



STUDENT HANDBOOK  
**Central College**  
OF BUSINESS AND TECHNOLOGY

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# Message from the Chief Executive Officer

Central College of Business and Technology is a high-quality progressive modern college. Our mission as a Private Career College is to create a friendly and flexible environment for students who decide to work hard on their professional and personal development. We offer a wide range of programs to provide students with the skills and knowledge they need to become successful in various vocations. With our year-round course availability, students have assured a smooth and flexible transition into our accommodating establishment. Through our innovative methods of interactive as well as practicum training, we offer a path for students of all backgrounds. Today is the result of a commitment that calls for the energy, determination and enthusiasm of students and graduates.



Students are going to witness a curriculum that is a unique blend of logical and strategic thinking. We have a three-dimensional focus that is not only to achieve the highest standards of academic excellence but also to achieve a highly effective corporate interface. We nurture our students to be emotionally intelligent through imprinting human values and professional ethics so that they overcome competition and excel better than the best. We, at Central College of Business and Technology, acknowledge our utmost responsibility as an educational institute to continuously transform our teaching-learning practices and stimulate innovation in order to raise the academic performance standard.

We hope to enrich and empower students from around the globe to reach their long-term goals. We personally extend an invitation to experience our college for yourself, and allow our professionals to guide you on your path to success!

A handwritten signature in black ink that reads "B.S. Sidhu". The signature is written in a cursive style and is underlined.

**Balraj Sidhu**

Chief Executive Officer



“

Education is the passport to the future, for tomorrow belongs to those who prepare for it today

-Malcolm X

# Our College

Central College of Business and Technology is located right in the heart of Mississauga city. It is the sixth-largest city in Canada, with a population of more than 800,000 people. The number of learners among the communities is increasing day by day. Moreover at the Central College of Business and Technology , thousands of students belonging to every part of the world have started their careers successfully. The credit goes to creative learning and perfects and hand on learning experiences. Our college graduates are finding their ways in wide range of occupations. Including information technology, community services, and healthcare.

## **Learning Environment:**

The Central College of Business and Technology pays more focus on the transition from academic to practical learning. Students get an introduction to real-world experience from the specialists of their respective industries. Moreover, the learning environment at Central College of Business and Technology is quite flexible and comfortable. Similarly, the diploma certificates are designed according to innovative and interactive learning with practical training. All students, including foreigners, are our pride for helping us to make Canada a much more rewarding place.

## **Education Quality:**

Starting right from the registration till the completion of the diploma program Central College of Business and Technology will assist in every possible way. Above all students can enjoy the best education quality and learning environment.

Central College of Business and Technology is well aware of the multiple responsibilities and various routines of some students. To encounter that the flexibility of diploma program schedule is increased. All the courses are available throughout the year.

## **Diversity:**

Students are welcome to enter their respective job markets as soon as possible. The administration has successfully created a positive learning environment that is very helpful for students from various backgrounds. They can interact with each other, build a strong association at better level of comfort. Central College of Business and Technology is registered as a private career college, and it is also a member of the National Association of Career Colleges (NACC) and Career Colleges Ontario (CCO). This helps to increase confidence level in students that they are acquiring high standard education from the best institute. The students are welcome to explore the diversity of education provided by Central College of Business and Technology.

# 1. General Information

Note: all documents that you received when you completed the Vocational Program Enrolment Contact form an integral component of this Handbook



- ✓ 1.1 Transportation.
- ✓ 1.2 Class Schedule.
- ✓ 1.3 Classroom Etiquette.
- ✓ 1.4 Student Personal Information
- ✓ 1.5 Smoking and Drinking.
- ✓ 1.6 Fire Procedure.

## 1.1 Transportation:

The College is easily accessible by MiWay Transit system in Mississauga, ON.

**Contact: MiWay**

Telephone: 905-615-4636

Email: [miwayhelps@mississauga.ca](mailto:miwayhelps@mississauga.ca)

**Website:**

<https://www.mississauga.ca/miway-transit/>

## 1.2 Class Schedule:

You are advised to get to your classes early on the first day in order to orient yourself with the building. Doors open at 9:00 am daily, Mondays to Fridays.

Classes are scheduled Mondays through Sunday between 9:00 am to 7:00 pm. Refer to your Enrolment Contract for exact schedule.

## 1.3 Classroom Etiquette:

**The Use of Cellphone is Strictly Prohibited in Class.** Be considerate of your classmates and instructors, and turn off your cell phone during all classes and labs. No recording devices of any kind are allowed in classrooms or labs (except in cases of documented physical disability which would require such a device). In addition, the College will not accept personal calls for students, unless an emergency situation arises.

# Great Opportunities



There is no Eating, Drinking or Smoking permitted in any Classroom, Lab, or in the Proximity of any Equipment.

## 1.4 Classroom Student Information:

If your personal information changes (e.g. phone number, address etc.), please make sure that the changes are given in writing to the College within 7 days. Failure to do so will result in you not receiving important information, which may disrupt your progress.

Due to internal confidentiality policies and government confidentiality regulations, be advised that no personal information whatsoever will be released, verbally or written, without prior written permission from the student.

## 1.5 Smoking and Drinking:

There is Absolutely no Smoking within a 10 meter radius of the building, as per building code. There is No Loitering around the Campus.

Please note that Cigarettes, Alcoholic Beverages or Illicit Drugs of any kind are Strictly Prohibited in the Student Lounge or in any other location in and around the College.

## 1.6 Smoking and Drinking:

In case of an Emergency, where Evacuation from the College Campus is Necessary (Example: Fire, Medical, etc.)

### Please follow the following Procedures:

All students are to Proceed in a Calm and Collected Manner, Following the Directions of the campus Fire Warden.

a) Faculty will usher students to safety through the allocated emergency exits. To ensure the safety of all students, **No One** is permitted to go back into the building to access one's belongings in an emergency situation.

b) **Do Not** use the elevators during a fire evacuation.

c) Upon safe exit of the building, students and college will be directed to the pre-arranged safety zone.

d) All students are asked to stay together at the safety zone. This is imperative, as instructors will need to re-take attendance and notify the Fire Warden of missing individuals.

## 2. Academic Policy

Academic honesty means that all Central College of Business and Technology students will conduct themselves in an honest and trustworthy manner in all aspects of their academic career. Engaging in any form of academic dishonesty to obtain any type of academic advantage or credit is an offence under this policy and will not be tolerated by the College.

### 2.1 (a) Attendance and Lateness:

#### **Definitions:**

**Attendance:** As used in this policy means a quantitative measure used to determine student progress. Satisfactory attendance is established when students are present in the assigned classroom or placement agency for the scheduled academic or work placement hours



**Scheduled Break:** As used in this policy means a set number of consecutive days when no classes are scheduled as determined by the College or the partner placement agencies.

#### **Generally:**

Attendance in class and placement is critical to student academic success. This policy sets standards



that provide for the withdrawal and dismissal of students whose absences exceed a set rate. A student is considered present if he or she is in the assigned classroom or placement center for the scheduled amount of time.

#### **Establishing Attendance:**

The College shall take attendance for each class session beginning with the first day of scheduled classes. College is responsible for monitoring student attendance and advising students who have been absent from their classes. Under no circumstances shall students who are absent be recorded as present. Falsification or willful entry of inaccurate attendance is grounds for termination. Placement supervisors are responsible to mark attendance on a daily basis beginning the first day of the placement. Individual college is responsible for visiting the placement centers to ensure, besides other duties, that attendance is marked accurately on a daily basis.



#### **Monitoring Student Attendance:**

The College shall monitor student attendance on the basis of both consecutive absences (the "Consecutive Absence Rule"). A student may appeal an attendance



dismissal pursuant to the Student Academic Appeals Policy.

A lack of student attendance is a basis for student academic advising. At the beginning of each course, college shall inform students of the following:

1. The policy regarding absences as indicated herein;
2. The importance of regular attendance; and
3. That attendance is required to receive credit for the course.

**Consecutive Absence Rule:**

1. If a student is absent for 7 consecutive days, the student shall receive an Attendance Warning in writing.
2. If a student is absent for 21 consecutive days, the student will be placed on Academic Probation.
3. If a student is absent for 28 consecutive days, the student shall be notified in writing that he or she has been dismissed from the College. The notice will be issued no later than 5 days after establishing that the student had 28 consecutive days of absence.

Notwithstanding the above rule, when applicable, students must complete 100% of the required practicum hours in order to graduate.

**Attendance Records and Appeal:**

The manual attendance roster is the official record of attendance and must be approved and signed by the relevant college member at the end of each course.

A student may challenge the accuracy of attendance recorded by filing an appeal in writing with the education department. Each student has 15 calendar days to appeal the accuracy of an attendance record after receiving a notice from the College, without an appeal the record is considered permanent upon the 16th calendar day. Notwithstanding this requirement, any attendance roster that has been used to verify the accuracy of attendance as part of any audit procedure shall be maintained for thirty-six (36) months.

**Dismissal Date:**

When a student is dismissed for violating the Consecutive Absence Rule, the dismissal date shall be the 28th consecutive calendar day. The Last Day of Attendance is the date that shall be reported on the student file.

**Make-Up Absence:**

Student with absence less than 28 consecutive days must submit a letter in writing to the education department to demonstrate how he or she will make up missed attendance and assignments.

Qualified make-up absence activities must engage the student in a meaningful applicable coursework. The make-up work must be related to the course in which the absence is applied. Make-up activities must occur only outside of the student’s regularly-scheduled class time.

Make-up activities must be overseen by a member of the Academics Department (or designee), as appropriate. The make-up activities may occur in a designated make-up activity area.

Qualified make-up activities include, but are not limited to the following academic activities:

1. Taking or re-taking a quiz or test.
2. Performing lab practice or check-offs.
3. Facilitated content review.
4. Facilitated /demonstrable study.
5. Engaging in a study group or group project Tutoring.
6. Completing in-class or homework assignments.

**2.1(b) Inclement Weather**

Should the need arise for College to close the school due to inclement (severe) weather conditions, administrative staff will either e-mail or phone all students during the early morning hours on the day of closure.

## 2.2 Completing a Program of Study

A student must complete all program academic requirements in a given Diploma program within the time stipulated in the Program Enrolment Contract.

A student, who wishes to return to complete his/her studies after a lengthy absence, will be required to apply for, enroll in, and retake the entire program. Advanced standing for more than 25% of the Program that was previously successfully completed will not be considered. If approval is granted, the student may be required to complete a re-admission competency exam, and will be required to complete a new Vocational Program Enrolment Contract.

## 2.3 Tuition Fee Payment:

All students are required to make their tuition fee payments or arrange a payment schedule with the Student Financial Services upon registration or prior to the first day of classes. Failure to make contracted payments at required dates may result in delays in starting classes. All payments are made in Canadian dollars.

## 2.4 Withdrawal & Dismissal Policy

A student is considered enrolled in a program of study (even if absent) until the College receives a written withdrawal letter (delivered personally or by e-mail). The effective date of cancellation is the date of receipt of your letter by the College. Please refer to your Enrollment Contract, "Fee Refund Policy Vocational Programs". Any person intending to withdraw from studies must speak to the College and follow specific procedures.

Students intending to withdraw from Central College of Business and Technology should comply with the following procedures, which are designed to ensure a smooth flow of information regarding a student's departure, to assess data regarding withdrawal, and to

minimize potential problems in the event of readmission:

1. All required forms must be submitted, and an exit interview completed, at the Office of the Registrar before leaving the campus.
2. Refunds are based on the refund schedule published by the College.
3. Students on academic probation at the time of withdrawal will have that status noted on their transcript.
4. Students who transfer to another college are required to withdraw from Central College of Business and Technology. Any matriculated student who does not register and does not notify the Office of the Registrar of his or her withdrawal from Central College of Business and Technology will be administratively withdrawn by the registrar.
5. Academic dismissal will supersede any withdrawal.
6. A student who is dismissed may not take any coursework at Central College of Business and Technology for one year following his or her dismissal.

## 2.5 Plagiarism and Cheating

### Definitions:

**Plagiarism:** It is the act of representing someone else's work as one's own.

**Cheating:** The act of academic dishonesty. Plagiarism and cheating are absolutely forbidden. The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized.

Any student found to be committing this type of offence will be subject to disciplinary action.

## 2.6 Expulsion and Suspension Policy

A student who fails to maintain satisfactory progress, is disruptive, obscene, under the influence of drugs or alcohol, or does not make timely tuition payments, is subject to immediate expulsion, and refunds will apply

as per the College Tuition Fee Refund Policy.

