



# Strava College

## **STUDENT HANDBOOK**

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# Welcome to Strava College

Strava College (SC) Student Handbook has been prepared to help orientate you to the SC community. It provides basic information, standards and expectations. It identifies various offices, departments, services, personnel, policies and guidelines. There is a wealth of valuable information in the handbook to help you know, understand and fully participate in the community you have joined. We expect all students to familiarize themselves with college policies and to ask the appropriate staff or faculty members if they need further information or explanations.

SC asks that you, as a student and valued member of our community, aspire to live to the expectations and responsibilities of the community regarding daily living and interaction. Policies can be downloaded at [www.stravacollege.ca](http://www.stravacollege.ca) and are posted on college noticeboards. Please keep in mind that all policies are subject to change without notice.

It is our hope that your time at SC, both in and out of the classroom, will be characterized by holistic growth, development, and life-long relationships. You have exciting and enriching opportunities before you.

We are glad you are here.

## Strava Mission

*"Empowering lives through education for global citizenship and economic independence."*

## Strava Vision

*Our college aims to provide a learning environment focused on students, emphasizing diversity, respect, authenticity, integrity, and quality.*

## Strava College Code of Conduct

*Discriminatory conduct and harassment based on gender, sex, sexual orientation, race, marital status, religion, and age is contrary to Human Rights Legislation, both federal and provincial and will not be tolerated. Any student who engages in such activity will be warned. If the behavior persists, the student will be dismissed.*

1. Students will conduct themselves in such a manner so as not to contravene any Federal, Provincial or other relevant regulatory bodies' statutes, rules or Regulations.
2. Students will demonstrate courtesy, politeness and respect for staff members and other students along with anyone on SC premises and/or on work experience sites.
3. Students must dress professionally, clean, and well-groomed. Shoes must be worn at all times.
4. The use of drugs and alcohol is strictly prohibited and could be cause for dismissal. Arrival at school under the influence of drugs or alcohol will be cause to be sent home. Smoking is not permitted on college property.
5. The use of abusive or coarse language is unacceptable.
6. In the event a dispute arises, SC *Dispute Resolution Policy* will govern settlement of the dispute.
7. Students will exercise caution in the use of SC equipment and resources. If damage occurs through blatant neglect or misuse, the college may seek to recover the damage incurred.
8. Students will show respect and acceptance of others' viewpoints and opinions.
9. Do not use cellphones while in class or on work experience sites.
10. SC is an English-speaking environment in all classes; in-person or distance.

## Student Statement of Rights

Strava College is certified with the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary and Future Skills.

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 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 PTIRU 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 PTIRU 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 PTIRU and how to be an informed student, go to: <http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

## Admissions Policy

SC delivers all programs in English. All applicants must have completed Grade 12 (or equivalent) or be a mature student (minimum age of 19 years). All applicants must also have a fair understanding of the English language. **Therefore, all applicants, regardless of their citizenship status or country of origin, must demonstrate an appropriate level of language proficiency.**

Applicants may fulfill the language proficiency requirement by one of the following:

Option 1	<ul style="list-style-type: none"><li>Evidence that 3 years of full-time secondary education (Grades 8-12), or 2 years if the Grades are 10, 11, or 12, have been successfully completed in the program's language of instruction in a country where the language of instruction is one of the principal languages. <i>This may be demonstrated by providing a high school transcript, completion of a BC Adult Graduation program or providing international education credentials recognized through <a href="#">WES</a>, <a href="#">ICES</a>, or <a href="#">IQAS</a>.</i></li></ul>
Option 2	<ul style="list-style-type: none"><li>2 years of full-time post-secondary education* have been completed in the program's language of instruction in a country where the language of instruction is one of the principal languages (includes international education credentials recognized through <a href="#">WES</a>, <a href="#">ICES</a>, and <a href="#">IQAS</a>).</li></ul> <p><i>*Language development courses (i.e., ELL courses) cannot be included in this calculation.</i></p>
Option 3	<ul style="list-style-type: none"><li>Where English is the program's language of instruction, evidence of achievement in a recognized standardized language test/assessment* at an overall level equivalent to IELTS 5.5 (academic) or higher. Test results must be dated no more than two years before the start date of the program. Recognized equivalent tests for IELTS 5.5 Academic are:<ul style="list-style-type: none"><li>TOEFL iBT (Min. score 46),</li><li>Pearson (PTE) Academic (Min Score 43),</li><li>CELPPIP (Listening 6, Speaking 6, Reading 5, and Writing 5),</li><li>Cambridge English Qualifications: B2 First exam (FCE) (Score 160 or "C"),</li><li>Cambridge Lingua skill (Min. overall B2 level),</li><li>LANGUAGECERT Academic (Min. overall B2 level),</li><li>Canadian Academic English Language Assessment (CAEL) (Min Score 40),</li><li>Duolingo English Test (DET) (Min Score 95),</li><li>The Michigan English Test (MET) (Min. overall B2 level),</li><li>iTEP Academic (Min. score 3.5),</li><li>EIKEN (Minimum placement of Grade Pre-1),</li></ul></li><li>All accepted language tests/assessments must be listed with a minimum score/level specified for each. 'Or equivalent' will not be accepted.</li></ul>

