



CMA College

Version August 2025

Policies and Procedures / College Handbook

The following pages include related College policies and information.

Administration note: Any positions identified in the handbook / polices must align with the current organization chart and areas of responsibility

Table of Contents

ABOUT THE COLLEGE

Vision statement

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General College Information	3
Winter Conditions	4
Instructor Office Hours	5
Key policy and procedure documents relevant to programs:	6
Outline of Relevant Documentation / Forms	7
RESPECTFUL AND FAIR TREATMENT OF STUDENTS – NON-DISCRIMINATION	9
Statement of student rights	8
General Admission Criteria	10
STUDENT ATTENDANCE POLICY	12
General Principles	12
Student Responsibilities	13
GRADING AND GRADUATION POLICY	12
Criteria for grading	15
Graduation Requirements	
Grade appeal	16
ACADEMIC INTEGRITY	17
Privacy Policy	18
STUDENT DISPUTE RESOLUTION POLICY	19
SEXUAL MISCONDUCT POLICY	21
STUDENT WITHDRAW POLICY	24
STUDENT DISMISSAL POLICY	25
The Code of Conduct	26
REFUND POLICY	27
Refund Policy (for PTIRU approved programs)	27
REFUND POLICY - programs NOT requiring PTIRU approval	31
SAFETY POLICY	32
Health and Safety	32
Procedure for Fire Safety	33
Procedure for Earthquake Safety	33
COURSE RETAKE POLICY	
Credit transfer policy	34
Policy for Retaking Courses	34
Postpone / leave for a current course	36
Leave of Absence/ Change of Status	36
Other policies	



Welcome to CMA College!

GENERAL COLLEGE INFORMATION

Campus -CMA College

Address: 100-852 Fort Street, Victoria, B.C V8W 1H2
Phone number: 778-486-2418 School Cell: 250-858-9269
Email address: info@cmacollege.com
Website: www.cmacollege.com

Type of Calls / Situations	Who to Call	Telephone Number / Email Address
Calling in Sick; Being Late	Contact Front Desk	Geraldine-778-486-2418/ Geraldine.j@cmacollege.com
Enquiries about Tuition Fee/ Student Contracts	Make appointment with front desk	Serene-778-486-2418 serene@cmacollege.com
Enquiries about Change of Program etc	Make appointment with front desk	Serene-778-486-2418 serene@cmacollege.com
Enquiries about Career Preparation; Require Counseling, etc	Make appointment with front desk	Madame-778-486-2418 Madamemarieclaire@cmacollege.com

Enquiries about Disciplinary Matters/ Student Academic Standing/ policy issues	Managing Director/ <i>On-site Administrator</i> or Senior Education Administrator (SEA)	Serene-778-486-2418 serene@cmacollege.com Dr. Kris kris@swifteducation@outlook.com
Student Aid applications	Make appointment with front desk	Serene-778-486-2418 serene@cmacollege.com
Access to general information	Front desk	Geraldine-778-486-2418 Geraldine.j@cmacollege.com

The College ensures students have access to information about:

- All aspects of their program.
- Policies; including their responsibilities
- Housing and transportation services for students.
- Medical insurance, the Pharmacare program and similar government health care programs for students.
- Child care services are available to students.
- Available academic support, such as tutoring services, literacy support and library services.
- Employment resources for students, including resources in relation to career planning.

Winter Conditions

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

Check the radio and TV stations for updated conditions on the weather

- Check the College website
- Check your e-mail
- Call the college

Instructor Office Hours

Instructor office hours and contact details - set out in course syllabus.

KEY POLICY AND PROCEDURE DOCUMENTS RELEVANT TO PROGRAMS:

Students

- CMA College's General Policy Manual
- Student Coop / practicum handbook (s) - if applicable.
- Program and course outlines
- OTHER*

Instructors, supporting staff (i.e. consultants) marketing and administration

- Adult Learner Handbook
- College's General Policy Manual
- Program and course outlines (see 'course syllabus guidelines')
- Work experience policies and outlines
- Instructor Guides
- Textbooks and teaching resources
- Employee Handbook
- Institution documents/forms
- Administration procedural documents

References

Private Training Institutions - manual
EQA manual (if applicable)
Student Aid administrative manual (if applicable)

