



**ROYAL CANADIAN**  
**BUSINESS COLLEGE**

# Student Handbook

**Alberta**

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Replaces all previous versions

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## Message from the President

Greetings!

Welcome, and Congratulations on your decision to study at RCB College! We are committed to your success – RCB College is here to help you look forward to your future. We strive to maintain high educational standards, and our primary goal is to provide you with the necessary skills to lead to employment.

Our Academic Staff is always here to assist you in determining a suitable career path. Our Campus Administration Team works diligently to provide excellent student service and support. Our qualified team will provide you with the skills required to obtain work in your chosen field and will also provide you with professional job skills that are integral to gainful employment. Throughout your program, our Employment Specialists will provide the support and assistance needed to achieve our common goal – your successful employment!

We are pleased that you have chosen to study with RCB and will ensure our team delivers on our commitments to your success.

We look forward to providing you with an enjoyable learning experience, and if you have any questions, do not hesitate to contact your local Administration or Instructor.

Best wishes as you embark on your new career!

Usman Sadiq, MBA  
President & CEO RCB College

## **Introduction**

**Our Vision:** To make a difference in the community through education.

**Our Mission:** To empower learners to gain confidence and place them in their desired careers.

**Our Values:** Flexibility and Accessibility, Student-Centered Approach, Diversity, and Inclusion.



*RCB College Campus Building*

## **Campus Administration**

The RCB College Administration Team is dedicated to the success of our students. From the time you apply, throughout your program of study, and after your graduation, the staff members share a common goal – to provide efficient and effective service and administrative support to every student to achieve high levels of student satisfaction.

RCB College upholds best practices in:

### **Admissions:**

Academic Consultation - Enrollment Information and Contracts

### **Administration:**

Attendance – Grades - Progress Reports - Practicum - Diplomas and Transcripts - Graduation

### **Career Services:**

Career Management - Resume and Cover Letter Writing - Practicum Assistance - Job Search Assistance

*\*\* This Handbook outlines the general Policies and Procedures of RCB College and has been developed to sustain student service and education standards.*

## **Campus Information**

### **Student Lounge:**

A student lounge is available in the College, and all eating and drinking should be confined to this area. Food and beverages are not allowed in classrooms or hallways. Respect the student lounge area and keep it clean for all students.

### **Smoking Policy:**

RCB College is a smoke-free environment. Smoking is not permitted within the College. E-cigarettes are not permitted on campus. There is a designated smoking area beyond the outer premises of the College.



### **Emergency Procedures/Health and Safety:**

Please advise the Administration Department of any medical conditions you have (e.g., allergies, epilepsy, heart condition). All information will remain confidential.

Please report any emergencies immediately to the RCB Front Desk. A first-aid kit is always available, and you can ask the RCB Front Desk for assistance.

Evacuation plans are posted in all classrooms and in the student lounge. Regularly scheduled fire drills and fire extinguishers are mounted throughout the building.

### **Personal/Valuable Items:**

Please do not leave any personal belongings or other valuables unattended. Also, never leave keys, credit cards, or identifiable receipts in coat or jacket pockets. Do not request RCB College staff to take responsibility for any personal items. RCB College will not be held responsible for lost, damaged, or stolen articles.

**Harassment Policy:**

It is a fundamental policy that all employees and students at RCB College are entitled to pursue their duties and studies in an environment free from harassment by the employer, an employer's agent, other employees, or students. Individuals who engage in harassment of any type (personal, racial/ethnic, etc., as defined in the Human Rights Code, will be subject to appropriate discipline, including dismissal. For more



detail, refer to *Section V – Student Anti-Violence, Harassment and Discrimination Policy*.

**Healthy Environment:**

Hand sanitizers are installed at various points in the building: hallways, reception areas, student/staff lounges, and outside of bathrooms. Students and staff are encouraged to wash and sanitize their hands frequently – especially before eating and after using washroom facilities. Despite the above precautions, staff and students will be exposed to viruses during flu season. If you experience any of these symptoms, remain at home until you are symptom-free, feeling well, and able to resume normal day-to-day activities.

**Educational Counseling:**

Our administrative staff and Instructors can provide all program information, curriculum, admission process, and procedure before and during the admission at the campus or over the phone/web link for initial interview and counseling.

**Admission Policy:**

Students applying for admission into RCB College must meet the following requirements:

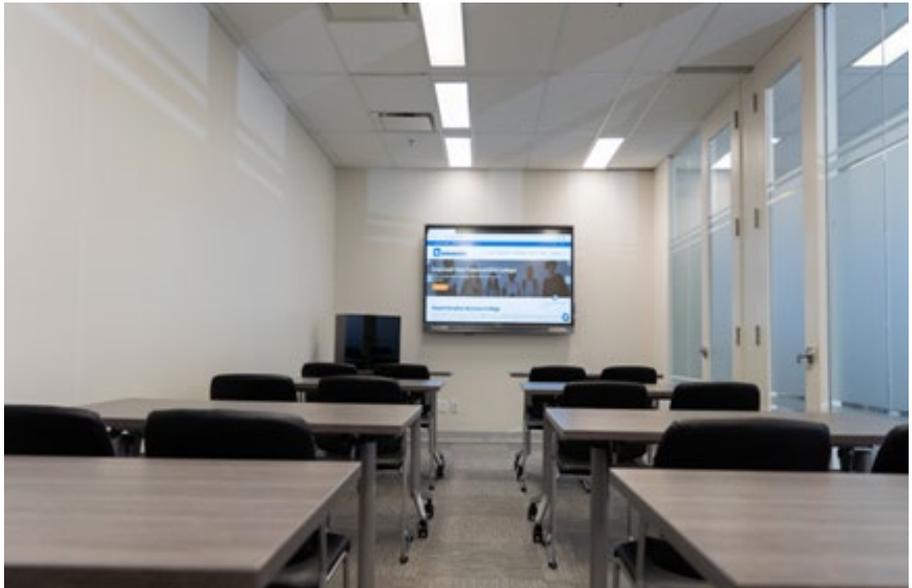
- Successful completion of Grade 12 OR equivalency
- All potential students under the mature or international student category seeking admission into RCB College must pass a Wonderlic Basic Skills Test with a minimum score of 20.

**Wonderlic Basic Skills Test:**

All mature or international students who do not have an Alberta High School Diploma must pass the test before admission into the program. If unsuccessful, a potential student must complete GED courses until they can pass the test.

### **Dress Code & Uniforms:**

RCB College's policy is to encourage a professional environment, and as such, students are expected to be clean and neat in their appearance. The preferred dress code for RCB College is "business casual," except for programs where uniforms are mandatory. Students who conflict with the school's Dress Code (as determined by the College Administration) will face disciplinary action.



### **Graduation:**

RCB College holds an annual ceremony to celebrate the success of our graduates. Students and their families are encouraged to attend and recognize the graduate's achievements and hard work. Only academically and financially complete students will be eligible to attend the ceremony.

### **Code of Conduct:**

RCB College is committed to providing a safe learning and working environment for students and staff that is free from discrimination, harassment, and disruptive and inappropriate behavior that is conducive to learning. Students who do not support the academic and ethical goals of RCB College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

### **Student Privacy:**

RCB College is committed to protecting your privacy. Staff cannot disclose if a student attends RCB College unless given written permission from the student to do so.

If you anticipate any personal calls, for example, from your child's daycare or school, please provide the Administration with written permission to acknowledge that you are a student at RCB College. Please request a **Release of Personal Information** form from Campus Administration should you wish to authorize us to speak with a third party on your behalf.

### **Access to Campus Internet:**

Students will have access to computer network Wi-Fi. The college provides access to a student Wi-Fi login. Please request access at the RCB Front Desk for the password.

## **Academic Progress**

You are responsible for maintaining satisfactory academic progress in your program. Regular feedback is provided through one or more evaluations: participation, quizzes, assignments, tests, and exams. This feedback ensures you can monitor your progress and, if applicable, implement any changes to ensure academic success.

RCB College monitors students' academic progress regularly. Any student identified as non-compliant with the academic progress policies outlined above or not meeting the minimum requirements will be required to attend a meeting with the Academic Staff.

## **Student Fees and Refund Policy**

By Private Vocational Training Regulations, once an institution is satisfied admission standards have been met, the institution may enter a contract with the student and collect a registration fee of up to \$500. The registration fee must be credited to unpaid tuition if the student starts the program. If a student terminates a student contract on or before the 4th business day after signing the contract, the licensee must refund all tuition fees paid by or on behalf of the student. If you have any concerns regarding finances or funding, please get in touch with the RCB Admissions. Students are responsible for all tuition, books, materials, and other fees. Self-funded students may pay by credit card, debit card, or cheque payable to RCB College.