	<ul style="list-style-type: none"> <li>Language tests must include assessments of reading, writing, listening, and speaking.</li> </ul> <p><i>*Institutions are not permitted to use in-house (self-developed) language assessments. Unless otherwise approved by the registrar, institutions are expected to utilize standardized language tests that are well established and broadly accepted across the sector (both public and private BC post-secondary institutions). See <a href="#">Section 4. Standardized English language test/assessments</a> for more information.</i></p>
Option 4	<ul style="list-style-type: none"> <li>Evidence of graduation from language program with a minimum grade/level from a Languages Canada accredited institution with an established pathway/articulation agreement allowing direct entry (no further testing required) to a diploma or degree program at a <u>public institution in Canada</u>. The pathway/articulation agreement must be current at the date of enrolment.</li> </ul> <p><i>When considering pathway options, institutions are reminded that they must be ready to provide documentary evidence of a current pathway/articulation agreement between the partner institutions at any time (i.e., a copy of the agreement, or a dated screenshot referring to the partnership from a partner institution's website which is included in the student's record). For this reason, we strongly recommend that institutions only include a pathway agreement as part of their LPR that is established with their own institution.</i></p> <p><i>Documentation of the student's graduation from the pathway program must also be included in the student's record.</i></p>
Option 5	<ul style="list-style-type: none"> <li>Evidence that a language standard defined and accepted by a third-party regulator has been met.</li> </ul> <p><i>This may include minimum language standards or testing options set by a third-party regulator (e.g., Health Colleges, Public Registries, Transport Canada, etc.).</i></p>
Option 6	<p><b><i>Important note: this option may only be applied when:</i></b></p> <ul style="list-style-type: none"> <li><i>English is the program's language of instruction, and</i></li> <li><i>the applicant is a mature domestic student facing barriers, and</i></li> <li><i>the applicant cannot access their educational records or cannot provide sufficient evidence of secondary or post-secondary education as outlined in this policy</i></li> </ul> <p><b><i>Accuplacer:</i></b></p> <ul style="list-style-type: none"> <li>Applicant is 19 years or older at the start of the program and is a Canadian citizen or <u>permanent resident</u>, and</li> <li>Applicant provides attestation that they have completed at least three years of full-time instruction in English* in a country where the English is one of the principal languages, and</li> </ul>

	<ul style="list-style-type: none"><li>▪ Applicant completes an Accuplacer English Assessment (Next Generation: Reading, Writing and WritePlacer) and achieves the following minimum scores:<ul style="list-style-type: none"><li>○ Reading: 230, and</li><li>○ Writing: 230, and</li><li>○ WritePlacer: 4</li></ul></li></ul>
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*\*Language development courses (i.e., ELL courses) cannot be included in this calculation.*

*Accuplacer may not be used to demonstrate that a student meets an admission requirement other than language proficiency. For example, Accuplacer may not be used to demonstrate that a student meets a Math 11 admission requirement.*

The admission requirements cannot be waived by either the student or SC. Specific programs may have additional admission requirements.

In accordance with option 2\* SC *interprets transfer from public institutions as a minimum of 3 courses per semester and a minimum of 4 semesters successfully completed within 2 calendar years for a minimum of 36 credits; or, from a private postsecondary institution a minimum of 600 hours per year for 2 years totaling a minimum of 1200 hours successfully completed within 2 calendar years or refer to the official website of the issuing college for verification.*

## Accommodation for Learning

SC has a commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation. To provide equality of access for students with disabilities, SC may provide accommodations and services to the extent necessary to comply with provincial and federal laws.

The process starts when a student recognizes the need for accommodation due to a disability and submits a formal request. It concludes with the Director's decision to approve or deny the request. Once the required documentation is received, the Director will promptly assess the request. Accommodations, support services, and auxiliary aids will be considered on an individual basis through a thorough evaluation and discussion between the student and the Campus Director.

The Campus Director or designated alternate has discretion to determine what type of professional documentation is necessary, and this may vary depending on the nature and extent of the disability and the accommodation, auxiliary aid and/or services requested.

The College cannot waive any program requirements for admission or graduation of a program.

## Transfer Credit Policy

SC recognizes transferability of courses on a case-by-case basis. To have credits evaluated, students must pay a fee of \$50 and submit their transcripts to the Campus Director and/or alternate who will assess the equivalency of each course taken to SC's course offerings. Students must have a minimum passing mark of 65% on a transfer course for it to be considered. Students may receive a maximum credit of 50% of the entire program they wish to attend at SC. Transfer credit must be requested prior to registration at SC. Transfer credits are accepted from PTIRU's list of English-speaking countries where the language of instruction is one of the principal languages (includes international education credentials recognized through WES, ICES, and IQAS).

