



 **Career College Group**

# STUDENT HANDBOOK

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 **Medix College**

 **North American  
TRADE SCHOOLS**

**2026-2027**

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## MESSAGE FROM THE VICE PRESIDENT

On behalf of the entire Career College Group - Medix College & North American Trade Schools team, I want to welcome you.

There are very few decisions you will make in your life that will impact you more than the decision to enhance your skills.

For over fifty years, Career College Group and its divisions have served the needs of the community and the needs of our graduates by matching skills. Our training programs are designed to enhance your existing skills and provide you with the most direct path to beginning your career. Our programs are practical and intense. They result in the attainment of viable measurable skills. Skills you can use on the very first day of your new career!

At Career College Group we realize the importance of your goals, and we are committed to helping you bring them to life. Without our students we don't exist, and therefore our obligation is to our students.

Thank you for allowing us to be a part of your educational journey and wish you nothing but success as you embark on this next chapter of your life.

*Peter Dykstra, Vice President*

### MISSION STATEMENT

*“To service with excellence the needs of our community and the needs of our graduates by matching skills.”*

The 5 Cs are the foundation of our beliefs and the core values of our school. They are:

#### CHARACTER

*You must be a person of high ethical integrity, where honesty and respect rise above all else.*

#### CONNECTION

*Students don't care how much you know; until they know how much you care.*

#### COMMUNICATION

*We are in the people business. It is critical that we communicate in a positive, productive manner.*

#### CONSISTENCY

*We must be consistent in our performance and our expectations.*

#### COMPETENCE

*We will never earn the trust of our co-workers, students, and employers unless we are*

## GENERAL INFORMATION

### Affiliation & Licensing

Medix College of Healthcare and North American Trade Schools are divisions of the Career College Group, registered by the Ministry of Colleges & Universities (MCU) as a Private Career College under the *Private Career Colleges Act, 2005*.

Career College Group is an active member of the National Association of Career Colleges and Career Colleges Ontario.

### Accreditations and Licensing Affiliations

- Accreditation Canada (EQUAL)
- Canadian Council of Professional Certification (CCPC)
- Health Regulatory Colleges of Ontario established under the Regulated Health Professions Act (HRPA)
- College of Massage Therapists of Ontario (CMTO)
- Canadian Massage Therapy Council for Accreditation (CMTCA)
- Medical Laboratory Professionals' Association of Ontario (MLPAO)
- Canadian Society for Medical Laboratory Science (CSMLS)
- Ontario Dental Assistants Association (ODAA)
- National Dental Assistants Examining Board (NDAEB)
- Commission on Dental Accreditation of Canada (CDAC)
- CanFit Pro (CanFitPro)
- Technical Standards & Safety Authority (TSSA)
- Canadian Welding Bureau (CWB)
- The North American Board of Certified Energy Practitioners (NABCEP)

In our quest for quality improvement & academic excellence, we are continually seeking organizations and accreditations. Please check with your admissions representative for the most current accreditation and/or licensing information for your program of choice.

## CAMPUS LOCATIONS

Career College Group Toronto - Medix College  
700 Lawrence Avenue West – Suite 300, Toronto, Ontario M6A 3B4  
416 630 8021

Career College Group Scarborough - Medix College  
520 Ellesmere Rd. Scarborough ON, M1R 0B1  
416 701 1201

Career College Group Brampton - Medix College & North American Trade Schools  
17 Bramalea Rd, Brampton, ON L6T 2W7  
905 487 1163

Career College Group Burlington - North American Trade Schools  
5315 North Services Road, Burlington, ON L7L6C1  
905 870 0360

Career College Group – London - North American Trade Schools  
847 Highbury Avenue, Building 4, London, Ontario N5Y 5B8

519 963 0680

## WEBSITES

Career College Group

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

Medix College

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

North American Trade Schools

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

Medix Online

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

*The programs offered at Medix Online are non-vocational and therefore do not require approval under the Private Career Colleges Act 2005*

Learning Management System - Canvas

<https://medixcollege.instructure.com/login/canvas>

Student Information System (SIS)- Campus Login

Your Student Portal login

<https://student5.campuslogin.com/StudentLoginDefault.aspx?OrgID=240>

# Section 1 - ADMISSIONS POLICIES AND PROCEDURES

## Statement of Non-Discrimination

Career College Group does not discriminate on the basis of, sex, age, disability, race, creed, religion, or sexual orientation in its admission to or treatment in, its programs and activities, including advertising, training, placement, and employment.

## Admissions Procedure

Applicants who possess a high school diploma or GED or equivalent may be admitted. In certain circumstances they may also be required to pass an entrance evaluation. Applicants must also demonstrate, through a personal interview, the desire to complete the course and the ability to benefit from the training.

Applicants who have the ability to benefit from the training offered by the College and are beyond the age of 18 and are not high school graduates or do not possess a GED certificate, may be admitted as mature students. These individuals will be admitted upon passing the entrance exam as well as a personal interview.

Career College Group Representatives who enroll students will make a sound appraisal of the prospective enrollee through a personal interview. The College makes the final decision on all applicants based on the information submitted on the application form, tests results and the admissions representative's recommendation. Applicants must have the willingness to work within the College's policies and procedures.

Applicants for most programs will be required to submit a satisfactory medical form and a negative police reference check for the vulnerable sector for their externship placement. Failure to do so will result in the cancellation of their enrolment contract and or dismissal from the program.

- Applicant fills out Information Sheet
- Applicant takes entrance examination
- Applicant is interviewed by Admissions Representative
- Applicant submits application
- Applicant visits and tours College
- Applicant fills out Enrollment Agreement
- Applicant is interviewed by Business Affairs / Financial Aid
- Applicant accepts / rejects Enrollment Agreement

Career College Group does not have an open enrollment policy and therefore even if an applicant meets the above criteria CCG may refuse an applicant without cause and refund any application fees.

## Re-Admission

Students who have been forced to interrupt their education for any reason may request reinstatement by contacting the Director of Education / Campus Director. Re-entry will be determined after a review of the student's educational transcript and circumstances that lead to their initial leave or dismissal from the program. All reinstating students must have met satisfactory progress requirements for all prior terms. Please review the reinstatement procedure for further details.

## Advanced Standing / Transfer Credits

Career College Group provides the opportunity for students to apply to have prior learning considered for credit towards a Career College Group course where the prior learning is related to assessable components of the course. Forms of prior learning include previous study from recognized post-secondary institution, or courses undertaken at Career College Group.

Prior learning credits must be applied for and submitted for review, prior to enrolment. If advanced standing is awarded the program fees and length may be adjusted accordingly. Further detail is available in the advanced standing policy.

# Section 2 - STUDENT SERVICES

## CAREER SERVICES

Our Career Services team strives to support our students, graduates, and alumni at various points of their journey with Career College Group. These supports include **Externship Coordination** (*for applicable programs*), **Career Development**, and **Employment Connections**.

## Externship Scheduling

The externship module is an essential part of the academic program and a graduation requirement (*for applicable programs*). The externship allows students to apply and validate the concepts learned during the program within a suitable workplace setting. Externship sites are not restricted to regular business hours and may require different shifts than class hours or require weekend work to allow for completion of clinical hours. Students must adhere to the work hours as outlined by the site/facility and the externship dates as arranged by the Externship Coordinator.

The Externship Coordinator will help prepare the student for this module by partnering with the student and employers to secure a suitable externship opportunity. While also assisting students and employers when navigating challenges, they may encounter.

- Externships are generally scheduled full-time at 40 hours/week. All externships are unpaid. Externship hours differ by program and range between 20 hours/week minimum to 40 hours/week maximum.
- The total externship hours required are determined by program and can be found in the program outline
- Externship hours must begin and end within the dates specified in the enrollment contract
- It is the responsibility of the student to fulfill all mandatory pre-requisites required by the college and/or site to start externship on time (satisfactory academic completion,

submission of medical immunization & police check, good financial standing, site specific requirements, etc.)

- The externship location is based on site availability and the schedule is based on the needs of the available site. Externship schedules will vary from student's class schedule
- Externship expectations around attendance, behaviour, dress code, etc., are outlined in the 'Externship Student Agreement' document that will be provided to students prior to starting the externship. Students are responsible for adhering to these expectations
- Transportation (and any related costs) to and from the externship site, is the student's responsibility

## Career Development

Career Services is committed to providing students with various career development opportunities and resources. Through a series of career development workshops, students will gain the skills and techniques needed to develop their professional portfolio and successfully navigate their job search following graduation.

Students, graduates, and alumni may contact our Career Services team for assistance with:

- Resume and cover letter critiques
- Interview preparation and mock interviews
- Employment application assistance
- Additional job search resources and community referrals

## Employment Connections

Career Services plays a key role in developing and maintaining relationships between Career College Group and program-related employers.

Through various outreach efforts, Career Services aims to identify:

- Employment opportunities for graduates and alumni
- New externship opportunities for students
- Networking opportunities for students to connect with employers
- Informal learning opportunities to better prepare students for the workplace

While Career Services works diligently to ensure graduates are connected to employment opportunities, Career College Group believes that securing employment is ultimately the responsibility of the student. The goal of the college is to train students in how to job search, interview, and network. Skills that we believe will assist students throughout their lifetime.

## KEY PERFORMANCE INDICATORS

Approximately six months following graduation, Career College Group graduates can expect to receive **an e-mail to complete a survey** from **Forum Research**, acting on behalf of the Ministry of Colleges and Universities. This survey measures private career college student experience in a way that helps prospective students, and their families make an informed choice on which program and college to select. The survey examines Graduate Employment, Graduate Satisfaction, and Employer Satisfaction. Career College graduates are encouraged to participate and share their experiences through this survey. Forum Research will attempt to contact graduates via **e-mail, text reminders, and finally via phone call** to complete the survey. If you prefer to complete the survey via phone and have missed their call, please contact Forum Research at 647-427-4905 or 1-877-603-6786 ext. 2261.

## HEALTH, SECURITY AND SAFETY

Career College Group will take every reasonable precaution to provide a healthy, safe, and secure learning environment for its students and comply with applicable Federal, Provincial, and Municipal health and safety legislation. All classrooms and laboratories comply with the requirements of the various Federal, Provincial, and local building codes, local fire departments, as well as the Ministry of Health and Safety Boards.

Students should immediately report any medical, criminal, or other emergency occurring on the school premises to the Campus Director or Director of Education (or any other school employee if such officials are not available). Upon receiving any reports of a medical or criminal emergency, the College will, on behalf of the student, obtain medical services or security professionals, as required. Following a criminal emergency, the College may require the reporting student to confirm the details of the criminal emergency reported in writing. Students are encouraged to promptly report all crimes to College officials and the appropriate police agencies.

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property.

Please follow these simple guidelines:

1. Always carry your Student Identification. Wear it as an ID badge when required to do so.
2. Never give out your password or other personal information that would allow someone to log into the College network using your identity.
3. Never leave a “logged in” computer unattended.
4. Always keep personal belongings with you.
5. Report any suspicious or unsafe activity to a staff member.
6. During an emergency, follow the instructions of a staff member.

