



**PEERLESS**  
COLLEGE

# **Student Policy Handbook**

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## 1. Welcome to Peerless College

On behalf of the entire Peerless team, we welcome you to our institute.

As Peerless is a new institute, the Student Policy Handbook is part and parcel of your life at Peerless College. The Policy Handbook for students is an important document that provides you with key academic enrolment and student policies and procedures pertinent to your Peerless education.

This handbook also includes some general curriculum and financial information. Complete information on these topics on long and short courses, academic calendar, student life and career resources, can be found on the Peerless website at [www.peerlesscollege.ca](http://www.peerlesscollege.ca).

Peerless is committed to fostering a safe inclusive and welcoming environment for you to achieve your personal, academic and career goals. Therefore, as a member of Peerless Team you are responsible for reviewing, understanding, and abiding by the established policies. Student empowerment and leadership are valued at Peerless College and student input regarding the improvement of the Peerless education policies are important.

Peerless is a place that thrives when students succeed. That's why we are all here. Please utilize the abundant resources available onsite or online. Everything is designed for your success.

We hope and welcome your full participation and wish that your full potential at Peerless College is achieved.

Wishing you the very best as you pursue your passion.

Sincerely,

Dr. Gulshan Akter  
President and CEO at Peerless College

## Introduction

Peerless College has provincially licensed programs under Private Career Colleges Branch of Alberta Advanced Education.

Peerless College focus is dedicated to all potential students including immigrants and those from the healthcare field such as international medical graduates and allied health professionals.

Peerless provides an intimate and inspirational setting where talented faculty and students from diverse backgrounds are united in purpose. This contributes to the strength of an exciting academic community which enhances all disciplines.

Peerless is committed to providing the best educational opportunity.

- Accounting & Payroll Diploma
- Advanced Diploma in Information Technology & Cyber Security
- Business Administration Diploma
- Dental Administration Diploma
- Computer Application, Database Management and Network Administration
- Medical Office Assistant Diploma
- Message Therapy Diploma
- Pharmacy Assistant Diploma
- Social Media & Digital Marketing Diploma

## 2. Overview of Peerless College

1. Mission Statement: Peerless College feels pride in excellence. We educate promising and potential students, preparing them for a lifetime of learning and responsible leadership through a dedicated faculty enhancing their knowledge.
2. Our Core Values and Objectives:
  - a. Peerless expects academic excellence and encourages independence of thought within a culture of collaboration.
  - b. Peerless faculty is passionate about teaching their students.
  - c. Peerless embraces diversity which significantly enhances the quality of the Peerless education.
  - d. Peerless recruits and admits outstanding students from all backgrounds regardless of their financial needs.
  - e. Peerless fosters lasting bonds among faculty and students which encourage a culture of integrity, self-reliance and instills a sense of responsibility.
  - f. Peerless supports the vigorous and open debate of ideas within a community marked by mutual respect.

### 3. General Office Policies

Peerless College is open on a space-available basis to anyone that is 16 years of age or older and has a passion for Post-Secondary Education. Students must have a proficiency in spoken and written English.

Every student is required to notify the school immediately of any changes in a student's name, address, phone number, email or any other information provided at the time of registration. Such changes should be communicated in writing and addressed to the Administration.

Peerless College is dedicated to complying with all confidentiality laws for protecting the privacy of their students. Information regarding a student's progress will be shared only with the student, appropriate members of the school's faculty for the purpose of measuring and/or improving instructional quality. If a third party requires a student's information for any purpose, the student's permission is required.

Students are responsible for their valuables and personal effects. The Institute assumes no responsibility for the loss or theft of such articles. A lost and found will be maintained by the Institute. Any found items should be turned in at the office. After three months unclaimed items will be discarded.

Students participating in activities engage at their own risk of loss, damage, injury or expenses suffered due to any cause whatsoever.

Students who have been disciplined three times for causing a material or substantial disruptive in the classroom may be declared a habitually disruptive student. Expulsion is a possible consequence for a habitually disruptive student. The first warning will be verbal, the second will be a written letter, the third and final will be written letter which may include expulsion. Peerless College reserves the right to modify programs, materials, schedules.