Policies - to be provided to student prior to enrolment*

Policies provided*:

- Dispute Resolution Policy
- Student Dismissal Policy
- Student Grade Appeal Policy
- Respectful and Fair Treatment of Students Policy)
- Sexual Misconduct Policy
- Student Attendance Policy

- Statement of Student Rights – must be provided to the student together with a copy of the student enrolment contract
- Work Experience Policy (if applicable)

Outline of Relevant Documentation / Forms

These Documents/ forms are used by the college and are accessible for authorized administration via email/website:

• Handbook/ policy manual • Enrolment Contract -- programs requiring approval • Enrolment Contract -- programs not requiring approval • Enrolment checklists • Student management system documents/forms • Letter of acceptance • Fee payment and receipts. • Outline of all programs / learning outcomes. • Individual Program outlines + Course outlines • Language assessment documents • Attendance record form • External agreements (documents) • Incident reporting form	• Student Aid documentation • Website / digital documents • Advertising records/ form • PTIRU/ CIC / other external entities documents/ forms • Contact lists • Login and password document. • Employee handbook and related forms (contract/ evaluation/ leave etc.). • Student evaluation forms and surveys. • Check lists – student files – employee files - other. • Administration procedural documents / guide. • Organisation structure/ classifications • Miscellaneous documents
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Student information:

- Housing and transportation services for students.
- Medical insurance, the Pharmacare program and similar government health care programs for students.
- Child care services available to students.

“Student” is defined currently registered/enrolled in any programs or activity at the College

Program and course outlines, fees, and program start dates can be accessed before enrolment. Key policies and course outlines are made available to students prior to enrolling in any program. For more information, please contact the College administration directly.

Disclaimer: Students and employees are responsible for reading and understanding relevant policies. If you do not understand any of the content, consult with the relevant staff and your instructor. While every effort has been made to ensure that the information in these publications is accurate and relevant to current policies governing student administration and education delivery, changes, including updates, may occur at times.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS – NON-DISCRIMINATION

Statement of Student Rights

Responsibility

All Staff/ Instructors,

Date of latest version

August 2025

Statement of Student Rights

The College is certified with the Private Training Institutions Regulatory Unit (www.privatetraininginstitutions.gov.bc.ca) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated fairly and respectfully by the institution.

You have the right to a student enrolment contract that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution will provide you with a signed copy. You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint.

You have the right to make a claim to PTIRU for a tuition refund if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within one year of completing, being dismissed or withdrawing from your program.

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

ADMISSIONS POLICY

Responsibility

Admissions and Student Services Manager

Date of latest version

August 2025

General Admission Criteria

The College is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

The college admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, color, ancestry, place of origin, religion, marital status, family status, physical or a disability, sex, sexual orientation or age (BC Human Rights Code).

- Applicants who wish to qualify as domestic students must produce valid documentation confirming their legal status as Canadian citizens or permanent residents.
- Applicants who are classified as international students/ visitors must meet the requirements for international students/ visitors studying in Canada as required by Citizenship and Immigration Canada.

In general:

- Any applicants under 19 years of age require parents' permission.
- Also see English language requirements for particular programs (See Language Proficiency Assessment Policy)
- Other criteria may be applicable to specific programs

Admission requirements relevant to particular programs are contained in the program outlines.

A student may be accepted on a provisional basis while he/she awaits full documentation; this acceptance is valid until the program start date, and the Confirmation of Admission Required Documents form will be signed prior to signing the student enrolment contract.

If the student fails to submit all required documents by the program start date, the College may terminate the student enrolment contract and refund all tuition and other fees (excluding the non-refundable registration fee).

- Language Proficiency Assessment Policy

Prior to acceptance applicants must meet at least one of the following language proficiency requirements:

- Completion of grades 9-11, including English 11 with a grade of ‘C’ or higher from a country where English is one of the principal languages, **or**
- Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of instruction, **or**
- Verified results for one of the English language proficiency tests listed below. (Test results must be dated no more than two years before the start date of the program).

International English Language Testing System (IELTS) Academic: overall score of 5.5 or higher.
Canadian Academic English Language (CAEL) Test: overall score of 40 or higher

Duolingo English Test: overall score of 95 or higher.