The College has no responsibility or obligation whatsoever for any student’s personal belongings, including school-issued laptop, books and materials, that are lost, stolen, or damaged, whether on or off school premises or during any school activities.

## **Emergency/Fire Evacuation Plan**

Each classroom within the facility has an evacuation map posted near every entrance and in the public hallways designating the location of all exits. All students should be aware of emergency evacuation routes. In case of an emergency evacuation, elevators should not be used. Fire/evacuation drills will be held throughout the academic school year.

NOTE: During a building evacuation, students should stay with and follow the directions of their faculty. Students should not use cell phones or leave the premises until directed to do so by their faculty.

## **Bullying/Psychological Harassment**

Career College Group believes that everyone has the right to a safe and secure environment free from bullying/psychological harassment, violence, or threat of violence. Career College Group is committed to ensuring the safety of everyone in all College facilities, at College functions and in all College sponsored programs, including externship. This applies to all members of the College community, including but not limited to students, employees, volunteers, externship preceptors and visitors who have a direct relationship and/or association with Career College Group.

To achieve this objective, Career College Group will not tolerate any form of violence, the threat of violence, bullying/harassment, or any situation that places members of the College community in positions that may jeopardize their personal safety on College property or during any College sanctioned activity.

## **Accessibility**

Career College Group is committed to improving opportunities and providing services to our students, the public, and our staff that are free of barriers and biases. Career College Group strives to ensure that key principles of independence, dignity, integration, and equality of opportunity are reflected and valued in our learning and working environments. Our conduct shall demonstrate our belief that diversity brings strength to our communities.

It is the policy of the Career College Group to support the rights of all persons with disabilities by providing equal opportunities to participate in our school with respect, independence, and dignity.

Career College Group provides educational and training resources, student records and program information in an accessible format. Students may request an alternate format by contacting their Director of Education and/or by completing the Student Accommodation Request Form upon enrollment.

## **ADDITIONAL STUDENT SERVICES**

### **Transportation**

Transportation to and from school is the student's responsibility.

### **Parking**

Parking is the student's responsibility and is subject to the rules and regulations of the city or property management company responsible for the location of the campus.

### **Field Trips**

Career College Group believes that observing real-life applications enriches training. When appropriate, visits are arranged to professional locations. Field trip costs are at the student's expense. Students are responsible for their own safety while off-site during school hours.

### **Special Lectures**

Guest lecturers are invited to speak to students about career opportunities and current industry expectations and trends.

### **Alcohol / Drug Abuse Prevention**

Referral to an off-site drug/alcohol abuse prevention program is available to any student of the Career College Group. The Campus Director or their designee will make a referral to the appropriate program.

### **Tutoring**

A student who feels that they are having difficulty with a course, is urged to request assistance from their instructor. First and foremost, Career College Group uses a peer tutoring system to help students having difficulty. In the case where the student has received additional guidance from their instructor and has tried the peer system without success, additional hours with an instructor, if available, or a tutor, can be arranged for support on weekdays, before or after hours at the student's sole expense.

### **Off Site Clinical/Externship/Outreach**

Many of the Career College Group programs will include an externship component. If so, the College will assist students in arranging their off-site clinical/externship experiences to enhance student training and prepare students for their future careers.

- The off-site clinical experience may be offered at different times than the student's scheduled class hours.
- Transportation to and from as well as any parking fees at clinical sites are the student's sole responsibility.

## **Section 3 – ADMINISTRATIVE POLICIES & PROCEDURES**

### **Harassment Policy**

Harassment is any bothersome, persistent act or action that single out a student or any employee to their objection or detriment because of race, sex, age, sexual orientation, religion, ancestry, national origin, disability, mental health condition, marital status, or veteran status. Harassment may include, but is not limited to, any of the following:

- Verbal abuse or ridicule. This includes abusive or derogatory comments, slurs or unwanted sexual advances, invitations, or comments.
- Interference with a student or employee's work. This includes physical contact such as assault, blocking normal movement, or interference with work, directed at an individual because of their sex or other protected status.
- Displaying or distributing sexually offensive, racist, or derogatory materials. This includes derogatory posters, cartoons, drawings, gestures, or intimate physical contact.
- Demanding favours (sexual or otherwise).

### Retaliation for Having Reported Harassment

Harassment is grounds for disciplinary action up to and including termination, and those who feel they have been harassed must report it immediately to their instructor or to the Campus Director. The College will change the victim's academic situation if changes are requested by the victim and are reasonably available. Both the accuser and the accused will be notified of the College's final decision on any disciplinary proceeding concerning the alleged violation and any sanction that is imposed against the accused.

### Examination of Student Records

The College has a legal obligation to protect the student's right to privacy and make judicious use of student data and academic information in its possession as required by the Freedom of Information and Protection of Privacy Act, 1987, Province of Ontario (FIPPA).

The purpose of this policy is to ensure that students, alumni, and former students are allowed as much access to their academic records as is academically justifiable and administratively feasible.

Student records and student grades are confidential and are kept at the campus at all times. The College requires written approval from the student before any information is released. If the student has an agreement with an agency requiring progress reports, the agreement must be obtained prior to releasing any information. Career College Group will cooperate with police or government authorities in the investigation of crime. If the College is required by law to submit a student's file it will do so upon presentation of a subpoena, warrant or court order. More information regarding the personal information protection and electronic documents (PIPEDA) act can be obtained from the College Director.

### Privacy Policy

This Privacy Policy describes the Career College Groups policies and procedures on the collection, use and disclosure of your information when you use our Medix College or North American Trade School website and online learning environment and tells you about your privacy rights and how the law protects you.

- Medix College's web site (medixcollege.ca) and North American Trade Schools website (nats.ca) provide information about the respective institution, its programs, and its services.

- The online learning environment (medixcollege.instructure.com) includes the learning management system, video conferencing system and other supplemental systems used in specific courses.

## Your Information

- Medix College and North American Trade Schools respect the privacy of online visitors and do not sell or rent any information obtained from its Web site to any other organization or third party.
- When you visit the Medix College or North American Trade Schools Web site or online learning environment, the server automatically collects a limited amount of information essential for the site's operation and security. This information includes your IP address, the name of your Internet Service Provider, and information concerning your browser and operating system. This information is used to perform statistical analysis of user trends and interests and to help us make this site more useful to visitors.
- We use your personal data to offer and operate your classes in the online learning environment. Your information is used to administer your classes and online services, and to track your academic activities, participation, submissions, communications, and tool use within our academic systems.
- Medix College and North American Trade Schools do make limited use of cookies on their Web server and online learning environments, but not in any manner which could impinge on your privacy. "Cookies" are small text files placed on your personal computer's hard drive by a Web site that allows it to track your browser's use of the site. Cookies are used for purposes such as ensuring that procedures (such as Library procedures) work properly, and that you are not annoyed by repetitions.

## Protections

- When you use Medix College's or North American Trade School's Web site or online learning environment for program or services purposes, such as requesting services, completing a questionnaire, or making payment, the personal information you provide for that program or service will be in compliance with (PIPEDA) The Personal Information Protection Electronic Documents Act and will be used only for the purpose it was collected. The information will be disclosed only in accordance with the provisions of this act.
- If it is necessary for you to register, you will have to give us access to personal information, such as, your credit card information, name, specialty, address, phone number, e-mail address, and other contact information. (We do not otherwise collect personal information).

## Sharing Information

- We will not share personal information gathered on this Web site or online learning environment with any other parties. It is Medix College and North American Trade Schools intention to protect against improper use of your personal information. Accordingly, Medix

College and North American Trade Schools have provided safeguards for the protection and storage of the personal information you have provided. Credit card information is encrypted, and access to your information is limited exclusively to people required to process that information.

- Your information in the online learning environment is shared with affiliated providers of supplementary content that you access inside your classes. Examples include publishers for e-books and simulations. We will require these affiliates to honour this Privacy Policy.
- The Medix College and North American Trade Schools Web site or online learning environment may have links to external Web pages. Please be aware that the school is not responsible for site content outside our Web site, or the privacy policies of outside Web sites. We encourage you to read the individual privacy statements on each Web site you visit.
- Under certain circumstances, we may be required to disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government/regulatory authority). We may also disclose your information in the good faith belief that such action is necessary to comply with a legal obligation, investigate possible wrongdoing in connection with the online environment, protect the personal safety of others and protect against legal liability.

## Retaining Information

- We will retain your information only for as long as is necessary for the purposes set out in this Privacy Policy and to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.
- Your information is processed at our campuses and in other locations where the online environment is hosted. Your information may be transferred to and maintained on servers located outside of your province or country. Your consent to this Privacy Policy represents your agreement to this transfer. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy and no transfer of your information will take place unless there are adequate controls in place.

This privacy statement is intended to reflect the Career College Group sites maintained by Medix College and North American Trade Schools and it is subject to change.

If you have any questions about or issues with our privacy policy at Medix College, please contact us by e-mail at [info@medixcollege.ca](mailto:info@medixcollege.ca). For North American Trade Schools please contact us at [info@nats.ca](mailto:info@nats.ca).

## Cancellation of Classes

Generally, it is College policy to remain open regardless of weather conditions. Classes can be held with as many students and instructors as can reach the institute. However, should the administration determine that the school must be closed due to extreme weather, the students will be notified via our website and the LMS Announcements. In the event of closure, up to three school days may be cancelled before any class hours need to be made up. The College reserves the right to cancel or merge any course or program for which there is insufficient enrollment.

## Curriculum / Policies & Procedures Revisions

Since Career College Group periodically reviews, updates, and offers new and additional courses, changes in some programs are inevitable. The College reserves the right to vary the sequence of program courses, revise program and course curriculum content, tests, and assignments, as well as the policies and procedures contained in this handbook.

## Health & Medical Care

Students must take proper care of their health so that they can do their best in school. This means regular hours, plenty of sleep, sufficient exercise, and nutritious food. Students who become seriously ill or contract a communicable disease should stay home and recover but remember to notify the College immediately. (See Active Participation Policy). All medical and dental appointments should be scheduled outside of class hours.

The College will not be responsible for rendering any medical assistance, above and beyond first aid, but will refer students to the proper medical facility upon request, or as determined, in an emergency situation.