Students are expected to arrive on time and be prepared for each practicum session. Students who demonstrate blatant disregard for these standards despite an oral and a written reminder may be subject to expulsion from the program. Refunds will apply as per the College Tuition Fee Refund Policy.

Central College of Business and Technology reserves the right to enforce a student discipline policy that is not inconsistent with the laws, Regulations, and policy directives enforced by the Ministry of Training Colleges and Universities.

Central College of Business and Technology will seek to enforce and uphold a discretionary (at Central College of Business and Technology's discretion) graduated discipline policy, meaning that some forms of student misconduct will not warrant an immediate expulsion. Forms of academic discipline other than immediate expulsion include but are not limited to:

- a. Reduction in grade or "zero" (where appropriate).
- b. Verbal warning.
- c. Written warning.
- d. Suspension.

**Central College of Business and Technology :**

1. Is committed to the fruitful resolution of the complaints by students, college staff, guests, strategic partners and anyone associated with College business.
2. While resolving complaints involving any parties within the scope of College services, the College places the student's successful completion of the program as top priority;
3. Treats all students fairly and equitably;
4. Students who do not support the academic and ethical goals of the College for themselves and their fellow students may be subject to warnings up to and including expulsion.

**The College constitutes the following student behaviour as grounds for expulsion with cause:**

- a. Admissions - Provision of incorrect personal and academic information to gain admission in a program

offered by the College.

- b. Outstanding Fees - Failure to pay the due fees on time to the College as agreed per Program Enrolment Contract, a student may be expelled within 30 days of not having paid any outstanding tuition/fees, but expulsion shall not be the sole and exclusive remedy for non- payment of fees (Central College of Business and Technology may, at its discretion, exercise any remedy to protect itself that does not offend the Private Career Colleges Act, 2005 or the Regulations made there under).

- c. Failing Grade - Students who do not meet the academic requirements of a program may be expelled.

- d. Conduct - Use of abusive language and bullying that has potential to result in physical harm to any person in College premises or College property, violation of College protocols, procedures, notices & warnings.

- e. Misuse of College Property - Damage, misuse or stealing of College properties; using the property in a way that is prohibited by government laws.

- f. Harassment or Discrimination - Harassment or discrimination of any student, staff, client or visitor.

- g. Endangerment of Staff or Students - Life threat acts directed to themselves, College staff, other students, clients and visitors; carrying weapons on the College premises.

- h. Attendance - Periodic or continuous absence without notifying College authorities; not showing up at all - in scheduled training and/or work practicum

- i. Academic Dishonesty - Direct or indirect intention of providing an unfair advantage or benefit to self or other students including - cheating, plagiarism, unapproved collaboration, alteration of records, bribery, lying, misrepresentations.

- j. Academic Fraud: Includes, but is not limited to:

- (i) Cheating on a test or assignment that is graded.

- (ii) Plagiarism;

- (iii) Violation of College's or instructor copyright;

(iv) Unauthorized collaboration of graded work.

(v) Alteration of academic records of any sort.

#### **Expulsion Procedure:**

The College will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious course of action. The College may apply expulsion at any time and, while before, during or after any legal proceedings. The Director of the College is responsible for issuance of expulsions.

#### **If legal proceedings are involved then:**

a) The proceedings shall be governed by the laws of the Province of Ontario.

b) In the event of dispute both parties shall irrevocably adhere to the jurisdiction of the courts of the Province of Ontario.

#### **Expulsion Notification:**

Students who are subject to expulsion for any reason will be notified in writing, either hand delivered or by registered mail or by e-mail with return receipt. The notification will contain sufficient detail to allow the student to comprehend the conditions that has resulted in expulsion and the effective date.

#### **Expulsion Outcome:**

Students who file an appeal and are unsuccessful:

a) Are considered withdrawn from the College on or after the effective date of expulsion.

b) A suspension or expulsion will be recorded on a student's academic record and transcript, and all forms of discipline may be placed and retained in the student's file.

c) Will be refunded their paid fees as per the Tuition fee refund policy.

d) Will not be issued any College credentials or awards.

e) Will be financially responsible for the replacement costs of any College property not returned in good condition.

f) Will be responsible for legal and other costs with

regards to personal injury of others or themselves as well as damages to College property

#### **Expulsion Appeal:**

An expelled student, registered in a Vocational program, who disputes the facts of the expulsion decision, must appeal to College authorities in writing within five (5) business days from the date of received expulsion notification.

#### **Address the appeal to:**

Mr. Balraj Sidhu. Central College of Business and Technology.

201-1140 Burnhamthorpe Road West, Mississauga, ON L5C 4E9

[admin@central-college.ca](mailto:admin@central-college.ca)

#### **Further Appeal:**

An expelled student, registered in a Vocational program, who disputes the facts of the expulsion decision, may further appeal in writing within five (5) business days from the date of received expulsion notification, to Ministry of Training Colleges and Universities pursuant to the provisions of the Private Career Colleges Act, 2005, so long as the discipline relates to a approved program

## **2.7 Fee Refund Policy:**

Fee Refund Policy as Prescribed under s. 25 to 33 of O.Reg. 415/06

#### **Full Refunds:**

**25. (1)** A private career college shall refund all of the fees paid by a student under a contract for the provision of a vocational program in the following circumstances:

1. The contract is rescinded by a person within two days of receiving a copy of the contract in accordance with section 36 of the Act.

2. The private career college discontinues the vocational program before the student completes the program, subject to subsection (2).

3. The private career college charges or collects the fees:

i. Before the registration was issued for the college under the Act or before the vocational program was approved by the Superintendent, OR

ii. Before entering into a contract for the provision of the vocational program with the student, unless the fee is collected under subsection 44 (3).

4. The private career college expels the student from the college in a manner or for reasons that are contrary to the college's expulsion policy.

5. The private career college employs an instructor who is not qualified to teach all or part of the program under section 41.

6. The contract is rendered void under subsection 18 (2) or under section 22.

7. If a private career college fails to, or does not accurately, provide in the itemized list provided to the Superintendent under section 43 a fee item corresponding to a fee paid by a student for the provision of a vocational program, the college shall pay the student:

i. for the first 12 months in the duration of the program and for every subsequent full 12 months in the program, the withdrawal or expulsion occurs during the first six months of that 12-month period, and

ii. for any period in the duration of the vocational program remaining after the last 12-month period referred to in subparagraph (i) has elapsed, the withdrawal or expulsion occurs in the first half of the period.

**(2)** A full refund is not payable in the circumstances described in paragraph 2 of subsection (1) if the discontinuance of the vocational program coincides with the private career college ceasing to operate.

**(3)** A refund is not payable under paragraphs 1 to 6 of subsection (1) unless the student gives the private career college a written demand for the refund.

**(4)** A refund under subsection (1) is payable by the private career college within 30 days of the day the student delivers to the college,

a. In the case of a rescission under section 36 of the Act, notice of the rescission; OR

b. In the case of a refund under paragraphs 2 to 6 of subsection (1), a written demand for the refund.

**Partial refund where student does not commence program:**

**26. (1)** If a student is admitted to a vocational program, pays fees to the private career college in respect of the program and subsequently does not commence the program, the college shall refund part of the fees paid by the student in the following circumstances:

1. The student gives the college notice that he or she is withdrawing from the program before the day the vocational program commences.

2. In the case of a student who is admitted to a vocational program on the condition that the student meet specified admission requirements before the day the program commences; the student fails to meet the requirements before that day.

3. The student does not attend the program during the first 14 days that follow the day the program commences and the college gives written notice to the student that it is canceling the contract no later than 45 days after the day the program has commenced.

**(2)** The amount of a refund under subsection (1) shall be an amount that is equal to the full amount paid by the student for the vocational program, less an amount equal to the lesser of 20 percent of the full amount of the fee and \$500.

**(3)** A refund under subsection (1) is payable:

**(a)** in the case of a refund under paragraph 1 of subsection (1), within 30 days of the day the student gives notice of withdrawing from the program;

**(a)** in the case of a refund under paragraph 1 of subsection (1), within 30 days of the day the student gives notice of withdrawing from the program;

**(b)** in the case of a refund under paragraph 2 of subsection (1), within 30 days of the day the vocational

program commences; And

(c) in the case of a refund under paragraph 3 of subsection (1), within 45 days of the day the vocational program commences.

(4) For the purposes of paragraph 3 of subsection (1), it is a condition of a contract for the provision of a vocational program that the private career college may cancel the contract within 45 days of the day the vocational program commences if the person who entered the contract with the college fails to attend the program during the 14 days that follow the day the vocational program commences.

(5) A private career college that wishes to cancel a contract in accordance with subsection (4) shall give written notice of the cancellation to the other party to the contract within 45 days of the day the vocational program commences.

**-Partial refunds: withdrawals and expulsions after program commenced:**

27. (1) A private career college shall give a student who commences a vocational program a refund of part of the fees paid in respect of the program if, at a time during the program determined under subsection (3),

a) the student withdraws from the program after the program has commenced; or

(2) This section does not apply to vocational programs described in sections 28 and 29.

(3) A private career college shall pay a partial refund under this section only if the withdrawal or expulsion from the vocational program occurs at a time during the program determined in accordance with the following rules:

1. In the case of a vocational program that is less than 12 months in duration, the withdrawal or expulsion occurs during the first half of the program.
2. In the case of a vocational program that is 12

months or more in duration:

i. For the first 12 months in the duration of the program and for every subsequent full 12 months in the program, the withdrawal or expulsion occurs during the first six months of that 12-month period, and

ii. For any period in the duration of the vocational program remaining after the last 12-month period referred to in subparagraph (i) has elapsed, the withdrawal or expulsion occurs in the first half of the period.

(4) If the student withdraws or is expelled from a vocational program within the first half of a period referred to in subsection (3), the amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,

(a) An amount that is equal to the lesser of 14 percent of the full amount of the fees in respect of the program and \$500; and

(b) The portion of the fees in respect of the portion of the period that had elapsed at the time of the withdrawal or expulsion.

(5) If the student withdraws or is expelled from a vocational program during the second half of a period referred to in subsection (3), the private career college is not required to pay the student any refund in respect of that period.

(6) A private career college shall refund the full amount of fees paid in respect of a period that had not yet commenced at the time of the withdrawal or expulsion.

**Partial Refunds: Distance Education Programs:**

28. (1) This section applies to a vocational program that is offered by mail, on the internet or by other similar means.

(2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if,

- (a) The student withdraws from the program or the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy; and
  - (b) At the time of the withdrawal or expulsion, the student has not submitted to the private career college all examinations that are required in order to complete the program.
- (3) The amount of the refund that a private career college shall give a student under subsection (1) shall be determined in accordance with the following rules:
1. Determine the total number of segments in the vocational program for which an evaluation is required.
  2. Of the total number of program segments determined under paragraph (1), determine the number of segments in respect of which an evaluation has been returned to the student.
  3. The amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,
    - i. An amount that is equal to the lesser of 20 percent of the full amount of the fees in respect of the program and \$500, and
    - ii. the portion of the fees in respect of the number of segments determined under paragraph 2.
- (4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has been evaluated in respect of more than half of the total number of segments in the program.

**Partial Refund: Non-continuous Programs:**

29. (1) This section applies to a vocational program approved by the Superintendent to be provided through a fixed number of hours of instruction over an indeterminate period of time.
- (2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if, before completing the required number of hours of instruction,

- (a) The student has given the college notice that he or she is withdrawing from the program; or
  - (b) The student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.
- (3) The amount of the refund that a private career college shall give a student under subsection (1) shall be equal to the full amount of the fees paid in respect of the program less:
- (i) an amount that is equal to the lesser of 20 percent of the full amount of the fees in respect of the program and \$500; and
  - (b) a portion of the fees in respect of the program that is proportional to the number of hours of instruction that have elapsed at the time of the withdrawal or expulsion.
- (4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has completed more than half of the required number of hours of instruction in a program

**No retention of refund:**

- (30). A private career college shall not retain, by way of deduction or set-off, any refund of fees payable to a student under sections 25 to 29 in order to recover an amount owed by the student in respect of any service or program other than a vocational program offered by the private career college.