Students who are placed on academic suspension twice will not be admitted to the same or similar program at Peerless College unless approved by the Director in consultation with the appropriate faculty. A student who is suspended three times will not be readmitted to the Institution.

Peerless College reserves the right at the discretion of the Director to deny admission of any applicant. Reason will be documented and maintained on the applicant's file. Applicants who are rejected at any point in the admissions process or feel they have been dealt with unfairly, may request a review of their application by the Director.

The Peerless College reserves the right to:

- Cancel any course or program.
- Alter any course or program.
- Change admission requirements to any course or program.
- Change the application form.

## Students with Registration Restrictions

Purpose to outline a policy and procedure for dealing with students who have registration restrictions.

Policy in cases where a student has a registration restriction, the Director/designate/admission department cannot process any transactions for that student until the restriction has been removed.

A student file may have a registration restriction for several reasons, including, but not limited to the following:

- a. Outstanding funds owed to the college (prior to any practicum experience)
- b. Cheques submitted with non-sufficient funds.
- c. Denied credit cards.
- d. Outstanding library material
- e. Outstanding college equipment and/or resources
- f. Academic suspension
- g. Disciplinary suspension

Procedure:

1. It is responsibility of the Program Coordinator of the department requesting restriction to notify the Director/designate/admission department of the details of the situation name and student number of the student, what has caused the registration restriction to be applied (e.g., that the student has not returned Peerless College equipment, owes funds, etc.), and what action the student must take to have the registration restriction removed.
2. The student who has a registration restriction will receive notification from the registrar, including information on the registration restriction and what action the student must take to have the registration restriction removed.
3. When the student has taken the necessary action to have the registration restriction removed. It is the responsibility of the Financial Advisor/Program Coordinator of the department to notify the Registrar that this has occurred.
4. Once the registration restriction has been removed the student will then be eligible to obtain final grade reports/transcripts and graduation documents and will once again be permitted to register for courses at Peerless College policies and fees as required without prior notice. At the time of registration, there is a non-refundable registration fee which is applied to the tuition cost. Students taking a single course are required to pay for their course in full at the time of registration.

Payment plans are acceptable with administration approval. All tuition and fees must be paid by the due date specified at the time of enrolment. Diplomas, certificates, transcripts, and reports are issued only when all tuition has been paid.

Peerless College reserves the right to suspend or dismiss a student for disciplinary reasons if the student acts in contradiction to the instructions of staff, rules, regulations, or policies.

## 4. Admission

Peerless College is dedicated to admitting students who satisfy our program admission criteria. The prerequisites for enrollment are outlined as follows:

### **Standard Admissions:**

- High School Diploma Alberta / Non-Alberta Equivalent / GED
- Interview with Program Coordinator

### **Mature Admissions:**

- Minimum age of 18 for mature students.
- One year out of school.
- Completion of Peerless College's standard entrance exam (English and Mathematics) with an average of 60%.

### **International Student Admissions:**

- Verification of transcripts of the high school diploma outside of Canada for eligibility.
- Eligibility criteria for English Language proficiency: CLB (with a score of 6) and IELTS (with a score of 5.5)

Applicants must ensure the accuracy and completeness of their submissions. Falsified documents result in admission refusal; post-admission discovery of misrepresentation leads to termination.

Prospective students not meeting admission requirements should consult the Director. Conditional acceptance, subject to specified conditions, may be granted.

Peerless College follows a first-come, first-served approach for eligible applicants; some programs have unique acceptance policies.

Upon program selection, the admission process includes criteria review, financial discussions, and document collection. After confirming eligibility, Admissions finalizes the student profile, prepares the enrollment contract, and handles necessary documents. The student's handbook is reviewed, signed, and filed at the program's start.

Accepted applicants declining the offer will have their applications canceled. Students suspended for academic or disciplinary reasons must adhere to the Director's outlined terms.

### **Withdrawal From an Enrolled Program**

When a student experiences long-term medical, emotional problems or other serious issues in their life that make it virtually impossible for them to complete their studies, and they have missed classes and or practicum experience they are required to contact the Program Coordinator/Director depending upon the outcome of that discussion, a withdrawal may ensue. The student is responsible in writing to inform the college of their decision to withdraw.