### Medix College of Healthcare - Dress Code / Uniform Policy

- Medix College maintains a dress code that encourages both safety and professionalism
- Medix College approved uniforms must always be worn to class and anytime students are on College premises
- White duty shoes or white / neutral-coloured running shoes are to be worn at all times
- A plain, flat knit navy-blue cardigan may be worn over the uniform
- Any additional clothing must be worn underneath the uniform
- The Medix College identification badge must be worn at the left chest area or on a neck lanyard at all times, please note only one badge will be supplied
- Uniforms and shoes must be kept clean at all times
- Jewelry must be kept to a minimum. No dangling or hoops earrings. Examples of the minimum would be wedding rings, a watch, small stud earrings and necklaces. Medic Alert jewelry of any kind is acceptable
- Hair must be clean, neat, tidy, and pulled back off the face and shoulders
- Nails must be trimmed and clean
- Very strict attention must be given to personal hygiene as the employment field that you are being trained for requires you to have exceptional personal hygiene
- Any student not in proper uniform or who fails to follow safety requirements will be sent home and issued a written warning

***PLEASE NOTE: This policy may be modified to match program-specific dress code or uniform requirements as given by your instructor.***

## North American Trade Schools – Dress Code / Uniform Policy

- North American Trade Schools maintains a dress code that encourages both safety and professionalism
- North American Trade Schools approved uniforms must always be worn to class and anytime students are on school premises. Shirts must be neatly tucked in when operating equipment, machinery, and tools
- If students choose to wear a hat, the hat must be a school-issued NATS hat and worn with the peak facing forward
- Trousers/pants must be clean, presentable and should not be worn in a manner that would prevent freedom of movement. Shorts, cut-offs, spandex, sweatpants and revealing or inappropriate clothing are not acceptable
- All students must wear CSA approved safety shoes and safety glasses while in the shop and use approved hearing protection where applicable. Electrical Technology students must have OMEGA certified boots
- Length of hair is not only a professional issue but also a safety concern. Hair worn long enough to present a safety hazard must be worn tucked inside the shirt collar, tied up or put under a NATS cap
- Headsets or any other electronic device are not to be worn or utilized in class or on the shop floor/lab areas
- Any student not in proper uniform or who fails to follow safety requirements will be sent home and issued a written warning

## Conflict Resolution Policy

There may be times when a conflict arises. It could be between an instructor and a student or between students. Conflict should be handled the same way one would in a working environment.

In all cases, the recommended approach to resolving conflict is as follows: Ask the person you have a conflict with for a private conversation/meeting. Discuss the issue of concern in a polite, reasonable, business-like manner. Listen to what the other party has to say. Hopefully with both parties voicing their point-of-view the issue can be resolved.

### **When an issue is between two students:**

If the issue is not resolved, write out in detail the items unresolved and supply one copy to the other student and a copy to your instructor. A meeting would then be set up with the instructor and the parties involved in the dispute.

### **When an issue is with an instructor:**

If the issue is not resolved, write out in detail the items unresolved and supply one copy to the instructor and a copy to the office. A meeting would then be set up with the appropriate supervisor and the parties involved in the dispute.

### **When an issue is with someone from Administration:**

If the issue is not resolved, write out in detail the items unresolved and supply one copy to the individual and a copy to the office. A meeting would then be set up with the appropriate supervisor and the parties involved in the dispute.

If the problem cannot be resolved through these steps the student should see the Campus Director.

If the problem still cannot be resolved, the student may request a hearing. A request for a hearing must be submitted in writing to the Campus Director. A panel will be selected from staff and faculty who are not directly involved in the dispute, and a hearing will be held. The panel will forward a written copy of their decision to the student.

It is important to remember that in any disagreement we need to deal with issues in a calm, professional manner. The use of profanities will not be tolerated.

## **STUDENT COMPLAINT / GRIEVANCE PROCEDURE**

Career College Group is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern. If a satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution, the student has the right to present their case and can make an oral submission. They have the right to be accompanied by an individual of their choice at all times during the process that can also make an oral submission on behalf of the student.

Students are encouraged to address any concerns immediately. Please do not let a minor problem develop into a major one. Should a student have any problems or concerns during their training period, the Career College Group encourages the student to discuss them promptly with the staff member directly involved. Should the resolution to the issue require further involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Director of Education/Campus Director.

### **Formal Procedure**

#### General Guidelines:

1. Statements of complaint must be made in writing;
2. All complaints are confidential;
3. The procedure outlined below must be followed;
4. A staff member presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement;

5. The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure;
6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered; and
7. Records of Complaints will be maintained at the location where they originated for a period of at least three years

#### Complaint Procedure:

##### Step 1.

The student will request a meeting with the instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

##### Step 2.

The student will submit a completed written complaint to the Administrator, using the following contact information:

Attention: Office of the Vice President  
700 Lawrence Ave West Suite 300, Toronto Ontario M6A 3B4  
416 630 8021 x 118 [pd@careercollegegroup.com](mailto:pd@careercollegegroup.com)

The Administrator will arrange a meeting with the student within 3 business days of receiving the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on their behalf. This meeting discussion will be documented in meeting minutes.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

##### Step 3.

The student will submit a complete written complaint to the Campus Director.

The Campus Director will arrange a meeting with the student within 4 business days of receipt of the written complaint (which should include the Administrator's response with recommended solutions and the student's objections or comments regarding these solutions.)

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be documented.

The Campus Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 5 business days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the automated system.

First, please go to this website:

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL:

<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

You will need to Register as a new PARIS user input your contact information and answer security questions. Once you have completed this process, an email will be sent to you at the email address you submitted with a temporary password. Please log in to PARIS and change the temporary password to a permanent one. Once you have gained access to PARIS, you will be prompted for your contact information to ensure that we can get back to you.

At that time, PARIS will confirm that you have completed the student complaint procedure at the private career college you are attending. If you haven't, you will need to do so before the ministry can address your concerns.

If you have completed the complaint procedure at the campus level, PARIS will move you forward and will prompt you to fill in information about the private career college you attended and the program. You will be given the space to describe your complaint and upload supporting documents. These documents are:

- 1) Student Contract
- 2) Written complaint submitted to the private career college
- 3) Submissions made to the private career college as part of the complaint
- 4) Written decision provided to you by the private career college as part of the student complaint procedure
- 5) Proof of Payment for your tuition

Once you sign the declaration and consent, you will be able to submit your complaint and you will be contacted by an inspector who will review the documents and advise you on the next steps.

A guide for submission of student complaints can be found at the following URL in case you need any additional assistance when lodging your complaint

<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf>

## Sexual Violence and Sexual Harassment Policy

- a. Career College Group is committed to providing its
- b. students with an educational environment free from sexual violence and believes in treating its students who report incidents of sexual violence with dignity and respect
- c. Career College Group has adopted this Sexual Violence Policy, which defines sexual violence and outlines its training, reporting, and investigative and disciplinary responses to complaints of sexual violence made by its students that have occurred on its campus, or at one of its events and involves its students.
- d. The person accused of engaging in sexual violence will be referred to as the “Respondent” and the person making the allegation as the “Complainant”

### 1. Definition of Sexual Violence

Sexual violence means any sexual act or acts targeting a person’s sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person’s consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

### 2. Training, Reporting and Responding to Sexual Violence

Career College Group shall include a copy of the Sexual Violence Policy in every contract made between it and its students, and provide a copy of the Sexual Violence Policy to Career College Management (corporate directors, controlling shareholders, owners, partners, and other persons who manage or direct the career college’s affairs, and their agents), instructors, staff, other employees and contractors and train them about the policy and its processes of reporting, investigating and responding to complaints of sexual violence involving its students. \*Any company participating in offering student internships on their premises must provide an undertaking in writing that it is in compliance with all applicable legislation, including the Ontario Human Rights Code and the Occupational Health and Safety Act and will provide students access to those policies should they encounter issues relating to sexual violence in the workplace. The Sexual Violence Policy shall be published on its websites.

- a. Career college management, instructors, staff, other employees, and contractors of Career College Group will report incidents or complaints of sexual violence to the Office of the Vice President upon becoming aware of them.
- b. Students who have been affected by sexual violence or who need information about support services should contact the Office of the Vice President.
- c. Subject to Section 4 below, to the extent it is possible, Career College Group will attempt to keep all personal information of persons involved in the investigation confidential except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:
  - (i) ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and

- (ii) ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.
- d. Career College Group recognizes the right of the Complainant not to report an incident or not make a complaint about sexual violence or not request an investigation and not to participate in any investigation that may occur.
- e. Notwithstanding (f), in certain circumstances, Career College Group may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.
- f. In all cases, including the above, Career College Group will appropriately accommodate the needs of its students who are affected by sexual violence. Students seeking accommodation should contact the Office of the Vice President.

In this regard, Career College Group will assist students who have experienced sexual violence in obtaining counselling and medical care and provide them with information about sexual violence support services available in the community as set out in Appendix 1 attached hereto (57) Students are not required to file a formal complaint in order to access support services.

### 3. Investigating Reports of Sexual Violence

- a. Under this Sexual Violence Policy, any student of Career College Group college may file a report of an incident or a complaint to the Office of the Vice President in writing. The other officials, offices or departments that will be involved in the investigation are Campus Directors.
- b. Upon receiving a report of an incident or a complaint of alleged sexual violence being made, the Office of the Vice President will respond promptly and:
  - i. determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;
  - ii. determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;
  - iii. determine whether the incident should be referred immediately to the police;
- c. In such cases or where civil proceedings are commenced in respect of allegations of sexual violence, Career College Group may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.
- d. Once an investigation is initiated, the following will occur:
  - i. the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
  - ii. interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;

- iii. informing and interviewing the Respondent of the complaint, providing details of the allegations, and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation;
- iv. interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses;
- v. providing reasonable updates to the Complainant and the Respondent about the status of the investigation; and
- vi. following the investigation, the VP will:
  - 1) review all of the evidence collected during the investigation;
  - 2) determine whether sexual violence occurred; and if so
  - 3) determine what disciplinary action, if any, should be taken as set out in Section 4 below.

#### **4. Disciplinary Measures**

If it is determined by Career College Group that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken. This may include:

- a. disciplinary action up to and including termination of employment of instructors or staff; or
- b. expulsion of a student; and/or
- c. the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- d. any other actions that may be appropriate in the circumstances.

#### **5. Appeal**

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, they may appeal the decision within 10 days by submitting a letter addressed to the President advising of the person's intent to appeal the decision.

#### **6. Making False Statements**

- a. It is a violation of this Sexual Violence Policy for anyone to knowingly make a false complaint of sexual violence or to provide false information about a complaint.
- b. Individuals who violate this Sexual Violence Policy are subject to disciplinary and/or corrective action up to and including termination of employment of instructors or staff or expulsion of a student.

#### **7. Reprisal**

- a. It is a violation of this Sexual Violence Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual violence, provided information related to a complaint, or otherwise been involved in the complaint investigation process.
- b. Individuals who violate the Sexual Violence Policy are subject to disciplinary and/or corrective action, up to and including termination of employment of instructors or staff or expulsion of a student.

- c. If students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of the private career college's policies relating to drug or alcohol use at the time the alleged sexual violence occurred.
- d. Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by the private career college's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

## 8. Review

- a. Career College Group shall ensure that student input is considered in the development of its Sexual Violence Policy and every time it is reviewed or amended.
- b. Career College Group shall review its Sexual Violence Policy on a regular basis.

## 9. Collection of Student Data

Career College Group shall collect and be prepared to provide upon request by Superintendent of Private Career Colleges such data and information as required according to Subsections 32.1 (8), (9), (10) and (11) of Schedule 5 of the Private Career Colleges Act, 2005 as amended.