**Treatment of books and equipment:**

- (31). In calculating a refund under sections 25 to 29, a private career college may retain the retail cost of books or equipment that the private career college supplied to the student if the student,
- (a) Fails to return the books or equipment to the private career college within 10 days of the student's withdrawal or expulsion from the program, or
  - (b) Returns the books or equipment to the private career college within the 10-day period referred to

clause (a), but fails to return it unopened or in the same state it was in when supplied.

### **Refund for International Students:**

32. A notice to a private career college that is provided by or on behalf of an international student or of a prospective international student and that states that the student has not been issued a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada) is deemed to be:

(a) Notice of a rescission of the contract for the purposes of section 36 of the Act if the notice is given within two days of receiving a copy of the contract; and

(b) Notice that the student is withdrawing from the program for the purposes of paragraph (l) of subsection 26 (1) or clause 29 (2) (a) if the notice is received on or before half of the duration of the program has elapsed.

(2) This section does not apply to vocational programs described in sections 28 and 29.

### **Currency:**

33. Any refund of fees that a private career college is required to pay under the Act shall be paid in Canadian Dollars.

### **Examinations:**

a) It is strictly forbidden to bring into an examination or test room any instruments, notes or books other than those assigned by the instructor, for the examination.

b) Students are forbidden to talk during an exam. Any questions about the exam must be directed to the exam monitor.

c) The exam monitor cannot and will not answer any questions that have a direct bearing upon the writing of the exam.

d) Any student, or students, found cheating on an exam or aiding such action will receive a mark of zero

for that exam and will be subject to disciplinary action.

e) A student who does not hand in an exam or put his/her name on the exam will receive a mark of zero.

A student who misses an exam without prior written authorization will be penalized.

f) A student who has to leave the examination room for reasons of illness must hand in all exam papers. He or she will be put under surveillance and will not be allowed back in without authorization.

g) No time extension will be given on a test or exam for late arrivals, for any reasons. All tests and exams must be written within the official time allotted.

h) Students must write exams at the time, date and place set for the examinations. In case of illness a student must submit a doctor's note to the College, within 2 days of returning back to class. Job and/or personal commitments are NOT acceptable reasons for missing an exam. Under extreme personal circumstances (family death or crisis), where the student feels there is a valid reason for missing an exam, the student must state and submit his/her case in writing to the College for special consideration. Permission to re-write may be granted due to extreme personal circumstances.

i) Should the College, for any reason, cancel an exam, the exam will be re-scheduled.

j) A student is only permitted 1 rewrite or retake in each course. If a student fails a second attempt, he/she will be removed from the program. If a student fails the first re-write or re-take, he/she must revisit the course with the instructor.

### **Evaluation and Grading:**

Students are evaluated in each course on a combination of class participation, homework/assignments and/or projects, mid-course examinations, and/or final examinations. The grading system is based on a percentage system:

In order to graduate, students must pass all of their courses (with a minimum mark of 60%) and attain a minimum overall program average of 60%. Please



check your specific diploma program that may contain courses with a different minimum pass grade, or other passing grade requirements. These quality standards are strictly enforced before anyone is allowed to receive a Diploma/Certificate from the College.

Failure of any two courses in a term will result in the student's ineligibility to continue studies. A student may re-take one failed course in a Diploma Program free of charge. If a student is required to, or wishes to retake a course a third time, the student will be charged 100% of the course tuition fee. The tuition fee will be the fee in effect at the time that the course(s) is/are re-taken.

Grades for all assignments in each module are recorded in the student's permanent record. A final examination is given at the end of each module unless there is a notice to the contrary. Students are required to take these examinations when scheduled. Grade will be given for no-show for exams. However, a student will be able to re-schedule a quiz, an exam or a project presentation if she/he is able to provide proper documentation (e.g. a student is sick) or provide a prior notice.

A re-take exam must be scheduled not earlier than a week from the original exam. If a student is still unable to attend the re-examination within 4 weeks of the conclusion of the semester, the instructor indicating the reasons for the incomplete grade files an incomplete grade. The instructor will inform the student that an incomplete has been granted and will indicate conditions for its removal.

Student complaints of an academic nature should initially be discussed between the student and the student's instructor. Failing a satisfactory resolution of the problem at this level, the student should consult with the Program Manager.

Students wishing to initiate a grade appeal must do so within four weeks of the beginning of the following semester. Other than, in cases of computational or clerical error, grades may only be changed by follow-

ing the Grade Appeal Procedure. If the grade was not revised through the above process, the student may further appeal to the Director of college. The Director will review all materials and determine whether or not a grade change shall be approved, and shall advise the involved student and instructor of the decision

**Student Work Evaluation System:**

The grading system consists of written tests, presentations, midterm exam and final exam. All students are required to complete written tests, midterm exam and final exam individually. However, students are allowed to work on presentations in groups of maximum 2 students if they wish so.

All assignments will be graded by the course instructor. The grades will be given in %. Maximum grade a student can obtain for each assignment is 100%. The grade breakdown schedule is following:

- 90 – 100%.....Exceptional
- 80 – 90 %.....Excellent
- 70 – 80%.....Good
- 60 –70 %.....Satisfactory
- Below 60 %.....Poor (Failure)

It is at the discretion of the instructor to decide on the borderline grade. The grade for each module will be determined based on student performance on the following:

- Written tests .....20%
- Presentations .....25%
- Midterm Exam .....25%
- Final Exam (Cumulative).....30%

A final grade will be calculated based on student's performance during each module, as well as student's attendance and class participation throughout the whole study. The final grade breakdown is as follows:

Activity	Value
Attendance	10%
Participation	20%
Cumulative Grade Average	40%
Midterm Exam	10%
Final Exam ( Cumulative )	20%

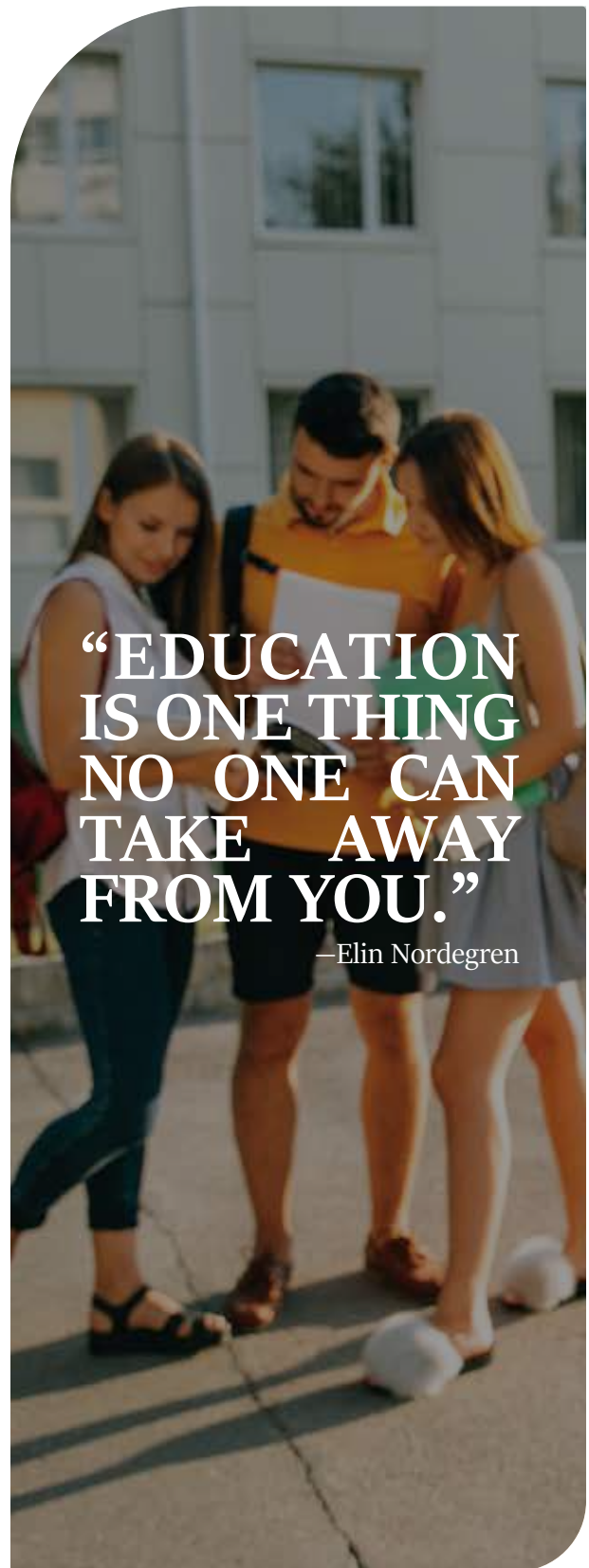
A maximum final grade is 100%. A student is required to obtain a final grade of minimum 65% to graduate from the program.

**Transcript and Diplomas:**

An Interim Transcript will be issued at the mid- point of your program of study. An official Final Transcript will be mailed to you when all completed grades have been received from instructors and placement hours are fulfilled (if required). During your studies, you will have access to each course grade, as it becomes available. A Final Official Transcript will not be issued to students who have an unpaid tuition fee balance. To be eligible to receive your DIPLOMA, you must pass all of your courses (minimum grade must be 60% or the percentage stipulated in your specific diploma program), and have an overall minimum program average of 60%, or the percentage stipulated in your specific diploma program. It is your responsibility to ensure that you have completed all program requirements. Your diploma will not be released until all outstanding tuition and other fees are paid in full.

**Scheduling:**

It is not possible to accommodate all students when it comes to scheduling, so plan to arrange your personal and/or work schedules around your College schedule. You must attend all classes and labs during designated times as per your Class Schedule.



**“EDUCATION IS ONE THING NO ONE CAN TAKE AWAY FROM YOU.”**

—Elin Nordegren



## 3. Policies and Procedures

The College expects students to respect and adhere to all Policies and Procedures in place. This includes the College's Fee Refund Policy, the Consent to Use of Personal Information, the Payment Schedule, the College's Student Complaint Procedure, and the College's Policy Relating to the Expulsion of Students, that were issued to you when you signed the Program Enrolment Contract. Any student found to have committed any breach of any policy or procedure is subject to disciplinary action up to and including dismissal from the College.

### 3.1 Bulletin Board

Bulletin boards have the following specific purposes:

#### **Job Board:**

New career or co-op opportunities are posted on the Job Board. However, no guarantee of employment is made. We will assist you in any way we can. Counselling in career planning and development are offered through the Career Services Department.

#### **Student Use of Bulletin Boards:**

If you wish to put something on bulletin boards please make sure that you have permission to do so from the Campus Director, other

wise your bulletins will be removed without notice. DO NOT affix any posters or bulletins on any walls or glass; they will be removed immediately.

### 3.2 Lab Procedures

- a) Consumption of food and/or beverages is not permitted in labs at any time.
- b) It is the responsibility of the individual student to be present for all labs. Attendance will be taken at each session.
- c) Outside guests are not permitted in labs or classrooms without prior approval from the College.



### 3.3 Rules of Conduct

Student Code of Conduct outlining the Central College of Business and Technology rules and regulations will

be made available for all students to familiarize themselves with College policies on the following:

**Dress Code:**

Professional business attire is preferred. Clothing must be clean, repaired and pressed. Blue jeans, track pants, tank tops, T-shirts, shorts are allowed. However see-through garments or short skirts and dresses are NOT acceptable, nor is clothing that is too baggy or sexually aggressive.

**Attitude:**

Students are encouraged to promote a positive environment.

**Confidentiality:**

Students are expected to respect all confidential and privileged information concerning job internships, training place hosts, and fellow students.

All students at must abide by the following rules. Failure to do so may result in disciplinary action or expulsion from the program without recourse.