Once a student has withdrawn from a program, the Program Coordinator will notify the Instructional staff as well as Financial Adviser who in turn will notify the appropriate agencies. Reference is made to the Return Policy.

## Withdrawal and Refund

To withdraw and initiate a refund, written notice must be provided to/by the Director as follows:

1. By Peerless College to the student where Peerless College dismisses a student.
2. By a student to the Peerless College when the student withdraws.

Failure to attend classes without providing a formal notice, the student will forfeit fees accordingly:

1. If Peerless College does not start a program the student would be entitled to withdraw and receive a full refund.
2. If Peerless College or the student terminates from the program prior to the start date, a full refund will be given.
3. If only up to 10% of the program is delivered, Peerless College would be entitled to 25% of the tuition (excess tuition would be refunded to the student).
4. If more than 10% and less than 50% of the program has been delivered, Peerless College would be entitled to 60% of the tuition (excess tuition would be refunded to the student).
5. If more than 50% of the program has been delivered, Peerless College is entitled to the full amount of tuition.

## 5. Language Proficiency

Peerless College programs are conducted in English. Students whose first language is not the language of Peerless College are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may be waived by either Peerless College or the student.

The student will be deemed to have English Proficiency:

CLBA, IELTS, TOEFL (appropriate level for individual program).

Can fulfill the above requirements.

Can provide proof of prior education in English i.e. A transcript or completion letter from course taught in English. If the student is ESL, the student must provide proof of other education taught in English. If a student is not able to communicate and understand the Student Handbook and student contract, that student will not be accepted into Peerless College's program. They will be encouraged to enroll in an ESL program and then return to Peerless College when they have attained a level of English comprehension. Students need CLBA depending on program requirements.



## 6. Credit For Course from Other Colleges

Purpose To outline a policy for the granting of credit for previous education gained at institutions other than Peerless College Policy. Peerless College recognizes that students may have taken courses at other accredited educational institutions that are the same, or similar to courses offered at Peerless College, and that credit should be granted for these courses. This also includes courses taken at Peerless College.

Can provide proof of prior education in English i.e. A transcript or completion letter from course taught in English.

Procedure:

1. Inquiries regarding credit for previous education should be directed to the Director/Admissions department. Individuals must have applied to a program and met all program entrance requirements before applying for credit for previous education.
2. In order to be accepted for credit at Peerless College, the grade of the course must meet the minimum requirements of the program into which the credit is to be transferred.
3. All credit requests must be submitted in writing to the Director/Admissions Department as soon after acceptance as possible.
4. The Director/Admissions Department coordinates all requests for credit. Peerless College Director/ designate makes all decisions approving or disallowing credit. Normally, credit is not granted for coursework completed more than five years prior to the date on which credit is requested. However, under some circumstances, Director/designate may choose to approve credit that has been completed more than five years prior to the date on which credit is requested.

## 7. Prior Learning Assessment and Recognition

Purpose:

To outline a procedure for prior learning assessment and recognition (PLAR) on a course-by-course basis at Peerless College. Prior learning is any learning that an individual has acquired from formal education, work, and/or volunteer experience, personal study and other life activities. The learning should be current, relevant to the course and of sufficient breadth and depth to ensure college level learning. The student will demonstrate this learning through valid, rigorous assessment methods that follow college policies and procedures. If the learning demonstrated is equivalent to that normally acquired through a formal course in the chosen area of collage study, then credit may be granted PLAR is not to replace a course in which a student was unsuccessful.

Policy:

The assessment of prior learning shall be determined through the writing of exams, the evaluation of skills, the assessment of portfolios, or a combination of any of these.