American Samoa	Dominica	Lesotho	St. Kitts & Nevis
Anguilla	Falkland Islands	Liberia	St. Lucia
Antigua and Barbuda	Fiji	Malta	St. Vincent & the Grenadines
Australia	Gambia	Mauritius	Tanzania
Bahamas	Ghana	Montserrat	Trinidad & Tobago

Barbados	Gibraltar	New Zealand	Turks & Caicos Islands
Belize	Grenada	Nigeria	Uganda
Bermuda	Guam	Seychelles	United Kingdom
Botswana	Guyana	Sierra Leone	US Virgin Islands
British Virgin Islands	Ireland	Singapore	USA
Canada	Jamaica	South Africa	Zambia
Cayman Islands	Kenya	St. Helena	Zimbabwe

## Program Re-entry Policy

A student who has withdrawn from a program will be assessed on a case-by-case basis for re-entry. A student who was dismissed by SC for academic policy violation, attendance policy violation, and/or failure to meet Strava's Code of Conduct as outlined in the Student Termination/Dismissal/Withdrawal policy in the SC Student Handbook, will need to meet with their Campus Director and/or ~~alternate~~ designate before being considered. Students may expect conditions for reinstatement if they have withdrawn or been dismissed from SC. Students are only permitted a maximum of 1 re-entry in the program within one year from the date of dismissal/termination/ withdrawal-subject to review the circumstances by the campus director and/or designate.

## Schedules

SC College students may access their class schedule through their student portal on Class Track. A class schedule does not constitute a contract between SC 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 20 hours of classes per week. Classes may be scheduled Monday - Saturday, mornings, afternoons or evenings in 4-, 5-, 6-, 7-, or 8-hour blocks depending on the delivery model

### Strava College Student Referral Program

Referrals from SC students are highly valued and regarded as one of the greatest compliments we can receive. We take immense pride in the accomplishments of our students, and it is gratifying to know that we can have a positive influence on the lives of

their friends and family members as well.

If you are a current or former SC student and have a friend or family member interested in our programs, please refer them through the Strava College Referral Program. Should they enroll as a new student, you may be eligible to receive a \$500 award.

You are eligible if:

- The referred student enrolls in a SC program and attends class for 30 days.
- The referred student has paid at least 30% of their total program fees
- Both the referred and referring students' accounts must be in good financial standing.
- The referrer must have permission from the referee to provide their contact information to the college. This will be verified by SC.

The Process:

- Obtain and fill in the Strava College Referral Claim Form from your admissions advisor.
- Once your referral enrolls in a SC program, attends class for 30 days, and has paid at least 30% of their total program fees, you will be contacted by SC to receive your referral bonus.

Terms and Conditions

- Referrals are for domestic enrolments only.
- Students eligible for this program must be self-paying and cannot be applicants to CWRG, PBLMT or any other fully funded government grant program.
- Students who are already registered, attending in session, or graduated cannot be referred.

## **Studying at Strava College**

### **Operating Hours**

SC location office hours are from 9:00 am to 5:00 pm 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 snowfall, please look at SC's social media pages or SC website 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 front office staff and/or other personnel 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 any staff member or emergency response personnel. All students must be accounted for before anyone leaves the location. All students must exit the building by the closest stairwell or exit door and follow 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, follow all instructions from SC staff, and emergency personnel.

### **Holidays and Term Breaks**

SC recognizes Canada's statutory holidays and has a 2-week winter break scheduled for December 21, 2026 to January 2, 2027.

## **Schedules and Schedule Changes**

The scheduling of classes is at the discretion of SC. 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.

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 and/or designate. Payment of the fee does not guarantee a request can be accommodated. No refund will be given if a schedule change cannot be accommodated.

## **Personal Leave and/or Leave of Absence**

Students who are experiencing personal hardship during their studies, thus, impacting successful completion are encouraged to bring this to the attention of their instructor, Campus Director and/or designate. Students who might need a temporary leave of absence for medical, family, or other serious concerns are encouraged to speak with their Instructor, Campus Director, and/or designate.

Strava College may accommodate such concerns and work with students to develop a program completion strategy, taking into account individual circumstances. Consultations are required to assess all relevant factors before establishing a completion plan. A maximum leave of 30 days may be granted. Requests may be reassessed based on individual student circumstances and supporting documentation.

## **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 during activities or events hosted by SC, the following activities are prohibited:

- Any degree of bullying, harassment, discrimination or threatening behaviour.
- 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.

## **Student Activity Form (SAF)**

- This form is used by the college to document any communication with the student to bring their attention to any issues or concerns related to their successful completion of studies, such as (list may not be exhaustive): academic probation, attendance probation, financial probation, course submissions, retakes, rewrites, conduct, etc.
- Campus Director and/ or designate will issue a SAF addressing the issue(s), action(s) needed by the student to provide remedy, and deadlines for improvement.
- Copy will be kept in the student's file.

## **Withdrawing from Strava College**

There may be circumstances in which a student is considering withdrawal from their program of study at SC. This can be for a variety of reasons such as personal matters, change in the desired career path, financial difficulties, etc. In the event a student is considering withdrawal from their program, they are strongly encouraged to contact SC to speak to the Campus Director and/or designate.

They will help students explore solutions to withdrawal concerns and explain the Tuition Fee Refund Policy to ensure they understand the financial impact.

Should the decision still be to withdraw from their program of study, the student is required to submit a written request to SC (an email is acceptable). Upon receipt of this written notice of withdrawal, SC 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, WorkSafeBC) who 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 SC. If any balance owing remains outstanding the student's account may be placed with a collection agency.

