



Policies and Procedures / CMA College Handbook

The following pages include related College policies and information.

(Updated Jan 2023)

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GENERAL COLLEGE INFORMATION

Vision statement

CMACollege is designed to educate students online for their perfect career in beauty, fashion, and media.

CMACollege ensures students have access to information about:

1. All aspects of their program.
2. Policies; including their responsibilities.
3. Housing and transportation services for students.
4. Available academic support, such as tutoring services, literacy support and library services.
5. Employment resources for students, including resources in relation career planning.

Instructor Office Hours

Instructors are available to meet with students over zoom/ google outside of class times for extra help; this may include clarifying of assignments, asking supplementary questions, and/or discussing any course and/or scheduling issues.

Additional Fees - changes including updates may occur at times and without notice.

Type of Activity	Fee/Admin Charge
NSF/late payment	\$50
Certificate Replacement	\$25 per copy
Extra Transcript	\$10 per copy
Extra Letter of Acceptance	\$10 per copy
Grade appeal	\$150 (refunded if grade changed to pass)
Additional tutoring/ teaching due to unexcused student absents.	\$50 hour
Course retake fee	Depends on course
Credit transfer evaluation	Depends on course

KEY POLICY AND PROCEDURE DOCUMENTS RELEVANT TO PROGRAMS

Students:

1. CMA College General Policy Manual.
2. Students Practicum Handbook (s).
3. Program and course outlines.

References

1. Private Training Institutions Branch manual
2. EQA Manual
3. Student Aid administration manual

Student information:

“Student” is defined currently registered / enrolled in any programs or activity at CMA 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 enrolled in any program. For more information, please contact College administration directly by email.

Disclaimer:

Students and employees are responsible for reading and understanding relevant policies. If you do not understand any of the content, consult with the Onsite Administrator, Senior Educational Administrator, or 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. The most current policies and procedures are considered accurate.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS – NON-DISCRIMINATION

Statement of student rights

RESPONSIBILITY	All Staff / Instructors
	Managing Director
	Senior Education Administrator
	On Site Administrator

DATE OF LAST VERSION January 2023

Statement of student rights

The CMA College is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

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

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

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

1. amount of tuition and any additional fee for your program
2. refund policy
3. if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
4. whether the program was approved by PTIB 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 PTIB for a tuition refund if:

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

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

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

ADMISSIONS POLICY

General Admission Criteria

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

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

1. Applicants who wish to qualify as domestic students must produce valid documentation confirming their legal status as Canadian citizens or permanent residents.
2. 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:

1. Any applicants under 19 years of age require parental/guardian permission.
2. Also see English language requirements for programs (Language Proficiency Assessment Policy)

Admission requirements relevant to 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, CMACollege may terminate the student enrolment contract and refund all tuition and other fees (excluding the non-refundable registration fee).

STUDENT ATTENDANCE POLICY

Regular attendance is expected in all courses.

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

Program/ course outlines determine required attendance for specific programs. For all current programs, 80% attendance is required as a minimum.

General Principles

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

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

Excusable absences may include medical/ health issues, or 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 SEA 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 by student login into CMACollege system.
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 SEA 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 CMACollege Administration within 2 hours on the first and all subsequent days of absence by e-mail.
3. Discuss any pending excusable absence with their instructor or administration.
4. Provide a doctor's note to support absences of more than 3 consecutive days. Student is responsible to upload and send supportive documents.

GRADING AND GRADUATION POLICY

Criteria for Grading

1. Grades for course work are compiled from the combination of assessments taken, projects/assignments completed, presentations completed, active participation in class activities, and evaluations of appropriate competencies.
2. Evaluation criteria is set out in the program and course outlines.

Graduation Requirements

1. Complete all the academic requirements of the program.
2. Pay in full all tuition fees and any other money owing to CMACollege.
3. Return all materials and equipment belonging to CMACollege.

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

ACADEMIC INTEGRITY

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

Examples:

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

Academic misconduct is the violation of CMACollege 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 acknowledgment 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 SEA 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.

ASSESSMENT AND GRADE APPEAL

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.

Each course contains formative and summative assessments.

Formatives determine general progress (for example weekly quizzes) and summative are the assessments used for grading.

Generally, at CMA College summative grading is based on percentages of each assessment (weighted) leading to a letter Grade reflected 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.

For example, a course which has 3 assessments (weighted) may be:
30% - project 30% - paper 40% - final exam.

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

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

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. 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. A clerical error has resulted in a miscalculation of the grade
 - b. 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.