Test of English as a Foreign Language (TOEFL) IBT Minimum overall score of 46

Pearson Test of English (PTE) Academic Minimum overall score of 43

Canadian Academic English Language Assessment (CAEL) Minimum overall score of 40

Canadian English Language Proficiency Index Program (CELPIP) Listening 6, Speaking 6, Reading 5, and Writing 5.

Pearson Test of English (PTE) Academic Minimum overall score of 43

Cambridge Linguaskill Minimum overall B2 level

LANGUAGECERT Academic Minimum overall B2 level

Cambridge English Qualifications: B2 First exam (FCE)

Other Cambridge Qualifications at a higher level (i.e.,

C2 Proficiency (CPE)). Minimum overall score of 160 or "C"

The Michigan English Test (MET) Minimum overall B2 level

iTEP Academic Minimum overall score of 3.5

As an option for proof of English language proficiency, the institution may accept evidence that an applicant has successfully completed a specified minimum of full-time secondary or post-secondary

education at an accredited institution in a country where English is the language of instruction. Documentation demonstrating this evidence must be provided in English.

Education completed (in English) in the following countries is counting toward an assessment of prior education in English:

American Samoa	Dominica	Lesotho	St. Kitts & Nevis
Anguilla	Falkland Islands	Liberia	St. Lucia
Antigua and Barbuda	Fiji	Malta	St. Vincent & the Grenadines
Australia	Gambia	Mauritius	Tanzania
Bahamas	Ghana	Montserrat	Trinidad & Tobago
Barbados	Gibraltar	New Zealand	Turks & Caicos Islands
Belize	Grenada	Nigeria	Uganda
Bermuda	Guam	Seychelles	United Kingdom
Botswana	Guyana	Sierra Leone	US Virgin Islands
British Virgin Islands	Ireland	Singapore	USA
Canada	Jamaica	South Africa	Zambia
Cayman Islands	Kenya	St. Helena	Zimbabwe

STUDENT ATTENDANCE POLICY

STUDENT ATTENDANCE POLICY

Responsibility	All Staff/ Instructors
	Admissions and Student Services Manager
	Senior Education Administrator

Date of latest version August 2025

Attendance requirements are set out in the program and course outlines for each program. For most current programs, 80% attendance is required. However, 100% attendance is encouraged.

Regular attendance is expected in all courses be those ground-based in class or online.

Promptness is expected at the beginning of class and after each break.

Program/course outlines determine required attendance for specific programs.

General Principles

Attendance in classes is necessary, and missing classes can affect student learning.

If students are having any issues which may affect their attendance in class for any reason, they should discuss this with the instructor.

Excusable absences may include: medical/ health issues, serious personal issues. Students should discuss pending excusable absences as soon as possible with their instructor. A memo should be included in the students file and the matter referred to the Senior Education Administrator if the absence may adversely affect student progress in the program.

1. Each course instructor will record and monitor the attendance of all students daily.
2. The on-site administrator will maintain the students' attendance records.
3. Students will be warned of attendance issues by their instructor so to resolve the matter.
4. If unexcused absenteeism is chronic, an 'attendance contract' may be arranged with the student; the Senior Education Administrator may provide a written *academic warning*.

Student Responsibilities

Students are expected to:

1. Maintain the attendance requirement.
2. Report any absence due to illness or other reason to the Dispatcher (or leave message) within 2 hours on the first and all subsequent days of absence by e-mail.
3. Discuss any pending excusable attendance with their instructor.
4. Provide a doctor's note to support absences.

GRADING AND GRADUATION POLICY

Responsibility

All Staff/ Instructors

On-Site Administrator

Senior Education Administrator

Admissions and Student Services Manager

Date of latest version

August 2025

Note: Some students will have external examinations - Instructors will explain.

General Criteria for grading

- 1 Grades for coursework are compiled from the combination of assessments taken, projects/assignments completed, presentations completed, exams, active participation in learning activities, and evaluations of appropriate competencies.
- 2 Some programs/ courses have external exams
- 3 Evaluation criteria is set out in the program and course outlines.
- 4 A failing grade or “not yet competent” result in a course may require the student to attempt the course again.

