-credential module may be issued an academic warning or academic probation. Should a student unsuccessfully attempt three or more courses/micro-credentials, they may be dismissed from the College due to failure to maintain satisfactory scholastic progress in their program.

Attendance Policy

Role(s) Responsible for Enforcement: Campus Director and Instructors

Policy:

Regular attendance is expected in all courses at Cambria College including promptness at the beginning of class and after any break. Because attendance is integral to a successful training experience in any Cambria College program, students must maintain a minimum of 70% attendance in all courses as well as an overall attendance average of 70% for their program. Failure to maintain the required 70% attendance average may result in dismissal from the program.

Students whose attendance falls below 70% attendance but remains 50% or greater may be provided with the opportunity to still pass a course at the discretion of their Campus Director. Students with an overall attendance below 50% for any module will be issued an automatic, Fail (F), be required to retake the module at a later date, be subject to course retake fees, or may be dismissed from the program.

Special accommodations to miss scheduled classes due to personal schedules or work shifts will not be considered. Students are required to ensure they have made the necessary planning to their schedules prior to enrolling in a program at Cambria so that they will be able to maintain full-time attendance at all times.

Health Care Assistant Clinical courses:

Students in Cambria's Health Care Assistant program must adhere to additional attendance requirements established as required learning requirements by the BC Care Aide & Community Health Worker Registry. This includes the following:

- Students must successfully complete a minimum of 120 clinical hours

Students are required to provide an explanation for absences, however doing so does not constitute an 'excused absence.' The instructor has the authority to determine if the student's explanation for absences may be recorded as "excused" and exempt from the 70% attendance requirement. Should a student wish to dispute the decision of an instructor, they are to follow the College's dispute resolution policy.

Student Responsibilities:

1. Report any absence due to illness or other reason directly to their instructor via email within 2 hours before the start of a class.

2. Uphold the minimum requirement of 70% overall attendance for each course and the program.
3. Actively participate in class (Distance/Online). Students who sign into an online learning session but do not have their camera on and/or are unresponsive when called upon by their instructor, will be marked absent.
4. Provide a doctor's note when absent for more than one consecutive day to the Campus Director. This document must include the name of the physician, address, telephone number, affirmation of a medical issue along with dates that support the period of time the student was absent.

First Day of Studies:

Students must ensure they are present on their first day of studies. Students who miss their first day of studies with no notice may forfeit their seat in a program. The College will immediately contact a student who is not present for their first day of studies to confirm their plan to commence studies. If the College is unable to contact the student, they may have their enrollment canceled and be subject to tuition fee penalties as per the Tuition Fee and Refund Policy (p. 47).

Any international student absent for their first day of attendance will have their agent notified, who will then attempt to contact the student. Should no contact be made, or the student not confirm their start and attend their next session, they may have their enrolment canceled and be subject to tuition fee penalties as per the Tuition Fee and Refund Policy (p. 47).

Excessive Absence:

Students are expected to be in attendance for the entire session of their classes every day they are scheduled. Failure to do so may be deemed excessive absenteeism. Excessive absenteeism occurs when a student demonstrates a consist pattern of missing scheduled class sessions or a portion of scheduled class sessions.

This includes but may not be limited to:

1. Frequent (3 or more instances per course) unscheduled and unexplained absences
2. Frequent (3 or more instances per course) tardiness including late arrivals or early departures

Students violating the College's attendance policy may face the following:

1. A verbal warning for more than one unexplained absence
2. A written warning letter for three to five consecutive days of unexplained absences or erratic absences that results in overall attendance in a course or program to fall below 70%
3. A final written warning if a student has six consecutive days of unexplained absences or not improved overall attendance within an established time frame.

4. Dismissal from the College after two consecutive weeks of unexplained absences or failure to improve attendance after two written warnings.

Attendance is tracked by the hour and may be used for reporting purposes to the following organizations: Immigration, Refugees and Citizenship Canada (IRCC), Student Loans, Employment and Social Development Canada (ESDC), WorkBC, WorkSafe BC, and any other funding sponsorship organization.

StudentAid BC Attendance Guidelines:

In addition to the College's Attendance Policy, students receiving funding through StudentAid BC (SABC) must also ensure they maintain good standing as per SABC's attendance guidelines for full-time studies:

Students must be reported to StudentAid BC as a withdrawal by the institution if any of the following scenarios apply:

1. The student does not attend any instructional hours for two consecutive calendar weeks (Sunday to Saturday);
2. The student attends less than 12 hours per week for three consecutive calendar weeks (Sunday to Saturday); and/or
3. The student is absent for sufficient hours/days that the institution determines that the student cannot successfully complete the program.