**Contact information** for any and all inquires or to report and incident related to Sexual Violence and Harassment should be sent to:

Office of the Vice President  
700 Lawrence Ave West Suite 300, Toronto, Ontario M6A 3B4  
[pd@careercollegegroup.com](mailto:pd@careercollegegroup.com) 416 630 8021 x 118

## Section 4 – STATEMENTS OF STUDENTS’ RIGHTS AND RESPONSIBILITIES

Private career colleges in Ontario are regulated under the Private Career Colleges Act, 2005, which is administered by the Superintendent of Private Career Colleges. Prior to offering vocational programs to the public, private career colleges must be registered and have their programs approved under the Act. For a list of registered private career colleges and approved programs, please visit the ServiceOntario website at [www.serviceontario.ca/pcc](http://www.serviceontario.ca/pcc).

### Dealing With Your Private Career College

There may be times when you need to communicate formally with your private career college, for example, giving notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college. When this is the case, you should do so in writing, and the document should be delivered personally to the college, sent by courier, or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

### Contract

When enrolling in a program, you will receive and must sign a written contract. The private career college is not allowed to require you to obtain a product or service as a condition of admission into the program. For example, a private career college may not require you to purchase a laptop computer from the college prior to enrolling you in a vocational program.

The written contract must contain all of the following terms:

- The approved program name;
- Your address, telephone number and, if applicable, e-mail address;
- The start and expected end date;
- The language of instruction;
- The admission requirements;
- A schedule of hours of instruction;
- The location of instruction, and if instruction is provided online, the website address;
- The location of any additional training location and/or practicum (e.g., work placement), and if additional training and/or a practicum is provided online, the website address;
- The fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- A place for you to acknowledge that you have received a copy of:
  - this Statement of Students’ Rights and Responsibilities issued by the Superintendent of Private Career Colleges,
  - the college’s fee refund policy,
  - the college’s student complaint procedure,
  - the college’s sexual violence policy, and
  - the college’s policy relating to the expulsion of students;
- A consent section for the collection and use of your private information; and

- Statements, in bold, that:
  - the contract is subject to the Private Career Colleges Act, 2005 and the regulations made under the Act,
  - the private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college; and
- You are entitled to a copy of the signed contract immediately after it is signed.

## Fee Collection

A private career college is only allowed to charge or collect fees for a program in Canadian dollars. Furthermore, the college is not allowed to charge or collect any compulsory fee for a program that is not published on the ServiceOntario website or that is higher than what is published. The college is also not allowed to charge or collect any optional fees for a program that is not approved by the Superintendent of Private Career Colleges.

Before a contract is signed, a private career college is prohibited from collecting any fees from you, except 20% of the total fees for the program or \$500, whichever is less. These fees must be in relation to processing your application or conducting any admission tests or assessments and must be disclosed in your contract.

A private career college is required to issue you a receipt every time you pay a fee. You should keep all receipts on file.

## Sale of Students' Goods and Services

A private career college is only permitted to sell goods you produce or create, provide your services to the public or arrange for the delivery of such services if the sale is part of completing your program. The college cannot profit from these sales; it can only charge an amount that allows the college to recover its cost(s).

## Fee Refund

A private career college is required to issue a fee refund within 30 days of you giving a written notice of cancellation or withdrawal or 30 days of you receiving a written notice of expulsion from the college. If you do not meet the admission requirements at the time the program begins, the college is required to issue you a refund of fees within 30 days of the start of the program. If you do not attend the first 14 days of classes, the college can cancel the contract and must issue a refund within 45 days of the start of the program.

Only the compulsory fees published on the ServiceOntario website, or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. You must return any goods you received under a contract in the same state they were in when supplied to you within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

A private career college is prohibited from deducting any monies owed by you for other services or non-vocational programs offered by the college from a refund that you are entitled to for a vocational program.

The same refund policy applies when you withdraw from a program or are expelled from a private career college in accordance with the college's expulsion policy or sexual violence policy.

### Cooling Off Period

You can cancel a contract within two days of signing it if you deliver a written notice to a private career college at the address shown on the contract. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

### Full Refund

In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program, or accepting the shortcoming and continuing your training with the private career college:

- the college collects any fees for the program before the college is registered or before the program is approved under the Private Career Colleges Act, 2005;
- you are expelled from the college in a manner or for reasons not permitted under the college's expulsion policy or sexual violence policy;
- the college collects more than 20% of the total fees for the program to a maximum of \$500 before signing a contract with you;
- a total of more than 10% of the program is taught by unqualified instructors;
- the contract does not include all the mandatory terms required (refer to the "Contract" section); or
- the college, while still operating, discontinues the program before you can complete the program.

In addition, you also may seek a full refund if a private career college or its representative makes certain types of untrue statements for the purposes of convincing you to enroll in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include: a false or misleading statement, a statement that guarantees admission to or successful completion of the program, employment after graduation or the right to enter Canada or receive a visa.

If you do not make a request for a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to make a claim for a refund.

If a private career college charges or collects any compulsory fee that is not published on the ServiceOntario website or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not approved by the Superintendent of Private Career Colleges.

### Partial Refund Before a Program Begins

You are entitled to a refund of fees paid for a program, except that a private career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less if:

- you withdraw from the program before it begins;
- you do not meet the program's admission requirements before the program begins; or

- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

## Partial Refund After a Program Begins

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by a private career college. In most cases, the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.

## Transcript

You have the right to access your transcript for 25 years after you leave a private career college. You may request a copy of your transcript by contacting your college.

In the event of a private career college closure, you will be able to access your transcript from an approved third-party transcript issuer. It is suggested that you ask your college for the name of the third-party issuer when you graduate.

## Credential

A private career college is required to issue you a credential (diploma or certificate) within 60 days of completing a program. The college does not have to issue your credential until you have paid your fees in full.

## Student Complaint Procedure

All private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students. You must first go through a private career college's student complaint procedure before filing a complaint with the Superintendent of Private Career Colleges. If you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the automated system.

First, please go to this website:

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL:

<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

## Sexual Violence Policy and Accommodation

All private career colleges are required to have a stand-alone policy to address sexual violence and harassment involving students. In addition, all private career colleges must, without fee, appropriately accommodate the needs of students affected by sexual violence or harassment.

The sexual violence policy must be included in every enrolment contract between a student and a private career college, and it must be published on each private career college's website or, where the private career college does not have a website, posted in a conspicuous location at each campus of the private career college.

At a minimum the policy must:

- provide information about supports and services available at the college or through its agent for students affected by sexual violence or harassment;
- identify the specific official, offices or departments at the college that students should contact to obtain supports and services;
- provide information about supports and services in the community for students affected by sexual violence or harassment;
- inform students that the college will appropriately accommodate the needs of students affected by sexual violence or harassment and identify the specific official, offices or departments at the college that students should contact for accommodation;
- inform students that they are not required to report an incident of, or make a complaint about, sexual violence or harassment to obtain supports, services, or accommodation; and
- set out a process for responding to and addressing incidents and complaints of sexual violence and harassment that includes the elements specified in the regulations under the Private Career Colleges Act, 2005.

Every private career college student who experiences sexual violence or harassment has the right to be treated with dignity, compassion, and respect. In addition, every student has the right to choose among the available options for addressing incidents of sexual violence or harassment, whether those options are provided on campus or off. Except in extreme situations where there is an imminent threat to the campus or broader community, the choice of options (including the choice not to exercise any option) always remains with you, the student.

## International Students

If you are attending or planning to attend a private career college under a student visa, some special rules apply.

## Fee Collection

You should make sure that you are familiar with the rules mentioned in the "Fee Collection" section. A private career college is allowed to charge special international student fees in relation to a vocational program however, these fees cannot be higher than what is published on the ServiceOntario website. Only the compulsory fees published on the ServiceOntario website, or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy.

After you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins. Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

## Fee Refund

You can cancel a contract with a private career college or withdraw from a program for any reasons. The same refund policy for domestic students also applies to international students and any written notice of cancellation or withdrawal is acceptable.

In addition, a special rule applies to international students if you are unable to obtain a student visa to enter Canada. As long as you deliver a written notice of this fact to a private career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less.

## Insurance

Every private career college is required to have insurance in case you have an accident in class or while on an off-site placement. If you are injured while attending a private career college, you should immediately inform the relevant official at the college.

## Midway Evaluation

If you enroll in a program that is 12 months or shorter or that is delivered over an undefined period of time (e.g., trucking), a private career college is required to provide you with the result of at least one evaluation of your progress, before you complete half of the total length of the program. If your program is longer than 12 months, for each 12-month period, the college is required to provide the result of at least one evaluation before you complete half of the period (i.e., 6 months).

## Qualified Instructors

You are entitled to be taught by an instructor who holds the required combination of academic, practical, and teaching experience. In case of emergency, a private career college is allowed to use a substitute instructor who is not fully qualified. However, the college is not allowed to use unqualified instructors to teach a total of more than 10% of a program.

## Closure

Special rules apply when a private career college closes. If your college closes before you finish your program, efforts will be made to arrange for you to complete your program. Instead of participating in a training completion, you may choose to receive a refund of fees paid for the portion of the program that has not been delivered.

For more information about your rights and responsibilities in the event of the closure of your private career college while you are enrolled as a vocational student, please see the Superintendent's FACT SHEET #5: Training Completion Assurance Fund (TCAF)

- Information for Students: Private Career College Closure at [www.tcu.gov.on.ca/pepg/audiences/pcc/factsheet5.html](http://www.tcu.gov.on.ca/pepg/audiences/pcc/factsheet5.html)

## Need More Information?

You can find more detailed information about student protection measures in the Private Career Colleges Act, 2005 Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Training, Colleges and Universities website at [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/)

If you have questions about the Private Career Colleges Act, 2005 and regulations, contact the Private Career Colleges Branch at:

Private Career Colleges Branch

Ministry of Training, Colleges and Universities 77 Wellesley Street West

Box 977

Toronto (Ontario) M7A 1N3

Telephone: (416) 314-0500 or 1-866-330-3395

Fax: (416) 314-0499

E-mail: [pcc@ontario.ca](mailto:pcc@ontario.ca) OR Visit our website at: [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/)

## Section 5 – BUSINESS AFFAIRS / FINANCIAL AID

### GENERAL INFORMATION

#### Tuition Financing

Career College Group may be able to offer referrals to various funding sources to those who qualify. Contact the Business Affairs / Financial Aid office for additional information.

#### Voluntary Prepayment Plan

The College provides a voluntary prepayment plan to students and their families to help reduce the balance due upon entry. Details are available upon request from the Financial Aid office.

#### Payment Policies

Monthly tuition is due on the first day of class and then monthly on the corresponding day of each month as per the pre-arranged payment schedule attached or amended to the student contract. Monthly payment plans are calculated for each student by prorating the amount of tuition owed for the number of months in the chosen program. Funding release dates for government loans are set according to their policies and regulations.

It is the policy of Career College Group that students must be in full attendance for two (2) full days as well as maintain satisfactory progress in order to receive their loan documents.