Graduation Requirements

- Complete all the academic requirements of the program
- Pay in full all tuition fees and any other money owing to the College.
- Return all materials and equipment belonging to the College.

Student may fail a course due to breaching academic integrity (see policy)

ASSESSMENT

Responsibility

Instructors

On-Site Administrator

Senior Education Administrator

Date of latest version

August 2025

Grades for courses are based on the assessments of student learning and meeting the learning outcomes. The assessments may vary in each course. Assessment criteria are set out in individual program and course outlines. Assessments are based on the learning outcomes of the program/course.

Formative assessment determines general progress, and summative assessments are used for grading.

Some courses and the program have external exams. Course progress is monitored by determining competency in coursework and learning outcomes

Summative grading is based on percentages of each assessment (weighted), leading to a letter Grade reflected in the student's transcript:

90 - 100%	A
75 - 90%	B
65 - 75%	C
50 - 65%	D
Below 50%	F
Did not complete (i.e. withdraw)	DNC

A pass and credit for a course is 65% - "C". Students receiving a D or F will need to do the course again.

Some courses may have either a pass/fail (competent/ not yet competent) based on the learning outcomes.

Some programs could have a practicum or co-op components (work experience)– grading for these aspects of any program is contained in specific program/course outlines. Generally, such components receive either a pass/fail (competent/ not yet competent) based on the learning outcomes.

Instructors will advise students of the evaluation methods at the start of each course.

Grade appeal

If students receive poor assessments (formative or summative) early in any course, they should meet with the instructor and review progress and study habits. The instructor will provide support and direction to the student.

- 1 Students have a right to appeal a final grade if that grade is a failing grade or “not yet competent”. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss the matter with his/her instructor. The instructor will review the grade and, only if warranted, assign a different grade.
- 2 If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she can submit a written appeal to the Senior Educational Administrator (Reference: grade appeal form). The basis of an appeal is based on:
 - A clerical error has resulted in a miscalculation of the grade
 - The grade awarded does not fairly reflect academic performance and/or the stated requirements for the course.

Students have the right to follow the dispute resolution policy for related issues.

Appeals of a grade must be made within 10 business days of the release of the grade.

- 3 The Senior Educational Administrator will obtain a copy of grade appeal form, the assessments/ assignment (s) in question from the instructor. The Senior Education Administrator may have another qualified instructor conduct a review / re-assessment.
- 4 If the re-assessment achieves determines a higher grade (or a competency in a course), the Senior Education Administrator will consult with both the original instructor and the re-grading instructor to review the reasons for the higher-grade assessment. If a higher grade is determined accurate, the higher grade will be assigned to the student.
- 5 Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
- 6 The decision on the grade appeal will be provided to students within 30 business days of receipt of the written appeal request.

- 7 If the student is not satisfied with the outcome of the appeal the student can go through the dispute resolution policy/procedures.

ACADEMIC INTEGRITY

Responsibility

Instructors

Senior Education Administrator

Date of latest version

August 2025

Students are expected to be honest in all of their activities at the College. All forms of cheating and/or plagiarism are unacceptable:

- Copying from another student's test or homework.
- Allowing another student to copy from your test or homework.
- Using materials such as textbooks, notes, or formula lists during a test without permission.
- Having someone else write or plan a paper/ assignment/project
- Collusion is the act of two or more students working together on an individual assignment without permission.

Academic misconduct is the violation of college policies by tampering with grades or by obtaining and/or distributing any part of a test or assignment.

Plagiarism includes:

Submission of any work for assessment not done by the student without full and clear identification and acknowledgement of the actual author or creator of the work or source.

Consequences:

The student has the onus and the burden of proof of the integrity of their work.

The instructor will consult with the Senior Education Administrator to determine the severity of the situation and determine the consequences, which may range from a failing grade on an evaluation to academic warning, suspension and/or dismissal.

PRIVACY POLICY

Responsibility

All staff

Date of latest version

August 2025

The College collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). The College may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

A student’s record includes a student enrolment contract, evidence a student has met all admission requirements, financial records, attendance records, documentation of any dispute, grade appeals or dismissal and copies of study permits.

The College retains student records for a period of seven (7) years following the student’s withdrawal, dismissal or graduation. After seven years, the student record is destroyed using a secure destruction method.