NOTE: Students receiving student loan funding outside of BC should ensure they are familiar with their home province's student aid attendance policies.

Academic Probation Policy

Role(s) Responsible for Enforcement: Campus Director and/or Senior Management

Policy:

All students are expected to maintain continuous progress in their studies while enrolled in a program at Cambria College. Students while not falling under the grounds for immediate dismissal, may be placed on an Academic Probation for any of the following infractions or combination of infractions:

- Failure to achieve the minimum passing grade in two or more modules at any point during the program.
- Failure to maintain a cumulative overall attendance of 70% or greater during the study period. Exempt from this policy would be extenuating circumstances discussed and approved by the Campus Director (i.e., temporary medical leave).
- Failure to uphold the terms of the Academic Policy, Cambria College Code of Professionalism, Ethical Conduct Policy or Respectful and Fair Treatment of Students Policy.

When a student is to be placed on Academic Probation, the following procedure will be followed:

1. The Campus Director will conduct a review of the student's overall progress in their program, identifying what infractions have occurred. This may include interviews or discussions with the student's instructor and/or any administrative staff that had been in direct support of the student.
2. The Campus Director will formulate an action plan to be included in the formal academic probation notice. This will include any applicable dates or deadlines that the student must adhere to.
3. A formal academic probation letter will be prepared outlining the specific infractions the student has committed including any specific details such as grades or attendance percentage. The letter will also outline what corrective actions must be taken for the student as well as any fees to be paid (if applicable) in order to be removed from academic probation.
4. The Campus Director will invite the student for a meeting to discuss their progress in the program and review the academic probation letter in detail.
5. Both the student and the Campus Director will sign the academic probation notice. A copy will be provided to the student, to the Campus Director, and a copy will be placed in the student's records.

6. The Campus Director will conduct a follow-up review of the student's progress no more than 30 days after the date academic probation was delivered at which time the following may occur:
 - The student is removed from academic probation due to successful completion of the action plan,
 - The student's academic probation period is extended, or
 - The student is dismissed from the program.

Dismissal Policy

Role(s) Responsible for Enforcement: Campus Director and/or Senior Management

Policy:

Cambria College expects all students to adhere to the policies outlined in this Student Handbook. A failure to adhere to one or a combination of these policies may lead to dismissal from their program of study. Student dismissal may occur for any of the following reasons:

- Falsification of any documents used in determining eligibility for admission in Cambria College
- Failure to maintain satisfactory academic progress, the inability to benefit from the program, missed assignments, projects and papers, or achieving below the minimum requirement mark to pass the course(s).
- Violation of the Ethical Conduct Policy
- Violation of Attendance Policy including: poor attendance, excessive absenteeism, unauthorized absence from studies.
- Violation of internet policy
- Failing to meet the Cambria College Code of Professionalism
- Lack of professional demeanor towards Cambria staff, students, or host work experience company and/or staff
- Failing to improve scholastic standing while on academic probation
- Outstanding school fees and/or Financial Probation

Students will be subject to immediate dismissal from the College for any of the following if substantiated:

- Violation of the Misconduct and Sexual Misconduct Policies
- Conviction of a criminal act while in attendance at the College
- Verbal abuse or threats
- Vandalism of College property
- Theft
- Under the influence or in the possession of any illegal drugs, alcohol, or mood-altering substances at the institution

Students wishing to appeal a dismissal must follow the College's Dispute Resolution Policy outlined in the Student Handbook.

Dismissal Procedure:

1. All concerns relating to student conduct shall be brought forward to the attention of the Campus Director of the location which the student attends. In the absence of a Campus Director, a member of the senior management team will address the student.
2. The Campus Director will arrange to meet with the student to discuss the concerns that have led to the grounds for potential dismissal within 7 days of the concerns being brought to their attention.
3. After meeting with the student, the Campus Director will conduct any additional investigation necessary to determine if the concerns are substantiated, completing this process within 7 days of the initial meeting.
4. After reaching a conclusion the Campus Director may do the following:
 - a. Provide a written affirmation to the student that the concerns are not substantiated.
 - b. If the concerns are substantiated,
 - i. Provide a written warning outlining policy violated as well as the potential consequences of further violation
 - ii. Provide the student a written notice of Academic Probation outlining the policy/policies violated, corrective actions required to be removed from probation, a future date at which point the student's progress will be reviewed and potential consequence of further violation including dismissal.
 - iii. Dismiss the student from the program.
5. Any written documentation prepared by the Campus Director will be presented to the student and require their signature as acknowledgement that they received the documentation. The student is provided with a copy of the documentation and a copy is placed in the student's file.
6. If it is the decision of the Campus Director to dismiss the student, the Campus Director will meet with the student to dismiss him/her from the College. A notice of dismissal will be issued to the student along with a calculation of the refund due or fees owing depending on the student's fees paid to the College at the time of dismissal.
7. If a refund is due, the College will issue a refund to the student within 30 days of the dismissal date.
8. If the student owes fees to the College, they will be required to contact the Campus Director to discuss payment arrangements. Failure to do so may result in the student's account being sent to collections.