Career College Group does not loan, advance or gift any financial assistance. Each student is solely responsible for all costs related to education up to and including transportation, daycare, and all living expenses.

#### Financial Obligations

Students who fail to make required payments promptly or fail to make good faith efforts to process their financial aid paperwork in a timely manner, are subject to the following restrictions: withdrawal and/or suspension, no academic records, including transcripts or financial aid records, with the exception of financial aid transcripts, will be released to any institution or individual until all financial obligations are satisfied. Students who issue personal cheques, which are returned by banks, will be subject to a \$45.00 Insufficient Funds Fee. In the event that it would occur twice (2 times) or more, the student will no longer be allowed to pay via personal cheques. The student will be required to make payments in cash, by credit card, certified money orders or direct deposit and hence lose the privilege of post-dated cheques and good faith payment arrangements.

#### Additional Fees

Students will be charged the following fees for any duplicate or replacement documents:

Diploma / Certificate \$25.00

Transcript \$25.00

NACC Certificate \$70.00

NACC Certificate & Pin \$85.00

Photocopy of Externship Evaluation \$ 5.00

CPR certification (only if valid) \$10.00

CPI certification (only if valid) \$10.00

Storage retrieval fee (if started prior last 2 OSAP years) \$50.00

## Damage Fees

Students will be charged for the repair or replacement of any school property lost or damaged through negligence or willful misconduct. This includes damage to any part of the building or its immediate surroundings.

## Textbook Policy

Books may be purchased from the school. This service is offered as a convenience to students. Students may choose to purchase textbooks from other sources. Students must have the designated course textbook in order to complete the curriculum.

In the case where a student withdraws or is expelled within their first month of study, the books may be returned as long as they are in the exact condition received. If the books have been damaged or written in, the books' cost will be charged to the student at dismissal.

After the first month of study Career College Group adhere to the regulations as stated in the Act.

## Other Costs

- Parking at school or off-site (i.e., for class tours, externship, or clinical sites)
- Extra uniforms and/or accessories
- Vulnerable Sector Police Clearance and Immunization Report fees
- Paper, pens, binders, pencils, school supplies
- Replacement of lost items (uniforms, name tags, textbooks, ear foams)
- Travel to and from the school, clinical or externship sites
- Technology repairs if applicable
- Students of all programs are advised to receive a series of Hepatitis B immunizations.
- This series of 3 immunizations costs approximately \$100 - \$150
- 1st shot: ASAP, 2nd shot: 30 days from first injection, 3rd shot: 6 months from first injection
- Immunization is critical for your protection, your classmates' protection as well as that of the clients/patients that you will meet during your program
- Please see your physician or local public health unit

## THIRD PARTY CERTIFICATION COSTS

All third-party costs are subject to change and are the responsibility of the student. Please contact the third-party for accurate costs and dates.

The applicable website addresses are provided for your reference.

Community Service Worker Program:

Canadian Council of Professional Certification: Graduates are eligible to apply to be Certified Community Service Workers. [CCSW](#)

#### Dental Assisting Program:

National Dental Assisting Examination Board. Graduates are eligible to sit for this <http://www.ndaeb.ca/>

#### Massage Therapy Program:

College of Massage Therapists of Ontario. Graduates are eligible to sit for this [exam](#).

#### Medical Laboratory Technician Assistant Program:

Medical Lab Professionals Association of Ontario. Graduates are eligible to sit for this [exam](#).

Canadian Society for Medical Laboratory Science. Graduates are eligible to sit for this [exam](#).

#### Fitness & Health Promotion:

Canadian Fitness Professionals [CanFit Pro]. [www.canfitpro.com](http://www.canfitpro.com)

#### HVAC

The Technical Standards and Safety Authority (TSSA) [TSSA](#)

#### Welding

The Canadian Welding Bureau (CWB) [CWB](#)

Please note that other programs may have external or third-party certification costs. Further details about third-party certification exams will be provided at enrolment. Please contact your admissions representative or Campus Director for more information on certification.

## Section 6 – ACADEMIC POLICIES

### Class Scheduling

The enrollment contract will state the dates and times that classes are scheduled.

Career College Group offers various class shifts: i.e., Mornings, Afternoons and Evenings. Students are required to attend all scheduled classes and externships / clinical placements on a full-time basis in accordance with the active participation policy.

In an instance of dispute, the hours prescribed on the enrollment agreement will be used. Although every effort is made to schedule classes for the students' convenience, Career College Group reserves the right to alter schedules so that proper facilities, equipment, and faculty are available. Break times and schedules are at the sole discretion of the instructor.

### Grading System

The following grading scale shall apply to all programs unless otherwise detailed in the programmatic handbook or course syllabi:

#### Grades /Percentages/Quality Points

A / 90-100 / 4.00

B / 80-89 / 3.00

C / 70-79 / 2.00

D / 60-69 / 1.00

F / <59 / 0.0

I / Incomplete

CR / Credit

Students will be graded on a combination of assessments which are defined as any item evaluated by an instructor that impacts the student's academic record, including exams, tests, quizzes, hand-in assignments, hands-on competencies, discussions, posts and/or presentations for each course within a program.

Please note:

- A cumulative passing grade is indicated in the course outline/syllabus. If not detailed the cumulative passing grade is defaulted to 70%.
- A student will be allowed a maximum of two additional attempts to repeat an exam, test, quiz, and or hands-on competency to achieve a passing grade.
- The maximum passing grade given for any repeated exam, test, quiz, or hands on competency will be the listed minimum pass grade as per course outline/syllabus.
- In a course that is evaluated by one exam only, a pass mark of the course will be required on that one exam.

Students who do not achieve a final cumulative course grade as indicated per course outline, will be given an “incomplete” on their grade report.

**NOTE: Please refer to your programmatic handbook as policies and/or requirements may vary by program. The policies included in this section are general and apply only when a programmatic handbook is not required.**

### Missed Tests / Exam

Students who miss a scheduled test or exam may be permitted to write the missed test or exam on their first day back in attendance, if they provide appropriate documentation and obtain full marks. Students who miss a scheduled test or exam and are not able to provide appropriate documentation may be permitted to write the missed test or exam and receive a maximum grade of 70%, unless otherwise specified in the programmatic handbook.

Students who are not successful on the first attempt at a test or exam may be eligible for up to a maximum of two more attempts of that test or exam, unless otherwise specified in the programmatic handbook.

### Missed / Late Assignments

Students who miss submitting a scheduled assignment may be permitted to submit the assignment for full marks if they provide appropriate documentation. Students who miss or are late submitting an assignment and are not able to provide appropriate documentation may be permitted to submit the missed assignment and receive a maximum grade of 70%, unless otherwise specified in the programmatic handbook.

### Academic Appeals

Academic Appeals provide students with a timely, respectful, and thorough review of an academic decision they perceive to be unfair.

Furthermore, all students have a right to an appeal regardless of their academic record.

The College is responsible for maintaining standards that promote academic integrity and student success. It is expected that faculty members will make academic judgments that are consistent and fair, and that students’ academic records will reflect their demonstrated abilities and accomplishments.

Students are entitled to know their rights under the Academic Appeals policy. It is expected that faculty members and DOE’s will inform students of their right to academic appeal and enable students to access the academic appeals process. Students may initiate Academic Appeals in relation to the following types of academic decisions:

- A final grade in a course
- A grade within a course that could not be reassessed (e.g., oral presentation, performance, practical exam, externship) or that was denied reassessment
- A probationary or withdrawal decision
- An academic dishonesty charge (e.g., plagiarism, cheating)
- A PLAR decision

Should a student wish to appeal more than one decision, each request will constitute an individual and separate academic appeal.

Academic appeals must be based on one or more of the following grounds:

- Merit of Work
- Illness and/or Disability
- Compassionate Grounds
- Course Management
- Policy Violation

Students with academic issues involving allegations of discrimination or harassment should consult the Vice President who will investigate the complaint.

Students with concerns about the quality of the educational experience – who are not looking to challenge an academic decision – should refer to the Complaint /Grievance Procedure in the Student handbook

## How to Appeal an Incorrect Course Grade

Any student at the College has the right to appeal academic decisions or actions that he/she considers unjust or improper.

The primary responsibility for assigning grades in a course belongs to the individual course instructor, and unless the student can present compelling evidence of discrimination, differential treatment, or procedural irregularities, the judgment of the instructor responsible for the course will stand.

A student who believes that an improper or incorrect grade was assigned should first take informal steps to resolve the situation. The request for a grade change must occur before the end of the course for which the grade was assigned. The student should first discuss the matter with the instructor. If it is not resolved, the student should discuss the matter with the Program Director/Director of Education who will attempt to resolve the grade dispute. If these informal measures fail to satisfy the student, and he/she wishes to appeal, the College procedure for “Student Appeals” should be followed as outlined in the College’s Appeals Policy.

## Honour Roll

This academic requirement must be achieved in order to achieve Honour Roll status, the student’s overall average must be 90%, or higher, including the Externship grade.

## Student Awards

Awards for outstanding achievement are presented to deserving students based on performance and faculty recommendations. Graduates find these awards can be an asset when they seek future employment.

The Education Department can provide information regarding the specific awards presented.

## SATISFACTORY ACADEMIC PROGRESS REQUIREMENTS

**NOTE:** Please refer to your programmatic handbook as policies and or requirements may vary by program. The policies included in this section are general and apply only when a programmatic handbook is not required.

In order to remain eligible for training, Provincial Regulations require that students maintain “Satisfactory Progress.” The following Satisfactory Progress statement applies to all students enrolled in any of the programs offered at Career College Group. Satisfactory Progress is defined as:

- Maintaining the minimum average, as noted on the program outline throughout the program.
- Maintaining all conditions of probation.
- Maintaining attendance as per the Active Participation Policy.

### Student Progress Reports

Students are entitled to at least one academic progress and status report before the halfway point of the total length of their program. For example, for each 12-month period, you will receive at least one evaluation every 6 months. Student progress and grades are determined through assignments, hands-on assessments, labs, quizzes, written examinations, and attendance.

Students placed on academic probation will be informed at the time the action is taken and appropriate advising is part of that process. Students may review their satisfactory progress by requesting a transcript from the Education Department.

The Ministry requires that the institution maintain participation records of each student and monitor students' compliance with the Active Participation Policy. A student who does not comply with the institution's Active Participation Policy will no longer be eligible for training at the College.

### Academic & Attendance Probation

**NOTE:** Please refer to your programmatic handbook as policies and or requirements may vary by program. The policies included in this section are general and apply only when a programmatic handbook is not required.

If a student fails to meet the set attendance and academic requirements of the College and/or their specific program of study, they will immediately be placed on probation. Students remain eligible for financial aid while on probation.

If the student is placed on Academic Probation as a result of a failed course, they are required to repeat the course at the earliest possible date or a date determined by the Campus Director. The probationary status is removed, and the student will be notified of its removal, once the student

achieves the required average to meet the minimum standards of satisfactory progress within their program. If the student does not meet the minimum standards of satisfactory progress within their program while on probation they will be withdrawn from training by the College.