**Please note:** your transcript and diploma will not be released until all the tuition is paid in full.

### **Tuition Refund Policy - Cooling off period:**

Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, RCB College will refund any tuition paid by or on behalf of the student.

### **Tuition fee - before class begins:**

- If a student terminates a student contract before the class begins, the College will refund any tuition paid.
- The College will refund any tuition paid by or on behalf of the student if:
  - the college terminates a student contract before the class begins.

### **Tuition Fee - after class begins**

If a student contract is terminated after the class begins, the College is entitled to the following amounts of tuition:

- 25% of the tuition - if 10% or less of the class has been provided.
- 60% of the tuition - if more than 10% but less than 50% of the class has been provided.
  - 100% of the tuition - if more than 50% of the class has been provided

**Refunds:**

Should there be a refund, the refund of a student's tuition must be paid to the student, or in the case of a student who has an outstanding student loan in respect of the class for which the refund is being provided, the lender that made the student loan will be reimbursed.

If the College receives payment of a student's tuition from a government agency or person other than the student, any refund must be paid back to the government, agency, or another person.

If the College is required to refund tuition, the refund must be paid no later than the earlier of the following:

- 30 days from the day the student contract is terminated.
- the period specified in the order of the President to Administration

**Outstanding Fees:**

Failure to pay tuition or other fees due to RCB College is considered to put a student in default.

Suppose a student's account is in arrears. In that case, a student will be notified in person or via their student email, requesting a meeting with the Administration with a plan to repay the outstanding amount. If the account is not updated after the meeting, the student will be notified in person or via student email that they may be removed and withdrawn if they fail to bring their account up to date.

Any student wishing to withdraw from the College must provide a written termination letter and submit it to the Administration. Should you withdraw from RCB College and have received any student loan, you are responsible for its repayment as required by your bank, the Government, and RCB College. Refunds for any overpayment to RCB College will be made in strict compliance.

**Loan Repayment:**

A Student Loan is just that – a loan. Please remember that loan payments begin six months after your last day of attendance (unless alternate arrangements are made with your lender). It is essential to recognize that loan repayment within the guidelines is necessary to help ensure a good credit rating. Please get in touch with Alberta Student Aid for more information.

**Your Student Loan:**

While you are a full-time student, your loan remains interest-free. Once you have stopped attending school, you are given a "grace period" of six months. You must repay your loan at the end of that grace period. Please be aware that interest is being charged during those six months! You have ten years to repay your Student Loan.

If you have difficulty repaying your loan, contact Alberta Student Aid or the National Student Loans Service Centre (NSLSC) before you miss any payments. RCB Administration can help you to understand the available options. Take advantage of available repayment assistance.

**Student Loan Default:**

If you receive a Student Loan(s), you must realize that this is money you borrowed from the Federal and Provincial Student Loan Programs. Each student is solely responsible for the repayment of this loan, with interest, upon completion or withdrawal from their program, even if they are not employed.

Defaulting on your student loan could result in additional interest charges, the loss of future Student Loans, and income tax refunds. You may also have to deal with a collection agency and possibly face legal action. You would also establish a bad credit rating.

Upon leaving the college, students should immediately contact Alberta Student Aid or the National Student Loans Service Center (NSLSC). Please contact your Financial Aid Officer for more information regarding Student Loan Repayment or Default.

**Repayment Assistance:**

Several options are available for students who cannot start repaying Student Loans. Please attend all Student Loan webinars provided by the college or Student Aid.

**Tax:**

RCB College tuition fees may be income tax deductible for the student. A T2202 form for tax deduction will be supplied to eligible students in February of each school year. It is each student's responsibility to ensure that the College always has their current address.

**Confidentiality & Privacy:**

RCB College employees sign a "Confidentiality Agreement" that covers every student who enrolls. We understand and support the confidentiality provisions of the *PIPA (Personal Information Protection Act)* in administering Student Loans and managing student records; the College promises to protect the privacy of individuals and abide by the terms and conditions of the Act. If you wish for us to speak with a third party on your behalf, a *Release of Personal Information* Form must be completed and signed before RCB College releases any information.

## **STUDENT PRIVACY POLICY**

RCB College is bound by federal laws to protect students' privacy. It collects all information according to PIPA (Personal Information Protection Act) in accordance and compliance with the Government of Alberta and federal tax.

We protect the personal information of each student and graduate. RCB College will not disclose a student's personal information without written consent.

At RCB College, we protect the personal information collected from students, graduates, staff, and other business partners. This includes training employees and establishing control systems for the responsible use of personal information accessible to college employees while performing work-related duties.

The College directs its employees to exercise caution when disclosing personal information to others. Access to personal information is limited to the following:

- Individuals accessing their personal information
- Employees of the College with authorized access based on a legitimate academic or business need
- Organization or person authorized by the individual to receive the information
- Legal Agent/Government Body/Representative under the circumstance where the College complies with the release of personal information,
- Entities, as permitted by law, were deemed necessary for the reasonable conduct of college business.

*Please get in touch with the College administration for more information about RCB College's Privacy Policy.*

## **ATTENDANCE POLICY**

RCB College students are responsible for their learning. To reap the full benefits of their courses, students should attend all classes, labs & tutorials. Regular attendance in class is mandatory to ensure an optimal learning environment at RCB College. Classes are intended to be interactive and participative.

Attendance is taken by instructors and includes student arrival and departure times. Absences are taken seriously at RCB College. A valid reason with the proper documentation must accompany absences lasting more than three consecutive days.

A reasonable excuse for an absence must describe circumstances requiring the student's absence (e.g., medical, family emergency, etc.). The inability to provide a valid reason/documentation may result in Course/Program failure or expulsion from the College.

RCB College will seek to be consistent and reasonable in its approach to determining the parameters of a valid reason for any absence(s). Instructors reserve the right to deduct marks from student assignments or exams for chronic absenteeism.

### **Attendance:**

Active participation in your studies includes, but is not limited to:

- Classes for a minimum of 20 hours per week
- Attend all scheduled sessions and classes.
- Attend class on time, according to your schedule.
- Stay in class for the whole scheduled time each day
- Complete the required homework or reading.
- Be an active learner by listening, participating, and completing each task assigned.
- Complete assigned work during class time
- Actively participate (with a good attitude) in labs, classes, and clinics.
- Complete quizzes, tests, and exams on the scheduled date
- Be proactive in your responsibility to succeed and seek help when required (e.g., academic, financial, and budgeting advice and career guidance)

The AEC (Alberta Student Enrolment Contract for Vocational Training) states that educational institutions must consider a student with student loans as withdrawn if they have not attended class for five consecutive days without an excused absence. The school must consider the student as withdrawn (for student funding) on the first day of their absence and notify RCB College of the withdrawal.

If there are any extenuating circumstances concerning a student's absence, the instructor/administrative staff should be notified as soon as possible. The student must review the course material before class to develop an understanding of the background knowledge of the current course curriculum.

Students will be accountable for learning any missed material due to absence(s) and must complete a learning plan with their instructors. Learning Plans will be submitted to the Academic administration for approval before implementation.

If you wish to leave the program temporarily for vacation, family matters, or other reasons, you must complete a **Leave of Absence** form (available from the RCB Front Desk or on the college website). The instructor and the administration must approve this leave. A learning plan must accompany your leave application.

You are expected to complete assignments in the time allowed by instructors. Assignments are to be completed individually. There is zero tolerance for plagiarism and academic dishonesty at RCB College. Academic dishonesty or Plagiarism will result in a zero in the assignment or exam and may include suspension or termination from the program.

**Learning Management System (LMS):**

All courses at RCB College will be available through the Learning Management System (LMS), requiring students to log in to access assignments, classwork, homework, and other important projects regularly.

Students will be required to complete all the required tasks expected from the program. They are required to complete a minimum of 20 hours per week.

They will be required to be fully accountable for all their core activities. Students cannot share their access credentials with anyone else. Failure to comply will lead to the student's withdrawal from the program.

**Program Hours:**

Every attempt is made to separate the scheduling of our classes into mornings, afternoons, and weekends. However, changing a course's delivery time may be necessary. The Administration will attempt to provide advance notice of any change to the shift or schedule.

**Weather:**

RCB College aims to prepare students for the workforce and strives to reflect the policies and procedures of the business community. Therefore, concerning inclement weather.

RCB College will remain open unless in extreme weather conditions (i.e., the general business community is forced to close).

We encourage students to pay attention to their classroom and website announcements. To determine if the school has been closed or classes cancelled. Students will receive an e-mail from RCB College Administrative staff, or a closure notice will be posted explicitly on the official portal and website.