1. The Senior Educational Administrator will obtain a copy of grade appeal form, the assessments/ assignment (s) in question from the instructor. The SEA may have another qualified instructor conduct a review / re-assessment.
2. If the re-assessment achieves a higher grade, the SEA 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.
3. 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.
4. The decision on the grade appeal will be provided to students within 30 business days of receipt of the written appeal request.
5. If the student is not satisfied with the outcome of the appeal the student can go through the dispute resolution policy/procedures.

PRIVACY POLICY

CMACollege collects, uses, retains, and discloses information in accordance with the Personal Information Protection Act (“PIPA”). CMACollege 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.

CMACollege 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.

Within 60 days of a student completing, withdrawing, or being dismissed from a program of study, CMACollege will upload (to an approved third-party vendor) a copy of the student’s enrollment contract, transcript and diploma or certificate (if any). These records will be retained for a period of fifty-five (55) years.

Access to Student’s Records:

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

Upon written request to the Onsite Administrator, a student may access his/her records.

CMACollege may be required by law or regulation to provide student information to external entities – for example, The Private Training Institutions Branch; Canadian Immigration Citizenship; Student Aid, Canada Revenue Agency and so forth.

SEXUAL MISCONDUCT POLICY

1. CMACollege 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 behavior including the following:
 - a. sexual assault.
 - b. sexual exploitation.
 - c. sexual harassment.
 - d. stalking.
 - e. indecent exposure.
 - f. voyeurism.
 - g. 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.
 - h. the attempt to commit an act of sexual misconduct; and
 - i. the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - a. The individual should contact the CMACollege onsite administrator, Director, or SEA through email, or 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 Director or SEA (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 in 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 Managing Director, SEA or onsite administrator, through email, or phone.
 - b. A report will be filed in writing including a request for action to the Director; or the SEA in the case of one being absent or having been named in the report. The alternate person is the onsite administrator.
 - c. Upon receipt of a report, the Director or SEA (if appropriate) will conduct an initial review to determine whether the allegations in the report fall within the scope of the CMACollege policy. This review will conclude within 4 calendar days. The report may be dismissed if it is not within the policy and the student will be advised of the reasons in 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:
- a. If an individual is at imminent risk of severe or life-threatening self-harm.
 - b. If an individual is at imminent risk of harming another.
 - c. There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - d. Where reporting is required by law.
 - e. Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Contact:

Senior Educational Administrator (SEA)

Managing Director (MD)

On Site Administrator (OSA)

Email:

SEA@cmacollege.com

MD@cmacollege.com

OSA@cmacollege.com

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

CREDIT TRANSFER POLICY

General:

In some cases, CMACollege 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%.

Students wishing an assessment of credits from courses taken elsewhere to transfer to CMACollege 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 submitting 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 CMACollege administration for evaluation of the course credits 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 regulatory requirements.

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

STUDENT DISPUTE RESOLUTION POLICY

1. This policy governs complaints from students respecting CMA College and any aspect of its operations. Students will not be subject to any form of retaliation because of filing a complaint.
2. All student complaints must be made in writing within 15 days of the alleged dispute / concerns.
3. The student must provide the written complaint to the Managing Director who is responsible for making an initial determination in respect to the complaint. If the Managing Director is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
4. The Senior Education Administrator and/or Managing Director review any and all complaints.
5. The process by which the student complaint will be handled is as follows:

Step 1.

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

Step 2.

- a. The Senior Educational Administrator or Managing Director 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 Managing director.
- b. 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.

- c. A response to the **report** and recommendations will be provided in writing within 30 days of the initial complaint.
- d. The student making the complaint may be represented by an agent or a lawyer.

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 Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student's completion, dismissal, or withdrawal from the program.

Contact:

Senior Educational Administrator (SEA)

Managing Director (MD)

On Site Administrator (OSA)

Email:

SEA@cmacollege.com

MD@cmacollege.com

OSA@cmacollege.com

STUDENT WITHDRAW POLICY

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Onsite Administrator. Refunds are calculated according to the CMA College 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 CMA 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

CMACollege expects students to meet and adhere to a code of conduct while completing their program of study online and while attending work experience if required. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Onsite Administrator or Managing Director.

The Code of Conduct:

Expectations for Students:

1. Attend CMACollege in accordance with the Attendance Policy and Course Policies.
2. Treat all students and staff with respect.
3. Treat CMACollege property and other people's property with respect.
4. Complete all assignments and examinations on the scheduled completion dates.

More serious issues which apply to students:

1. Sexual assault or a breach of policies or law.
2. Physical assault or other violent acts committed against any CMACollege affiliate, be it staff, student or otherwise.
3. Verbal abuse or threats.
4. Vandalism of CMACollege property.
5. Theft.
6. Use of alcohol or illegal drugs during classes and or 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 Onsite Administrator in the first instance and/or the Managing Director. Concerns may be brought by staff, students, work experience hosts or the public.
2. As needed, within 5 business days of receiving the complaint, the Managing Director or Senior Educational Administrator will arrange to meet virtually with the student and /or complainant to discuss the concern(s).