- a) The time established for the start of class must be respected to avoid loss of study time.
- b) In order to prevent damage to equipment and facilities, it is forbidden to eat and/or drink in any College training areas (classrooms and labs).
- c) The College does not assume any responsibility for any personal belongings brought to the premises.
- d) Anyone consuming alcohol and/or drugs, or evidencing symptoms of having done so during class or lab time, will be expelled without recourse. Anyone caught with alcohol or drugs will be reported to the Campus Director for disciplinary action, and authorities may be notified.
- e) If a student is sufficiently disruptive or his/her behaviour is inappropriate, he/she may be subject to disciplinary action.
- f) The College has zero tolerance for possession of any weapon or towards violent and/or threatening

behaviour. Any student found in possession of a weapon or exhibiting violent behaviour to students, instructors or staff will be expelled without recourse and authorities may be notified.

g) Office equipment is not for student use (photocopier, fax machine, phone). Students may request photocopies at the reception desk for which charge may apply.

h) The area behind the reception desk is "out of bounds" to all students.

i) Students are responsible for becoming familiar with ALL emergency exits in the College.

j) Tampering with emergency exits, safety devices and alarm systems is strictly prohibited. If a student is found responsible for a false alarm (fire or security), that student will be held responsible for any charges and/or penalties and will be subject to disciplinary action.

k) Students, who break, destroy, steal or lose property belonging to the College, on or off campus, will be held financially responsible for the replacement or repair of that equipment.

l) All College equipment must be used with the greatest of care and respect. Misuse of equipment, such as pounding on keyboards, scratching monitors, pulling cables, wires, or any connectors is strictly forbidden.

m) It is strictly forbidden to copy or to attempt to copy any software and/or data that is found in the premises of the College. Any attempt to do so may result in legal action against the offender(s) by the software vendors and/or the College.

n) The College reserves the right to add, delete, or modify any of the existing regulations without prior notice.

### 3.4 Computer Software and Equipment

The computer facilities at the College are provided for the use of its students, college and staff in support of

the learning, teaching, and administrative functions. For the purpose of this document, "computer facilities" shall include all shared computers, all network access and the personal computers available for student use (including workstations).

The following list is not exhaustive, but it provides an idea of the types of misconducts and abuses that may result in disciplinary actions being taken by the College:

- a) No food or beverage is allowed in the computer rooms
- b) While using College equipment and software, the student is completely responsible for ensuring the safety and security of the software and equipment being used.
- c) Only the use of authorized software is permitted on College property and equipment. The use of illegally obtained software is strictly prohibited. Under no circumstances are students permitted to bring such software onto College property. This regulation also includes privately owned software.
- d) Any student found in possession of pirated software on College property will be subject to disciplinary action. The student may also be subject to legal action.
- e) Any student who copies software from College hard drives or the College's network (copyright infringement) will be subject to disciplinary action and may be prosecuted to the fullest extent of the law.
- f) Any student who steals computer equipment, computer parts (memory, boards, etc..) or computer peripherals (printers, etc..) will be expelled and prosecuted to the fullest extent of the law.
- g) Unauthorized transfer of a file is strictly prohibited.
- h) No accessing for Nudity, Sex or Violence websites.
- i) Unauthorized use of another individual's password or identification is strictly prohibited.
- j) Use of the computer facilities that interferes with the work of the Instructors, staff members, or other students is strictly prohibited.

k) Use of the computer facilities to view and/or create and/or send abusive or obscene materials or messages is strictly prohibited.

l) Use of computer facilities that interferes with the normal operation of the College's computing system is strictly prohibited.

m) The introduction, reproduction or promotion of computer viruses is strictly prohibited.

**NOTE:** *On a regular basis, all computer hard drives are cleaned and/or formatted; therefore, all students' files are deleted. Make sure that you make proper back-ups of all your work files and projects.*

### 3.5 Good Standing Policy

The major reason for poor student retention and poor academic results is absenteeism. Every instructor must keep a Class Attendance Sheet of each student. If a student is absent for five days without authorization, she/he will be withdrawn from the College. In this regard an Absenteeism Dismissal Letter will be sent to the student. The date to be used for the cancellation calculation is the tenth day after their last attendance day.

#### **The student:**

May only be absent from class due to an approved absence.

(i) Will make up all course work and hours missed due to absence.

(ii) Who misses a test or assignment will only be given a maximum of 70% on a makeup test or assignment.

(iii) Who misses over 50% of a module will repeat the module.

(iv) Who misses more than one module will repeat the course.

(v) Who misses five days without authorization will be withdrawn from the college.

#### **Procedure:**

The instructor will record attendance as follows:

Present - ✓

Absent (no reason) - A Sick – S

Approved Leave - LOA Late – I

Left early - Le

The instructor will also record the hours students come late or left early and the students need to make up those missed hours.

At the end of each day the instructor will inform the administrative assistant of students to be called because of unauthorized absence. The administrative assistant will call the students and tell them that they were missed, ask when they will be returning, advise them as to their attendance status (how close to ten days absence they are), and give them a gentle reminder that all time missed must be made up in both course work and hours.

At the end of the week/month the attendance record will be given to the College Manager. The College Manager will discuss missed course work, including tests and hours with the student where applicable and take the appropriate action.

### 3.6 Non-disparagement Policy

Consideration: In consideration for delivery of the programs and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the all current Central College of Business and Technology students ("Students").

1. "Disparagement" for the purposes of this Agreement, shall generally refer to negative remarks about the College which are made maliciously or recklessly about Central College of Business and Technology (including all of those persons covered under this policy) or without taking reasonable steps to verify the truth of such remarks prior to having made them.

2. Who is bound: Subject only to Canadian law held to be applicable in any province (including but without

limitation the enabling legislation governing private career colleges and the Canadian Charter of Rights and Freedoms if/where held to applicable), the Students shall be bound by, and shall familiarize themselves with this non-disparagement policy, which policy shall be posted around the campus. Adhering to the policy is a condition of enrolment.

3. Social Media: With the popularity of social media (Facebook, YouTube, Twitter, etc.) Students, and alumni of the College, can communicate in a way that they have never done so before. Central College of Business and Technology applauds the fact that Students and alumni have new opportunities to network for employment in their chosen vocation, and can communicate with each other socially. Central College of Business and Technology is confident that this will contribute to Central College of Business and Technology's long-standing reputation in the market place.

4. Reputation is a two-way street: Students should derive significant benefit from being an alumnus of Central College of Business and Technology. At the same time, Central College of Business and Technology is ultimately "defined" by the "quality" of its graduates i.e. where they end up working, how they are putting their skills to the test in the workforce, and whether they are happy with their chosen vocation. Central College of Business and Technology and its Students have a common interest in preserving and protecting the integrity and image of the College.

5. Specific Undertakings of Student: With the above in mind, Students shall undertake to do the following:

a) Refrain from making any public statement or statements, through social media or otherwise, about Central College of Business and Technology, which would be considered inaccurate, unduly critical or derogatory, or libelous, or which may tend to unfairly injure the reputation of Central College of Business and Technology;

b) Refrain from making any public statement or statements, through social media or otherwise, that would be considered inaccurate, unduly critical or derogatory, or libellous, or which may tend to unfairly injure the reputation of another (and without limitation) existing or former Student, instructor, or staff member of Central College of Business and Technology ;

c) Report to Central College of Business and Technology immediately, the publication of any unduly critical, derogatory, or libelous statement or statements, or statement/s which may tend to unfairly injure the reputation of Central College of Business and Technology , through social media or otherwise. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting Student;

d) Report to Central College of Business and Technology immediately, the publication of any inaccurate, unduly critical or derogatory, or libelous statement or statements tending to unfairly injure the reputation of another (and without limitation) existing or former Student, instructor, or staff member of Central College of Business and Technology. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting student.

e) Refrain from disparagement of Central College of Business and Technology in any other form that would reasonably be considered to bring Central College of Business and Technology, and without limitation, its faculty, staff, or alumni, into disrepute;

f) Familiarize themselves with any other policies which bind them while Students, including but without limitation, Our College's anti-harassment and anti-bullying policies.

Discipline for Non-Compliance: Discipline, including expulsion or other sanctions as appropriate, may result from non-compliance with this Policy.

### 3.7 Privacy and Video surveillance Policy

1) Central College of Business and Technology, (here inafter "College", "us", or "we") has created this privacy policy in order to demonstrate our commitment to privacy and the protection of your personal information, information pursuant to current privacy legislation. Please read this policy to understand how your personal information will be treated.

2) The College collects information in several ways. Some personal information is gathered if you register with us. During registration, the College will ask for personal information such as your name, email address, gender, residential address, permanent address, cell phone number, occupation, industry and personal interests.

3) We may ask you for personal information outside of the context of registration, including (but not limited to) when you download a file (such as a .PDF file) from the College; when you ask us to contact you; when you join our mailing list; and when you report a problem relating to the services we provided or the courses offered. If you contact us we may keep a record of that correspondence.

4) When prospective students, i.e. candidates provide us with information such as their name, mailing address, telephone number, and e-mail address, we use this contact information to send these candidates additional information about the College. A candidate's contact information may also be used by us to contact him or her directly. Candidates may choose not to receive future mailings or other communications from the College at any time by notifying our Chief Privacy Officer at the address below.

5) We will not sell or rent your personal information to third parties without obtaining your informed consent. Generally, the College does not sell or rent personal

information in any event.

6) The College's website provides much information spanning many topics. While the College attempts to provide accurate information to its site users, it provides no guarantee regarding the accuracy or reliability of this content. The College's website and/or any content on the internet relating to the College, does not constitute a contract or promise from the College to its site users, be they prospective students, students, or otherwise, spanning many topics. While the College attempts to provide accurate information to its site users, it provides no guarantee regarding the accuracy or reliability of this content. The College's website and/or any content on the internet relating to the College, does not constitute a contract or promise from the College to its site users, be they prospective students, students, or otherwise.

7) The College website has security measures and safeguards in place to protect against the loss, misuse, and alteration of the information that is under our control at any given time. However, since no data transmission over the Internet is completely secure we cannot ensure or warrant the security of any information you transmit to us or in relation to our online products or services, and you do so at your own risk. Once we receive your transmission, we make every attempt to ensure that it is kept secure with us. You must still be solely responsible for maintaining the secrecy of your passwords and/or any account information.

8) We may use "cookies" to store and sometimes track information about you. A cookie is a small amount of data that is sent to your browser from our web server and stored on your computer's hard drive. We may do this in order to further automate our website or online forms, or to help us understand who may be interested in our programs. By modifying your own browser preferences, you have the choice to accept all

cookies, to be notified when a cookie is set, or to reject all cookies.

9) Subject to any legislated exemptions which would permit us to disclose your personal information as is necessary, we will not disclose any of your personal information except when we have your informed consent. "Personal Information" is defined broadly by governing legislation as any information about an identifiable individual except the name, title, and business address or office.

telephone number of an employee of an organization.

10) "Apart and aside from those Consents legislated in Schedule K ("Consent to Use of Personal Information) in accordance with the Private Career Colleges Act, 2005, you give us your express consent to share your personal information with any prospective employer or field placement host, pursuant to (for example) a hosting agreement that is part of your practical training or course curriculum."

11) Pursuant to allowable exemptions under current legislation, we may disclose personal information when we have reason to believe that disclosing this information is necessary to identify, contact, or bring legal action against someone who may be violating the College's policy, violating any law of the province of Ontario or Canada, or may be causing injury to or interference with (either intentionally or unintentionally) the College's rights or property, other Students or faculty members, or anyone else who could be harmed by such activities. We may also disclose your personal information to a collection agency for the purposes of the lawful collection of a debt owed to us by you.

12) Our policy with respect to the use, collection, retention, and disclosure of all student records is governed by applicable privacy legislation as well as the relevant provisions of the Private Career Colleges Act, 2005, Ontario Regulation 415/06, and any policy directives by the Superintendent of Private Career Colleges.



13) We make every attempt to periodically update our Privacy Policy such that it is in compliance with governing privacy legislation, legislation administered by the Ministry of Training Colleges and Universities, and is in general conformity with best practices.

14) The College also abides by the Privacy Commissioner's guidelines released on March 6, 2008, regarding Video Surveillance Policy. To summarize the extent that it uses or will seek to use video surveillance, the College will

- a) Ensure there is a justifiable business purpose for the surveillance;
- b) Seek to avoid capturing the images of people not being targeted for some specific, legitimate purpose;
- c) To the extent possible, seek to not use cameras in areas where people have a heightened expectation;
- d) To the extent possible, seek to notify students and other individuals about the use of cameras before those individuals enter the premises;
- e) Subject to some legal justification to withhold and unless the data is destroyed, provide access to
- f) Individuals whose images are captured on video tape;
- g) Ensure that video surveillance equipment and videotapes are secured and used for authorized purposes only;
- h) Ensure that to the extent that recorded images are stored in a secure location with limited access.

15) Should you have a question or concern about our Privacy and Video Surveillance Policy or our practices in this regard, please contact the counselor specifically assigned to you. Or contact the College Administrator.

### **3.8 Intellectual Property Policies and Procedures**

#### **Purpose:**

To establish the ownership of intellectual property (IP) on the creation and development of works within the College, as identified in any agreements and supplementary documents.