*Despite this policy, it is the personal decision of each student whether it is safe to travel to and from the College during a storm.*

**Employment Status Survey:**

RCB College takes pride in our positive student outcomes. Collectively, our entire organization works as a team to prepare you to be "Job Ready" and uncover open job opportunities in your field.

You will participate in many Career Services activities during your time on campus. These include, but are not limited to:

- Orientation workshops
- A Career Management course
- Have 1-on-1 sessions with your practicum administration to ensure that you have an effective resume, interviewing skills, and job search techniques.

Again, our goal is to help you be prepared and be "*Job Ready*," which will allow you to take advantage of future career opportunities in your field.

You can expect to be contacted by your college administration after graduation to verify your employment status so that RCB College can measure graduate employment outcomes.

**Student Surveys**

Student feedback determines our College Administration team's role in supporting our student population. Students can formally evaluate the institution, program, and instructors at least once per quarter.

## **ACADEMIC POLICIES AND PROCEDURES**

### **Program Information:**

All information about program starts and end dates, program outlines, and entrance requirements is discussed with the Admissions Representative during enrollment. Entrance requirements are clearly defined on the College website.

- Students will be given a copy of the *Terms and Conditions*, which further describe RCB College policies and regulations.
- The terms and Conditions are mentioned in the Admissions Form. The student is responsible for reading, understanding, and signing the consent.
- Where included in the program, practicum or capstone is mandatory for completion and graduation. Please refer to the program outlines for each program's required number of weeks. Field Placements for all programs are unpaid.
- Outlines are provided to students during the first week of classes and will include a course summary, prerequisites, and evaluation criteria. Students will have access to review completed exams for 30 days.

### **Deferred Examinations:**

Deferred examinations are available to students who cannot write a scheduled examination.

To qualify for a deferred examination, a student must supply one of the following:

- A certificate stating that an examination was missed for medical reasons
- Of hospitalization
- Of a court case
- Documentation of other extenuating circumstances must be provided to the Instructor and will be accepted at the discretion of the Administration

A student who misses an examination will write the deferred examination on the newly scheduled day after return. If the student does not write on their return date, a zero is given for the examination.

- A student may apply no more than three (3) times during their program for the right to be given a deferred examination while a continuous student at RCB College
- After writing deferred examinations three times, all future deferred exams will be scheduled at the discretion of the Administration and will be considered a supplemental exam

No rewrites will be allowed for missed quizzes. Missed quizzes will be marked as 0%. An instructor may add the weight of the quiz to the final exam, provided the student is in good academic standing.

## Grading Scheme:

The college employs a system of letter grades or percentages to assess academic achievements. Each student is assigned a letter grade for every course they finish or undertake. Evaluation criteria may include in-class or online participation, assignments, projects, and exams. While students can obtain their grades upon request, it is advisable for them to proactively monitor and record their grades. This proactive approach aids in addressing any potential discrepancies that may emerge. It's essential to note that specific courses might have distinct passing criteria, and students should thoroughly comprehend the requirements for each individual course.

Letter Grade	Percentage Equivalent	Classification
A+	96%-100%	Excellent
A	91%-95%	
B+	86%-90%	Good
B	81%-85%	
C+	76%-80%	Satisfactory
C	70%-75%	
F	<70%	Fail
<b>Non-Grade Point Designations*</b>		
P – Pass		
W – Withdrawal		
I – Incomplete		
IP – In Progress		

### Pass (P):

A "Pass" designation is granted to students who successfully conclude a course marked only as pass or fail. A "Pass" is also assigned to students who successfully finish an accredited course transferable to their program upon College entry. The "P" grade contributes to graduation requirements but is not factored into the overall grade average.

### Withdrawal (W):

Students who withdraw before 33% of the course duration will receive a "W" (Withdrawal) grade, which will not affect the overall grade average.

### Fail (F):

A "Fail" is assigned to students who do not fulfill all required components of a course or attain an average below 65%. For students withdrawing beyond 33% of a course or not completing mandatory assignments, an "F" or an "I" may be given at the discretion of the Academic Manager

### Incomplete (I):

An "Incomplete" grade has no effect on the overall grade average and does not appear on the student transcript if all necessary assignments are satisfactorily completed within 30 days after the course concludes. If left unresolved beyond 30 days, the "Incomplete" automatically becomes an "F" and is recorded on the transcript.

### In Progress (IP):

An "In Progress" notation is assigned to students actively engaged in completing a course or program component at the time of transcript issuance.

**Appealing Grades:**

Students have one week after the original grade has been provided to appeal the mark. An appeal must be requested in writing to the Administration. If a student appeals for a grade, they may have a lower mark than the original.

**Assessment Methods:**

RCB College Instructors are firmly committed to seeing every student achieve the learning objectives of each course within a program.

*In general, our instructors:*

- Encourage contact between students and faculty
- Develop reciprocity and cooperation among students
- Encourage active learning
- Give prompt feedback
- Emphasize time on task
- Communicate high expectations, and
- Respect diverse talents and ways of learning

RCB College takes pride in its high standards for assessment and testing. During each course, students may be tested through any or all of the following methods:

- Daily testing based on assigned reading
- Review quizzes are given at intervals throughout the course to determine progress
- End-of-course diploma/certificate exam
- Presentations and performance demonstrations
- Team/role-playing assignments

Students are required to participate in all methods of testing as scheduled. No exemptions will be accepted. No quizzes or exam papers are returned to students.

Please discuss exam results with your instructor within one week of the mark being provided. Final grades or certificate exams are kept on file no longer than two (2) weeks after the exam is written and cannot be changed.

**Academic Integrity:**

Academic integrity is the core value at RCB College. The five values most often associated with academic integrity include Honesty, Trust, Fairness, Respect, and Responsibility.

Academic integrity is the commitment to support these five values, even in adversity. Just as your sense of integrity makes a statement about you as an individual, and how you approach learning defines you. Good students do not cheat or cut corners. They take responsibility for managing their learning so that they become lifelong learners.

A student's academic integrity is measured by the energy, effort, and focus they are willing to put into their learning. It is about attitude – It is their responsibility to learn.

**Academic Dishonesty:**

Academic dishonesty includes, but is not limited to:

- Cheating on assignments, quizzes, and exams, evidenced by copying another student's work or by unauthorized resources during a quiz or exam
- Plagiarism. This is the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's original work
- Purchasing, selling, or sharing quizzes, exams, projects, and assignments; using unlicensed software
- Talking during exams will not be tolerated and will be considered cheating
- Development projects must not plagiarize code outside any frameworks, and code reuse must be approved by the instructor

If a student is caught cheating, the following steps will be taken:

- On the first occurrence, the quiz or exam will be taken away, and a mark of '0' will be recorded for the quiz or exam
- The student will be suspended for two days, and the rewrite policy takes effect, with the maximum grade the student can receive is 70% (some program exceptions may apply)
- The student must attend an interview with the Administration before returning to class
- On the second occurrence, the student will be expelled

Notification will be placed in the student file indicating the student has been caught cheating. An appeal must be filed within one business day via e-mail. The appeal must be sent to the Administration and the Instructor.

**Books and Materials:**

The program determines the books and materials required. RCB College does not charge students for textbooks; they may purchase directly from the publisher. We use the latest teaching methodologies, online study material, software access, their portal, lecture slides, videos, recordings, etc.

**Academic Study Period:**

A student's academic study period is defined as the stated calendar period indicated on the RCB College Enrolment Contract, signed by the student and authorized by campus administration.

**Honor Roll:**

Where an overall average of 90% is maintained, and a student meets all standards related to contract hours, the student is eligible for "Honors" status upon graduation, and such status will be recorded on their Diploma.

**Distinction:**

Where an overall average of 80% is maintained, and a student meets all standards related to contract hours, the student is eligible for "Distinction" status upon graduation, and such status will be recorded on their Diploma.

**Issuing of Diplomas:**

A student who achieves the required academic standards for their RCB College Diploma program will receive.

- A formal transcript of marks
- An official RCB College Diploma, provided they have completed all academic and financial contractual agreements with RCB College
- Diplomas will be issued within 90 days of the contracted completion date and must be picked up in person at the campus unless outside of Calgary

**Transcripts/Diplomas:**

Don't hesitate to contact your campus to receive a copy of your transcript. Future reproductions of transcripts and diplomas sent to employers or other academic Institutions will be issued and sent upon receipt of a \$25.00 payment for each transcript/ diploma from the requesting student.

**Timeframe for Program Completion:**

A 12-month extension may be granted for any outstanding course completions. The 12-month grace period will begin on the contracted end date.

All arrangements for completing outstanding courses must be made with the Administration. The schedule of courses is based on course and seat availability. The student's transcript will record a maximum grade of 70% (*see Procedure for Supplemental Examinations for more information*). Any exceptions to the final grade posting are at the discretion of the Administration.