If a student is placed on attendance probation they are required to meet the minimum requirements for attendance and or other attendance requirements as determined by the Campus Director. If while on attendance probation the student does not meet the requirements for attendance they will be withdrawn from training by the College.

### Mitigating Circumstances

The Campus Director may waive interim satisfactory standards for mitigating circumstances outside the control of the student. Mitigating circumstances are defined as: death of a relative, injury or illness of students, or other special circumstances. The Campus Director must approve on all mitigating circumstances. It must be demonstrated by the student and documented by a physician, (if medical conditions are implicated) that the circumstance had an adverse impact on the student's satisfactory academic progress in his/her academic program. No waivers will be permitted for graduation requirements.

### Suspension

A student may be suspended for failure to adhere to the College's Student Conduct Policy, or for failure to make acceptable academic and attendance progress. See Reinstatement Policy for further details.

### Graduation Requirements

A student is eligible for graduation if:

1. The student has completed all required courses with a passing grade as noted on your individual program outline.
2. The student has accumulated the total number of credits required for graduation from his/her course of study.
3. The student has achieved a quality point average as per course outline/syllabi.
4. The student has met the minimum attendance requirement.
5. The student has met all financial obligations to the school.
6. The student has completed the externship and exit interview process.

### Incompletes, Repetitions and Remedial Work

**NOTE: Please refer to your programmatic handbook as policies and or requirements may vary by program. The policies included in this section are general and apply only when a programmatic handbook is not required.**

Students with course incompletes and repetitions are eligible to continue receiving financial aid if the following conditions are met:

- The student is otherwise making satisfactory academic progress.
- The time needed to make up and complete coursework is within the program maximum timeframe, which is the contracted end date.

Students failing to complete all the required coursework must meet with their instructor to create an Action Plan for completion which will be documented in a Student Advising Form. For any missing labs, students may need to make up time outside of their regular class schedule. All incomplete work will become granted a failing mark of zero if not completed by the date established by the instructor.

Should a student achieve a non-qualifying grade on an exam, test, quiz, or hands on competency assessment, a student will be allowed a maximum of two additional attempts to successfully pass the failed item. These additional attempts at an exam will be written using a different exam, test, quiz, or hands on competency assessment. The maximum grade will be equal to the passing grade for the program 70% unless otherwise detailed in the syllabi and/or programmatic handbook.

A student must repeat any failed class /course in order to meet graduation requirements. A student wishing to repeat a class / course, for any reason, must obtain permission from the Director of Education.

When the entire class/course is repeated, the most recent grade will be calculated into the grade point average.

If a student's average falls below the pass rate of the program in any one module and they are approved to continue based on mitigating circumstances, the student is required to achieve a cumulative average of the pass rate at the end of the subsequent module and/or the overall program.

If a student is unable to maintain a passing cumulative average throughout the program and/or module, they will be withdrawn from the program, unless there are mitigating circumstances. The student is required to meet with the Director of Education regarding their status. In addition, students are required to provide appropriate documentation (medical/legal) for their absences that fall below the attendance threshold.

If a required course is failed, it must be taken again. The student will not be responsible for tuition for the first attempt; however, the student will be required to pay any associated costs for consumables or lab fees. Students must speak to financial aid prior to arranging a course restudy. If a student is required to repeat a course or module, which is a prerequisite to other courses or modules, that course or module must be repeated before advancement to subsequent courses or modules.

If a course or module needs to be repeated more than once it must be approved by the Campus Director or Director of Education and will only be considered with mitigating circumstances. If a student course fails a course on their second attempt, it can only be repeated at the student's sole expense; tuition fees will apply. A student is only permitted to repeat any one course a total of three times. If the student fails, the same course three times they will be withdrawn from the training program at the College.

**NOTE: Please refer to your programmatic handbook as policies and or requirements may vary by program. The policies included in this section are general and apply only when a programmatic handbook is not required.**

## Drop/Add Policy

Students do not have the option to drop or add courses. All courses offered at Career College Group are programmatic in nature; enrollment in all courses offered during a given program must be maintained. Students may not drop or add classes. Academic and grading policies may differ by program. Please see your instructor for individual course grading policies.

## Active Participation Policy

The Career College Group expects exemplary attendance for each student just as an employer expects exemplary attendance of an employee. Employers of Career College Group graduates look to a student's attendance record as an indication of how they will perform on the job.

## Satisfactory Progress

Students must maintain Satisfactory Progress and complete all missed academics by the end of their contract end date.

The CCG active participation and attendance policy is as follows:

- a. Students must attend their program on a full-time basis. Full-time is defined as 20 hours of active participation per week.
- b. Students are expected to attend all scheduled classes, externships/clinical placements and outreach opportunities and complete all online learning activities on the due dates indicated.
- c. Students are expected to actively participate and complete all course requirements and externship requirements (if applicable) for the approved program of study by the student's approved study period end date. This includes fulfilling all course or externship requirements that the student missed or failed to fulfill due to absence.
- d. Students who are absent or fail to participate in five (5) consecutive days of scheduled classes, or one calendar week (Monday through Sunday) for online programs, will be placed on academic/attendance probation automatically. Students who are habitually late or absent from class cannot hope to benefit from the substantive interaction with instructors and other students that are an essential part of the learning process. Therefore, students who are consistently meeting some, but not all, weekly attendance and participation requirements may be placed on academic probation. Students who do not satisfactorily resolve attendance and participation issues after being placed on academic probation may be withdrawn from their program of study.
- e. Students are responsible for notifying their instructor(s) about any period of absence in advance. It is imperative that students notify the instructor(s) and if a student is absent for 4 consecutive weeks or more, they will be automatically withdrawn from the program. For students receiving OSAP, absences greater than 28 consecutive days will also impact the student's funding. More details on OSAP-related matters are available through our Business Affairs / Financial Aid department.
- f. As indicated above, if a student is absent for 5 or more consecutive days, they will automatically be placed on Academic/Attendance Probation and will be required to make up all missed work. In this circumstance, CCG will work closely with each student, depending on the circumstance, to create an Student Advising Form to

help students make up any missed work. This may occur outside of the student's regular class schedule. Failure to complete the requirements outlined in the Student Advising Form may result in withdrawal from the program.

## Online and Online with Hybrid Bootcamp Program Delivery Descriptions

Below are additional participation and attendance expectations and requirements for alternative program delivery formats, as well as program delivery format descriptions

**Online** – Online programs are taught fully online with asynchronous online learning activities throughout each week – independent work completed outside of scheduled time with the class or instructor, as well as some scheduled online live sessions. If there are any externship/clinical placement requirements, they will be included in the program outline.

**Online with Hybrid Bootcamp\*** - Programs that are offered primarily in an Online format but have a short hands-on, in person requirement at a certain point (typically at the end) of the program. If there are any externship/clinical placement requirements and/or in-person requirements, they will be included in the program outline. \*Programs in this format are approved as hybrid programs.

Online and Online with Hybrid Bootcamp programs are full-time programs and students should expect to spend at least 20 hours per week engaged in academic-related activities.

## Attendance and Participation in Online and Online with Hybrid Bootcamp Programs

All students enrolled in Online courses must:

- 1.) Attend and fulfill active participation requirements in scheduled online live sessions via web conferencing \*(See below: Online Live Web Conferencing Session Attendance and Participation Requirements);
- 2.) Log in to the course(s) on the Learning Management System (i.e., Canvas) and complete assignments and other academic-related learning activities as assigned;
- 3.) Meet participation requirements each week - regular and substantive interaction with faculty and other students is required weekly throughout the course;
- 4.) Attend and fulfill any required externship/clinical placement requirements; and
- 5.) In addition, for Online Hybrid Bootcamp programs: Attend and participate in any required in-person classroom/lab sessions.

In the case of online courses, “absences” shall be defined as “non-participation.” Non-participation may be defined as, but is not limited to:

- 1.) Not attending and/or not actively participating in scheduled online live sessions;
- 2.) Not submitting required assignments or other academic-related activities assigned for the week;
- 3.) Not contributing meaningful discussion to assigned and required chat rooms, discussion boards, or other online forums for the week;
- 4.) Not attending and/or fulfilling externship/clinical placement requirements; or

- 5.) Regarding Online Hybrid Bootcamp programs, not participating in required in-person classroom/lab sessions.

It should be noted that simply logging into the course **does not** constitute participation.

Failure to attend or participate in any one of the weekly requirements defined above constitutes an absence.

## Online Live and Online Live with Hybrid Bootcamp Program Delivery Descriptions

**Online Live** – Program is primarily taught in real-time, online live at regularly scheduled meeting times in an instructor led format. There will also be some independent online learning activity requirements each week. If there are any externship/clinical placement requirements, they will be included in the program outline

**Online Live with Hybrid Bootcamp\*** - Programs that are offered primarily in an Online Live format but also have a short hands-on, in person requirement at a certain point (typically at the end) of the program. If there are any externship/clinical placement requirements, they will be included in the program outline. \*Programs delivered in this format are approved as hybrid programs.

Online Live and Online Live with Hybrid Bootcamp programs are full-time programs and students should expect to spend at least 20 hours per week engaged in academic related activities.

## Attendance and Participation in Online Live and Online Live with Hybrid Bootcamp Programs

All students enrolled in Online Live courses must:

- 1.) Attend and fulfill active participation requirements in scheduled online live sessions via web conferencing\* (See below: Online Live Web Conferencing Session Attendance and Participation Requirements),
- 2.) Log in to the course(s) on the Learning management System (i.e., Canvas) and complete assignments and other academic related learning activities as assigned, as well as any online participation requirements (i.e., discussion boards, chat rooms or other online forums), each week.
- 3.) Attend and fulfill required externship/clinical placement requirements.
- 4.) In addition, for Online Hybrid Bootcamp programs: Attend and participate in required in-person classroom/lab sessions.

In the case of online live courses, “absences” shall be defined as “non-participation.” Non-participation may be defined as but is not limited to

- 1.) Not attending and actively participating in scheduled online live sessions;

- 2.) Not submitting required assignments, completing other academic related activities assigned, or contributing meaningful discussion to assigned and required chat rooms, discussion boards, or other online forums, for the week.
- 3.) Not attending and actively participating in required externship/clinical placements.
- 4.) In addition, for Online Hybrid Bootcamp programs: Not participating in required in-person classroom/lab sessions.

It should be noted that simply logging into the course does not constitute participation.

Failure to attend or participate in any one of the weekly requirements defined above constitutes an absence.

## Hybrid Program Delivery Description

**Hybrid** – Program is taught both online live and in person in a classroom with a combination of regularly scheduled meeting time requirements throughout the program, as well as some online learning activity requirements each week.

## Attendance and Participation in Hybrid Programs

All students enrolled in Hybrid courses must:

- 1.) Attend and fulfill participation requirements in scheduled online live sessions via web conferencing\* (See below: Online Live Web Conferencing Session Attendance and Participation Requirements),
- 2.) Attend and participate in scheduled in-person classroom/lab sessions,
- 3.) Log in to the course(s) on the Learning management System (i.e., Canvas) and complete assignments and other academic related learning activities as assigned, as well as any online participation requirements (i.e., discussion boards, chat rooms or other online forums), each week, and
- 4.) Attend and fulfill required externship/clinical placement requirements.