#### **Scope:**

All employees, volunteers, and students conducting research as a requirement of their academic program and associates (persons who are not employees or students of the College) who engage in projects using the College's employees, students and/or resources.

#### **Definitions:**

**Client:** A College department or employee or third party (an external company, agency, person or organization) that seeks to and/or does collaborate on research projects through the Office of Applied Research and Innovation.

#### **Collaborative Research Agreements (CRA)**

Collaborative Research Agreements (CRA) are written agreements between Clients and the College that delineate the terms and rights and responsibilities of each party in a research project undertaken collaboratively between the College and the Client. Student's Handbook

#### **Confidentiality Agreements:**

Confidentiality Agreements are executed between the College and a third party to protect the IP of both parties. They may also be called a Non-Disclosure Agreement (NDA).

#### **Copyright:**

Copyright means the right to produce, reproduce and copy works. Only the copyright owner has the right to decide when and how the work is to be copied.

Copy right protection is automatic once the work is created, and applies whether or not a copyright statement appears on the material. For the purposes of this policy, copyright means, in relation to a work, the sole right to produce or reproduce the work or any substantial part of the work in any material form, including without limitation, in electronic form and to communicate electronic copies of the work.

#### **Intellectual Property (IP)**

Includes, for the purposes of this policy, all of the interests and rights to all Canadian and foreign registered, pending and common law, trade names and trademarks; all Canadian and foreign issued patents and pending applications therefore; all Canadian and foreign copyrights, whether or not registered; rights of publicity; franchises and all technology rights and licenses, including computer software and all proprietary know-how, trade secrets, inventions, discoveries, developments, research and formulae, whether or not patentable; and all other proprietary information or property relating to works created at or in conjunction or in partnership with the College, and any improvements, updates, enhancements or modifications related to any of the foregoing.

#### **Licensing Agreements:**

Licensing Agreements relate to written agreements between the College and third parties, in which the College grants the third parties the right to use materials proprietary to the College (or proprietary to others, and in which the College has licensing rights) upon terms and conditions set out in the written agreements.

#### **Moral Rights:**

Whether or not the College owns the IP rights of a work, and in particular the copyright therein (pursuant to the Copyright Act, 1985), it will take steps to respect the moral rights of the authors or creators of the work. Specifically, it is understood that the author or creator has the right to request, where reasonable in the circumstances, to be given recognition of the work by name or by pseudonym; to remain anonymous; or to choose not to be associated with any modification of the work that is perceived to be prejudicial to his/her honour or reputation.

The author or creator's moral right to the integrity of the work is infringed only if the work is distorted, modified or mutilated, or used in association with a

product service, cause or institution, to the prejudice of the author or creator's honour or reputation.

Moral rights may be waived in whole or in part, but they cannot be transferred to others.

#### **Product Licenses:**

Product Licenses relate to licensing agreements between suppliers of proprietary products and materials, and the College, in which the College is granted the right to use those proprietary products and materials upon the terms and conditions set out in the product licenses.

#### **POLICY:**

##### **1) College Innovation and Discovery:**

One of the primary goals of the College is to encourage, promote and foster innovation and discovery by its employees, associates and students, in all fields of endeavor in which the College is engaged. Where the College is the owner of the IP rights in a work that is worthy of commercial exploitation, the College may promote a revenue sharing relationship with the creator or creators of that work.

##### **2) Employee Works of Innovation and Discovery:**

2.1 In the absence of any written agreement to the contrary between the College and an employee, the College shall be the owner of all IP rights in a work created by the employee in the course of employment with the College

2.2 In determining whether a work has been created by an employee in the course of employment, the College will consider the following factors, which are not exhaustive:

- a. whether the employee created the work during prescribed working hours for the College;
- b. whether the employee created the work on College premises, or using College resources and property to do so;
- c. whether the College has remunerated or compensated the employee for the work.

2.3 Where the College owns the IP rights in a work, either by agreement with its author/ creator, or

pursuant to Section 2.2 above, the author/creator, shall have a non-exclusive right to use the work, provided the author/creator exploits the work only in the course of employment with the College, where the author/creator is a College employee, and only in the course of contractual relationship with the College, where the author/creator is an associate of the College and not an employee.

**2.4** Where an employee creates a work outside the course of employment with the College or during the leave year of a prepaid leave program, without using the College's resources, the employee shall be the owner of the IP rights in the work.

**2.5** Where an employee intends to create a work during a professional development, such activity is to be described in the application for the leave. The application for professional development leave will also contain a statement, signed by the employee, his/her immediate supervisor and the College Administrator, which sets out how any net profit from revenue generated by the commercial exploitation of such leave activity, may be shared between the College and the employee.

Any application for a professional development or prepaid leave shall be accompanied with, or contain, a statement in the following form:

In compliance with the College Intellectual Property policy, the College shall be the sole owner of the intellectual property in any work described in this document and created by the applicant. If the work is exploited and generates revenue, the applicant and the College shall share the net profit on revenue generated as follows: (insert agreed-upon formula).

Where a professional development leave is approved, the College shall own the IP rights in any work created and for which work the leave was granted.

**2.6** Where an employee wishes to use College resources to create a work outside the course of employment, the employee shall first inform the College of the creation of the work, so that a mutually

satisfactory written agreement covering, among other things, ownership, use and revenue sharing, can be negotiated before the work is developed. In the absence of such a written agreement, the College shall own the IP rights in the work created.

### **3) Non-Employee Work:**

Any agreement between the College and a person who is not an employee of the College, to develop or create a work using College facilities, will be written in a contract. The agreement will state that the College will be the owner of the IP in any work developed or created by the person. This policy may be adapted by written contract between the parties.

### **4) Joint Initiatives with Outside Parties:**

Where the College enters into an agreement with a person or persons for the development of a work in which IP subsists, the parties will ensure that a written agreement sets out their respective rights in the IP in the work, and any terms relating to the sharing of risk and revenue from the exploitation of the work.

### **5) Confidentiality Agreements**

**5.1** The College may sign Confidentiality Agreements with third parties seeking to conduct research or business using the College's resources. The College has an approved Confidentiality Agreement template that can be signed on behalf of the College by the College Administrator. Where the third parties wish to amend the template or have the College sign a different Confidentiality Agreement, these documents will be reviewed by the College Administrator, Finance and Administration Services and signed on behalf of the College by the President, Vice President, Administration or Presidential delegate. These Confidentiality Agreements are not applicable to students working on research projects. (See Section 5.2).

**5.2** In instances where students are working with third parties on research projects as part of their course

requirements or as volunteers and they are not being paid by the College for their work, the College will not be held responsible for breaches of confidentiality. In cases where the third party requires a Confidentiality Agreement, such agreements will be negotiated between the third party and the students working on the project. The College will provide templates and non-legally binding guidance to both parties.

#### **6) Collaborative Research Agreements:**

The College will sign a Collaborative Research Agreements with each Client that conducts a research project with the College. The College has an approved Collaborative Research Agreement template that can be signed on behalf of the College by the College Administrator. Where the third parties wish to amend the template or have the College sign a different CRA, these documents shall be reviewed by the College Administrator, Finance and Administration Services and signed on behalf of the College by the Administration.

#### **7) Licensing Arrangements**

##### **7.1 Product Licenses**

Where the College acquires a license to use a supplier's product, ownership of the IP in the product being licensed shall be determined according to the provisions of the license. Where the license does not contain any provisions relating to IP ownership, it shall be presumed that the supplier is the owner. Any variations to the license shall be made in writing.

##### **7.2 Licensing Agreements**

Where the College enters into a license agreement with a third party to permit that third party to use materials or property developed or acquired by the College, the license agreement shall be in a form approved by the College Administrator.

#### **8) Student Work**

**8.1** Students will be the owners of the IP rights in the works they create, except in the following situations:

- a. Where the College pays the students for the works they create, in which case the College shall own the IP rights;
- b. Where the students use College resources and facilities to create the works, outside of their course requirements, in which case the students are required to obtain the College's consent for the use of its resources and facilities. It is a condition to the giving of such consent, that the College and the students will enter into an agreement for the creation of the works. The agreement will provide among other things, for the ownership of any IP rights in the works to be created, the exploitation of the works by the students and the College, and the sharing of any revenue by the students and the College from such exploitation;
- c. Where the students use College resources and facilities to create the works within their course requirements, in collaboration with a College or non-College Client.

#### **9) Research Materials**

A person wishing to gather research materials other than those specified in Section 101, must first obtain the prior approval of the College. Where the person has obtained the College's approval, that Student's Handbook person will be the owner of any IP rights in the research materials. Otherwise, the College shall be the owner of the IP rights.

#### **10) Copyright Notice**

Where the College is the owner of copyright in any works created according to this policy, or otherwise, it will place the following copyright notice in a conspicuous place in the works: © [year of publication] Central College of Business and Technology

Notwithstanding the above, consistent with the provisions of the Copyright Act (1985), the College will remain the owner of the copyright in all works created in the course of employment with the College, whether or not the work is marked with the copyright notice as described above.

### 11) Employee-Owned Work

The adoption and inclusion of employee-owned works in College course materials will be made only with the prior approval of the appropriate College administrator.

### 12) Commercialization of IP

12.1 Where the College owns IP rights in a work which it wishes to commercialize, it may consult with the creator(s) on the best means for commercialization.

12.2 The author/creator of a work in which the College owns the IP rights may, with the College's prior approval, pursue opportunities to exploit the work, and negotiate with third parties on behalf of the College. The College shall always be a party to any agreement resulting from such agreement. The agreement may provide that the author/creator of the exploited work is entitled to share in the revenues, as set out in the terms of the agreement

### 13) Use of Central College of Business and Technology's Name on Created Works

The College has the right to be recognized or acknowledged in, or in association with, any work created in the course of employment/studies, by a Central College of Business and Technology employee, student, or person with whom the College is dealing, or to be disassociated from the work, and for work not created in the course of employment/studies as mutually agreed upon.

## 3.9 (a) Other Student Policies

- a) The College has designated times and rules for student access.
- b) Students may not enter a classroom or lab when another class is in progress.
- c) Each student is responsible for maintaining current backups/copies all course work, assignments and projects. The College assumes no responsibility for course work, assignments or projects that are lost or computer deleted, for any reason.



**“EDUCATION’S  
PURPOSE IS TO  
REPLACE AN  
EMPTY MIND  
WITH AN OPEN  
ONE.”**

– Malcolm Forbes

### 3.9 (b) Consent to Use of Personal Information (Domestic and International Students)

Private career colleges (PCCs) must be registered under the Private Career Colleges Act, 2005, which is administered by the Superintendent of Private Career Colleges. The Act protects students by requiring PCCs to follow specific rules on, for example, fee refunds, training completions if the PCC close qualifications of instructors, access to transcripts and advertising. It also requires PCCs to publish and meet certain performance standards, e.g., percentage of graduates who obtain employment. This information may be used by other students when they are deciding where to obtain their training. The consent set out below will help the Superintendent to ensure that current and future students receive the protection provided by the Act.

I \_\_\_\_\_ allow Central College of Business and Technology to give my name, address, telephone number, e-mail address and other contact information to the Superintendent of Private Career Colleges for the purposes checked below:

- (i) To advise me of my rights under the Private Career Colleges Act, 2005 including my rights to a refund of fees, access to transcripts and a formal student complaint procedure;
- (ii) To collect information on the performance of Central College of Business and Technology, for example, the percentage of students who graduate from programs and the percentage of graduates who find employment; and
- (iii) To determine whether Central College of Business and Technology has met the performance objectives required by the Superintendent for its vocational programs.

I understand that I can refuse to sign this consent form and that I can withdraw my consent at any time for future uses of my personal information by writing to Central College of Business and Technology. I understand that if I refuse or withdraw my consent the Superintendent may not be able to contact me to inform me of my rights under the Act or collect information to help potential students make informed decisions about their educational choices.

\_\_\_\_\_  
(Signature of Student)

\_\_\_\_\_  
(Date)



## 4. Student Attendance Guidelines

### 4.1 Students in Receipt of Government Assistance

All students on government assistance will comply with the same rules and regulations as self-paying fee students. Government provides needs-based financial assistance to eligible students. Students are required to satisfactorily complete the academic requirements of their program of study to continue to be eligible for financial assistance. Students must maintain a minimum satisfactory academic standard to continue to be eligible for funding.

### 4.2 Intellectual Property Policies and Procedures

Students are expected to attend ALL of their classes. There are NO exemptions from classes or labs. As a recipient of government funding, you must comply with all government guidelines regarding eligibility for funds.