## Academic Guidelines

### Student Records

Students' personal information records are governed under the Private Training Institutions Regulatory Unit (PTIRU) and shared for regulatory purposes under Section 61 of the *Private Training Act*. Students' personal information is also governed by federal and provincial privacy legislation. SC maintains records of student's enrolment at SC 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. Records are archived with PTIRU. The 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

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

### Student Information & Learning Management System

SC utilizes an education management system called ClassTrack. This platform is the primary tool for capturing student details such as attendance and grades. For financial information, students should contact Student Aid and/or SC's financial administration team for assistance. Upon enrolling in a program at SC, students will receive their own unique login to the student portal so that they may review their attendance, schedule, and grades.

The same platform is 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 [strava.classtrack.com](http://strava.classtrack.com). If you are unable to access your account, utilize the online chat support or email [info@Stravacollege.ca](mailto:info@Stravacollege.ca)

## **SC Grading System**

SC instructors will evaluate student performance that will formalize a student's success within a course and/or program. SC 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 SC'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.

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

## **Methods of Program Delivery**

SC offers training through three delivery methods: in-class (in-person), distance (online), and combined delivery (in-class and distance). Regardless of the chosen method, all programs are conducted ensuring that sessions occur in real-time with an instructor and fellow classmates.

SC's Attendance Policy is rigorously enforced across all delivery methods, whether in class, online, or combined. Students are required to attend all real-time, instructor-led sessions in both physical and virtual classroom settings.

Students are expected to be fully engaged, whether attending in person or online. This includes being attentive and prepared to participate in discussions, with all necessary tools and resources at hand (e.g., laptop, textbooks, notepads, scrubs).

For those attending distance sessions, it is crucial to be in an environment conducive to learning, ideally a dedicated space that simulates a professional setting where interruptions and distractions are minimized.

During distance sessions, students must have their cameras turned on. If a student fails to do so, they will be reminded by the instructor to activate their camera. Continued non-compliance may result in a deduction of marks. Students who are repeatedly non-responsive with their cameras off will be marked as absent.

Partial absenteeism includes arriving late, leaving early, taking extended breaks, not being attentive (e.g., falling asleep), frequently leaving during the class, or failing to have the camera on during online classes.

# Responsible Use of Generative AI Tools

Generative Artificial Intelligence (GenAI) tools, such as ChatGPT and DALL-E 2, can create new content like text, images, videos, music, and code. At SC we understand the importance of learning to use AI responsibly and ethically. However, using AI-generated content without proper citation is considered a violation of academic integrity.

## Why It Matters:

Using GenAI tools properly can enhance your learning experience and prepare you for future careers. However, it's crucial to use these tools ethically, just like any other resource. The use of AI must be preauthorized by the Instructor for students to use.

## Guidelines for AI Use in Courses:

- **Use Prohibited:** In some courses, you are not allowed to use AI tools for assignments. This means you must complete your work independently, without help from AI or other automated tools. If a student uses AI tools without prior instructor approval, the assignment will receive a grade of zero, and the student may be placed on academic probation upon verification."
- **Use Only with Permission:** In other courses, you can use AI tools, but only if you get your instructor's permission first and properly credit the AI's contribution to your work. Without permission, AI use is not allowed.
- **Use with Acknowledgement:** In certain cases, you can use AI tools if you properly document and credit their use in your assignments.

## Important Reminders:

- **Citing AI:** If you use an AI tool, you must acknowledge it in your work, just like you would cite any other source. Failure to do so could result in academic misconduct. For example, if you use ChatGPT-4, include a citation like: "ChatGPT-4. (YYYY, Month DD of query). 'Text of your query.' Generated using OpenAI. <https://chat.openai.com/>."
- **AI Limitations:** Remember, AI tools often generate unpredictable responses that can't be traced back to a specific author or verified source. Always verify the information AI provides and use it as a supplement, not a primary source.
- **Privacy Concerns:** AI tools may not protect your privacy, so avoid sharing personal information in your prompts.
- **Evolving Technology:** AI technology is rapidly changing, and its output can be unpredictable. Be cautious and always review the AI-generated content critically.

## When in Doubt:

- Think of AI as a helpful assistant, not a replacement for your own work.
- Use AI for brainstorming, organizing ideas, or finding sources, but don't let it do the work for you.
- If you're unsure about using AI, ask your instructor for guidance.

## **Exams and Exam Rewrites**

When an exam (midterm or final) takes place in a course, it will commence and conclude at the scheduled time outlined by the instructor. Students who arrive late may be eligible to 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. The maximum achievable mark may be capped at the minimum passing grade, based on a review of the circumstances leading to late submission, and the student's academic performance.

Students who are absent from an exam for illness or medical reasons must provide a medical note within 5 days. After verification by a Strava College Designate, students must contact the Instructor to reschedule the assessment.

If a student misses an exam and receives a score of '0', they are still required to rewrite the exam to pass the course. The minimum passing grade will be determined based on a review of the circumstances that led to the missed submission.