3. Following the meeting with the student and /or complainant, the Managing Director 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 business days of the initial virtual meeting with the student.
5. The Onsite Administrator or Managing Director 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. The student is given a warning, setting out the consequences of further misconduct.
 - ii. A probationary period is set with appropriate conditions
 - iii. Recommendation that the student is dismissed from CMACollege.
6. The Senior Educational Administrator or Managing Director will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the CMACollege 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 Managing Director and the student both must 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, CMACollege 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 Onsite Administrator/ Managing Director 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 CMACollege, the Onsite Administrator / Managing Director may undertake the collection of the amount owing.

COURSE RETAKE POLICY

Policy for Retaking Courses:

Students 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.

Students can retake courses at their own expense (course fees applicable).

There is no guarantee that CMACollege will offer the required course.

Postpone / Defer:

It is strongly recommended to students to speak to the Instructor and/ or Managing Director before deciding to postpone a course or take leave of absence while enrolled in a program. 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 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 may have regulatory requirements which could impact their leave of absence.

Decisions are made on a case-by-case basis, the SEA and Managing Director will consider the reasons of the student circumstances. A decision in writing to approve or deny a request of a leave of absence or extension will be provided to the student. If approved an agreement, setting out a plan of action, will be offered to the student.

REFUND POLICY

Refund Policy (for PTIB approved programs)

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% tuition and all related fees , other than the application fee. Related fees include administrative fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • At least 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid

Circumstances when Refund Payable	Amount of Refund
	for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) 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.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Student enrolled in a program without having met the admission requirements for the program	

<ul style="list-style-type: none"> 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
Circumstances when Refund Payable	Amount of Refund
Institution does not provide a work experience	
<ul style="list-style-type: none"> 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, including application fees

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 unlikely event that a course is cancelled by CMACollege, the course will be rescheduled to a later date.

REFUND POLICY - programs NOT requiring PTIB 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 CMACollege 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 a Refund Form is received by CMACollege, 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 has been delivered, no refund is provided.
5. It may take up to 14 days to process a refund application.

SAFETY POLICY

CMACollege 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:

CMACollege 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, On Site Administrator, or SEA. Students, staff, visitors, and clients can discuss relevant matters with the Instructor, On Site Administrator, or SEA. Any immediate safety concerns will be addressed immediately; non urgent or more general concerns will be recorded and reviewed by the SEA 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. Students attending the virtual classroom must adhere to the fire safety procedures of their physical location.
2. The Onsite Administrator ensures that sufficient fire suppression equipment is available as needed at the CMACollege offices, and that all fire suppression equipment is examined by a qualified inspector annually.
3. The Onsite Administrator ensures that all staff receive adequate information in the operation of the fire suppression equipment and in fire evacuation procedures.
4. The Onsite Administrator is responsible for preparing and posting emergency information online.
5. In the event of a fire emergency, immediately contact the fire department (911) and give the details of the type of fire if known, location, and follow the instructions of the 911 operator.

6. The instructor will check in with any student who experienced a fire related evacuation and will inform the Onsite Administrator or senior staff in charge if anyone is missing.
7. The Onsite Administrator will act as a liaison between officials and students or staff during an emergency. If necessary, the Onsite Administrator will assign an interim instructor.

Procedure for Earthquake Safety:

1. Students attending the virtual classroom must adhere to the earthquake safety procedures of their physical location.
2. Staff teaching in a virtual classroom must adhere to the earthquake safety procedures of their physical location.
3. The Onsite Administrator ensures that adequate precautions are taken throughout the office 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.
4. The Onsite Administrator ensures that all staff receive adequate information about earthquake safety and evacuation procedures.
5. The Onsite Administrator prepares and posts emergency instructions from each practicum location.
6. The instructor will check in with any student who experienced an earthquake and or related evacuation and will inform the Onsite Administrator or senior staff in charge if anyone is missing.
7. The Onsite Administrator will act as a liaison between officials and students or staff during an emergency. If necessary, the Onsite Administrator will assign an interim instructor.



Ministry of
Post-Secondary Education
and Future Skills

Interim Designation Certificate

Legal name of Private Training Institution:

1076871 BC Ltd.

Operating Name:

CMA College

Location:

742 Steward Drive, Mayne Island, BC V0N 2J2

Registrar
Private Training Institutions Branch of the
Ministry of Post-Secondary Education and
Future Skills



Date of issue:
January 9, 2023

Expiry date of certificate:
July 31, 2024



Private Training Institutions Branch