In the case of hybrid courses, “absences” shall be defined as “non-participation.” Non-participation may be defined as but is not limited to

- 1.) Not attending and actively participating in scheduled online live sessions;
- 2.) Not attending and participating in required in-person classroom/lab sessions;
- 3.) Not submitting required assignments, completing other academic related activities assigned, or contributing meaningful discussion to assigned and required chat rooms, discussion boards, or other online forums, for the week; or
- 4.) Not attending and participating in required externship/clinical placements.

It should be noted that simply logging into the course does not constitute participation.

Failure to attend or participate in any one of the weekly requirements defined above constitutes an absence.

## Online Live Web Conferencing (Zoom) Session Attendance and Participation Requirements:

Active participation in scheduled online live sessions is an important part of the learning process. You are expected to attend all sessions, interact with the instructor and other students, meaningfully contribute to group discussions and activities, as well as engage with the materials and topics being presented. This includes:

- Asking the instructor any questions you have about the content addressed and actively participating in class or breakout group discussions
- Responding to polls and quizzes used in the class
- Completing tasks assigned in class (both individual and group work)
- Turning your camera on during live sessions is required (requests to keep your camera off for extenuating circumstances that may occasionally arise, must be pre-approved by your instructor)

**Failure to attend a scheduled live session, having your camera off and microphone muted for an extended period of time and/or a lack of active participation will result in being counted absent for the session and receiving zero attendance points for that session.**

If you have a legitimate reason to miss a live session, you may request a waiver from the instructor prior to the session. Instructors can accept or reject requests at their discretion. If you are granted a waiver, you can demonstrate your attendance and participation for the session by:

- Watching the recorded session and creating notes from it (a minimum of one page of notes per hour)
- Completing any polls or quizzes from the session
- Completing any individual or group work introduced in the session
- Submitting these materials to the Zoom session assignment for the instructor to review

### Accommodation for Students with a Disability

It is recognized that Approved Institutions are obligated under Ontario's Human Rights Code to provide accommodation to persons with disabilities. If the Approved Institution is a Private Career College and the student is unable to attend all classes scheduled for the Approved Program of Study on a full-time basis, due to his or her disability, and the Approved Institution proposes an accommodation plan, the Minister will consider the student's continued eligibility for assistance under OSAP as a full-time student if the Minister is satisfied that:

- a. The proposed accommodation plan responds to and is appropriate to the specific needs of the student arising from the disability;
- b. The plan requires attendance in classes providing at least forty (40) percent of the program's scheduled Hours of Instruction;
- c. The Approved Institution has received satisfactory documentation from an appropriate health care professional regulated under the Regulated Health Professions Act, 1991 that confirms that the student has a disability and the nature of the accommodation required by the student in the context of the program; and

- d. The accommodation plan has been developed in consultation with the student and he or she has agreed to it.

The Approved Institution shall maintain all required documentation noted above to support the proposed accommodation plan in the Student File, which documentation shall be available for verification or audit purposes by the Ministry, including verification of Institution compliance under Section 6.8 of the Performance Requirements.

### Attendance Policy In-Person Classes

**Career College Group expects exemplary attendance from each student just as an employer expects exemplary attendance from an employee. Students are required to attend all scheduled classes and externships / clinical placements on a full-time basis in accordance with the Active Participation Policy.**

- Students who are late or absent are responsible for material missed in class and must complete all material and externship requirements by the contract end date.
- Students who miss five (5) consecutive days of scheduled classes will be placed on academic/attendance probation automatically.
- Any student who is not physically present at the start of class, or who leaves before the end of the class, will be marked as late.
- For the purposes of calculating a student's attendance, three (3) "lates" will be considered equal to one full day absent.
- Employers of Career College Group graduates look to a student's attendance record as an indication of how they will perform on the job.
- Also, any student who is habitually late or absent from class cannot hope to benefit from the instructor's knowledge, supplementary material, or the personal help necessary to receive satisfactory grades.

### Expulsion Policy (Withdrawal and Termination)

Students wishing to withdraw must personally notify the Director of Education / Campus Director and must submit a formal letter of withdrawal in addition to completing the required exit interviews, which includes meeting with the Campus Director and/or Education Director, Financial Aid /Business Affairs Office and finalization of the student's records with the Career Services Office.

This process assures the student that all records are correct and that they will receive all services available from Career College Group to ensure a safe and smooth discharge.

Failure to withdraw properly or complete the required exit interviews may result in the assignment of failing grades, which then becomes a part of the student's permanent record. It is imperative that each student wishing to withdraw or being expelled settles their account as per the colleges refund policy prior to the withdrawal or expulsion. Failure to do so will be considered non-compliance and the account will be forwarded after 45 days to a collection agency.

Career College Group is committed to taking all reasonable steps to ensure that students have the opportunity to successfully complete their programs. Career College Group has a commitment to ensure that within this general framework all students are treated fairly and equitably. Students who do not support the academic and ethical goals of the College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, the College will attempt to resolve a situation without expulsion. verbal warning, written warnings and suspension may precede this final and most serious of actions. Where the College deems the integrity, safety or well-being of the College, students, staff, clients, visitors, and other guests to be in danger, then expulsion may be applied at the College's discretion at any point in the process.

In conjunction with this policy, the College will have to ensure that students receive and are aware of its Code of Conduct, its Academic Policy, and its Attendance Policy.

The following outlines the conditions under which a student may be expelled with cause:

### Academic Dishonesty

Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s). Students may be subject to discipline up to and including expulsion at the discretion of the College for academic dishonesty.

Cheating – using or attempting to use unauthorized materials during an assessment.

*Examples (including but not limited to):*

1. Copying from another student or using unauthorized notes/devices during an exam
2. Unauthorized collaboration on assessments
3. Using notes during a closed book examination
4. Completing an assessment for another student
5. Submitting someone else's work as your own

Plagiarism – presenting another person's ideas, research or writing as your own

*Examples (including but not limited to):*

1. Copying another person's words, figures, or images without the use of appropriate citation of the source using APA format. This includes Internet sources.
2. Using services to find and submit answers to multiple choice, essay and other questions from materials assigned from a textbook or online exam
3. Using services to download or commission work for papers, essays, etc.

Facilitating Infractions of Academic Integrity – helping or attempting to help another commit an infraction

*Examples (including but not limited to):*

1. Allowing another student to cheat off your exam

2. Providing your answers or work for another student to submit as their own

Fabrication – the falsification or invention of information, including data or citations

Bribes, Favors, and Threats – actions intended to affect a grade or evaluation

Lying, misrepresentations, and alteration of records – actions intended to affect grades, evaluations, or investigations of academic dishonesty, including (but not limited to) failing to provide verification of student identity when asked or required.

## Infractions

Instructors who suspect that a student has committed academic dishonesty will review with the student the facts and circumstances of the suspected violation. If the instructor concludes that there has been an incident of academic dishonesty:

1. The violation will be reported to the Director of Education.
2. The student will receive a zero grade on that attempt and will require a rewrite/re-do for that zero grade, up to a maximum of a 70% grade on the second attempt.
3. Student will also be required to review and sign an academic integrity attestation affirming their understanding of the Academic Dishonesty Policy and their commitment to adhere.
4. Student may face either an academic suspension or expulsion from the College at the discretion of the Director of Education.
5. Incidents of academic dishonesty will be treated on a case-by-case basis depending on the specific circumstances.
6. Student may appeal decisions on academic dishonesty following the steps in the Student Appeals policy.

## Outstanding Fees

Failure to pay overdue accounts owing to the College within the specified period may be grounds for expulsion after a written warning has been given.

## Code of Conduct

All students are required to adhere to the College's published code of conduct. Where the violations do not have the potential to result in physical harm to persons or property, the College may expel a student who has received suspension for failure to comply and has since violated any of the terms of the College's code of conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate expulsion.

## Significant Omissions or Errors in Admissions Documentation

The College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent their applications are subject to immediate expulsion.

## Attendance

Students who do not achieve the required attendance as stated in the Attendance Policy are subject to expulsion.

## Harassment or Discrimination

The College does not condone harassment or discrimination of any student, staff, client, or visitor to the College. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation.

Any student who is deemed by the investigation to have engaged in severe harassing or discriminatory activities may be expelled at the discretion of the College, depending on the severity of the activity.

Racial harassment means bothering, threatening, or treating someone unfairly because of their race, colour, ancestry, birthplace, religious belief, ethnic background, citizenship, or language.

Sexual harassment means bothering someone by saying or doing unwanted or unwelcome things of a sexual or gender-related nature including touching inappropriately, making offensive jokes about women and men, making sexual suggestions or requests, staring at, or making unwelcome comments about one's body, displaying sexually offensive pictures, or being verbally abusive because of one's gender.

Sexual orientation harassment means treating someone unequally because they are gay, lesbian, heterosexual, bisexual, transgender, or living in a same-sex relationship. This could include making a hurtful comment or action to an individual that is known or ought to be known to be unwelcome, making homophobic jokes or hints about a person's sexual orientation or same-sex partnership status, or displaying of disrespectful signs, caricatures, cartoons, or graffiti.

In determining what constitutes harassment or discrimination, the College refers to the Ontario Human Rights Code. Students requiring more information may refer to the code on the Provincial website [www.ohrc.on.ca/en](http://www.ohrc.on.ca/en)

## Misuse of College Property

College property is for the provision of College services. Students who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and required to make restitution.

## Endangerment of Staff or Students

The College is committed to the right of all College staff, students, clients, and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled. Prior to expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:

- Verbal warning
- Written warning
- Suspension
- Expulsion

## Fees

Settlement of student's accounts, for students that have been expelled, will be completed under the College's Fee Refund Policy, using the effective date of expulsion as the final day of attendance in their program of study.

## Notification

Students who are subject to expulsion for any reason will be notified in writing, either hand delivered, emailed or by registered mail with return receipt. The College is not responsible for non-delivery by email and/or registered mail if the student has not provided a valid address where the student currently resides. The notification will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion and wish to appeal must appeal the decision in writing within one week of the notification by following the College's Student Complaint Procedure provided to the student and by providing sufficient proof to support the complaint.

A student, whose expulsion is upheld after having followed the College's Student Complaint and Appeal Procedure, may file a further appeal through the Complaints Process of the Ministry of Training, Colleges and Universities provided the student is attending a program approved under the Private Career Colleges Act, 2005.

If a student's appeal is successful and he/she is eventually reinstated as part of the internal College or Ministry Appeal Processes, then the College will arrange for the student to make up the training time that he/she had missed since the date of expulsion specified in the written notification.

## Return of Property

A student who is expelled is responsible for the return of any College property in his/her own possession within 10 days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract or another contract for school related property ie. Laptop loaner agreement.