**Please note:** a student who has been terminated may not request a program extension.

**Address/Information:**

RCB College maintains contact with all current students and alums. Please make sure we have your current address on your student file. If you have a change of address or phone number, please notify Administration immediately.

**Printing Procedures:**

Realizing that some students may not possess a home printer, student printing may be accessible on a limited basis. Only relevant school administration-related documents may be permitted at the approval of the college administration.

RCB College's equipment for training students is high quality and expensive to replace. RCB College equipment should never be removed from RCB College premises and should always be handled with the utmost care and caution. In short, students must treat the training equipment as theirs.

**Listening/Communication Devices:**

Personal listening devices such as portable MP3, iPod, CD, or DVD players and communication devices such as cellular phones or recording/other handheld devices must not be enabled in the classrooms or labs.

No recording can take place within the campus without written consent or acknowledgment from the student or staff members being recorded. All cell phones must be turned off during a quiz or exam and placed on your desk or in your student bag.

**Student Complaint Procedure:**

The following is the Student Complaint Procedure that needs to be followed:

- Formal complaints to the Administration must be in writing. Anonymous complaints will not be considered
- A complaint will have no adverse consequences on the Complainant's status in their course or program of study
- Complaint policies and procedures apply to individual or group complaints
- Formal written complaints should be addressed to the Administration and must be initiated within 14 days of the event that led to the complaint

**Student Complaint Process:**

These are the steps to resolve any issues:

- Students must begin by addressing their concerns with their instructor
- If the issue cannot be resolved with the instructor, the student can express their concern to the Administration via email
- Upon receipt of the email, the Administration will confirm receipt and set up a meeting
- After the meeting, the Administration will send a summary of the meeting to the student via email. If there are outstanding or follow-up items, they will be documented in the summary
- Upon follow-up, the Administration will confirm if the issue has been resolved. The student may escalate their concern through the Alberta Private Colleges if it has not been resolved.

A student should first approach the instructor with an informal verbal complaint. If the concern(s) cannot be resolved, the student can escalate the informal verbal complaint to the Academic administration. If no resolution is accomplished at the administrative level, the student must submit a formal complaint to the president of RCB College.

Ten days after receiving the complaint, a meeting will be arranged between the student, the instructor, the Administration, and the President of RCB College. (An HR Representative may be involved if it is of an HR nature).

The student may be accompanied by an advocate of their choice at all stages of the complaint process, and this person may take oral submissions on behalf of the student. The student will have an opportunity to make an oral presentation of the complaint at this meeting and have another person present or another person make the oral presentation on their behalf.

The proceedings and outcome will be documented, and a review of the complaint and any other relevant information will be considered. The decision will be communicated to the student in writing within 21 business days following the meeting and will contain the reasons for the decision.

The college will maintain a record of all students at their campus for three years from the decision date. This record will include a copy of the written student complaint, any submissions filed, and the written decision.

**Withdrawal Policy:**

RCB College is committed to taking all reasonable steps to ensure students have the opportunity to complete their programs successfully. RCB College has a zero-tolerance policy regarding academic dishonesty, non-payment of tuition fees, harassment, and discrimination of any form.

RCB College is committed to ensuring that all students are treated fairly and equitably within this general framework. Students who do not support the academic and ethical goals of RCB College for themselves and their fellow students may be subject to penalties, up to and including withdrawal.

In general, we will attempt to resolve the situation without a withdrawal. Verbal warnings, written warnings, and suspension may precede this final and most serious of actions. Where RCB College deems the integrity, safety, or well-being of our school, students, staff, clients, visitors, and other guests in danger, withdrawal may be applied at our discretion at any point in the process. The following outlines the conditions under which a student who is in school or on a placement may be withdrawn with cause:

**Academic Dishonesty:**

Students may be subject to expulsion at the discretion of the College for academic dishonesty. Academic dishonesty is any word, action, or deed performed alone or with others for the direct or indirect intention of providing an unfair advantage. This includes:

- Plagiarism
- Unapproved collaboration
- Alteration of records
- Bribery
- Lying
- Misrepresentations

## **STUDENT CODE OF CONDUCT**

All students must adhere to the following Student Code of Conduct.

- Students are expected to dress and act in a business-like manner while attending classes
- Your time at the College is considered to be job readiness training
- In keeping with this objective, we do not allow students to wear clothing that is not considered professional, such as short shorts, tank tops, etc.
- Clothing needs to be clean
- Where applicable, uniforms must be worn every day

At the discretion of the school administration, a student may be suspended or terminated from school for severe or repeated incidence of any of the following:

- Intoxicated or drugged state of behaviour
- Possession of drugs or alcohol on school premises
- Possession of weapons on school premises
- Behavior through the act(s) (or omission of) creating a safety hazard to the student(s) or other persons, including a client/resident or fellow employee, while on a field placement or school premises
- Disrespectful behaviour, abusive language to other students, an administrator, faculty member of the school, or a supervisor, client/resident, or fellow employee while on a placement or school premises
- Failure to conform to college policies or other determined infractions of conduct

### **Significant Omissions or Errors in Admissions Documentation:**

RCB College ensures students have been admitted per the program's registration requirements. Students who knowingly, or in error, misrepresent their applications are subject to immediate withdrawal.

### **Academic Failure:**

Students who fail to achieve the required academic standing in their programs may be expelled. The College may depend on the program of study and offer alternatives to a student at its discretion.

These options are outlined in the Academic Policies and Procedures in this Student Handbook. Re-tests are available for some courses. Please refer to your course syllabus regarding academic failure and rewriting requirements.

If a student has been put on academic probation and has not met the academic standards of RCB College in consecutive courses/modules, programs that allow for re-tests will only give a passing grade of 70% on the final transcript, regardless of the grade earned on the exam.

**Attendance:**

Students who do not achieve the required attendance as stated in our Attendance Policy in our Student Handbook are subject to withdrawal.

Students absent from class for more than five days without sufficient cause and supporting documentation will be withdrawn.

**Harassment or Discrimination:**

The safety of our students, staff, and visitors is essential, and we take pride in ensuring that everyone is secure and safe while attending our college.

RCB College does not condone harassment or discrimination of any student, staff, client, or visitor. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation.

Withdrawal is mandatory for any student deemed by the investigation to have engaged in harassing or discriminatory activities.

In determining what constitutes harassment or discrimination, please refer to the provincial Human Rights Code.

**Misuse of College Property:**

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

**Endangerment of Staff or Students:**

RCB College is committed to the right of all College staff, students, clients, and visitors to be safe. Students who, by action or neglect, in any way endanger their safety or others while in school or on an external work placement may be withdrawn.

Before withdrawal, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion, including:

- Verbal warning – Depending on the severity of the occurrence, the student and a Campus Administrator will meet within one (1) business day to discuss the situation and provide a resolution.
- Written Warning – Depending on the severity of the occurrence, or if a resolution is not forthcoming during the initial meeting, a written warning will be given to the student within one business day of the occurrence of the meeting. This warning will become part of the student's academic file. It will refer to previous occurrences of the same behaviour/incidents (where related).
- Suspension – Depending on the severity of the occurrence, students may face
- a suspension of up to five (5) days. A written notice of suspension outlining the details and the length of the suspension will be hand-delivered to the student or sent by mail. The suspension will take effect based on the date of the occurrence. This written notice of suspension will become part of the student's academic file.

- **Withdrawal** – A student may be withdrawn based on the above conditions. A student subject to withdrawal for any reason will be notified in writing, either hand-delivered or by mail. RCB College is not responsible for non-delivery by mail if the student has not provided a valid home address where the student currently resides.

Notification of withdrawal will describe the basis for withdrawal and the effective date. Withdrawn students who dispute the facts of the withdrawal must appeal the decision, in writing, to the Administration within two (2) business days of the date of the written notification of withdrawal. The Administration will set up a meeting within five (5) days of receiving the complaint form.

Students who file an unsuccessful appeal are considered terminated from the College. A student who wishes to appeal their termination further may submit a student complaint to the Department of Advanced Education, Skills and Labor.

**Fees for Withdrawn Students:**

A student who withdraws from RCB College will be considered terminated from their program on the effective date of the withdrawal. Upon withdrawal, a student will be officially withdrawn from their program, and a settlement of their account will be completed under our *Tuition Refund Policy, Appendix A*.

**Return of Property:**

A student who is withdrawn is responsible for the return of any College property in their possession within five (5) days of the withdrawal and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

**Career Services:**

The RCB College Career Planning and Preparation Courses are included in your program to guide and educate you about the importance of career planning, work placement, current job search methods, interview techniques, resume writing, and creating an effective cover letter. All students must complete the course, submit a personal resume, and schedule an appointment with the College Administration and instructor.