### 4.3 Satisfactory Academic Progress

To maintain government funding eligibility, you must obtain passing grades of at least 60%, in each course, or the

percentage stipulated in your specific diploma program. Failure to achieve these grades will result in your government funding eligibility being withdrawn. The Ministry will be notified immediately. You will be placed on Academic Probation, which means that you may not be ineligible to receive additional government funding in the future.

### 4.4 Self Funded Students

All students must maintain a minimum satisfactory academic standard to continue to be eligible to study at College. Students are required to satisfactorily complete the academic requirements of their program of study. Any changes of contact information must be reported to College (e.g. change of address, change of telephone/cell number, etc.)

### 4.5 Satisfactory Academic Progress

To maintain academic standing, you must obtain passing grades of at least 60% in each course, or the passing grade specified in your specific Program of study.

# 5. Sexual Violence Policy



1. Central College of Business & Technology (CCBT) has adopted this Sexual Violence Policy, which defines sexual violence and outlines its training, reporting, investigative and disciplinary responses to complaints of sexual violence made by its students that have occurred on its campus, or at one of its events and involve its students.
2. The person accused of engaging in sexual violence will be referred to as the “Respondent” and the person making the allegation as the “Complainant”.

## 5.1 Definition of Sexual Violence

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

## 5.2 Training, Reporting and Responding to Sexual Violence

1. CCBT shall provide students with a copy of the Sexual Violence Policy and the acknowledgement of same will be made on the enrolment contract. A copy of the Sexual Violence Policy will be provided to all CCBT Instructors, Administrative staff and any other staff and training to them about the policy and its processes of reporting, investigating, and responding to complaints of sexual violence involving its students will occur.
2. The complete Sexual Violence Policy shall be published on the website and posted on the campus noticeboard. Additional copies can be provided upon request.
3. If students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of CCBT’s policies relating to drug or alcohol use at the time the alleged sexual violence occurred.



4. Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by CCBT's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

5. Any person subject to, or witnessing incidents of, or complaints of, sexual violence will report to the Student Support Officer, Shreya Bhutani at: Shreya@central-college.ca; upon becoming aware of them.

6. Students who have been affected by sexual violence or who need information about support services should contact the Student Support Officer, Shreya Bhutani.

7. Subject to Section 4, to the extent it is possible, CCBT, will attempt to keep all personal information of persons involved in the investigation confidential except in those circumstances where it believes an individual is at imminent risk of self harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by

(i) ensuring that all complaints/reports and information gathered because of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and

(ii) ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.

8. CCBT recognizes the right of the Complainant not to report an incident of or make a complaint about sexual violence or not request an investigation and not to participate in any investigation that may occur.

9. Notwithstanding (l), in certain circumstances, CCBT,

may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

10. In all cases, including (f) above, CCBT will appropriately accommodate the needs of its students who are affected by sexual violence. Students seeking accommodation

should contact the Student Support Officer in this regard. CCBT will assist

students who have experienced sexual violence in obtaining counselling and medical care and provide them with information about sexual violence support

and services available in the community as set out in Appendix 1 attached hereto.

Students are not required to file a formal complaint in order to access support and services.

### 5.3 Investigating Reports of Sexual Violence

1. Under this Sexual Violence Policy, any student of CCBT may file a report of an incident or a complaint to the Student Support Officer in writing. Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Student Support Officer will respond promptly and:

i. determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation.

ii. determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved.

iii. determine whether the incident should be

referred immediately to the police; In such cases or where civil proceedings are commenced in respect of allegations of sexual violence, CCBT, may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and

iv. determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

2. Once an investigation is initiated, the following will occur

i. The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation.

ii. interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred.

iii. informing and interviewing the Respondent of the complaint, providing details of the allegations, and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation.

iv. Interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses.

v. providing reasonable updates to the Complainant and the Respondent about the status of the investigation.

vi. Following the investigation, the Student Support Officer will:

3. review all the evidence collected during the investigation.

4. determine whether sexual violence occurred; and if so

5. determine what disciplinary action, if any, should be taken as set out in Section 5 below.

## 5.4 Disciplinary Measures

1. If it is determined by CCBT that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken.

This may include:

i. disciplinary action up to and including termination of employment of Instructors, Administrative staff, or other staff; or

ii. expulsion of a student; and /or

iii. the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or

iv. any other actions that may be appropriate in the circumstances

## 5.5 Appeal

i. Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the Campus Director, Balraj Sidhu within 7 business days by submitting a letter addressed to:

**1140 Burnhamthorpe Road West, Unit 201**

**Mississauga ON LSC 4E9**

**Attention: Campus Director**

advising of the person's intent to appeal the decision

If still dissatisfied with the resolution, the student could refer the complaint to the

**Superintendent of Private Career Colleges.**

Under the Private Career Colleges Act, 2005 and its

regulations, the Superintendent of Private Career Colleges can consider a student's complaint only after:

- (a) the student has followed the college's student complaint procedure
- (b) has complained directly to the College
- (c) is not satisfied with the outcome

Student can request the Superintendent of Private Career Colleges to review the concern or complaint by submitting it using the ministry's Program Approval and Registration Information System (PARIS). A student can also create a student account.

Student's complaint or concern can be tracked easily and addressed directly through their account. Student may also request a review of the complaint by email:

[pcc@ontario.ca](mailto:pcc@ontario.ca)

Once the student submits their complaint and any supporting documents, the superintendent or a delegate will review the documents and advise on next steps.

## 5.6 Making False Statements

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

## 5.7 Reprisal

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

and including termination of employment of instructors or staff or expulsion of a student.

## 5.8 Review

- 1. CCBT shall ensure that student input is considered in the development of its Sexual Violence Policy and every time it is reviewed or amended.
- 2. CCBT, shall review its Sexual Violence Policy 3 years after it is first implemented and amend it where appropriate. This date is October 7, 2022

## 5.9 Collection of Student Data

CCBT shall collect and be prepared to provide upon request by the Superintendent of Private Career Colleges such data and information as required according to Subsections 32. 1 (8), (9), (10) and (11) of Schedule 5 of the Private Career Colleges Act, 2005 as amended

## Appendix 1: Resources - Off Campus Support

It is often difficult to disclose and report incidents of sexual violence. It is entirely up to you if you choose to report the incident; however, we strongly encourage you to do so. You are not required to report an incident of, or make a complaint about, sexual violence to obtain support, services, or accommodation.

**A number of other resources are available to you, including:**

Ontario  
Good2Talk — Ontario Post Secondary Student Helpline  
<https://zood2talk.ca/ontario/>  
1-866-925-5454 or 2-1-1.  
Available 24 hours a day

Toronto  
Toronto Rape Crisis Centre  
<https://trccmwar.ca/>  
(416) 597-8808.  
Available 24 hours a day

York  
Women's Support Network of York Region  
<https://womenssupportnetwork.ca/>  
1-800-263-6734 (toll free) (905) 895-7313.  
Available 24 hours a day

Peel  
Hope 24/7: Sexual Assault Centre of Peel  
<https://www.hope247.ca/>  
1-800-810-0180.  
Available 24 hours a day

Durham  
Durham Rape Crisis Centre  
<https://drcc.ca/>  
(905) 668-9200.  
Available 24 hours a day

Toronto  
The 519 Community Centre  
<https://www.the519.org>  
(416) 392-6874.  
Weekdays: 10am to 5pm and Weekends: 10am to 4pm  
Ontario  
Assaulted Women's Helpline

<https://www.awhl.org>

1-866-863-0511.

available 24 hours a day, in 200 languages



# 6. Non-Discrimination of Disabled and Handicapped Students



## 6.1 Non-Discrimination of Disabled and Handicapped Students

Disabled students whatever the origin, nature and seriousness of their handicaps and disabilities have the same fundamental right to human dignity as their fellow students. Under The Charter of Human Rights and Freedoms, “everyone has the right to be free from discrimination because of handicap...”

Please refer to the Complaint Reporting Procedures outline below in the event that you experience discrimination because of handicap. The College abides by Ontario’s disability law. Any questions or concerns should be immediately raised with the Campus Manager.

## 7. Dispute Resolution Policy

If you have any concerns or complaints, bring the concern immediately to the attention of the College either verbally or in writing, and refer to the Dispute Resolution Policy issue to you at registration.

Regardless of the reporting procedure followed by a complainant, the person receiving a formal complaint is to give the complainant the option of deciding whether the person at the next step of the complaint process is to be advised for information purposes. If the complainant wishes this to occur, it shall be done immediately.

Whatever reporting procedure is followed, it will result in a thorough, confidential investigation and appropriate management action.

## 7.1 Complaint Reporting Procedure

At Central College of Business and Technology, students are encouraged to notify and or address any concerns immediately in writing, please do not let a minor problem develop into a major one. We assure timely identification, analysis and disposition of all student complaints for equitable resolution to the satisfaction of both the student and the College.

The goal of the College is to provide the highest quality training possible. Our staff is available to discuss any of your concerns and to provide assistance. Should you have any problems, we want to know about them.

There is a very clearly defined process for dealing with complaints and resolving disputes at the College. the student in accordance with the procedures.

Please follow the "Student Complaint Procedure" document issued to you when you registered.

Summary of the "Student Complaint Procedure"

- a) Try to resolve your concerns with the individual(s).
- b) If your concern has not been resolved, to your satisfaction with the individual(s), a designated individual ("Counselor") shall be made available by Central College of Business and Technology to the Students to deal with student complaints and grievances in a timely manner.
- c) If your concern has not been resolved to your satisfaction with the College counsellor, then notify the director of the College.
- d) If your concern has not been resolved to your satisfaction with the president of the College, then you may notify the Superintendent of Private Career Colleges in Ontario, if you are enrolled in a Vocational Program.

In all of the above steps, minutes of meetings will be maintained and signed by all parties. Students are encouraged to notify and or address any concerns immediately in writing, please do not let a minor problem develop into a major one. We assure timely identification, analysis and disposition of all student complaints for equitable resolution to the satisfaction of both the student and the College.

This Student Complaint Procedure is designed for the students to follow while during their training period and their training related services.

#### **General Guidelines:**

1. Any College staff presented with a verbal complaint will ask the student to follow this procedure and remind the student of the written complaint requirement.
2. A statement of complaint by student must be made

in writing in either following informal complaint procedure or formal complaint procedure described in this document.

3. All complaints will be treated confidential and no complaint will go unanswered.
4. Arrangements for meetings and written responses from the person handling the complaint will be made in a timely manner and professional fashion.
5. The student will have an opportunity to make an oral presentation of the complaint and to have another person present or another person make the oral presentation on his/her behalf during College staff scheduled meetings related to the complaints.
6. The student will also be asked for a copy of any written response(s) from those already contacted by the student in accordance with the procedures.
7. Records of student complaints will be maintained in the location where it originated for a period of at least three years.

#### **Step I: Informal Complaint Procedure**

1. Complaints must be brought to the notice of College in writing by letter or e-mail to: Mr. Balraj Sidhu, Central College of Business and Technology, 201-1140 Burnhamthorpe Road West, Mississauga, ON L5C 4E9, 905-699-2326 [bsidhu@central-college.ca](mailto:bsidhu@central-college.ca)
2. Complaints received will be acknowledged within 2 business days and the meeting will be arranged within 5 business days from the date of receipt of written complaint.
3. The student will be provided with a written response outlining discussions, including a decision statement, together with the reasons on which the decision is based and minutes of meetings held.
4. As a result of the meeting(s) any proposed or agreed upon solution(s) to the complaints will be implemented within 10 business days from the date of the meeting.
5. If the Student satisfied with the offered solution, must acknowledge the acceptance in writing to

Mr. Balraj Sidhu. Director Central College of Business and Technology, 201-1140 Burnhamthorpe Road West, Mississauga, ON L5C 4E9, 905-699-2326

[bsidhu@central-college.ca](mailto:bsidhu@central-college.ca)

6. Original of all correspondence related to the student complaint - written complaint statement, minutes of the meetings, College decisions and resolution will be filed in student's academic record file.

If the student is not satisfied with the offered solution(s) under the Step I, the student shall follow Step II.

#### **Step II: Formal Complaint Procedure**

1. Before submitting a formal complaint, student shall ensure that Step I is followed and completed.

2. A formal complaint shall include all earlier correspondence including original complaint by the student and written responses by the College officials and resolution expectations.