Access to student’s records

Student records will be maintained in a secure storage medium in a secure location.

Upon written request to the Admissions and student Services Manager, a student may access his/her records.

The College may be required by law or regulation to provide student information to external entities – for example, Private Training Institutions Regulatory Unit of the British Columbia Ministry of Advanced Education and Skills Training; Canadian Immigration Citizenship; Student Aid, Canada Revenue Agency and so forth.

STUDENT DISPUTE RESOLUTION POLICY

Responsibility the On-Site Administrator
Senior Education Administrator

Date of latest version August 2025

- This policy governs complaints from students regarding the College and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
- All student complaints must be made in writing within 15 days of the alleged dispute/concerns.
- The student must provide the written complaint to the On-Site Administrator, who is responsible for making an initial determination in respect to the complaint. If the XXXX is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
- The Senior Education Administrator and/or review the On-Site Administrator any complaints.
- The process by which the student's complaint will be handled is as follows:

Step one

1. Within 5 business days of receiving the complaint, the On-Site Administrator or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).
2. Following the meeting with the student, the Senior Educational Administrator or the On-Site Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated. The Senior Educational Administrator will assist if required.
3. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the student. This timeline can be extended with the approval of the On-Site Administrator if the complaint is deemed complicated and requires additional time.
4. As required, the Senior Educational Administrator or On-Site Administrator will meet with the student and or other persons and do one of the following:
 - a. Determine that the concern(s) were not substantiated; or
 - b. Determine that the concern(s) were substantiated, in whole or in part.

Step two

1. The Senior Educational Administrator will prepare a written summary of the investigation, determination and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the On-Site Administrator.
2. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file.
3. A response to the **report** and recommendations will be provided in writing within 30 days of the initial complaint.
4. The student making the complaint may be represented by an agent or a lawyer.

5. If the student is dissatisfied with the determination and believes they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (www.privatetraininginstitutions.gov.bc.ca) within one year of the date a student completes, is dismissed from, or withdraws from the program.

	Name	Email
Senior Education Administrator	Dr. Kris	swifteducatiin@outlook.com
On-Site Administrator	Serene Solomon	Serene@cmacollege.com
Program Administrator	Madame Cordeau	madamemariclaire@cmacollege.com

SEXUAL MISCONDUCT POLICY

Responsibility

On-Site Administrator

Senior Education Administrator

Date of latest version

August 2025

1. The College is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - The attempt to commit an act of sexual misconduct; and
 - The threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different from a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution, accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - A. The individual should contact the On-Site Administrator or Senior Education Administrator in person, through email, or by phone. As mentioned, a student can make a disclosure/complaint without initiating a formal process.
 - B. The complaint will be filed in writing.
 - C. Upon receipt of a complaint, the On-Site Administrator or Senior Education Administrator (if appropriate) will conduct an initial review to determine whether the allegations in the complaint fall within the scope of the policy. This review will occur within four business days. The complaint

may be dismissed if it is not within the policy, and the student will be advised of the reasons on writing. Alternatively, the complaint will be investigated further.

6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - A. The institution will acknowledge receipt of the complaint within 4 business days.
 - B. The complaint will be investigated if it falls within this policy.
 - C. The institution will review the complaint within a reasonable time frame and confirm next steps in writing within 10 business days of receipt of the report.
 - D. The investigation will gather and review all related evidence.
 - E. The investigation will determine what action should be taken. A student making a complaint will be provided with resolution options.
 - F. Except in exceptional circumstances, a response to the complaint will be provided in writing within 30 days.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
 - A. The individual should contact the On-Site Administrator or Senior Educational Administrator person, through email or phone.
 - B. A report will be filed in writing, including a request for action to the On-Site Administrator, or the Senior Education Administrator in the case of one being absent or having been named in the report. The alternate person is the CEO.
 - C. Upon receipt of a report, the On-Site Administrator or the On-Site Administrator Senior Education Administrator (if appropriate) will conduct an initial review to determine whether the allegations in the report fall within the scope of the policy. This review will conclude within four calendar days. The report may be dismissed if it is not within the policy, and the student will be advised of the reasons for writing. Alternatively, the report will be investigated further.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
 - A. The institution will acknowledge receipt of the report within 4 business days.
 - B. The report will be investigated if it falls within this policy.
 - C. The institution will review the report within a reasonable time frame and confirm next steps in writing within 10 business days of receipt of the report.