While RCB College offers career services to facilitate and foster contact between students and possible employers, RCB College does not guarantee any job offers to any student. The student must partner with the College Administration to partake in their job search and choose their potential employment opportunities.

RCB College is not responsible for credits of modules not included in the approved program curriculum towards other certifications.

**Procedure for Practicum Placement:**

In most programs, practicum is a diploma requirement. It is designed to provide the student with on-the-job experience and an opportunity to utilize their newly acquired skills. The practicum must be conducted in a legitimate, industry-related, supervised environment. Practicum is unpaid, and placements are at the end of a program.

Practicum administration liaises between qualified students and employers to find the right placement experience for each student and host. Upon completion of the placement, the host employer will complete an evaluation that assesses the student's skills, professional conduct, and ability to handle the work assigned.

This evaluation form will be given to the student and RCB College. A student cannot graduate without a signed evaluation by the practicum provider being submitted. All students enrolled in a program that includes a placement must attend a practicum information session as scheduled.

All students will work with the Practicum administration to aid in the search for a placement. The practicum administration's responsibility is to present one (1) placement opportunity to a student. Should the student decline this (1) placement offer, the student entirely agrees to sign a waiver and is wholly responsible for finding their placement.

If the student is dismissed, the student must find another placement or practicum host.

Placement hosts are expected to provide a respectful and appropriate environment in which the student can learn various skills associated with their program of study. They must provide guidance, correct inappropriate behaviour, report attendance, and complete all necessary evaluation forms. The campus will provide additional information as your placement draws near.

**Note:** *Practicum placements are subject to location availability. Some employers require a police record check (and, at times, an enhanced police record check) for criminal offences before accepting a student into the work environment or clinical setting. The police record check shall be obtained at the student's expense. The College assumes no obligation for students who cannot provide a clear police record check.*

Some practicum placement hosts require proof of the following items:

- Immunization Records
- Mask & Gloves
- Physical suitability (PSW, PTA)
- Negative COVID Test

**Out-of-Town Practicum Placements:**

You may be required to go out of town for your field placement. You may incur additional costs for these field placements (i.e., travel, accommodation, etc.).

At this time, placements only occur in Canada. Students will be notified of the placement requirements and responsible for covering any costs associated with these items.

## **ANTI-VIOLENCE, HARASSMENT AND DISCRIMINATION POLICY**

Harassment and discrimination are serious offenses; there is a Zero-Tolerance policy at RCB College. Students must be respectful to their peers, instructors, and RCB administration. Students participating in harassment or discriminatory activities are subject to suspension under pending investigation. Withdrawal will be automatic for any student who will be deemed, after the result of the investigation, to have engaged in harassment or discriminatory activities.

As such, we require English to be spoken and always written in the classrooms to give the respect our teachers and fellow students deserve for transparency learning.

RCB College is committed to building and preserving a safe, productive, healthy study environment based on mutual respect. In pursuit of this goal, RCB College does not condone and will not tolerate acts of violence, bullying, or harassment against or by any RCB College student or employee.

Our Anti-Violence, Harassment, and Discrimination Policy is not meant to stop free speech or to interfere with everyday interactions. What one person finds acceptable, another may not. Usually, harassment can be distinguished from average, mutually acceptable socializing.

*It is important to remember that the receiver's perception of the potentially offensive message - be it spoken, a gesture, a picture, or some other form of communication that may be deemed objectionable or unwelcome - determines whether something is acceptable.*

### **DEFINITIONS**

#### **Violence or Bullying:**

Violence or bullying is unwanted, aggressive behaviour that involves a real or perceived power imbalance. The behaviour is repeated or has the potential to be repeated. Bullying includes:

- Physical acts (e.g., hitting, shoving, pushing, kicking, sexual assault, etc.)
- Any threat, behaviour, or action interpreted to carry the potential to harm or endanger the safety of others, result in the act of aggression or destroy or damage property
- Disruptive behaviour inappropriate to the school environment (e.g., yelling, swearing)

#### **Domestic Violence:**

If someone who has a personal relationship with a student or employee, like a spouse, former spouse, intimate partner, or family member, physically harms or threatens to harm them while at the college, it is considered domestic violence and falls under the category of violence.

**Personal Harassment:**

Any unsolicited, unwelcome, disrespectful, or offensive behavior that has an underlying sexual, bigoted, ethnic, or racial connotation and can be typified as:

- Hostile behavior that intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, and other Human Rights protected grounds
- Sexual solicitation or advance made by a person in a position to confer, grant, or deny a benefit or advancement to the victim where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant, or deny a benefit or advancement to the victim
- Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex, or sexual orientation based on religion
- Suggestive or offensive remarks
- Bragging about sexual prowess
- Offensive jokes or comments of a sexual nature about a student
- Unwelcome language related to gender
- Displaying of pornographic or sexist pictures or materials
- Leering (suggestive persistent staring)
- Physical contact, such as touching, patting, or pinching, with an underlying sexual connotation

In most cases, victims of sexual harassment/assault are female. However, conduct directed by female students or employees towards males and between persons of the same sex can also be held to constitute sexual harassment/assault.

- Any actions that create a hostile, intimidating, or offensive school environment. This may include physical, verbal, written, graphic, or electronic means
- Any threats of physical violence that endanger the health and safety of the student or employee
- Posting inappropriate comments or images online (including social media)

**Racial/Ethnic Harassment:**

Any conduct or comment which causes humiliation to a student or RCB College employee because of their racial or ethnic background, colour, place of birth, citizenship, or ancestry.

Examples of conduct that may be racial or ethnic harassment include:

- Unwelcome remarks, jokes, or innuendos about a person's racial or ethnic origin, colour, place of birth, citizenship, or ancestry
- Displaying racist or derogatory pictures or other offensive material
- Insulting gestures or practical jokes based on racial or ethnic grounds, which create awkwardness or embarrassment
- Refusing to speak to or study/work with someone or treating someone differently because of their ethnic or racial background

**Anti-Violence, Harassment and Discrimination Policy Violations:**

RCB College is committed to providing a safe and healthy study environment free from violence, threats of violence, discrimination, harassment, intimidation, and other misconduct.

Similarly, weapons are strictly prohibited from the College's premises, violators will be subject to disciplinary action, and the incident will be reported to the police.

It is also a violation of RCB College's Anti-Violence, Harassment, and Discrimination Policy for anyone to knowingly make a false complaint of violence, harassment, or discrimination or to provide false information about a complaint. Students who violate this policy are subject to disciplinary and corrective action, including withdrawal from school.

This policy prohibits reprisals against students acting in good faith who report incidents of violence, harassment, or discrimination or act as witnesses. The administration will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence, harassment, or discrimination. Reprisal is defined as any act of retaliation, either direct or indirect.

**Application of this Policy:**

This policy applies to all individuals studying at RCB College. The college will not tolerate violence, harassment, or discrimination by fellow students, employees, managers, officers, directors, or contract service providers.

All RCB College students and administrators are held personally accountable and responsible for enforcing this policy. They must make every effort to prevent violence, discrimination, or harassing behaviour and to intervene immediately if they observe a problem or if a problem is reported to them.

To this policy, violence, harassment, discrimination, or bullying can occur:

- On the campus
- At student-related social functions
- In the course of study assignments outside the college
- Over the telephone or online, if the conversation is study-related; or
- Elsewhere, if the person is there due to student-related responsibilities or a relationship

**Records:**

The Administration will keep records of all formal and informal resolutions, meetings, and reviews except where otherwise stated in this policy. The records will only be available to the Senior Management, and only in the following circumstances:

- When determining appropriate disciplinary action for subsequent violence, bullying, discrimination, or harassment complaints
- When a complaint against retaliatory action is made
- When a decision or resolution is reviewed

Both the Complainant and the Respondent are eligible to obtain copies of meeting summaries or of their statements made throughout the remediation processes relating to:

- Violence or bullying
- Discrimination and harassment

**Special Circumstances:**

Should a student have a legal court order (e.g., restraining order or "no-contact" order) against another individual, the student is encouraged to notify their Administration and to supply a copy of that order. This will likely be required if the student strongly feels that the aggressor may attempt to contact that student at RCB College in direct violation of the court order. Such information shall be kept confidential.

Suppose any visitor to RCB College is seen with a weapon (or is known to possess one) and makes a verbal threat or assault against a student or another individual. In that case, witnesses must immediately contact the police, emergency response services, campus administration, and the President. All records of harassment and subsequent investigations are confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, RCB College will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

**Disciplinary Measures:**

If the college determines that any student has been involved in violent behaviour, unacceptable conduct, personal harassment, or discrimination, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, or suspension and could result in immediate withdrawal without further notice.