Procedure:

1. This procedure refers to the process of obtaining an assessment of prior learning on a course-by-course basis.
2. Inquiries should be directed to the Director/Admissions Department. Individual must have applied to a program and met all program entrance requirements before applying for prior learning assessment.
3. It is recommended that individuals meet with the Director/designate prior to applying for prior learning assessment. In order to determine whether or not their experiences are appropriate to proceed with prior learning assessment.
4. To be considered for prior learning assessment. Individuals must complete and submit to the registrar the attached Application for Prior Learning Assessment. A per course evaluation fee equivalent to the tuition fee for that course must accompany the application for prior learning assessment.
5. An applicant who is successful in meeting the assessment qualification may register in a program when space permits.
6. If a student does not satisfactorily complete the requirements for PLAR within the allocated time a non-passing grade will be awarded.
7. Supplemental are not allowed as part of the PLAR process.
8. Once the results of the PLAR assessment are determined, the Director/Admissions Department will notify the PLAR applicant in writing of these results.
9. A student who takes a course through normal delivery and is unsuccessful in obtaining a passing grade is not eligible to apply for credit through PLAR unless subsequent upgrading and/or experience is obtained.

## 8. Student Course and Evaluation

Purpose:

Student course evaluations allow students to have meaningful input into their program curriculum by giving them an opportunity to evaluate the content and delivery process of their courses. Course evaluations will form part of the program evaluation process.

Policy:

All evaluations will be administered by the Program Coordinator or designate and will be carried out in a manner that will ensure students are free from fear of reprisal. Evaluations should take place at completion of the program.

Procedure:

1. The evaluation rationale and procedure will be explained to the students by the Program Coordinator or designate as follows:
  - a. No names are required on the questionnaire.
  - b. The evaluation questionnaires will be placed in an envelope and sealed.
2. Evaluation results will be shared with the instructor after the instructor has recorded and submitted course student marks. The Program Coordinator or designate will ensure that if evaluation results contain student comments of a disrespectful or offensive nature that are directed at a named instructor, staff member, or other student, the name of that individual will be deleted from the evaluations before they are shared with others.
3. The instructor will receive a summary of the questionnaire.
4. The raw data will be kept in the program files after the Instructor and Program Coordinator have discussed the results. This result will also be shared with the Director.

## 9. Academic Accommodations

Peerless College is committed to respecting the rights of individuals and ensuring that each student is afforded an academic environment that has been developed on the principles of equal and equitable access, respect for individual differences and academic integrity. Peerless College recognizes that it has a duty to provide academic accommodations to all individuals or groups as identified within Alberta Human Rights Code. Students from all of these groups are welcomed to Peerless College and assisted in accessing college services, programs, and facilities. Peerless College where reasonable, removes barriers and provide opportunities to students in accordance with their distinct needs, within the limits of its resources and without compromising academic standards and principles.

This policy applies to the special needs of the following groups as identified within the Alberta Human Rights Code:

- a. Ancestry, including color and perceived race.
- b. Nationality or national origin
- c. Ethnic background or origin
- d. Religion or creed, or religious belief, religious association or religious activity
- e. Age
- f. Sex, including pregnancy and gender identity.
- g. Gender-determined characteristics
- h. Sexual orientation
- i. Marital or family status
- j. Source of income
- k. Political belief, political association, or political activity
- l. Physical or mental disability

#### Purpose:

The purpose of this policy is to facilitate fair and equal access to courses, programs, facilities, and services for students with specific documented disabilities and for other groups as identified within the Human Rights Code, and to clarify the rights and responsibilities of students and faculty in accessing and delivering service.

#### Definitions:

##### Accommodation

An “accommodation” is a change in the physical environment, or an adaptation of teaching or evaluation procedures, which is designated to meet the needs of a student with a disability or other special need as defined by the Alberta Human Rights Code. It may involve an adaptation to the conditions or requirements of the course or program, alternative ways of meeting the conditions or requirements, or a change in the scheduling of activities.

##### Reasonable Accommodation

An accommodation is considered reasonable if it does not significantly alter the fundamental nature or the academic standards of the program have a significant adverse impact on learning opportunities for other students impose safety hazards for students or other persons result in undue hardship to the college, the program, the instructor, or other students.

##### Disability

“Disability” is defined as a mental, physical, or sensory impairment, or combination thereof, that results in a permanent or temporary loss of ability to function in major areas of life activities, (World Health Organization). Therefore, individuals with disabilities include, but are not necessarily limited to, those with physical disabilities, vision or hearing loss, learning disabilities, psychological disorders, chronic illness, or temporary disabilities.