- D. The investigation will gather and review all related evidence.
- E. The investigation will determine what action should be taken.
- F. Except in exceptional circumstances, a response to the report and recommendations will be provided in writing within 30 days.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
- If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.

Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

	Name	Email
Senior Education Administrator	Dr. Kris	swifteducation@outlook.com
On-Site Administrator	Serene Solomon	serene@cmacollege.com
Program Administrator	Madame Cordeau	madamemariclaire@cmacollege.com

STUDENT WITHDRAW POLICY

Responsibility Senior Education Administrator
On-Site Administrator

Date of latest version August 2025

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

An international student whose application for a study permit has been denied is entitled to a refund if a copy of the denial letter is provided to the College prior to the program start date.

Procedure:

- 1 The written notice of withdrawal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 2 The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 3 The refund to which a student is entitled is calculated on the total tuition fees due under the contract.

Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make a payment for monies due under the contract.

STUDENT DISMISSAL POLICY

Responsibility

On-Site Administrator or

Senior Education Administrator

Date of latest version

August 2025

The College expects students to meet and adhere to a code of conduct while completing their program of study, both on campus and through work experience. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Senior Education Administrator or XXXX.

The Code of Conduct

Expectations for Students:

- Attend the College in accordance with the Attendance Policy and course policies.
- Treat all students and staff with respect.
- Treat College property and other people's property with respect.
- Complete all assignments and examinations on the scheduled completion dates.

More serious issues which apply to students:

- Sexual assault or a breach of policies or law.
- Physical assault or other violent acts committed against any student.
- Verbal abuse or threats.
- Vandalism of College property.
- Theft.
- Use of alcohol or illegal drugs on Campus or during college activities (i.e. Practicums /field trips etc.)

If substantiated, a serious issue may result in immediate suspension/ investigation /possible dismissal (any illegal activity will be reported to the police):

Consequences are on a case-by-case basis and may range from academic warning, suspension and/or dismissal. Only the Managing Director is empowered to dismiss a student in accordance with this policy.

Procedure:

- 1 All concerns relating to student misconduct shall be directed to the Senior Educational Administrator in the first instance and/or the On-Site Administrator. Concerns may be brought by staff, students, work experience hosts or the public.

- 2 As needed, within 5 college days of receiving the complaint, the On-Site Administrator or Senior Educational Administrator will arrange to meet with the student and /or complainant to discuss the concern(s).
- 3 Following the meeting with the student and /or complainant, the On-Site Administrator or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- 4 Any necessary inquiries or investigations shall be completed within 5 college days of the initial meeting with the student.
- 5 The Senior Educational Administrator or On-Site Administrator. Will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning, setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the College.
- 6 The Senior Educational Administrator or the On-Site Administrator will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the College's complaint file, and the original will be placed in the student's file.
- 7 If the student is issued a warning or placed on probation, the Senior Educational Administrator or the On-Site Administrator and the student both sign the written warning or probationary conditions, and the student is given a copy. The original document is placed in the student's file.
- 8 If the recommendation is to dismiss the student, the College will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing.
- 9 If a refund is due to the student, the Senior Educational Administrator will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10 If the student owes tuition or other fees to the College, the On-Site Administrator may undertake the collection of the amount owing.

REFUND POLICY

Responsibility

Admissions and On-site Administrator

Date of latest version

August 2025

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
• More than seven days after student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
• No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract.
After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract.
After the program start date, and after more than 30% but before 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under a contract.
After the program start date, and after more than 50% of instruction hours have been provided.	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
- Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: - The program start date in the most recent Letter of Acceptance - The program start date in the enrolment contract - Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
• More than seven days after student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
• No later than seven days after the program start date	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
• Student has <u>completed</u> no more than 10% of the program	Institution may retain up to 10% of tuition paid or payable under a contract.
• Student has <u>completed</u> no more than 10% but less than 30% of the program	Institution may retain up to 30% of the tuition paid or payable under a contract.
• Student has <u>completed</u> more than 30% but less than 50% of the program	Institution may retain up to 50% of tuition paid or payable under a contract.
• Student has <u>completed</u> 50% or more of the program	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% tuition and all related fees, other than application fees

Refund of Aircraft Utilization Fees
The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply: - Student provides notice of withdrawal - Institution provides notice of dismissal - Student completes the program - Student does not attend any of the first 30% of the hours of instruction of the program

The institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

In the event that a course is canceled by the College, the course will be rescheduled to a later date.