3. Complaints must be brought in writing, no later than 3 business days from the College's written response to the informal complaint, by letter, or fax, or e-mail, to the attention of:

**Mr. Balraj Sidhu.**

**Director Central College of Business and Technology,  
201-1140 Burnhamthorpe Road West, Mississauga,  
ON L5C 4E9,  
905-566-0507**

[bsidhu@central-college.ca](mailto:bsidhu@central-college.ca)

4. Complaints received will be acknowledged within 2 business days and the meeting will be arranged within 5 business days from the date of receipt of written complaint.

5. During the meeting, offered solutions and or recommended solutions and the student's objections or comments regarding these solution, will be discussed and reviewed.

6. The student will be provided with a written response outlining discussions, including a decision statement, together with the reasons on which the decision is

based and minutes of meetings held.

7. As a result of the meeting(s) any proposed or agreed upon solution(s) to the complaints will be implemented within 10 business days from the date of the meeting.

8. Student, if satisfied with the offered solution, must acknowledge the acceptance in writing to:

Mr. Balraj Sidhu. Central College of Business and Technology, 201-1140 Burnhamthorpe Road West, Mississauga, ON L5C 4E9, 905-566-0507

[bsidhu@central-college.ca](mailto:bsidhu@central-college.ca)

Student's Handbook

9. Original of all correspondence related to the student complaint - written complaint statement, minutes of the meetings, College decisions and resolution will be filed in student's academic record file.

Student, if not satisfied with the offered solution(s) under the Step II, shall follow Step III.

**Step III: Appeal to Ontario Ministry of Colleges and Universities, for students enrolled in a Vocational program**

Student may file an appeal with:

**Ontario Ministry of Colleges and Universities**

**900 Bay Street, 9th Floor, Mowat Block, Toronto ON,  
M7A 1L2**

**Telephone: (+1) 416-325-2929**

**Toll Free: (+1) 800-387-5514**

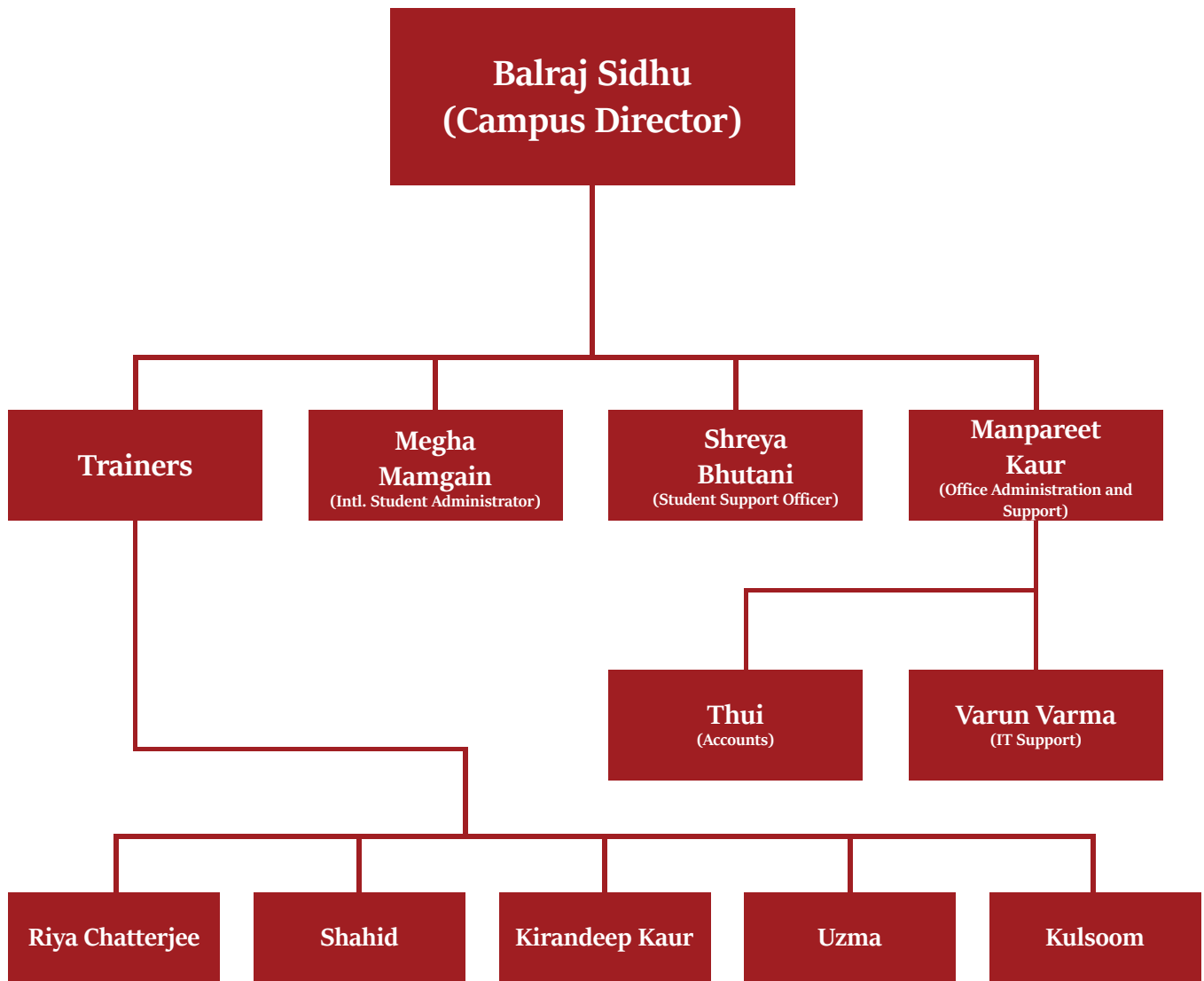
**Fax: (+1) 416-325-6348**

#### **Notes:**

1. All documents that arise from the student complaint process will be kept by the College for a minimum of 3 years.

2. The student will receive a copy of the entire student complaint record within 2 business days of closing the file.

## 8. Organizational Chart





## 9. Student Complaint Procedure

At Central College of Business & Technology (CCBT), students are encouraged to notify and/or address any concerns immediately in writing, please do not let a minor problem develop into a major one. We assure timely identification, analysis, and disposition of all student complaints or equitable resolution to the satisfaction of both the student and the College.

The goal of CCBT is to provide the highest quality training possible. Our staff is available to discuss any student's concerns and to provide assistance. Should you have any problems, we want to know about them.

There is a very clearly defined process for dealing with complaints and resolving disputes at the College.

### Summary of the "Student Complaint Procedure"

- a) Try to resolve your concerns with the individual(s).
- b) If your concern has not been resolved to your satisfaction with the individual(s), then notify the Student Support Officer.
- c) If your concern has not been resolved to your satisfaction with the Student Support Officer, then notify the Campus Director.

If your concern has not been resolved to your satisfaction with the Student Support Officer and Campus Director, then you may notify the Ministry of Colleges and Universities, [pcc@ontario.ca](mailto:pcc@ontario.ca) or (416) 325-2929 if you are enrolled in a Vocational Program.

In all of the above steps, minutes of meetings will be maintained and signed by all parties.

This Straining-related Procedure is designed for the students to follow while during their training period and their training related services.

### General Guidelines:

1. Any College staff presented with a verbal complaint will ask the student to follow this procedure and remind the student of the written complaint requirement.

2. A statement of complaint by the student must be made in writing by either following the informal complaint procedure or formal complaint procedure described in this document.
3. All complaints will be treated confidentially, and no complaint will go unanswered.
4. Arrangements for meetings and written responses from the person handling the complaint will be made in a timely manner and professional fashion.
5. The student will have an opportunity to make an oral presentation of the complaint and to have another person present or another person makes the oral presentation on his/her behalf at all stages of the process.
6. The student will also be asked for a copy of any written response(s) from those already prepared by the student in accordance with the procedures.
7. Records of student complaints will be maintained in the location where it originated for a period of at least three years.

### Step I: Informal Complaint Procedure

1. Complaints must be brought to the notice of the college in writing by letter or e-mail to:  
**Ms. Shreya Bhutani (Student Support Officer)**  
**Central College of Business and Technology,**  
**201-1140 Burnhamthorpe Rd**  
**West, Mississauga, Ontario, L5C 4E9,**  
**[shreya@central-college.ca](mailto:shreya@central-college.ca)**
2. Complaints received will be acknowledged within 2 business days and the meeting will be arranged within 5 business days from the date of receipt of the written complaint.
3. The student will be provided with a written response outlining discussions, including a decision statement, together with the reasons on which the decision is based and minutes of meetings held.
4. As a result of the meeting(s) any proposed or agreed upon solution(s) to the complaints will be

implemented within 10 business days from the date of the meeting.

5. Student, if satisfied with the offered solution, must acknowledge the acceptance in writing to

**Ms. Shreya Bhutani (Student Support Officer)**

**Central College of Business and Technology,**

**201-1140 Burnhamthorpe Rd**

**West, Mississauga, Ontario, L5C 4E9,**

**shreya@central-college.ca**

6. Original of all correspondence related to the student complaint - written complaint statement, minutes of the meetings, College decisions and resolution will be filed in student's academic record file.

If the student is not satisfied with the offered solution(s) under Step I, the student shall follow Step II.

### **Step II: Formal Complaint Procedure**

1. Before submitting a formal complaint, the student shall ensure that Step I is followed and completed.

2. A formal complaint shall include all earlier correspondence including an original complaint by the student and written responses by the College officials and resolution expectations.

3. Complaints must be made in writing, no later than 3 business days from the College's written response to the informal complaint by letter or e-mail, to the attention of:

**Mr. Balraj Sidhu (Campus Director).**

**Central College of Business and Technology,**

**201-1140 Burnhamthorpe Rd West,**

**Mississauga, Ontario, L5C 4E9,**

**bsidhu@central-college.ca.**

4. Complaints received will be acknowledged within 2 business days and the meeting will be arranged within 5 business days from the date of receipt of the written complaint.

5. During the meeting, offered solutions and/or recommended solutions and the students' objections or comments regarding this solution will be discussed

and reviewed.

6. The student will be provided with a written response outlining discussions, including a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

7. As a result of the meeting(s) any proposed or agreed upon solution(s) to the complaints will be implemented within 10 business days from the date of the meeting.

8. Student, if satisfied with the offered solution, must acknowledge the acceptance in writing to:

**Mr. Balraj Sidhu (Campus Director).**

**Central College of Business and Technology,**

**201-1140 Burnhamthorpe Rd West,**

**Mississauga, Ontario, L5C 4E9,**

**bsidhu@central-college.ca.**

9. Original of all correspondence related to the student complaint - written complaint statement, minutes of the meetings, College decisions and resolution will be filed in student's academic record file.

A student, if not satisfied with the offered solution(s) under Step II, shall follow Step III.

### **Step III: Appeal to the Ministry of Colleges and Universities, for students enrolled in a Vocational program**

Students can request the Superintendent of Private Career Colleges to review the concern or complaint by submitting it using the ministry's Program Approval and Registration Information System (PARIS). A student can also create a student account. A student's complaint or concern can be tracked easily and addressed directly through their account. Students may also request a review of the complaint by email: [pcc@ontario.ca](mailto:pcc@ontario.ca)

(416) 325-2929

Once the student submits their complaint and any

supporting documents, the superintendent or a delegate will review the documents and advise on next steps.

**Notes:**

1. All documents that arise from the student complaint process will be kept by the College for a minimum of 3 years.
2. The student will receive a copy of the entire student complaint record within 2 business days of closing the file

**STUDENT COMPLAINT RESOLUTION FORM**  
**All Sections of this Form Must be Completed and Signed**

Please fill in the following information:

<b>Name:</b>	
<b>Address:</b>	
<b>Telephone: Email:</b>	
<b>Name of College: Fax:</b>	
<b>Address of College:</b>	
<b>Telephone:</b>	
<b>Other Information:</b>	
<b>Signature: Date:</b>	

**Disclosure of Personal Information**

Confidential information will be requested by the Resolution Committee from the campus and/or the Ministry of Training, Colleges and Universities. By signing this form you are hereby providing your informed consent to any request that may be made for additional information from either the campus or the Ministry, which information may be requested and provided without further notice to you. I acknowledge that all information that is included on the Student Complaint Resolution Form will be forwarded to the College.