Peerless College requires that a disability be verified by a medical, educational, psychological/psychiatric professional or other appropriate individual.

#### Policy:

Responsibilities of Peerless College will: Communicate and circulate – Academic Accommodation to Peerless College faculty. Education will be provided about the legal obligation to provide reasonable accommodation and the need for faculty and other college personnel to assist in that process by supporting and facilitating accommodation initiatives. Communicate the availability of services, accommodations, and processes for accessing service to students and prospective students. Provide accommodations with respect and confidentiality. No information, beyond the approved accommodation, will be provided to any individual or agency without the student’s consent.

Ensure that students with special needs and disabilities are equally considered for programs, for which they meet the entrance requirements and that, upon request, they receive accommodations during the admissions process according to the same principles as ongoing accommodations. Provide accommodation the students in situations where the accommodation is necessary to assure

fair and equal access to education, and in the case of students with disabilities, where it is recommended by the student's supporting documentation and where it is recommended by the student's supporting documentation and where it meets the definition of reasonable accommodation.

#### Responsibilities of the Student:

The student will: Meet regular program entrance requirements, and request accommodations in advance if they are needed for admission processes (e.g., entrance tests) to ensure that the applicant has equal access to the program, make the initial request for accommodation as early as possible. Provide current medical and/or diagnostic documentation of their disability. Assist in the identification of appropriate accommodations and resources. Provide timely notice for each accommodation that requires alternate arrangements or rescheduling. Follow through on processes established in the accommodation plan. Advise the Director when accommodation is not working, are not provided, or need to be reviewed. Apply for funding as appropriate to assist in the payment for services or resources.

#### Procedure:

- A. All students requiring accommodations not related to a disability:
  - 1. Students should contact their Instructor/Program Coordinator to discuss the situation and request accommodation in advance, allowing reasonable time for the request to be considered and/or arranged.
  - 2. Should the Instructor/Program Coordinator not agree to the request, the student may contact the Director/designate of their program to have their request reviewed.
- B. Students with disabilities (or temporary illness or health condition):
  - 1. Students needing accommodation should contact the Program Coordinator prior to beginning college to arrange accommodation. Some accommodations (such as interpretive service procedure:
    - A. All students requiring accommodations not related to a disability:
      - 1. Students should contact their Instructor/Program Coordinator to discuss the situation and request accommodation in advance, allowing reasonable time for the request to be considered and/or arranged.
      - 2. Should the Instructor/Program Coordinator not agree to the request, the student may contact the Director/designate of their program to have their request reviewed.
    - B. Students with disabilities (or temporary illness or health condition):
      - 1. Students needing accommodation should contact the Program Coordinator at beginning college to arrange for accommodations. Some accommodation (such as interpretive services or alternate format materials, for example) may take several months to arrange. Similarly, accommodation required for meeting admissions criteria (e.g., entrance tests or an interview), must be arranged well in advance.
      - 2. When disabilities are disclosed or identified after the program starts the college will attempt to provide accommodations and services within the limits of the time provided.

- Where reasonable evidence of a disability exists, temporary accommodation will be provided pending documentation.
3. Students must provide current documentation of their disability from an appropriate medical, educational, or psychological/psychiatric professional. In the case of learning disabilities or other cognitive impairment, this should include a current neuropsychological or learning disabilities assessment that is appropriate for the educational environment, and that recommends accommodations and services.
  4. The admission services for students with disabilities, liaises with outside organizations regarding accessibility issues, and works with program personnel to ensure the appropriate provision of disability related accommodations at Peerless College's campuses and sites. The admission services will be expected to: Request and evaluate appropriate medical or other documentation for students requesting accommodations. Determine appropriate services and accommodations, consulting with students and program personnel as appropriate. Consult with faculty, Program Coordinators or Director, as needed, to ensure that the requested accommodation(s) meet the standard for reasonableness. Support the students, as needed in communicating approved accommodations to faculty, while maintaining the confidentiality of disability-related information according to The Freedom of Information and Protection of Privacy Act (FIPPA). Coordinate exam services for students that need to be proctored outside the regular setting and provide guidance to staff in doing so, as appropriate.
  5. Peerless College expects that students and faculty will share the responsibility for the delivery of reasonable accommodations.