**Confidentiality for Entire Policy:**

At RCB College, we prioritize protecting the privacy of individuals and ensuring that both Complainants and Respondents are treated fairly and with respect. We will safeguard this privacy if it aligns with enforcing our policy and complying with the law. The name of the person reporting the facts and the surrounding circumstances will not be revealed to anyone unless it's essential for an investigation or disciplinary action. The College will determine any disciplinary action and will be appropriate for the severity of the behaviour in question. Additionally, RCB College will provide the necessary assistance to any student victim of violence, harassment, or discrimination.

**Managing and Coaching:**

Counseling and implementing disciplinary actions are not forms of personal harassment, and the policy does not restrict a college administrator's responsibilities in these areas.

**Policy Review:**

RCB College will review this policy annually and will post it in the Student Handbook.

### **Violence and Bullying Procedure:**

Suppose you are either directly affected by or witness to any violence in the College. In that case, it is imperative for the safety of all RCB College students and employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to campus administration. Investigating Reports of Violence or Bullying RCB College Shall:

- Investigate all reported acts/incidents of violence or bullying
- Consult with other parties (i.e., Legal Counsel, Health and safety consultants, Human Rights Office, local Police Services)
- Take all reasonable measures to eliminate or mitigate risks identified by the incident
- Document the incident, its investigation, and corrective action is taken
- Review this policy and hazard assessments annually or as changes to student responsibilities or environments occur, and revise the assessment as needed
- Review annually, in conjunction with a review of hazard assessments, the effectiveness of actions taken to minimize or eliminate violence in the college and improve procedures, as required

### **Seeking Immediate Assistance:**

Canada's Criminal Code deals with violent acts, threats, and behaviors like stalking. The police should be contacted immediately when an act of violence has occurred in the College or when someone in the College is threatened with violence. If the student feels threatened by another student, employee, volunteer, contractor, vendor, visitor, or client/customer, then an immediate call to 911 is required.

### **Discrimination and Harassment Procedure**

#### **Informal Procedure:**

If you believe you have been personally harassed or discriminated against, you may:

- Confront the harasser or person doing the discriminating personally or in writing, pointing out the unwelcome behavior and requesting that it stop
- Discuss the situation with the Administration or any other college management team member.

Any student who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally and immediately report the facts directly to the Administration or another campus manager if your Administration is accused of being the harasser or discriminator.

#### **Formal Procedure:**

If you believe you have been personally harassed or discriminated against, you may make a written complaint. The written complaint must be delivered to the Administration or another campus manager. Your complaint should include:

- The approximate date and time of each incident you wish to report.
- The name of the person(s) involved in each incident.
- The name of any person(s) who witnessed each incident.
- A complete description of what occurred in each incident.

### **Investigating Reports of Discrimination or Harassment:**

Once a written complaint has been received, RCB College will complete a thorough investigation. Students will not be withdrawn, disciplined, or denied study opportunities because they rejected sexual advances or lodged a complaint when they honestly believed they were being harassed or discriminated against.

For this section, the following definitions apply:

- Complainant – The person who has complained about another individual they believe committed an act of discrimination or harassment against them.
- Respondent – The person whom another individual has accused of committing an act of discrimination or harassment.

The investigation will include:

- Informing the harasser(s) of the complaint.
- Interviewing the Complainant, any person involved, and any identified witnesses.
- Interview any other person who may know about the incidents related to the complaint or similar incidents.
- A copy of the complaint detailing the Complainant's allegations is provided to the Respondent(s).
- The Respondent is invited to reply within seven (7) days, in writing, to the Complainant's allegations, and the reply will be made known to the Complainant before the case proceeds further.
- The investigation will be complete within 30 days.
- The College will do its best to protect from unnecessary disclosure of the details of the incident being investigated and the identities of the complaining party and the alleged Respondent.

During the investigation, the Complainant and the Respondent will be interviewed by any possible witnesses. Statements from all parties involved will be taken, and a decision will be made. If necessary, the College may employ outside assistance, including legal counsel. Where it is determined that harassment has occurred, a written report of the remedial action will be given to the individuals concerned.

Suppose the Complainant decides not to make a formal complaint. The College may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the Respondent(s)).

## **Sexual Harassment and Sexual Violence Policy and Procedure**

### **Purpose**

All employees and students of RCB College have a right to work and study in an environment that is free from any form of Sexual Harassment and Sexual Violence. This document outlines RCB College's policy and response protocol to sexual harassment and sexual violence. It ensures those who experience sexual harassment and sexual violence are believed and their rights respected.

RCB College has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of Sexual Harassment and Sexual Violence accountable.

### **Policy Statement**

Sexual violence can occur between individuals regardless of sexual orientation, gender and gender identity, or relationship status, as articulated in the Human Rights Code. RCB College is committed to creating a safe and positive space where all employees and students can work, learn, and express themselves in an environment free from sexual and gender-based harassment or violence.

### **Application:**

This policy applies to all individuals working for RCB College, including employees and students. Employees are considered front-line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, or directors.

Any contractor, supplier, volunteer, or visitor who attends on campus will be subject to complaints if they engage in prohibited conduct. The College will take appropriate action when a complaint is logged.

Ensuring that those who disclose they have been sexually harassed or experienced sexual violence are believed and that their right to dignity and respect is protected throughout the process of disclosure, investigation, and institutional response.

The college will address harmful attitudes and behaviours that reinforce that the person who experienced sexual harassment or sexual violence is somehow to blame for what happened. The college will treat individuals who disclose sexual harassment or sexual violence with compassion and recognize that they are the final decision-makers in their own best interests.

The college ensures that internal investigation procedures are available in the case of sexual harassment or sexual violence, even when the individual chooses not to make a report to the police. The college will engage in an appropriate investigation process that ensures fairness and due process. They are contributing to creating a college atmosphere in which sexual harassment and sexual violence are not tolerated. Monitoring and updating our policies and procedures to ensure they remain effective and in line with other best practices.

### **Reporting and Responding to Claims of Sexual Harassment and Sexual Violence:**

Any RCB College employee or student should immediately report incidents of sexual harassment and sexual violence they witness or know of or where they have reason to believe that sexual

harassment and sexual violence has occurred or may occur.

Any RCB College employee or student who has experienced sexual harassment and sexual violence is encouraged to come forward to report as soon as they are able. Incidents should be reported to the Administration.

Where the College becomes aware, or should be reasonably aware, of incidents of sexual harassment and sexual violence by an employee or student or against an employee or student, on or off RCB College property, the College will take all reasonable steps to ensure the safety of all employees and students.

### **Complaint Process and Investigations:**

A complaint of sexual harassment and sexual violence can be brought forward under this Policy by any employee or student.

RCB College will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this Policy. Respondents will be given details of the allegations and an opportunity to answer the allegations. If you have experienced Sexual Harassment or Sexual Violence:

- Go to a safe place where you can find physical safety and support
- Find a trusted friend or colleague
- Call your local rape crisis line, if available
- Call your local sexual assault/domestic violence care center if available
- Call your local Police Service

As an employee or student of RCB College, you may be the first person to whom a survivor discloses an act of sexual harassment or sexual violence. If you require support, contact the administration, who will provide the guidance and information you may need. As the person hearing the disclosure, you should not go beyond your comfort level or expertise when responding to a disclosure. It is essential to be supportive while referring the victim to the right person who can provide the help they need. You also need to know that receiving a disclosure can be traumatic and that support is available to help you cope.

### **If You Have Received a Report of an Incident of Sexual Harassment or Sexual Violence:**

Suppose an employee or student reports to you an incident of sexual harassment or sexual violence. In that case, you need to assess the situation immediately and if you think the employee or student is at risk you must contact the College Administration. They will provide an immediate response to safety concerns.