### **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.
  - Students are not permitted to engage in conversation with classmates, or in the case of online exams, other individuals in their room during an exam. If an instructor observes a student doing so, they will be issued an immediate FAIL for the exam and withdrawn from the testing session. The student will be required to conduct a rewrite of the exam and/or face additional corrective action depending on the severity of the situation.
  - Washroom trips may only be taken by one student at a time

### **Rewrites (Projects, Assignments, Quizzes or Tests)**

Students who do not successfully complete a project, assignment, quiz, or test are eligible for one rewrite, subject to a review of the circumstances that caused the original non-submission.

The rewrite provides a single opportunity to achieve a measurable grade, with the maximum grade capped at the minimum passing mark for the course, as determined by the Instructor, Campus Director, or Designate.

The rewrite due date will be set by the Instructor, Campus Director, or Designate, considering the reasons for the original missed submission, unless otherwise specified.

## 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 subjective to maximum 2 retakes for that course. The course retake fee is applied to students who have either completed the course and wish to challenge again or a student who has failed the course due to not meeting the minimum passing grade and/or excessive absenteeism.

### Course Retake Fees:

Each Course - \$200 per retake attempt. 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.

## 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 SC.

*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. An interim transcript may be issued at a cost of \$50.

## Canada Student Loans/Student Aid BC

SC is a designated institution with Student Aid BC and National Student Loans. As a result, students may apply for a student loan to pay their program fees. Applicable students may also qualify for additional funds to support the cost of living. It is important to note that the primary purpose of a student loan is to pay for all education costs and SC will first ensure school fees are paid in full before issuing additional funds directly to a student.

SC is responsible for screening suitability of applicants who wish to apply for a student loan to ensure they are best positioned to successfully complete their studies and repay their loan upon completion. If it is evident the student is not yet in a stable position to successfully complete their studies (often demonstrated through calculations such as Unmet Financial Need on a student loan application Notice of Assessment), the institution may have further consultations with the student, require a budget/expense reduction plan or postpone admission to a program. These actions are not intended to prevent students from achieving their goal, but instead ensure the student is best set up for success and does not run into financial hardship while attempting to complete their studies.

If there are funds that will be provided to the student, it can take 2-4 weeks for student loan funds to be deposited into a student's bank account from the posted disbursement date on their Notice of Assessment.

The SC 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](http://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.ca](http://csnpe-nslsc.ca) and [canada.ca](http://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. 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 SC for assistance and direction.

## Academic Policy

**Role(s) Responsible for Enforcement:** All Strava College Employees

### Policy:

Students at Strava 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 Strava College:

1. Students must successfully achieve the minimum overall passing mark for all courses and/or micro-credential modules (First Aid, FoodSafe, etc.) Please see individual course outlines for passing marks.
2. All coursework must be submitted by the due date set by the Instructor, Campus Director, or Designate. Exceptions may be considered on a case-by-case basis. The Instructor, Campus Director, or Designate will establish a reasonable submission deadline, and the maximum grade awarded for the late submission may be capped at the minimum passing grade, based on a review of the circumstances.
3. A student that misses a scheduled exam must provide reasonable explanation or evidence of absences to be allowed to write the exam without penalty. If no evidence or explanation is provided, no second attempt or rewrite will be allowed.
4. Students may attempt a maximum of 1 rewrite for any weighted assignment, project, quiz or test, exam in a course.
5. Students who do not achieve the minimum passing grade in a course after using the maximum of two (2) rewrite attempts are not eligible for further retakes of that course. Retaking a course or module may affect student loan eligibility and will result in additional tuition and supply fees, if applicable.
6. Students who unsuccessfully complete a course and/ or micro-credential module may be issued an academic warning or academic probation. Should a student unsuccessfully attempt three courses and/or micro-credentials, they may be dismissed from the College due to failure to maintain satisfactory scholastic progress in their program.
7. A student's success in any program starts with their own level of commitment and focuses on their studies. No program at Strava College is designed with the intent for a student to only attend classes. Students should expect a minimum of 1-2 hours of homework per day depending on their program of study. A student who does not regularly study outside of class time will have a significantly difficult pathway to successfully completing their program.

## Attendance Policy

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

### **Policy:**

Regular attendance is expected in all courses at Strava College, including promptness at the beginning of class and after any break. Because attendance is integral to a successful training experience in any Strava College program, students must maintain a minimum of 60% attendance in all courses as well as an overall attendance average of 60% for their program. Failure to maintain the required 60% attendance per course may result in dismissal from student aid funding.

If a student falls between 50% and 59% attendance per course, they may be placed under attendance probation and a roadmap to success will be prepared in consultation with the Campus Director, student, Instructor and/or designate. If a student's attendance falls below 50% in any course they will be placed under attendance probation, and considered to have failed the course with a maximum of two (2) retakes of that specific course available, explaining the cause(s) for the delinquency, and have a mandatory meeting with the Campus Director and/or designate who will determine if such causes(s) are extenuating (due to medical, life, death, etc.) enough for the student to continue. If the student is permitted to continue, then a roadmap to success will be created to assist the student to catch up on their studies. The student will be reminded that overall attendance must be maintained at 60% by the time studies are completed. A student may attempt no more than three (3) total course retakes throughout the entire program. Students who fall below 60% attendance for three consecutive weeks will be dismissed from the funding as per Student Aid requirements and will have to make financial plans with SC for the balance of any unfunded tuition and/or fees and meet with the Campus Director and/or designate to create a roadmap for successful completion of their studies if they wish to continue their studies.