## 10. Handling of Student Information and Student Records:

To ensure student records are handled in an appropriate manner.

### Policy:

Peerless College considers all student record information as confidential. Records will be maintained in a secure environment. Student records consist of all data submitted in support of a student's admission to Peerless College to which is added his or her academic record achieved while at Peerless College. This includes all formal correspondence such as notices of probation and/or suspension, academic and disciplinary appeals' results and recommendations, as well as supporting documentation.

### Procedure:

Student information may be disclosed to other educational institutions or government departments. Upon graduation, the student's name, address, and credential information will be maintained by Peerless College. Upon written request, a student may access his or her file from Peerless College. Graduating students will receive a transcript and a certificate, diploma, etc.

## 11. Student Information Disclosure

Records or information related to any student of Peerless College will be handled with compliance to Alberta Freedom of Information and Protection of Privacy Act.

### Public Record:

The information that is available to the public regarding a Peerless College student will be limited to verifying whether the student was enrolled in any program between certain dates and whether the student received any certification.

### Student Confidential Records:

A record means a record of information in any form of all documents related to student's academic profile.

### Photographs:

By signing this document, the student will waive the provision of the Alberta Freedom of Information and Protection of Privacy Act allowing Peerless College to take pictures of the student during their program of study and at graduation. This allows for printing and posting a graduation photograph.

## 12. Student Evaluation and Progression

### Purpose:

To establish guidelines for student evaluation and progression in a course or program.

### Policy:

A student's final standing in a course will be determined by achievement throughout the term or level, considering evaluation measures as tests and examinations, laboratory work, essays, reports and projects, clinical and practicum experience where applicable. Evaluation methods will be included with course outlines students receive at the beginning of each course. Students unable to meet established deadlines are responsible for making alternative arrangements with their instructors prior to the deadline. Changes to deadlines will be granted at the discretion of the instructor.

Subject to the above, assignments submitted after established deadlines will receive a reduced or failing grade. In some courses, students may be wholly or partially evaluated by individuals not in the employ of the college, e.g., work practicum courses and business project course(s). In such instances, a member of the college staff will work with such non-college individuals and take ultimate responsibility for recording and reporting of grades and responding to any questions rose with respect to these grades. The Program Coordinator and Director must approve all extensions to program completion time.

### Grading System:

The Grading System applies to all courses offered. The level of a student's achievement in each course of a program will be denoted by a percentage.

For example, the Health Care Aide program requires:

If an assignment is handed in late the assignment would be assessed no greater than 60%. A student will be eligible for a certificate when the following outline is met:

1. A passing grade of 60% is required on all tests and exams. There will be an opportunity for a rewrite of the test or the exam.
2. The student must also receive a Pass evaluation from Lab/Clinical/Practicum experience.
3. If the student does not meet the Final mark of 60%, a practicum experience will not be extended to them. They would have a failing status in the program.

In cases where marking systems are dictated by provincial or federal agencies or organizations, their grading systems will apply, and these grade systems will be published in course outlines.

## 13. Student Conduct, Behavior and Discipline

Documents can be found on the Peerless College's website: [www.peerlesscollege.ca](http://www.peerlesscollege.ca) through the Student Portal. The guide is a valuable resource while you are a student at Peerless College.

### **Behavior and Discipline**

Purpose:

To outline a policy that describes conduct or behavior expected of students at Peerless College and the discipline action that may be taken in the event of misconduct.

Policy:

The College is committed to creating and maintaining an environment that is conducive to learning, respectful and free of harassment. Students are expected to always conduct themselves appropriately. Unacceptable or inappropriate student conduct and/or behavior within a college or virtual environment, including work placements and college sponsored/affiliated activities, as described below, may result in disciplinary action.