They will work with the employee or student to provide the following:

- Immediately appropriate assistance and support
- Explain the sexual harassment and sexual violence policy and procedure to the employee or student and provide them with all relevant materials
- Campus management will work together to set up a safety plan for the victim
- Ask the survivor if they wish to report the incident to the police. If they wish to report the incident, contact the local Police Services to arrange for them to come to the campus to

- take the report. They will be with the employee or student when they meet with the police
- Survivors also have the right to have friends or advocates when they report to the police

If the survivor wishes to file an internal complaint, the Administration will provide the following assistance:

- Explain the options available for dealing with the complaint, informal or formal – the Complainant has the right to decide how they wish to address their complaint
- Ensure the survivor knows they have a right to have a support person with them throughout any process that may develop to address their complaint
- Explain how their complaint could be shared with other parties on a need-to-know basis only. We will attempt to limit the knowledge of the complaint to only those at the college who need to know how to process the complaint or assist in the investigation

If the survivor issues a formal written complaint, the Administration will assist in preparing and filing their internal complaint. Once the Complainant writes and approves the complaint, the Administration will:

- The timeline for investigation is 30 working days
- Ensure the Complainant is kept up to date on the progress of their complaint
- Ensure the Complainant has a safety plan and knows who to call if the alleged perpetrator approaches them
- Work with campus administration to implement any interim measures necessary to alleviate pressure academically or emotionally on the employee or student
- Ensure the internal complaint investigation is fair and follows due process and timeliness
- Ensure that the Respondent employee or student is given reasonable notice, with full details of the allegations, and is provided with an opportunity to answer the allegations against them
- The Respondent will be provided with a copy of the complaint and be required to provide a written response to the complaint (which will be shared with the Complainant) within seven (7) working days
- Upon completion of the investigation, the Administration will inform the employee or student of the outcome of the investigation.
- A written decision summarizing the complaint, the response, evidence, and the reasons for the decision will be provided to the Complainant and the Respondent.
- Recommended disciplinary actions, with Human Resources in the case of discipline related to employee respondents, will be carried out by the College

### **Right to Withdraw a Complaint:**

A Complainant has the right to withdraw a complaint at any stage of the process. However, RCB College may continue to act on the issue identified in the complaint to comply with its obligation under this Policy and its legal obligations.

### **Protection from Reprisals, Retaliation or Threats:**

It is contrary to this Policy for anyone to retaliate, engage in reprisals, or threaten:

- Having participated or co-operated in an investigation under this Policy or the provincial Human Rights Code
- Having been associated with someone who has pursued rights under this Policy or the provincial Human Rights Code

- Anyone engaged in such conduct may be subject to sanctions and discipline

### **Unsubstantiated or Vexatious Complaints:**

Suppose a person, in good faith, discloses or files a sexual harassment and sexual violence complaint that is not supported by evidence gathered during an investigation. In that case, the complaint will be dismissed, and no record will be placed in the Complainant's or Respondent's file.

Disclosures or complaints found, following investigation, to be frivolous, vexatious, or bad faith complaints - made to annoy, embarrass, or harm the Respondent purposely - may result in sanctions and discipline against the Complainant.

### **Confidentiality:**

Confidentiality is essential to those who have disclosed sexual harassment and sexual violence. The confidentiality of all persons involved in a report of sexual harassment and sexual violence must be strictly observed. RCB College respects the confidentiality of all persons, including the Complainant, Respondent, and witnesses. Information provided by complainants is treated as confidential. Still, it may be shared as reasonably necessary to investigate the complaint and as required by RCB College Policy and applicable law.

Confidentiality cannot be assured in the following circumstances:

- An individual is at imminent risk of self-harm
- An individual is at imminent risk of harming another
- There are reasonable grounds to believe that others in the RCB College or greater community may be at risk of harm

In such circumstances, information would only be shared with the necessary services to prevent harm, and the survivor's name would not be released to the public.

Where RCB College becomes aware of an allegation of sexual harassment and sexual violence by an employee or student against another RCB College employee or student, RCB College may also have an obligation to take steps to ensure that the matter is dealt with to comply with RCB College's legal obligation(s) and its policies to investigate such allegations. In such cases, RCB College administrators may be informed about the reported incident on a "need-to-know" and confidential basis, but not necessarily the identities of the persons involved.

## **DEFINITIONS**

### **Sexual Harassment:**

Any interaction between individuals, regardless of gender. This includes but is not limited to:

- Verbal conduct of a sexual nature
- Physical conduct of a sexual nature
- Submission to sexual favors or conduct as being implied as a condition of an employee's employment or a student's success
- Implying that rejection of sexual advances will affect employment or academic decisions regarding that individual
- Creating a sexually intimidating or offensive work/learning environment

- Creating a sexually degrading, humiliating, or hostile work/learning environment

**Sexual Violence:**

A broad term that describes any physical or psychological violence carried out through sexual means or by targeting sexuality. This violence takes different forms, including sexual abuse and sexual assault.

**Consent:**

The voluntary and explicit agreement to engage in the sexual activity in question. It is the act of willingly agreeing to engage in specific sexual behaviour and requires that a person can choose between two options: yes or no freely. This means there must be an understandable exchange of affirmative words, indicating a willingness to participate in mutually agreed upon sexual activity.

All must understand the following additional information:

- Silence or non-communication must never be interpreted as consent, and a person with diminished judgment cannot consent
- People cannot consent if they are asleep, unconscious, incapacitated, or unable to communicate
- A person who has been threatened or coerced (e.g., not voluntarily agreeing) into engaging in sexual activity is not consenting to it
- A person who is drugged is unable to consent
- A person may be unable to consent when impaired by and under the influence of alcohol and drugs
- A person may be unable to consent if they have a mental disability preventing them from fully understanding the sexual acts
- The fact that consent was given in the past to a sexual or dating relationship does not mean that consent is deemed to exist for all future sexual activity
- A person can withdraw consent at any time during a sexual encounter
- A person may be incapable of giving consent to someone in a position of trust, power, or authority
- Any sexual relationship between an employee and a student where the employee teaches or has professional contact with the student as part of their employment responsibilities is prohibited
- Any sexual relationship between an employee with supervising responsibilities and an employee who reports to them, directly or indirectly, must be reported to the Administration, which will work with the parties to address any potential conflict of interest
- Consent cannot be given on behalf of another person

**Survivor:**

Some who have experienced sexual harassment or sexual violence may identify as survivors. Individuals might be more familiar with the term 'victim.' The term survivor is relevant throughout this policy because some who have experienced sexual harassment and sexual violence believe they have overcome the violent experience and do not wish to identify with the victimization. It is the prerogative of the person who has experienced these circumstances to determine how they wish to identify.

## **STUDENTS RIGHTS AND RESPONSIBILITIES**

Our goal in career training is to foster an environment conducive to learning and personal growth. Please note the following:

- RCB College students are responsible for reading the explanation of the term "etiquette" referred to in the Acceptable Use Policy
- RCB College students and staff are also bound by their provincial Human Rights Acts against discrimination, harassment, and hostile behavior

### **Network Acceptable Use Policy:**

RCB College is committed to providing a working and learning environment where everyone treats others with consideration and respect. RCB College's infrastructure includes computers, printers and other peripherals, hubs and other networking and communications devices, cables, facsimile machines, scanners, photocopiers, telephones, and software.

Such resources are made available to employees to support their administrative, marketing, research, and teaching activities and to students in support of their learning, research, and job search objectives.

Every student is responsible for using the computer equipment assigned to them, such as PCs, removable hard drives, peripherals, software, etc. Likewise, every student is responsible for the material they choose to access, send or display. Users must understand that their files and email are not entirely private. Although RCB College System Administrators do not routinely access user files, they do have access to all user accounts, files and email and may access them at any time.

To aid in doing what we can to ensure environmentally friendly practices are being followed, students are asked to limit the amount of printing and to use PDF e-mails where possible.

### **Appropriate Use:**

Educational activities that support the learning process at RCB College:

- Activities that help students become knowledgeable, responsible business professionals
- Respect for the rights of others
- Respect for the property of others
- Consideration for other persons using shared systems, equipment, and facilities
- Confidentiality in the use of passwords
- It is respecting others' rights to privacy
- Use of hardware and software only for their intended purposes: approved learning and research
- Adherence to "netiquette" in communications via the network and Internet

### **Inappropriate Use:**

- Unauthorized access, alteration, destruction, removal, and disclosure of data, information, equipment, software, or systems
- Unauthorized duplication, distribution, or alteration of any licensed software. This includes software licensed by the College and licensed software accessed while using the computing networks