NOTE: The student is required to sign any documentation to confirm receipt from the Campus Director. If a student refuses to sign documentation, they will not be permitted to return to class or their work experience. If a student does not agree with the determination, they are required to follow the procedures outlined in the Dispute Resolution policy.

Immediate Dismissal Procedure:

1. All concerns relating to student conduct shall be brought forward to the attention of the Campus Director of the location which the student attends. In the absence of a Campus Director, a member of the senior management team will address the student.
2. The Campus Director will immediately remove the student from class and discuss the misconduct of concern.
3. If necessary, the Campus Director will conduct any further inquiries to determine if the concerns are substantiated.
4. If substantiated, the Campus Director will immediately provide the student with a notice of dismissal.
5. A calculation of the refund owing or tuition due will be provided to the student in person or via email no later than 5 days after the dismissal date.
6. If a refund is due, the College will issue a refund to the student within 30 days of the dismissal date.
7. If the student owes fees to the College, they will be required to contact the Campus Director to discuss payment arrangements. Failure to do so may result in the student's account being sent to collections.

Dispute Resolution Policy

Role(s) Responsible for Enforcement: Campus Director and/or Management (if applicable)

Policy:

1. This policy governs complaints from students respecting Cambria College and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:
 - All student complaints must be made in writing.
 - The student must provide the written complaint to the Campus Director (or Acting Campus Director) of the respective location (Victoria Campus – Jordan Batchelor jordan.batchelor@cambriacollege.ca or Vancouver & Surrey Campuses – Zoraida Alsoweis Carrasco zoraida.alsoweiscarrasco@cambriacollege.ca who is responsible for making an initial determination in respect of complaints. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Chief Operating Officer Dylan Matter (dylan.matter@cambriacollege.ca).
4. The Campus Director will review any complaints and consult with Senior Management if deemed necessary.
5. The process by which the student complaint will be handled is as follows:
 - Within 5 school days of receiving the complaint, the Campus Director will arrange to meet with the student to discuss the concern(s).
 - Following the meeting with the student, the Campus Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
 - Any necessary inquiries or investigations shall be completed within 10 school days of the initial meeting with the student. This timeline can be extended with the approval of Senior Management if the complaint is deemed complicated and requires additional time.
 - The Campus Director will meet with the student and/or other persons and do one of the following:
 - Determine that the concern(s) were not substantiated; or
 - Determine that the concern(s) were substantiated, in whole or in part.

- The Campus Director will prepare a written summary of the determination and a report of what action(s) may be taken. This summary and report will be reviewed and approved by the Senior Management.
 - A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file. If the student is under 19 years of age, a copy will be sent to their guardian/ parent.
 - Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.
6. The student making the complaint may be represented by an agent or a lawyer.
7. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the College regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (<https://www.privatetraininginstitutions.gov.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. Note: This filing is only applicable for programs requiring PTIB approval.

Ethical Conduct Policy

Role(s) Responsible for Enforcement: Cambria Director and Instructors

Policy:

Ethical conduct refers to the way a student conducts themselves during their time studying at Cambria College. A student will be deemed to have violated this policy when it is confirmed that they have cheated on any formal submission of course work. This includes, but is not limited to research papers, essays, homework, assignments, quizzes, exams, presentations, etc. Forms of cheating include, but are not limited to the following:

1. Plagiarism – the use of words, ideas, distortion of the truth, or improper use of another’s work without crediting the original source to obtain an academic advantage. Work that is considered to be either a direct text copy, copy and paste, not cited, cited incorrectly, has been previously submitted for marks, or any other variation may be returned to the student and marked as an automatic FAIL, 0%. This may range from an entire assignment or specific passages within an assignment, taken without appropriate acknowledgement.
2. Cheating – the unauthorized use or attempted use of material, information, notes, study aids, devices or communication during an academic exercise.
3. Impersonation – using a student’s identity to gain academic advancement for the student or outsourcing work to either an organization or a person for academic advancement and claiming it as original work.
4. Deception – providing false or misleading information regarding a formal submission. An example of deception could include false reasoning for not submitting an assignment or claiming an assignment was submitted.
5. Bribery or paid services – providing or receiving information for academic advancement with monetary value or some other non-monetary exchange is involved and has altered the behaviour of the recipient or influenced the action of a College employee.