Violations of Student Conduct and Disciplinary Actions include, but are not limited to:

### **Student Conduct/Behavior:**

1. Subjection of any person to indignity, injury, or threat of violence, or to degradation.
2. Disturbing, disrupting, or otherwise interfering with the educational activities of fellow students and faculty/staff.
3. Unacceptable behavior which may include disrespect, vulgarity, or abuse.
4. Unauthorized access of computer accounts, files and/or software.



5. Deliberate damaging of facilities, or unauthorized use/removal of property belonging to the college including facilities rented for college.
6. Theft or willful damage to personal effects or property of students or staff.
7. Smoking is prohibited other than designated area outside, also inappropriate use of alcohol and possession or use of illicit nonmedical drugs, or abuse of medical drugs at the college, work placement, or college sponsored/affiliated activities.
8. Possession of weapons at the college, work placement, or college sponsored/affiliated activities.
9. Lying, deceit, or misrepresentation related to program/college activities, e.g., late assignments, absenteeism.
10. When students are on practicum experiences, they are expected to follow the organization's policies and regulations.
11. If a student shows unacceptable behavior a medical assessment may be required.

## **Student Misconduct**

### **Violations**

#### **Level One**

Violations may occur because of inexperience or lack of knowledge of student conduct and behavior policy on the persons committing the violation. Recommended sanctions for level one violation are listed below; one of these may be chosen in each case:

1. Oral Reprimand: The initial reprimand will be of an oral nature and issued by the Director with date and circumstances documented and placed in the students file until the end of the academic program.
2. Written Reprimand: This will follow if the student fails to comply with the directions of the oral reprimand. Written reprimands will be issued by the Director. Written reprimands must be signed by the student to indicate that he/she is aware of the reprimand and placed in the student file. The student's signature does not imply agreement. If the student refuses to sign, this will be documented by the Director. Written reprimands for level one offence will be maintained in the student's file until graduation.

#### **Level Two**

Violations are of a more serious nature. Cases involving level two violations will be heard by the Director of the College in which the alleged infraction took place. Recommended sanctions for level two violations are listed below; one of these may be chosen in each case:

1. Probation – This is an action that allows the student to remain in the college on the condition that future behavior is acceptable. The Director will place the student on probation and will inform the student in writing of the terms of the probation. A copy of this document will be placed in the student's file.

#### **Level Three**

Level three violations are those that go beyond level one or two. Cases involving level three violations will be heard by the Director of the College in which the alleged infraction took place.

Recommended sanctions for level three violations, or repeated infractions at level two, is a suspension from the college, ranging from a minimum of one day to a maximum of one term.

1. The student will be notified of the terms of the suspension writing:

Suspension – This is an action that excludes the student from a course, practicum, program, or the college for a specified period of time. The period of suspension may range from a portion of an instructional day to the remainder of the term, not normally more than one academic year, dependent upon the nature of the student behaviour. Removal from a course, practicum program of the college will be immediate if the safety of college staff or students is in any danger. Documentation for suspension must outline length of suspension and conditions under which re-admission will be considered or allowed.

Level of authority for suspensions:

Suspensions regardless of the number of days:

1. The Director, with recommendation and documentation provided by the Program Coordinator/Instructor will impose the duration of suspension.
2. A copy of this document will be placed in the student's file.
3. No refund of fees will be made for the term in which the student is currently enrolled. Students found guilty of a level three offense are not allowed to represent the college in any extracurricular activities.

#### **Level Four**

Level four violations represent the most breaches of conduct and behaviour. Examples of level four violations include: Injury or threat of violence. Possession of a weapon at the college, work placement, or college sponsored/affiliated activities. Assault – the actual or attempted physical or verbal attack on another student or staff of the college. Vandalism – the willful or malicious destruction or defacement of public or private property of the college, college staff or students. Theft – the unlawful taking of the property of the college, staff or students. Recommended sanctions for level four violations, or repeated infractions at level four violations, or repeated infractions at level three, is a permanent expulsion from the college.

1. Expulsions will be implemented by the Director, with documentation.
2. Expulsions will be recorded in the student's file.
3. No refund of fees will be made for the term in which the student is currently enrolled.