The student will be reminded that overall attendance must be maintained at 60% by the time studies are completed.

Special accommodation 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 prior to enrolling in a program at SC. This will enable them to always maintain full-time attendance.

Students are required to provide an explanation for absences, and the Instructor, Campus Director and/or designate has the authority to determine if the student's explanation for absences may be recorded as "excused". However, Excused absences may still impact a student's overall attendance percentage for the course or program.

### **Student Responsibilities:**

1. Report any absence due to illness or other reason directly to their instructor, and/or designate via email within 2 hours before the start of a class.
2. Uphold the minimum requirement of 60% overall attendance for each course and the program.
3. Actively participate in class.
4. Provide a doctor's note when absent for more than one consecutive day to the Campus Director and/or designate. This document must include the name of the physician, address, telephone number, and affirmation of a medical issue along with dates that support the period when the student was absent.

### **First Day of Studies:**

Students must ensure they are present on their first day of studies. 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 a student, enrollment may be terminated after two (2) consecutive weeks of unexcused absences. Such terminations may be subject to tuition and fee penalties in accordance with the Tuition Fee and Refund Policy.

### **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 consistent pattern of missing scheduled class sessions or a portion of scheduled class sessions.

### **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 after three consecutive days of unexplained absences.
3. A final written warning if a student has six consecutive days of unexplained absences.
4. Dismissal from the College after two consecutive weeks of unexplained absences or failure to improve attendance after two written warnings.
5. Two (2) consecutive weeks of unexcused absence will be calculated based on the calendar, not on individual course schedules.
6. Holidays are not considered as absences.

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.

### **Student Aid BC Attendance Guidelines:**

In addition to the College's Attendance Policy, students receiving funding through Student Aid must also ensure they maintain good standing as per Student aid's attendance guidelines for full-time studies:

Students must be reported to Student Aid 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.
2. A student's full-time course load is normally defined as at least 60% of a full-time program.
3. The student is absent for sufficient hours/days so that the institution determines that the student cannot successfully complete the program.
4. As per SABC, for students with a permanent, persistent, or prolonged disability, that minimum is lowered to 40 % of a full-time course load for attendance and funding calculations. However, Students receiving student loan funding from outside British Columbia should ensure they are familiar with the attendance policies of their home province's student aid program.

## Academic Probation Policy

**Role(s) Responsible for Enforcement:** Campus Director, International Student Services Coordinator, Designate and/or Senior Management

### **Policy:**

All students are expected to maintain continuous progress in their studies while enrolled in a program at Strava College. If a student is deemed to not be falling under the grounds for immediate dismissal, the College may place them 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 courses at any point during the program. This indicates that the student has completed the course but either failed to achieve the minimum passing grade or did not submit an assignment, project, quiz, test, or exam within the timeline specified by the Instructor, Campus Director, and/ or Designate.
- Failure to maintain a cumulative overall attendance of 60% or greater during the study period. Exempt from this policy would be extenuating circumstances discussed and approved by the Campus Director and/or Designate (i.e., temporary medical leave/ Leave of absence).
- Failure to uphold the terms of the Academic Policy, Attendance Policy, Strava 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 institution's representative 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 have been in direct support of the student.
2. The institution's representative 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 or email will be prepared outlining the specific infractions the student has committed including any specific details such as grades or attendance percentage. This communication will also outline what corrective actions must be taken for the student in order to be removed from academic probation.
4. The institution's representative may schedule a meeting with the student to discuss their program progress and review the academic probation letter in detail.
5. 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 institution's representative will conduct a follow-up review of the student's progress 30 days after the academic probation notice was issued. At that time, the following actions may be taken:
  - 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, Senior Management and/or designate.

### **Policy:**

SC expects all students to adhere to the policies, protocols and procedures outlined in this Student Handbook. A failure to adhere to one or a combination of sections within this handbook may lead to dismissal from the program of study. Student dismissal may occur for any of the following reasons:

- Falsification of any documents used in determining eligibility for admission in Strava College.
  - Failure to maintain satisfactory academic progress, the inability to benefit from the program, missed assignments, projects and exams, or achieving below the minimum marks required to pass the course(s).
  - Violation of the Ethical Conduct Policy
  - Violation of Attendance Policy
  - Violation of Academic Policy, and/or Academic Probation Policy
  - Violation of Student Internet Use, Monitoring & Filtering Policy
  - Failing to meet the Strava College Code of Professionalism
  - Lack of professional demeanor towards Strava staff, students, or host work experience company and/or staff (if applicable).
  - 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, threats or aggressive behaviour towards Strava staff, students, or host work experience company/staff or clients (if applicable).
- 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:**

The College aims to provide students with every opportunity to successfully complete their studies, even in cases of past policy violations or infractions. Depending on the severity of the situation, the College may issue verbal or written warnings, place a student on academic or attendance probation, or dismissal. Each case will be

reviewed individually, and appropriate actions will be taken at the College's discretion.