## Reinstatement Procedure

Students who have interrupted their education for any reason may request reinstatement by contacting the Director of Education. Students will have a maximum of 1 (one) year, after their last day in the program, to request reinstatement in the program and be eligible to continue where they left off. If a student requests reinstatement after the 12-month period, they will be required to complete the program from the very beginning.

Students who were making satisfactory academic progress when they withdrew will be eligible to apply for re-entry. Students who were not making satisfactory progress may only be admitted with the Director of Education's approval and will be placed on academic probation or may have other special conditions placed on their re-entry.

Students who have been withdrawn for failing to maintain satisfactory academic progress may be reinstated at the start of the next available date by following the steps outlined in the Students Appeals Policy. Students may be eligible for financial aid during the reinstatement term. Students would need to contact Business Affairs / Financial Aid for further information.

Students have one opportunity to reinstate and complete the program successfully. If reinstatement is approved and the student withdraws from the program for a second time, they are not eligible to return and complete the program a third time.

## STUDENT CODE OF CONDUCT

Students are responsible for adhering to all rules, regulations, and policies of the College. Career College Group expects mature and professional behaviour on the part of its students both in College and while attending college related activities off campus. Students should demonstrate the same behaviors at the College as they would in the workplace. To maintain a professional environment, Career College Group requires every student to adhere to the following conditions:

- Attendance is mandatory; lateness/absenteeism is not tolerated and can result in termination from the program.
- Full uniform (Medix: scrub top, scrub pants, appropriate shoes, and name tag; NATS: Program-related t-shirts) is required and it is the student's responsibility to wear each item every day while attending all classes/externships and school related activities.
  - A professional image, in addition to adhering to the above stated uniform policy, is required. This is inclusive of the following: No head gear such as handkerchiefs, scarves, hats, or headbands. Any of the above items worn for religious reasons are permitted.
  - Students are required to keep their uniform well-kept and clean. The full pant leg must be visible all the way down to the shoe and hemline.
  - Jewelry should be kept to a minimum.
- The use of cell phones is limited to break time and are only to be used outside the class. Emergency arrangements, if needed, can be made with your instructor.
- Smoking or Vaping of Tobacco related products are only permitted outside of the campus in clearly marked designated areas. This does not include the use of Cannabis which is strictly prohibited. Students may not take part in any practical activity or labs under the influence of Cannabis.
- Eating and drinking is to be done outside of the lecture/ labs, in the student break room or lounge area. Excessive gum chewing is not allowed in the classroom or lab.
- All students are asked to leave their lecture/lab rooms neat and tidy at the completion of each class.
- When interacting with peers, instructors, administration, and visitors to the college, conduct yourself in a professional manner as you would in any workplace.
- No profanity, physical or verbal abuse or unprofessional conduct will be tolerated in the class, on campus or while in uniform. Students will be asked to leave for any disruptive and disrespectful behavior.
- English is the only language to be spoken during class time and at all times on campus.
- The consumption of alcohol, cannabis or use of illegal drugs is strictly prohibited on campus and you may not enter the campus while under the influence of alcohol or illegal drugs. Anyone showing signs of impairment will be asked to leave.
- Career College Group reserves the right to initiate disciplinary action upon a student whose work or conduct is deemed inappropriate.

Career College Group reserve the right to initiate disciplinary action upon a student whose work or conduct is deemed inappropriate. Further non-compliant behaviour and discipline steps are outlined and noted in the following section: Student Conduct and Discipline.

## STUDENT CONDUCT AND DISCIPLINE

The following statements define some behaviour that is not in harmony with the educational goals of Career College Group:

1. Academic dishonesty such as cheating, plagiarism or knowingly furnishing false information to the school.
2. Forgery, alteration, misuse or mutilation of the College's documents, records, identification, educational materials, and school property.
3. Obstruction or disruption of teaching, administration, disciplinary procedures, or other school activities including public service functions or other authorized activities on or off premises.
4. Physical or verbal abuse of any person or conduct, which threatens or endangers the health or safety of an individual or the college.
5. Theft of or damage to property of Career College Group using or attempting to use school property in a manner inconsistent with its designed purpose.
6. Unauthorized entry and/or occupation of school facilities.
7. Intentional or unauthorized interference with a right of access to school facilities or freedom of movement or speech of any person on the premises.
8. Use or possession of firearms, ammunition or other dangerous weapons, substances or materials or bombs, explosives or incendiary devices prohibited by law.
9. Disorderly conduct or lewd, indecent, or obscene conduct or expression.
10. Violation of a federal, provincial, or local ordinance including, but not limited to, those covering alcoholic beverages, narcotics, gambling, sex offenses or arson, of which violation occurs on school property or at a school function. (Please refer to the Drug/Alcohol Free Policy established by the College for further information.)
11. Rioting, aiding, abetting, encouraging, or participating in a riot.
12. Failure to comply with the verbal or written directions of any College official acting in the performance of his/her duty and in the scope of his/her authority or resisting a security officer while acting in the performance of his/her duties.
13. Aiding and abetting or inciting others to commit any act of misconduct set forth in 1 through 12 listed above.
14. Conviction of a crime, which is of a serious nature. Upon filing of charges in court involving an offense which is of a serious nature, and it is administratively determined that the continued presence of the student would constitute a threat or danger to the college community, such student may be suspended pending disposition of the charges in court.

Violation of any of the above may subject the student to any of the following:

- A. Reprimand;
- B. Specific restrictions may be imposed;
- C. Disciplinary probation. Further infractions will result in suspension if they occur within the specified probationary period;
- D. Temporary suspension;

#### E. Permanent suspension.

After being suspended, a student may be readmitted only after the Campus Director approves a written request. Re-admission will be on a probationary basis only. Students returning must follow the Reinstatement Procedure noted in this Handbook. Any further infraction of the school policies will necessitate permanent suspension.

The College understands that every student has certain rights, which must be respected, just as they themselves must respect their obligation to the College. Rights, however, are not absolute. Along with every right is a corresponding obligation and duty to respect the rights of others, to adhere to all reasonable rules and regulations established for the government of the college, the damaging of the property, rights, and possessions of others.

It becomes incumbent on the part of all students to follow the School's Code of Student Conduct prescribed for the operations of Career College Group.

Any other offenses that may be detrimental to the staff, students or graduates of Career College Group may result in the aforementioned penalties at the determination of the Campus Director.

The Campus Director may use professional discretion to extend, modify, or waive any procedures or requirements pertaining to student academic progress or completion in this Handbook that would be in the best interest of the student and college, provided such action would not be in violation of any regulatory compliance.

## PROGRAMS OF STUDY

Career College Group offers programs designed to prepare students in a timely manner for entry-level positions in the healthcare, skilled trades and other industries with employment demand within its communities.

The approved programs are listed below:

NOTE: Programs vary by campus and may not be available at all campuses. Please refer to the ministry website for the most up to date listing of approved programs.

<https://www.pcc.tcu.gov.on.ca/PARISearchWeb/search.xhtml>

<b>MEDIX COLLEGE:</b>	<b>AWARD</b>
Child and Youth Care with Addiction Support Worker	Diploma
Community Service Worker	Diploma
Developmental Service Worker	Diploma
Early Childcare Assistant	Diploma
Fitness & Health	Diploma
Intra-Oral Dental Assistant	Diploma
Dental Assistant Levels I & II	Diploma
Dental Administration	Diploma

Massage Therapy	Diploma
Medical Laboratory Technician/Assistant	Diploma
Medical Office Administrator	Diploma
Personal Support Worker	Certificate
Personal Support Worker Bridging	Certificate
Pharmacy Assistant	Diploma
Physiotherapy Assistant	Diploma
Retail Pharmacy	Diploma

**PLEASE NOTE:** Additional courses are in development. Please visit the colleges websites for the most current list of vocational and non-vocational programs available at each campus.

[www.medixcollege.ca](http://www.medixcollege.ca) – [www.nats.ca](http://www.nats.ca) – [www.medixonline.ca](http://www.medixonline.ca)

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<b>NORTH AMERICAN TRADE SCHOOLS:</b>	<b>AWARD</b>
Cabinetmaking	Diploma
Construction & Maintenance Electrician Pre-Apprenticeship	Diploma
Domestic Appliance & Gas Technician	Diploma
Electrical Technology	Diploma
Gas Technician	Diploma
Gas Technician 2	Diploma
Gas Technician 3	Diploma

Home Inspection	Certificate
Home Renovation Technician	Diploma
HVAC Technician	Diploma
Industrial & Commercial Maintenance	Diploma
Motorcycle & Small Engine Technician - Pre-Apprenticeship	Diploma
Solar Energy Technician	Diploma
Structural & Pressure Vessel Welder	Diploma
Welding Technology	Diploma

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## CAREER COLLEGE GROUP- CONSENT TO TREATMENT

I understand that as part of my training at the Career College Group may include training and practice of various procedures and treatments on myself and the bodies of fellow classmates and others, including clinic patients or clients.

Prior to performing any procedure, students will learn the correct techniques and the safety requirements of the procedure. I acknowledge I will participate in this training as a student and I have no health issues, which would prevent fellow students from training on me.

I understand that student practitioners are expected to learn and are required to always adhere to all professional practices during the performance of medical / dental procedures on fellow students and others.

### Dental Assistant

The Dental Assistant program includes training and practice of various dental techniques on fellow classmates and others. The practice will include the measurement of vital signs, placement of rubber dams, coronal polishing, and allocation of pit and fissure sealants along with other dental procedures.

### Medical Laboratory Technician Assistant

The Medical Laboratory Technician Assistant program includes training and practice of various laboratory techniques on the bodies of fellow classmates and others. The practice will include measurement of vital signs, providing blood, urine and stool samples as required and using

biohazardous specimens collected from fellow classmates and others. I will be required to allow other students to perform venipuncture and other techniques on me.

#### Medical Office Administrator

The Medical Office Administrator program includes training and practice of various techniques on the bodies of fellow classmates and others. The practice will include the measurement of vital signs and height and weight, providing urine samples, and handling biohazardous specimens collected from fellow classmates and others.

#### Massage Therapy

I understand that I am required to participate in my training and the training of my classmates. I understand that as part of participation, I am expected to allow other students to practice the measurement of vital signs and massage techniques on me under the supervision of an Instructor.

#### Personal Support Worker

I understand that I am required to participate in my training and the training of my classmates. I understand that as part of participation, I am expected to allow other students to practice measurement of vital signs, tub bathing, manual or mechanical lifting, and feeding, hot and cold applications techniques on me under the supervision of an Instructor.

*These above examples do not include all programs and therefore it is important to review your course syllabi and/or programmatic handbook for the specific requirements of your program of choice.*

## CAREER COLLEGE GROUP PLEDGE

*As a Career College Group Student, I pledge to practice my chosen profession with total integrity and within the standards and guidelines permitted by law, without prejudice or discrimination.*

*I am fully aware of the impact I may have on the lives of others as a result of the care and the service I render.*

*Sharing the self-esteem and pride felt by Career College Group alumni through the years, I begin my training with my head held high.*