It is a student’s responsibility to ensure they understand the Ethical Conduct policy and act in accordance to this policy at all times. Every student is responsible for the course work they produce, and at times of uncertainty about their course work, they should consult their instructor.

A student who has been identified to have violated the Ethical Conduct Policy at any point during their studies will face corrective action up to and including possible dismissal from the College. Should the College offer leniency; a student will be placed on Academic Probation.

Fee Payment Policy

Role(s) Responsible for Enforcement: Cambria Finance Department, Campus Director, and Senior Management

Policy:

Cambria College provides flexible fee payment options for its students. At the time of enrolment students will be provided a payment schedule (a minimum of 2 equal installments for the program of study), with the amounts to be paid and the dates that those payments are due. Once the student has commenced their studies, they are expected to adhere to these established dates and payment amounts. Students who fail to uphold the terms of the Fee Payment Policy may be placed on Financial Probation. All payments must be made in Canadian Dollars (CDN).

Funded Students (Domestic only):

If receiving financial assistance to pay for schooling through programs such as: student loans, Work BC sponsoring programs, WorkSafeBC vocational rehabilitation programs, and Indigenous Band funding, students are responsible for ensuring all steps are taken so that funding is available for fee payment as per their payment schedule.

Self-Pay (Domestic and International):

Self-paying students are responsible for ensuring the full payment installment is received on or before the due date established at the time of enrolment. Fees may be paid to the College in the following methods: Debit*, Credit, Cheque, Certified Cheque, Money Order/Bank Draft, Bank Transfer or Wire Transfer.

**Note: Most Canadian Banks have a daily limit of \$1000.00 in debit transactions.*

Cash Payments:

Due to the rising concern of money laundering activities in British Columbia, including in the post-secondary system, a single student may provide cash payments to a maximum amount of \$1000 for their entire program. The balance of the student's program fees must be paid by one of the aforementioned methods above.

Maintaining Good Financial Standing:

Students who are paying for their program fees directly to the College are required to have all program fees paid in full a minimum of 8 weeks prior to a work experience practicum or co-op.

Students with outstanding fees will not be eligible to attend practicum or co-op work experiences which can have a significant impact on their program outcome.

Students enrolled in a program with no work experience must have their fees paid in full a minimum of 8 weeks prior to their program completion date.

Repercussions of Poor Financial Standing:

Students who fall into poor financial standing with the College may have adverse effects to their studies at Cambria College. If in poor financial standing, the following may occur:

- The student is placed on financial probation
- The student is ineligible to receive official transcripts, certificate/diplomas, or any other Cambria documentation
- The student's studies are suspended until outstanding fees are paid
- The student is dismissed from the College

Financial Probation

A student with outstanding fees OR who has had an excessive number of late payments may be placed on Financial Probation. Financial Probation is an official warning of dismissal if outstanding fees are not paid by a set date. Students on financial probation may also have their studies suspended until their outstanding fees are paid in full.

The following procedure will be conducted by Cambria College's finance department when a student has outstanding school fees.

1. The Cambria College finance department will notify the student via email that their payment(s) are overdue and must be paid in full within 7 calendar days from the date the email was sent.
2. If the student does not pay the outstanding fees in full or does not respond to the finance department's communication, a second written notice will be issued to the student requesting immediate payment for the outstanding balance owing.
3. If the student does not pay the outstanding fees in full or does not respond to the finance department's communication within 7 calendar days, the student will be placed on Financial Probation.

A notice of Financial Probation will be sent to the student as well as the Campus Director as a final warning outlining the full amount outstanding and a final due date that the fees must be paid. A copy of the notice will be provided to the Campus Director, student, and a copy will be stored in the student's records.

If the student has a history of not adhering to the Fee Payment Policy, they may also have their studies suspended as part of the Financial Probation.

4. When the student pays all outstanding fees by the deadline in the Financial Probation notice, they will be removed from Financial Probation.
5. If the student does not pay all outstanding fees by the deadline in the Financial Probation notice, the Finance Department will notify the Campus Director and a notice of dismissal will be issued to the student.