- Attempting to gain unauthorized access to any computing resources or data or attempting to disrupt the regular operation of any computing resource or network - at RCB College or anywhere on the internet
- Deliberately viewing or downloading content from undesirable sites. RCB College blocks access to sites based on these requirements and others. Undesirable sites are those that contain:
  - Hatred to minorities or any other group of people
  - Hacking and cracking of computer systems
  - Criminal or illegal activity
  - Content that is considered to be offensive
- Using the college's electronic mail system to attack other computer systems and falsify the identity of the source of electronic mail messages.
- Sending harassing, obscene, or other threatening electronic mail. Attempting to read, delete, copy, or modify the electronic mail of others without their authorization. Sending "for-profit" messages
- Building, wiring, or installing any electronic equipment or software that could be used to capture or change information intended for someone else
- Participating in a "denial of service" attack on any other computer, on or off campus
- Using College computing or network resources for personal gain or illegal activities such as theft, fraud, copyright infringement, piracy, unsolicited email, electronic mail distribution abuse, or distribution of obscene material
- Using College computing or network resources for file sharing or any other activity that will negatively impact the availability of resources (i.e., large file downloads, peer-to-peer networking)
- The installation of electronic network equipment includes, but is not limited to, routers, remote access devices, modems, wireless access points, or any other devices that allow access to the RCB College Network
- Use laptops, personal computers, or other devices on the RCB College network unless explicitly authorized by RCB College. Laptop computers may be brought into the campus but may not connect to the network
- Moving, modifying, substituting, or otherwise abusing any piece of computer, presentation, or networking hardware unless expressly authorized by RCB College
- Theft of resources - the removal of hardware or software without permission
- The alteration of hardware or software configurations without permission
- Using another individual's account, equipment, or password or granting another individual access
- The downloading and unauthorized installation of any unauthorized software, games, shareware, tools, or utilities
- Deliberate over-extension of a system's resources or interference with system processing (e.g., slowing down the system by downloading huge files).
- The use of computer systems interferes with the normal operations of other users, both students and staff
- The intentional infection of RCB College's information systems with viruses
- The use of computer systems to download, exchange, distribute, send, display or print pornographic, abusive, derogatory, or harassing messages or images
- The violation of copyright, defined as the use of another's intellectual property (writing, music, graphics, software) without permission and proper citation

- Any malicious or unethical use or the propagation of racist or hate literature
- Any use that violates local, provincial, or federal laws. Playing computer games and unauthorized Internet browsing or messaging during scheduled class/lab time
- The printing of non-school-related material is prohibited
- The use of Facebook or other social media sites during class hours
- Inappropriate background on the computer monitor

### **Sanctions:**

Access to RCB College information systems is a privilege. Access is revocable at any time and without notice. The preceding list of unacceptable uses should not be considered all-inclusive. A user who violates the terms and conditions of systems use or commits other misconduct not listed but deemed inappropriate will be subject to sanctions, which may include:

- Administrator/student conference
- Permanent loss of email account and privileges
- Financial liability for willful damage or service interruption
- Probation
- Suspension
- Withdrawal

### **Responsibility for Student Files & Content:**

Each student is solely responsible for all data in student files, records, projects, assignments, and portfolios stored on student hard drives, any USB storage device, or other RCB College computer systems during their program.

Each student is solely responsible for backing up the above data. RCB College takes no responsibility or assumes no liabilities for any data or file loss experienced for the duration of programs or after programs. Proper file backup procedures implemented by students for their school-related files will help ensure that valuable data is secure and available for student use.

Each student is responsible for removing any garbage, paper, etc., from his or her computer workstation.

### **Assistance Policy for Applicants and Students with Disabilities:**

RCB College is committed to protecting the privacy and confidentiality of persons with disabilities and working to eliminate or reduce barriers to facilitate the accommodation of persons with disabilities. We are committed to meeting our obligations under the provincial Human Rights Code.

RCB College recognizes its responsibility for accommodating the disability-related needs of students up to the point of undue hardship and is committed to providing an equal and inclusive environment. A determination as to whether a proposed accommodation would cause undue hardship within the meaning of the code will vary depending on the circumstances of each accommodation request. It will be considered on a case-by-case basis.

This determination will consider several variable factors including, but not limited to:

- RCB College's ability to financially manage the accommodation

- The availability to RCB College of grants, subsidies, tax deductions, government benefits, and other outside sources of funding, including funds that may be available to the student only through government programs or otherwise
  - (i) are linked to the student's disability
  - (ii) would assist RCB College in defraying the costs of accommodation
  - (iii) RCB College is entitled to use for this purpose
- Whether the nature or delivery of education programs and services for all students would be substantially and permanently altered
- The availability of alternate accommodation

**Persons with Disabilities – College Application Procedure:**

RCB College supports accommodating qualified adults with disabilities to the best of our abilities within the context of the relevant provincial Human Rights Act. Individuals who present themselves as individuals requiring accommodation will be warmly greeted and extended the same services as every other applicant/student/employee.

Applicants for admission will be given the same testing and interview processes; however, these may be modified to accommodate individual needs. This accommodation will be case-by-case and may include an interpreter, extra time, service animals, etc.

Individuals would still be required to pass the same admission competency tests and any special entrance requirements that each program may have (e.g., fitness, police check, and health immunization checks). Individuals must also be able to pay for their tuition, materials, and other fees. After an applicant has passed all the required entry processes and completed their enrollment application, RCB College will work with the individual to determine how to assist with their accommodation.

A student who requires accommodations to complete their program must request a *"Student Request for Disability Accommodations"* form. This form must be completed and returned to the Administration with supporting documentation. The Administration will work with the applicant to create a feasible plan to ensure their success. A review of the specific accommodation will be completed on an ongoing basis.

During the meeting with the Administration, the procedure will be as follows:

The Applicant will:

- Explain their specific disability to determine the nature of their accommodation
- Document their educational history to inform RCB College of their past accommodation issues and solutions
- Provide reference to previous educators so that RCB College can verify the history and explore options
- Provide a written list of all the alternative accommodation options that exist to deal with their particular disability, ranking the list in their preferred order of preference
- Provide estimated costs for each alternative along with back-up documentation
- Explore other alternatives that may not have been presented
- Accommodation plans will be shared with instructors

## **STUDENT HANDBOOK AGREEMENT / ATTENDANCE POLICIES**

As a student of RCB College, it is expected that you attend classes regularly and promptly inform the campus of any absences or tardiness.

### **What does this entail for you as a student?**

You may face withdrawal under the following external and internal guidelines:

- Private educational institutions must withdraw students, per Student Aid requirements, who have been absent for five (5) consecutive days without notifying the College. It is essential for you to contact the College, providing documentation either before or during the absence, explaining the reason. Additionally, the absence must be considered reasonable according to Student Aid's definition. Failure to contact the College with a reasonable excuse for missing five consecutive days will result in withdrawal from studies, with Student Aid being informed.
- Regardless of approved College absences (reasonable excuses), if you miss 15 consecutive days (including scheduled breaks), you will be withdrawn from studies. In such cases, Student Aid will be notified, leading to the immediate termination of your funding.
- Excessive absences that hinder your ability to complete the program within the scheduled study period will lead to Student Aid being notified of your withdrawal, resulting in the immediate termination of funding.

### **What constitutes a reasonable excuse?**

Reasonable excuses include illness, family emergencies, or other extenuating circumstances that prevent class attendance. It is important to note that the excuse must be presented before the absence(s) or during the five (5) consecutive days missed.

**By signing below, I acknowledge the receipt of the Attendance Policies and Student Handbook for RCB College. I understand, accept, and agree to comply with the contained information. I also recognize my obligation to adhere to these policies and procedures, maintaining professional conduct that always contributes to a positive learning environment.**

Student Name (Printed): \_\_\_\_\_

Student Signature: \_\_\_\_\_

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

## **STUDENT EMERGENCY CONTACT & MEDICAL INFORMATION**

Student Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Kindly provide the details below, which will be kept confidential in your file. If there are any changes to this information during your course of studies, please promptly inform the school.

### **PRIMARY EMERGENCY CONTACT:**

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

Phone Number: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

### **SECONDARY EMERGENCY CONTACT:**

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

Phone Number: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

### **Do you have any medical illnesses/conditions? (Please Check One)**

YES                       NO

If Yes, please specify: \_\_\_\_\_

\_\_\_\_\_

### **Are you currently taking any medication? (Please Check One)**

YES                       NO

If Yes, please specify: \_\_\_\_\_

\_\_\_\_\_

## **AUTHORIZATION FOR USE OF IMAGE**

Approval for the Use of My Name, Image, Voice, or Recorded Media

I hereby provide consent for the utilization of my name, likeness, image, video, voice recording, or photograph in various mediums, including the school's website, printed materials such as brochures and pamphlets, print advertisements, radio or television commercials, social media, and online marketing initiatives scheduled for release within three years from the date of enrollment.

These publications aim to enhance student engagement and enrollment for the upcoming fiscal year, serving the following purposes: showcasing the school's curriculum, training, and campus life to prospective students; engaging existing students through various online and social media platforms; and promoting school events.

I acknowledge that these publications, advertisements, and collateral will be accessible online on RCB College's website, social media, and other related online, print, and media platforms.

I agree not to make any claims against RCB College, its employees, contractors, subsidiaries, agents, or anyone accessing these communication products, whether online, in print, or by any other means.

I affirm that I am either over 18 years of age or under 19 and out-of-province, and I have not granted exclusive rights to anyone for the use of my name, likeness, image, or photograph.

School: \_\_\_\_\_

Program: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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

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