The Campus Director is responsible for taking into consideration the health, safety and integrity of the learning environment, students, the program, and the institution as a whole. After taking these factors into consideration the Campus Director and/or designate will determine the appropriate action to be taken, including immediate dismissal. The process of performing a dismissal is as follows:

1. All concerns relating to student conduct shall be brought forward to the attention of the Campus Director and/or designate 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. Upon review, the Campus Director will determine if the student is to be dismissed.
2. The Campus Director and/or designate will prepare a notice of dismissal in writing which will contain a description of the basis for dismissal and the effective date. When possible, the Campus Director will hand deliver this notice to the student. If the Campus Director and/or designate is unable to meet with the student in person, a written notice may be delivered in writing by mail or email. A copy will then be placed in the student's file.
3. If a refund is due, the College will issue a refund to the student/student aid and/or to the other designated financial source within 30 days of the dismissal date.
4. If the student owes fees to the College, they will be required to contact the Campus Director and/or designate to discuss payment arrangements. Failure to do so may result in the student's account being sent to collections.

#### **Immediate Dismissal Procedure:**

1. All concerns relating to student conduct shall be brought forward to the attention of the Campus Director and/or designate 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 and/or designate will immediately remove the student from class and discuss the misconduct of concern.
3. If necessary, the Campus Director and/or designate will conduct any further inquiries to determine if the concerns are substantiated.
4. If substantiated, the Campus Director and/or designate will immediately provide the student with a notice of dismissal.
5. If a refund is due, the College will issue a refund to the student within 30 days of the dismissal date.
6. If the student owes fees to the College, they will be required to contact the Campus Director and/or designate 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, Senior Management (if applicable) and/or designate.

### **Policy:**

1. This policy governs complaints from students respecting Strava 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 email [info@stravacollege.ca](mailto:info@stravacollege.ca) in respect of any complaint, and it will be forwarded to the Campus Director and/or designate. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Chief Academic Officer Baljit Dhaliwal ([Baljit.dhaliwal@stravacollege.ca](mailto:Baljit.dhaliwal@stravacollege.ca)).
4. The Campus Director and/or designate 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 and/or designate will arrange to meet with the student to discuss the concern(s).
  - Following the meeting with the student, the Campus Director and/or designate 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 and/or designate 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 Regulatory Unit (<https://www.privatetraininginstitutions.gov.bc.ca/>) Complaints must be filed with PTIRU within one year of program completion or the date a student withdraws or is dismissed.

## **Ethical Conduct Policy**

**Role(s) Responsible for Enforcement:** Campus Director, Instructors and/or designate.

### **Policy:**

Ethical conduct refers to the way a student conducts themselves during their time studying at SC. 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 applies to all forms of coursework, including research papers, essays, homework, assignments, quizzes, exams, and presentations. Cheating may take many forms, including but 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 with 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:** Strava Finance Department, Campus Director, Senior Management and/or designate.

### **Policy:**

SC provides flexible fee payment options for its students. At the time of enrolment, students will be provided a payment schedule if they have a funding plan with SC, or by their respective funding source, i.e. Student Aid or others . There is 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, WorkSafe BC 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.

#### **Maintaining Good Financial Standing:**

Students who pay 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 Strava 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 Strava documentation
- The student's studies are interrupted until outstanding fees are paid
- The student is dismissed from the College

#### Financial Probation Policy:

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 interrupted until their outstanding fees are paid in full.

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

1. The Strava 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 from the second warning, 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 and/or designate 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 and/or designate, 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 interrupted 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 the 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/or designate, and a notice of dismissal will be issued to the student.

## Grade Appeal Policy

**Role(s) Responsible for Enforcement:** Instructor, Campus Director, and Chief Academic Officer and/or designate

### Policy:

If a student is not satisfied with the grades or marks of a weighted assignment, quiz, test, presentation, or exam, they may appeal for 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 they believe warrants a higher grade.
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 may submit a written appeal to the Chief Academic Officer and/or designate.
4. The Chief Academic Officer and/or designate 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 at the final mark.
6. If the Chief Academic Officer and/or designate 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 SC Employees

### **Policy:**

SC 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 SC'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 SC.

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

1. Epithets, slurs, negative stereotyping, jokes, 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 Strava College's premises such as on an employee or student's desk or workspace or on Strava 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 derogatory names, harmful hazing, or initiation practices, vandalizing personal belongings and spreading malicious rumors.

It is also against SC'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 Harassment:**

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment or bullying by any employee of SC, you should report the incident immediately to the Campus Director and/or designate.

Possible harassment by others with whom SC has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

SC 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. SC'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 SC determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, 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, SC 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.*

## Privacy Policy

**Role(s) Responsible for Enforcement:** Campus Director and/or designate

### **Policy:**

SC collects student's personal information for the following reasons:

- To maintain student records as required by PTIRU.
- To maintain student records as required by Student Aid.
- 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.

SC 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.