Grade Appeal Policy

Role(s) Responsible for Enforcement: Instructor, Campus Director, and Director of Education

Policy:

If a student is not satisfied with the grades or marks of a weighted assignment, quiz, test, presentation, or exam they may appeal the mark awarded. Unweighted schoolwork that does not impact an overall grade in a course cannot be appealed.

Students have 30 calendar days from the date that their marks were received/posted to appeal the grade. The following steps to appeal a grade must be taken:

1. If dissatisfied with a grade received, the student needs to gather evidence that warrants a higher grade is warranted.
2. The student is expected to first submit a request to meet and discuss their appeal with their instructor while providing to that instructor the evidence they believe warrants an adjustment. The instructor will reconsider the grade and, if warranted, assign a different grade.
3. If the student is not satisfied with the outcome of their appeal to the instructor, they should submit a written appeal to the Director of Education.
4. The Director of Education will obtain a copy of the evaluation conducted by the instructor and have it re-evaluated by another instructor.
5. If the outcome of the review results in a higher grade the student will receive this as a higher mark. If the review results in a lower grade, the original grade will remain the final mark.
6. If the Senior Education reviews the grade appeal, the grade assigned following the re-evaluation and review will be the final mark and cannot be appealed further.



Misconduct Policy (Bullying & Harassment)

Role(s) Responsible for Enforcement: All Cambria College Employees

Policy:

Cambria College is committed to providing an environment that is free from sexual harassment and other types of discriminatory harassment. Employees, students, and staff are expected to conduct themselves in a professional manner that is consistent with the Code of Conduct.

Prohibition of Bullying and Other Types of Harassment:

It is also against Cambria College's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category or reason (or that of the individual's relatives, friends, or associates) that:

1. Has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working or learning environment.
2. Has the purpose or effect of unreasonably interfering with an individual's work or academic performance; or
3. Otherwise adversely affects an individual's employment opportunities or ability to successfully complete their training at Cambria College .

Depending on the circumstances, the following conduct may constitute bullying and discriminatory (or other) harassment:

1. Epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and
2. Written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, physical or virtual classrooms, public forums (i.e. social media platforms like Facebook), or placed anywhere in Cambria College's premises such as on an employee or student's desk or workspace or on Cambria College's equipment or bulletin boards.

Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above. Bullying includes but is not limited to: verbal



aggression or insults, calling of derogatory names, harmful hazing, or initiation practices, vandalizing personal belongings and spreading malicious rumors.

It is also against Cambria College's policy to retaliate against a student for filing a complaint of bullying or discriminatory (or other) harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment:

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment or bullying by any employee of Cambria College, you should report the incident immediately to the Campus Director (Victoria Campus – Jordan Batchelor jordan.batchelor@cambriacollege.ca or Vancouver & Surrey Campuses – Zoraida Alsoweis-Carrasco zoraida.alsoweiscarrasco@cambriacollege.ca). Possible harassment by others with whom Cambria College has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

Cambria College will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. Cambria College's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred.

If Cambria College determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, dismissal, or termination.

Individuals who report violations of this policy and those who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, Cambria College will inform the individual who made the complaint of the results of the investigation.

For sexual harassment or misconduct concerns, please refer to the Sexual Misconduct Policy (page 34).

Privacy Policy

Role(s) Responsible for Enforcement: Campus Director

Policy:

Cambria College collects student's personal information for the following reasons:

- To maintain student records as required by PTIB.
- To maintain student records as required by SABC
- To maintain and report on student records as required by IRCC
- To keep students/graduates informed of activities of the school.
- To issue T2202 in accordance with Canada Revenue Agency
- To collect employment and program satisfaction information from graduates
- To provide employment opportunity information to graduates.
- To keep Student Loan funded graduates up to date on Student Loan Policies for repayment.

A student's personal information is not used for any other purpose unless the student expressly gives written permission.

Cambria College retains the full student file for a period of eight (8) years following the student's withdrawal, dismissal, or graduation date. After 8 years, the full student record is destroyed using a secure destruction method. Cambria College uploads and archives a copy of the student's enrolment contract(s), transcripts, credential (if any) to an approved third party.

Releasing Information:

If the student wishes to authorize a third-party access to their records, they must provide the institution authorization in writing. The College will not release information to any person not previously authorized by the student unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation. A fee of \$100 will apply for the reproduction of a file.