REFUND POLICY - programs NOT requiring PTIRU approval

Some Programs/courses of instruction do not require approval under the Private Training Act; and, as such, students cannot file a claim against the fund with the trustee in respect of these programs of instruction.

For programs not requiring approval, refunds may be possible under the following conditions:

- 1) A properly filled and signed Refund Form must be provided by a student to the College administration.
- 2) Refund entitlement is calculated on the total tutoring fees, less the non-refundable application fee, materials fee, textbook fee and other fees.
- 3) If Refund Form is received by the college, prior to the first day of class the institution may retain 50% of total fee due under the contract.
- 4) If a student withdraws or is dismissed after the first 10 % of the course, no refund is provided.
- 5) It may take up to 30 days to process a refund application.

SAFETY POLICY

Responsibility	All staff and students Instructors On-Site Administrator Senior Education Administrator
Date of latest version	August 2025

SAFETY POLICY

The College is committed to providing a healthy, safe working and learning environment for all staff, students and visitors, and to reduce the risks of accident or injury for the purpose of maintaining a safe environment.

Health and Safety

The College follows health and safety guidelines relevant to the types of programs offered.

A review of the guidelines will be conducted annually to ensure the guidelines are being followed.

Any possible breaches or concerns relating to the guidelines must be directed immediately to the instructor or Senior Education Administrator. Students, Employees, visitors and clients can discuss relevant matters with the instructor or Senior Education Administrator. Any immediate safety concerns will be addressed immediately; not urgent or more general concerns be recorded and reviewed by the Senior Education Administrator within 72 hours.

References:

WorkSafe BC - <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation>

OH/ safety guidelines: <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation>

Procedure for Fire Safety

1. The Dispatcher ensures that sufficient fire suppression equipment is available as needed throughout the whole campus and that all fire suppression equipment is examined by a qualified inspector at least annually.
2. The Dispatcher ensures that all employees receive training in both the operation of the fire suppression equipment and in the college fire evacuation procedures.
3. The Dispatcher is responsible for preparing and posting emergency exit instructions route maps in each classroom.
4. In the event of a fire emergency, staff will immediately contact the fire department (911) and will give the details of the type of fire if known, location and follow the instructions of the 911 operator.
5. All persons will evacuate the campus under the direction of senior staff.
6. Instructors will escort their students to the safety area identified on the exit plan, ensuring that he or she takes the class lists with them. The instructor will check the students present against the class list and will immediately advise the Dispatcher or senior staff in charge if anyone is missing.
7. The Dispatcher will act as a liaison between fire officials and students or employees during the emergency. If necessary, the Dispatcher will authorize college closure.
8. No student or employee will be allowed to re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety

1. The Dispatcher ensures that adequate precautions are taken throughout the campus to assure that injury due to falling or unstable items during an earthquake is limited, this may include securing file cabinets to walls and lipped shelving for books or binders above head-level.
2. The Dispatcher ensures that all employees receive training in the college earthquake evacuation procedures.
3. The Dispatcher prepares and posts emergency instructions and exit route maps in each classroom at the campus with the exit specifically noted in a colored highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.

5. When deemed safe to do so, all persons will evacuate the campus.
6. Instructors will escort their students to the safety area set out in the exit plans, ensuring that he or she takes the class lists with them. The instructor will check the students present against the list of students in attendance that day and will immediately advise the Dispatcher or senior staff if anyone is missing.
7. The Dispatcher will act as a liaison between rescue official and students / employees during the emergency. If necessary, the Dispatcher will authorize college closure.

No persons will be allowed to re-enter the campus until the officials have authorized re-entry.

Health and Safety

Responsibility All staff members

Date of latest version August 2025

The College is committed to providing a healthy, safe working and learning environment for all staff, students and visitors, and to reduce the risks of accident or injury for the purpose of maintaining a safe environment.