Signature:

Date:

Name: (Please Print)

# Student Complaint Form

**Please Note!**

Private Career Colleges Act, 2005: <http://www.e-laws.gov.on.ca/html/statutes/english/elawsstatutes05p28e.htm>  
 0. Regulation 415/06: <http://www.e-laws.gov.on.ca/html/regs/english/elawsregs060415e.htm>  
 0. Regulation 414/06: [http://www.e-laws.gov.on.ca/html/regs/english/elawsregs\\_060414\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elawsregs_060414_e.htm)

**Have you gone through the school's student complaint procedure?      Yes      No**

The Ministry will review and investigate your complaint in the context of determining whether a private career college is in compliance with the *Private Career Colleges Act, 2005* and regulations made under the Act. Please ensure that you familiarize yourself with the Act and Ontario Regulations 415/06 and 414/06 under this legislation

**Instructions**

Before submitting this form to the Ministry, be sure that every question has been answered, that all required documents have been included (do not send originals) and that you have read the "Notice of Collection, Declaration and Consent to the Indirect Collection of Personal Information" section at the end of this form.

- You will be contacted if we require additional information, please make certain that your contact information is correct.
- When completed and signed, send this form and its attachments to: Ministry of Training, Colleges and Universities, Private Career Colleges Branch, 900 Bay Street, 9th Floor, Mowat Block, Toronto ON, M7A 1L2.
- You may fax all materials to 416-314-0499 to the attention of Manager, Registration Unit.

Please submit **two** copies of a completed Student Complaint Form and attach **two** copies of the following documents: (Do not send originals)

- your student contract with the school;**
- the written complaint you submitted to the school;**
- any submissions filed with the school with respect to the complaint;**
- the written decision provided to you by the school; and**
- proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque).**

**Please Note!**

If you fail to provide all the requested documents named above, your complaint may be dismissed. Please print and ensure that all dates are visible on the documentation provided.

<b>Student Information – PLEASE PRINT</b>					
Last Name			First Name		Middle Initial
Street Number	Street Name		Unit Number	PO Box	
City/Town			Province		Postal Code
Home Telephone Number	Work Telephone Number	FAX Number	Cell Telephone Number		
Email Address					
<b>Private Career College Name — PLEASE PRINT</b>					
Street Number	Street Name		Unit Number	PO Box	
City/Town			Province		Postal Code
Program Name		Start Date <i>(yyyy/mm/dd)</i>	End Date <i>(yyyy/mm/dd)</i>	Total Fees	Total Fees Paid

## Student Complaint Form (Short Form)

Date:

Student Name:

Student Number:

Student Address and Postal Code:

City:

Home Number:

Mobile

Number:

*Precise* Nature of Complaint (attach a separate sheet with specifics if necessary):

How do you propose Central College of Business and Technology resolves your Complaint?

What attempts (if any) have been made to resolve the complaint informally with the staff/faculty member involved? (Kindly provide supporting documentation if relevant, and use a separate sheet if necessary):

Are you amenable to an informal, internal mediation process?

Yes\_\_\_\_\_No\_\_\_\_\_

I, \_\_\_\_\_, hereby swear that the above information is true and accurate in all material respects. I acknowledge that the information which I have provided and any other information will be used on a "need to know" basis in order to seek to resolve the dispute.

Dated at Toronto this \_\_\_\_\_ day of \_\_\_\_\_, 202\_.

\_\_\_\_\_

Student Signature

\_\_\_\_\_

Date

---

What is your complaint with this private career college?  
(If you need more space, either here or below, attach a separate sheet.)

---

I want the private career college named in this form to do the following to resolve my complaint:  
(If you need more space, either here or below, attach a separate sheet.)

---

**Notice of Collection, Declaration and Consent to the Indirect Collection of Personal Information**

The information you have provided on this form and in other communications related to this complaint will be used by the Ministry of Training, Colleges and Universities to review and attempt to resolve the disagreement between you and the school in order to determine whether the school is in compliance with the Act and the regulations. For these purposes, the Ministry may need to exchange relevant personal information you have provided on this form and in other communications related to this complaint with others who have knowledge of the issues in dispute.

If your complaint involves curriculum and/or a program that was supplied to the private career college by another association or body, your personal information may be exchanged with this body in order to address your complaint in the most efficient and transparent manner possible.

**Do you agree that the Ministry may share this info with the other body?    Yes    No**

Your relevant personal information is collected under the authority of s. 36(2) of O.Reg. 415/06 made under the *Private Career Colleges Act, 2005*. Questions about the collection of your personal information may be addressed to the Manager, Registration Unit, Private Career Colleges Branch, 900 Bay Street, 9th Floor, Mowat Block, Toronto ON, M7A 1L2, 416 314-0500. For more information about your rights under the *Private Career Colleges Act, 2005*, please visit the Ministry's website at <[www.edu.gov.on.ca/eng/general/private.html](http://www.edu.gov.on.ca/eng/general/private.html)>.

By signing this form,

- you declare the information you provide to be true and correct; and
- you consent to the Ministry's indirect collection of relevant personal information for the purposes described above.

---

**Student Signature:**

**Date:**

# 10. References

## Available on-line:

Canadian Human Rights Commission <http://www.chrc-ccdp.gc.ca/>  
Canadian Copyright Act <http://laws-lois.justice.gc.ca/eng/acts/C-42/>  
The Charter of Human Rights and Freedoms

## Available at the College:

Program Enrolment Contract  
Fee Refund Policy  
Student Complaint Procedure  
Student Expulsion Policy  
Policy on Sexual Violence and Harassment



# 11. College's Public Holidays

# 2023

JANUARY 2023							FEBRUARY 2023							MARCH 2023							APRIL 2023						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
						1	30	31	1	2	3	4	5	27	28	1	2	3	4	5	27	28	29	30	31	1	2
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12	3	4	5	6	7	8	9
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19	10	11	12	13	14	15	16
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26	17	18	19	20	21	22	23
23	24	25	26	27	28	29	27	28	1	2	3	4	5	27	28	29	30	31	1	2	24	25	26	27	28	29	30
30	31						6	7	8	9	10	11	12	3	4	5	6	7	8	9	1	2	3	4	5	6	7

MAY 2023							JUNE 2023							JULY 2023							AUGUST 2023						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7	29	30	1	1	2	3	4	26	27	28	29	30	1	2	31	1	2	3	4	5	6
8	9	10	11	12	13	14	5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
15	16	17	18	19	20	21	12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
22	23	24	25	26	27	28	19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
29	30	31	1	2	3	4	26	27	28	29	30	1	2	24	25	26	27	28	29	30	28	29	30	31	1	2	3
5	6	7	8	9	10	11	3	4	5	6	7	8	9	31	1	2	3	4	5	6	4	5	6	7	8	9	10

SEPTEMBER 2023							OCTOBER 2023							NOVEMBER 2023							DECEMBER 2023						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
28	29	30	31	1	2	3	25	26	27	28	29	30	1	30	31	1	2	3	4	5	27	28	29	30	1	2	3
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
25	26	27	28	29	30	1	23	24	25	26	27	28	29	27	28	29	30	1	2	3	25	26	27	28	29	30	31
2	3	4	5	6	7	8	30	31	1	2	3	4	5	4	5	6	7	8	9	10	1	2	3	4	5	6	7

**STATUTORY  
HOLIDAYS |  
2023**

<b>Jan 01</b>	<b>New Year's Day</b>	<b>May 22</b>	<b>Victoria Day</b>	<b>Dec 25</b>	<b>Christmas Day</b>
<b>Feb 20</b>	<b>Family Day</b>	<b>July 01</b>	<b>Canada Day</b>	<b>Dec 26</b>	<b>Boxing Day</b>
<b>Apr 07</b>	<b>Good Friday</b>	<b>Aug 07</b>	<b>Civic Holiday</b>		

**COLLEGE  
VACATIONS**

<b>Christmas and New Year Break</b>	<b>Dec 24, 2022 to Jan 03, 2023</b>
<b>March Break</b>	<b>Mar 12, 2023 to Mar 18, 2023</b>



Ministry of Training, Colleges and Universities

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# Statement of Students' Rights and Responsibilities

September 9 2015

*Private Career Colleges Act, 2005*

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September 9 2015

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

## Dealing With Your Private Career College

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

## Contract

When you enroll in a program, you must sign and receive a written contract. The college is not allowed to require you to obtain a product or service from a particular person as a condition of admission into the program.

The written contract must contain all of the following terms:

- the approved program name;
- your address, telephone number and, if applicable, e-mail address;
- the start and expected end date;
- the language of instruction;
- the admission requirements;
- a schedule of hours of instruction;
- the location of any practicum (e.g., work placement);
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- a place for you to acknowledge that you have received a copy of:
  - this Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges,
  - the college's fee refund policy, and
  - for contracts entered after January 1, 2007,
    - the college's student complaint procedure, and
    - the college's policy relating to the expulsion of students;
- a consent section for the collection and use of your private information; and statements, in bold, that:
  - the contract is subject to the *Private Career Colleges Act, 2005* and the regulations made under the Act, and
  - the private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college.

## **Fee Collection**

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

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

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

## **Sale of Students' Goods and Services**

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

## **Fee Refund**

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

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

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

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

## Cooling Off Period

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

## Full Refund

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

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

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

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

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

## Partial Refund Before a Program Begins

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

- you withdraw from the program before it begins;
- you do not meet the program's admission requirements before the program begins; or
- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

## **Partial Refund After a Program Begins**

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

## **Transcript**

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

After September 18, 2007, in the event of a private career college closure, you will be able to access your transcript from an approved third party transcript issuer. It is suggested that you ask your college for the name of the third party issuer when you graduate.

## **Credential**

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

## **Student Complaint Procedure**

Effective January 1, 2007, all private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students.

You must first go through a private career college's student complaint procedure before filing a complaint with the Superintendent of Private Career Colleges. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the Service Ontario website at [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca).

## **International Students**

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

## **Fee Collection**

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

Effective October 18, 2006, after you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins.

## Ministry of Training, Colleges and Universities

Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

### Fee Refund

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

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

### Insurance

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

### Midway Evaluation

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

### Qualified Instructors

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

### Closure

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

## **It's Never Okay: An Action Plan to Stop Sexual Violence and Harassment**

On March 8, 2015, International Women's Day, Ontario issued an Action Plan against Sexual Violence and Harassment ([www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment](http://www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment)) calling, among other things, for increased safety on Ontario's postsecondary campuses.

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

If you experience sexual violence or harassment at your private career college, you may:

- Request information about any counseling, health services, or other supports that are available at your private career college from your campus administrator;
- Engage the services of an off-campus organization, such as a crisis and counseling centre, in your community;
- Contact the Human Rights Tribunal of Ontario; and/or
- Report the incident to the police.

For information about resources in your community, visit [draw-the-line.ca](http://draw-the-line.ca) and [tracons-les-limités.ca](http://tracons-les-limités.ca). These websites list services available throughout Ontario.

Should you witness an incident of sexual violence or harassment at your private career college, you may bring your concerns directly to the attention of the campus administrator or another staff member at the private career college.

As a student at a private career college, you also have a role to play in creating safe campuses for everyone. Private career colleges will welcome your suggestions and ideas.



This document is provided for your information and convenience only. It is not a legal document. For further information and the exact wording please refer to the *Private Career Colleges Act, 2005* and regulations.

### **Need More Information?**

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

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

Private Career Colleges Branch  
Ministry of Training, Colleges and Universities  
77 Wellesley Street West  
Box 977  
Toronto (Ontario) M7A 1N3

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

Fax: (416) 314-0499

E-mail: [pcc@ontario.ca](mailto:pcc@ontario.ca)

**OR**

Visit our website at : [www.tcu.gov.on.ca/pepg/audiences/pcc/](http://www.tcu.gov.on.ca/pepg/audiences/pcc/)

The full text of the act and regulations can also be downloaded from the Ontario government E-Laws website at:

[www.ontario.ca/laws](http://www.ontario.ca/laws)

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# ACKNOWLEDGMENT

I,

---

(Print Your Name)

acknowledge receipt of the Student's Handbook, and further acknowledge that I agree to abide by all the contents of the Student's Handbook and all other Policies and Procedures that may be issued and/or updated by Central College of Business and Technology.

---

(Signature)

---

Date: (mm / dd / yyyy)



1140 Burnhamthorpe Road West, Suite 201,  
Mississauga, Ontario L5C 4E9



(905) 566-0507  
(437) 260-5070



info@central-college.ca  
www.central-college.ca

STUDENT HANDBOOK  
**Central College**  
OF BUSINESS AND TECHNOLOGY