Sexual Misconduct Policy

Role(s) Responsible for Enforcement: All Cambria College Employees

Policy:

1. Cambria College is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including 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 photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment or bullying by any employee of Cambria College, you should report the incident immediately to your Campus Director (Jordan Batchelor – Victoria - jordan.batchelor@cambriacollege.ca or Zoraida Alsowais-Carrasco – Vancouver/Surrey – zoraida.alsowaiscarrasco@cambriacollege.ca). Possible harassment by others with whom Cambria College has a business relationship,

including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - The College will acknowledge receipt of the complaint within 3 business days and immediately activate an investigation.
 - Cambria College will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation.
 - Upon completion of the investigation, a formal report will be prepared by the Campus Director including a recommended course of action.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
 - The report will provide a summary of the claims made by the student as well as the findings as it relates to the claim following any interviews that have taken place. The Campus Director will then provide an opinion as to whether they agree if the policy has been violated and recommend what action should be taken.
 - The report will be submitted to the Chief Operating Officer (Dylan Matter - dylan.matter@cambriacollege.ca) no later than 7 days after the final interview during the investigation. In the absence of Mr. Matter or if the complaint includes Mr. Matter, the report will be submitted to Managing Director, Varun Kaura (varun.kaura@cambriacollege.ca).
 - The Chief Operating Officer will review the report to determine if the recommendation course of action is appropriate or requires any revisions.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - Once the report has been reviewed and a course of action has been determined, the Chief Operating Officer will provide a formal response within a reasonable timeframe confirming the next course of action in writing.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. 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.
11. 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:

12. If an individual is at imminent risk of severe or life-threatening self-harm.
13. If an individual is at imminent risk of harming another.
14. There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
15. Where reporting is required by law.
16. Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.



Student Internet Use, Monitoring & Filtering Policy

Role(s) Responsible for Enforcement: Campus Director

Policy:

1.0 Purpose

The purpose of this policy is to define standards for systems that monitor and limit web use from any host within Cambria College's network. These standards are designed to ensure students use the Internet in a safe and responsible manner and ensure that student web use can be monitored or researched during an incident.

2.0 Scope

This policy applies to all Cambria College students, customers, guests, and vendors with a Cambria College-owned or personally owned computer or devices connected to the Cambria College student network. This policy applies to all end user-initiated communications between Cambria College network and the Internet, including web browsing, instant messaging, file transfer, file sharing, and other standard and proprietary protocols.

3.0 Policy

3.1 Web Site Monitoring

Cambria College shall monitor Internet use from all computers and devices connected to the student network. For all traffic, the monitoring system will record the source IP Address, the date, the time, the protocol, and the destination site or server. Where possible, the system will record the User ID of the person or account initiating the traffic. Internet Use records will be preserved for 180 days.

3.2 Access to Web Site Monitoring Reports

General trending and activity reports will be made available to any user as needed upon request to Cambria College. Cambria College members may access all reports and data if necessary to respond to a security incident.

3.3 Internet Use Filtering System

Cambria College shall block access to Internet websites and protocols that are deemed inappropriate for the College environment. The following protocols and categories of websites will be blocked:

- Adult/Sexually Explicit Material
- Advertisements & Pop-Ups
- Chat and Instant Messaging
- Gambling
- Hacking
- Illegal Drugs
- Intimate Apparel and Swimwear
- Peer to Peer File Sharing



- Personals and Dating
- Social Network Services
- SPAM, Phishing and Fraud
- Spyware
- Tasteless and Offensive Content
- Violence, Intolerance and Hate
- Web Based Email

3.4 Internet Use Filtering Rule Changes

Cambria College shall periodically review and recommend changes to web and protocol filtering rules. Changes to web and protocol filtering rules will be recorded in the Internet Use Monitoring and Filtering Policy.

3.5 Internet Use Filtering Exceptions

If a site is mis-categorized, students may request the site be unblocked by submitting a request to the College. Cambria College will review the request and unblock the site if it is mis-categorized. Students may access blocked sites with permission if appropriate and necessary for academic purposes. If a student requires access to a site that is blocked and appropriately categorized, they must submit a request to Cambria College. Cambria College will unblock that site or category for that student only.

4.0 Enforcement

Cambria College will periodically review Internet use monitoring and filtering systems and processes to ensure they are in compliance with this policy. Any student found to have violated this policy may be subject to disciplinary action, up to and including withdrawal from their program.

5.0 Definitions

Internet Filtering – Using technology that monitors each instance of communication between devices on the corporate network and the Internet and blocks traffic that matches specific rules.