### **Releasing Information:**

If the student wishes to authorize third-party access to their records, they must provide the institution with authorization in writing. SC 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 Strava College Employees

### **Policy:**

1. SC 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 Strava College, you should report the incident immediately to your Campus Director and/or designate.
  - Possible harassment by others with whom SC 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.
  - SC 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 and/or designate 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 and/or designate 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 (COO) - (Sohena Sahi -- sohena.singh@stravacollege.ca) no later than 7 days after the final interview during the investigation.
  - The COO 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 Designated Official Representative will provide a formal response within a reasonable timeframe confirming the next course of action in writing.
9. In all instances the institution will:
  - Ensure the safety of the victim/survivor.
  - As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.

- Respect the right of the individual to choose the services they consider most appropriate.

10. 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.

11. 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.

12. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

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

## **Student Internet Use, Monitoring & Filtering Policy**

**Role(s) Responsible for Enforcement:** Campus Director and/or designate

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

#### **3.1 Policy**

#### **3.2 Web Site Monitoring**

SC 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.

#### **3.3 Access to Web Site Monitoring Reports**

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

#### **3.4 Internet Use Filtering System**

SC 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

### **3.5 Internet Use Filtering Rule Changes**

SC 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.

### **3.6 Internet Use Filtering Exceptions**

If a site is mis-categorized, students may request the site be unblocked by submitting a request to the College. SC 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 SC. SC will unblock that site or category for that student only.

## **4.0 Enforcement**

SC 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 dismissal from their program.

### **5.1 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, International Student Services Coordinator, Director of Finance

### Policy:

SC's Tuition and Fee Refund policy follows the mandated policy of the Private Training Institutions Regulatory Unit (PTIRU). This policy is included as a mandatory requirement and found within all enrolment contracts for Strava College.

### REFUND POLICY

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"><li>• No later than seven days after student signed the enrolment contract, and</li><li>• Before the program start date.</li></ul>	100% of 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"><li>• More than seven days after student signed the enrolment contract, and</li><li>• Before the program start date.</li></ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"><li>• No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li></ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under

<b>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</b>	<b>Refund Due</b>
<p>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):</p>	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	<p>Institution may retain up to 10% of tuition paid or payable under a <u>contract</u></p>
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	<p>Institution may retain up to 30% of tuition paid or payable under a <u>contract</u></p>
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	<p>Institution may retain up to 50% of tuition paid or payable under a <u>contract</u></p>
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	<p>No refund due</p>
<p>Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely</p>	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition paid <u>under contract</u></p>

<b>Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery</b>	<b>Refund Due</b>
<p>Institution receives a refusal of study permit (applies to international students requiring a</p>	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ul> </li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, <u>assessment fees</u> and
<ul style="list-style-type: none"> <li>• More than seven days after students signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education only programs):	
<ul style="list-style-type: none"> <li>• No later than seven days after the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> no more than 10% of the program</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> no more than 10% but less than 30% of the program</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> more than 30% but less than 50% of the program</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract
<ul style="list-style-type: none"> <li>• Student has <u>completed</u> 50% or more of the program</li> </ul>	No refund due

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. 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.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>• If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience.	
<ul style="list-style-type: none"> <li>• The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees
Refund of Aircraft Utilization Fees	
<p>The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:</p> <ul style="list-style-type: none"> <li>• Student provides notice of withdrawal</li> <li>• Institution provides notice of dismissal</li> <li>• Student completes the program</li> <li>• Student does not attend any of the first 30% of the hours of instruction of</li> </ul>	

The institution 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).

## Waivers for the Student File.

**THIS PAGE IS TO BE SIGNED, THEN DETACHED FOR THE STUDENT FILE.**

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### **Student Handbook Waiver**

Please sign below indicating you have read and understood the policies laid out in this Student Handbook, and that you will follow the rules and regulations set by Strava College.

Print Name: \_\_\_\_\_ Program: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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### **Photograph, Video & Testimonial Waiver**

Please sign below authorizing Strava College to use my picture, video, and/or testimonial for college promotional purposes in print, television, online, and/or radio.

Print Name: \_\_\_\_\_ Program: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Field Trip & Outings Waiver

I, \_\_\_\_\_, hereby release Strava College and any instructor and/or any other student who might provide transportation for the field trip, and from any and all responsibility for my actions as a participant in the course/program/field trip.

By signing below, I recognize and acknowledge that:

- Field trips or off-site activities will be (maybe) required to augment specific training modules within the program.
- I will be responsible for my own transportation and safety while on any field trips required during the program.
- I specifically release Strava College, all staff/instructors/coordinators employed by Strava College and other students, from any and all responsibility for my actions for outcomes during field trips, and other learning ventures.

Print Name: \_\_\_\_\_ Program: \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_\_\_

### Emergency Contact Info

In the event of an emergency, it is important that a next of kin phone number is in your file the college can contact on your behalf. Please provide the information below.

Emergency phone #: \_\_\_\_\_

Name: \_\_\_\_\_

Relationship to you: \_\_\_\_\_

List any health concerns that the college should be aware of during your studies. \_\_\_\_\_

Any health concerns that may affect your ability to complete your program must be discussed with the Campus Director prior to enrollment. It is the student's responsibility to disclose these and to request a meeting.