Students in relevant programs will be taught applicable guidelines, and all staff will read and follow the relevant guidelines contained in the document.

A review of health and safety practices will be conducted annually to ensure the guidelines are being followed.

Direct any questions or concerns to the Front Desk.

Any possible breaches or concerns relating to the guidelines or any safety issue should be referred immediately to the Instructor, Senior Education Administrator or On-Site Administrator. Any urgent safety concerns will be addressed immediately; non-urgent or more general concerns will be recorded and reviewed by the On-Site Administrator or Senior Education Administrator.

CREDIT TRANSFER POLICY

Responsibility

Senior Education Administrator

Date of latest version

August 2025

General: In some cases, the College will accept the transfer of core course credit from accredited institutions provided that the course work being evaluated has a passing mark or better standing and the course contains very similar criteria to the course being credited. The maximum amount of transfer credits allowed will not exceed 50%.

Please note: Credits are not normally transferred in some programs

Students wishing an assessment of credits from courses taken elsewhere to transfer to the College must submit a completed “Transfer Credit Application” form; official transcripts; course outlines (including learning outcomes) and any other information to support their application.

It is often necessary for the student to provide a detailed course description for courses being considered for transfer credit. It is recommended that the student ask for direction prior to submitted the application form and having to pay any assessment fees.

Procedure

Enrolled students who wish to transfer credits from other institutions must:

1. Submit a completed “Transfer Credit Application” Form.
2. Pay any relevant fees (may be non-refundable).
3. Make an appointment with the College administration for evaluation of the courses that will be transferred.
4. Student must provide their original or official transcripts, program and course outlines.
5. Course work being evaluated must meet the passing mark from the institution. Course work less than the passing mark will not be considered for transfer credit.

It may take up to 14 days to process a course credit evaluation. There is no guarantee that the transfer credit request will be approved.

Specific programs / courses may have particular regulatory requirements.

The evaluation procedure and criteria are provided for administrators in a separate document.

COURSE RETAKE POLICY

Responsibility	On-Site Administrator Senior Education Administrator
Date of latest version	August 2025

Policy for Retaking Courses

Student may need to retake the course or work experience under the following circumstances:

1. Fails to meet attendance requirements;
2. Academically fails the course
3. Requested leave.

Student can only retake courses with payment of retaking course fee. There is no guarantee that college will offer the required course.

Postpone / leave for a current course

It is strongly recommended to students to speak to the instructor and/ or **on-site Administrator**.before deciding to postpone a course or take leave while enrolled in a course. Since some courses have prerequisites, postponing one course may make accessing the next courses difficult.

There is no guarantee that college will offer a required course for a program in the near future.

Leave of Absence/ Change of Status

The “Change of Status” form needs to be completed for the following reasons:

1. The student wishes to take a leave of absence at any time;
2. The student cannot finish their program.

Specific program (s) may have regulatory requirements which could impact on leave.

A decision is case by case, the Senior Education Administrator will take into account the reasons of the student circumstances. A decision in writing to approve or deny a request of absents or extension will be provided to the student. If approved, an agreement setting out a plan of action will be offered to the student.

Health and Safety - Personal Service Establishments

Responsibility

On-Site Administrator

Date of latest version

August 2025

The College is committed to providing a healthy, safe working and learning environment for all staff, students and visitors, and to reduce the risks of accident or injury for the purpose of maintaining a safe environment.

Health and Safety - Personal Service Establishments

The College follows the guidelines and recommendations set out in the document: “Guidelines for Personal Service Establishments” (BC Ministry of Health)

https://www2.gov.bc.ca/assets/gov/health/keeping-bc-healthy-safe/pse/pse_guidelines_final_nov_2017.pdf

This document can be found on the internet. A copy is posted on the general notice board at the school.

Students in relevant programs will be taught applicable guidelines; and all staff will read and follow the relevant guidelines contained in the document.

A review of health and safety practices will be conducted annually to ensure the guidelines are being followed.

Direct any questions or concerns to the

Any possible breaches or concerns relating to the guidelines or any safety issue should be referred immediately to the Instructor, Onsite Administrator or Director. Any urgent safety concerns will be addressed immediately; non urgent or more general concerns will be recorded and reviewed by XXXXor SEA.