- **User ID** – Username or other identifier used when an associate logs into the student network.
- **IP Address** – Unique network address assigned to each device to allow it to communicate with other devices on the network or Internet.
- **SMTP** – Simple Mail Transfer Protocol. The Internet Protocol that facilitates the exchange of mail messages between Internet mail servers.
- **Peer to Peer File Sharing** – Services or protocols such as BitTorrent and Kazaa that allow Internet connected hosts to make files available to or download files from other hosts.
- **Social Networking Services** – Internet sites such as Twitter and Facebook that allow users to post content, chat, and interact in online communities.
- **SPAM** – Unsolicited Internet Email. SPAM sites are websites linked to unsolicited Internet mail messages.

- **Phishing** – attempting to fraudulently acquire sensitive information by masquerading as a trusted entity in an electronic communication.
- **Hacking** – Sites that provide content about breaking or subverting computer security controls.

Tuition and Fee Refund Policy

Role(s) Responsible for Enforcement: Campus Director

Policy:

Cambria College’s Tuition and Fee Refund policy follows the mandated policy of the Private Training Institutions Branch (PTIB). This policy is included as a mandatory requirement and found within all enrolment contracts for Cambria College.

REFUND POLICY	
APPROVED PROGRAMS – IN-CLASS OR COMBINED DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date 	100% tuition and all related fees, 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"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than distance-education-only programs):	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition.
<ul style="list-style-type: none"> After the program start date, and after more than 10% but before 30% of instruction hours have been provided. 	Institution may retain up to 50% of tuition.
<ul style="list-style-type: none"> After the program start date, and 30% or more of the hours have been provided. 	No refund due.

Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid.
Institution receives evidence a study permit was denied (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
APPROVED PROGRAMS – DISTANCE DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal: <ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date 	100% tuition and all related fees, other than application fee.
<ul style="list-style-type: none"> Student has completed no more than 30% of the program. 	Institution may retain up to 70% of the tuition paid.
<ul style="list-style-type: none"> Student has completed more than 30% but less than 50% of the program. 	Institution may retain up to 50% of the tuition paid.
<ul style="list-style-type: none"> Student has completed 50% or more of the program. 	No refund due.
<p>Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.</p>	

Institutions must 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).

Work Experience Policy

Role(s) Responsible for Enforcement: Campus Director, Program Coordinators, Work Experience Coordinator

Policy:

Work Experiences are an integral and mandatory part of any program in which they are provided. They provide students the opportunity to gain practical skills relevant to the learning objectives of their program. Students must ensure they have made the necessary adjustments in their work and personal schedules to ensure they are able to complete their work experience during its scheduled period.

There are different kinds of work experiences and what type a student may have depends on the program they are enrolled in.

What to expect from your work experience:

- **Cambria does not guarantee placement with any host or provider:** While every effort will be made to accommodate a desired placement, the College does not guarantee placement at a specific business, facility or provider based on the student's preference.
- **Placement may be anywhere in the Lower Mainland (Vancouver, Richmond, and Surrey Campus) or Greater Victoria (Victoria Campus):** Students should be prepared to commute up to 1 hour to their work experience. While every effort will be made to accommodate desired locations, if options in a specific city or town are not available, the College must look to other neighbouring cities or town until placement is found.
- **The College does not guarantee employment after graduation:** It is common for work experience hosts to offer employment to students who just completed their work experience with them. However, we cannot guarantee this will happen for all students. Even if your host is not hiring, they still may be a vital reference for you in seeking employment at a different employer. For this reason, students should always do their absolute best to make a positive impression on their work experience host.
- **Students are expected to work the shifts and timings they are provided by a host so long as it is in alignment with BC Employment standards:** Students should ensure they are on-time (arrive at least 5 minutes before your shift) and ready to work based on the schedule they are provided. It is the student's responsibility, not the host, to be flexible with scheduling.
- **A work experience host has the right to terminate a placement with a student:** If a host feels a student is proving to be a risk or negative detriment to the wellbeing of their business, they will contact your work experience coordinator and/or Campus Director. If

it is deemed their concerns are validated, the student will be contacted by the College to discuss the concern. If it is deemed there is no way to rectify the concerns the host has communicated, the student will be pulled from their work experience. Depending on the nature of the concern, this may result in the student failing their work experience, being required to find their own replacement, or being dismissed from their program. Causes for dismissal from a work experience may include (but are not limited to):

- Poor attendance (excessive tardiness, missing shifts, leaving shifts early without permission to do)
- Behavioural concerns such as: arguing with supervisors and/or staff at the host site, ignoring directions, unwillingness to engage in job duties, poor work ethic, consistently asking to leave work early or changing schedules/availability.

Work Experience Type:	Description:	Cambria Programs:
Practicum	<ul style="list-style-type: none"> ● Consists of no more than 20% of the hours of instruction, and ● Does not provide a payment to the student 	<ul style="list-style-type: none"> - Dental Office Admin - Education Assistant - Health Care Assistant (60 hours) - Medical Laboratory Assistant - Medical Office Assistant - Social Services & Community Support Worker
Clinical Placement	<ul style="list-style-type: none"> ● Leads to employment in a health-related career ● Has no more than 12 students supervised by 1 instructor and, ● Consists of no more than 50% of the total hours of instruction 	<ul style="list-style-type: none"> - Health Care Assistant (210 hours)
Cooperative Placement (Co-Op)	<ul style="list-style-type: none"> ● Consists of no more than 50% of the total hours of instruction, and ● Provides a payment to the student 	<ul style="list-style-type: none"> - Hospitality Management with Co-op - Digital Business Management with Co-op

Work Experience Requirements:

The general requirements for participation in the work experience are as follows:

- Successful completion of all theory components including pre-practice certifications (FoodSafe, First Aid/CPR, WHMIS, Non-Violent Crisis Prevention)
- In good financial standing with the College
- International Only: A valid study permit and valid Co-op work permit

Program Specific Work Experience Requirements:

In addition to the general requirements above, students must also provide to the College any program specific pre-practice requirements *prior* to the work experience.

Program:	Pre-practice Requirements:
Education Assistant	<ul style="list-style-type: none"> • Clear CRRP Criminal Record Check
Health Care Assistant	<ul style="list-style-type: none"> • Clear CRRP Criminal Record Check • Proof of negative TB test • Complete a Health Status Declaration • Provide an up-to-date immunization record & may be required to meet the Health Authority recommendations • Food Safe Certification • Standard First Aid/CPR Level C and AED Certification (Red Cross or St.Johns) • WHMIS Certification
Medical Laboratory Assistant	<ul style="list-style-type: none"> • Clear CRRP Criminal Record Check • Proof of negative TB test • Proof of immunizations (Pertussis, Diphtheria, Tetanus, Polio, Measles/Mumps/Rubella, Chicken Pox, Hepatitis B, Influenza) • N95 Mask Fit testing
Social Services & Community Support Worker	<ul style="list-style-type: none"> • Clear CRRP Criminal Record Check • Proof of immunizations

CRRP - Province of BC Criminal Records Review Program (vulnerable adults and children)

Work Experience Placement Process:

The process by which the student will be placed in a work experience is as follows:

Practicum & Co-op:

1. Students are required to submit their updated resume and cover letter to their placement coordinator at least 8 weeks prior to their expected work experience start date.
2. Students will have a consultation with their work experience coordinator to discuss any unique requests or considerations as it pertains to their placement. This may take place in person, by video conference, phone call or email.
3. The work experience coordinator will then provide student placements or interviews at potential host sites.
4. Once a placement is confirmed, Cambria College, the student, and the host organization, will enter into a written agreement detailing each party's responsibilities and the activities the student will undertake during the work experience.

5. A copy of the agreement will be provided to the student before the start date of the work experience.

Clinical (HCA):

1. Students are placed into work experiences with consideration of the site's maximum capacity numbers, location, and suitability.
2. Once a placement is confirmed, Cambria College, the student, and the host organization, will enter into a written agreement detailing each party's responsibilities and the activities the student will undertake during the work experience.
3. A copy of the agreement will be provided to the student before the start date of the work experience.

Evaluation:

The process by which the student will be evaluated in relation to the work experience component is a combination of some or all metrics as follows:

1. Learning Outcome Verification Forms or Work Experience Training Plan with mandated hours completed.
2. HCA Only: Skills Check Summary sign off.
3. Professional Rubrics
4. Satisfactory completion of all assignments
5. Feedback and evaluation forms

The student will be provided with at least one written evaluation in relation to the work experience component. Cambria College will monitor the student during the work experience by reviewing the total hours where the student is attending the work experience; and each week whether the student is meeting the learning objectives of the program.



Acknowledgement of Receipt

With my signature on this document, I acknowledge that I have received, read, and understand the general information and policies as contained in my copy of the Cambria College student Handbook.

Student Name

Student Signature

Date

(Copy to be placed in student file)