Students have the Right to Appeal; all forms of disciplinary action can be appealed. The student has the right to withdraw the appeal at any step during the process.

## **Student Honesty and Integrity**

Purpose:

To describe and promote Peerless College student behavior that reflects academic integrity and honesty upon which a reputation of excellence and student success is formed.

Policy:

Peerless College expects all academic work submitted by students to be authentic and wholly the product of an identified individual in a group of individuals. All students are obliged to conduct themselves in an ethical manner. A breach of academic honesty and integrity will be viewed as a serious offense. The severity of the incident determines the level of the violation.

### **Violations of Academic Integrity (but not limited to)**

#### **Cheating**

Cheating is the use or attempted use of unauthorized materials, information, or study aids in any academic exercise.

#### **Plagiarism**

Plagiarism is using another's words, ideas, theories, or images without crediting the source. No student will submit the ideas, images, data, or words of any other person as their own in any academic assignment.

#### **Fabrication**

Fabrication is the intentional misrepresentation of any information in an academic exercise.

#### **Facilitating Academic Dishonesty**

Students who knowingly or negligently assist other students to be academic even though there is no benefit to themselves.

Examples of facilitating academic dishonesty include, but are not limited to:

A student allowing other students to use their assignment to do their own assignment.

A student allowing other students to look at their work during a test or exam.

#### **Deliberately Impeding the Progress of Other Students**

It is a violation of academic integrity to deliberately impede the progress of fellow students. Examples includes:

Giving other students false, misleading information or misinformation.

Making library materials unavailable to other students by destroying the materials, stealing materials, deliberately misplacing, or hiding the materials.

Altering computer files that belong to other student's account or damaging their personal computer account in any way.

## 14. Internet Access and Usage

It is a violation of academic integrity to misuse college computers and online resources or Peerless Colleges computer network in any way.

### **Acceptable Use of Computer Resources**

Purpose:

Peerless College owns and operates a variety of information technology (IT) resources, which are provided for use by Peerless College students, staff and alumni in support of the mission of the college. IT resources are defined as all devices connected to the college network (wired or wirelessly), and all college-owned devices capable of the electronic representation of text, image or sound. IT resources accessed by non-college owned personal devices are also covered by this policy. All staff and students at Peerless College have access to IT resources if desired, subject to them agreeing to abide by this policy. The students and staff at Peerless College may use the IT resources to support academic and Peerless College business activities. It is not the intent of the college to filter content on intellectual grounds. Peerless College wants staff and students to have the best possible environment for teaching and learning. However, there may be limitations on IT resource use to protect the security and integrity of the IT resources and the staff and students that access them, and to ensure compliance with the law and the policies of Peerless College. For this document, Peerless College staff includes all employees; all others associated with Peerless College, and visitors that are granted temporary user status by Peerless College. Students include all persons who take courses from Peerless College or take courses using collage computers.

Policy:

Use of computing resources is an important part of working and learning at Peerless College. IT resources allow individuals to access current information and communicate with others from around the world. It is important, however, that the IT resources are used ethically and lawfully. All resources are intended for shared use within Peerless College and are to be used in a reasonable and responsible manner. All Peerless College supplied internet activity can be logged, and can be traced back to a specific User-ID. If anyone becomes aware of the misuse of IT resources, they should contact their immediate supervisor or Director to inform them of the breach of Peerless College policy. The following are Peerless College requirements for accessing IT resources:

1. Users must undertake reasonable efforts to ensure they become aware of and abide by the various policies, procedures, and license agreements of Peerless College.
2. Users are expected to always use appropriate language in their use of IT resources. Swearing, use of vulgarities and racist, sexist, or offensive language is not permitted.
3. Accessing sexually explicit materials, hate literature or files dangerous to the integrity of Peerless College's local area networks is not allowed on Peerless College computers. Possession of material deemed child pornography by section of the Criminal Code of Canada is criminal offense. Persons found in contravention of this may be liable for criminal action.

4. Using Peerless College network to harass, intimidate or threaten others, or to distribute menacing or offensive materials, is not permitted. Users must not use Peerless College resources for any illegal activity, including but not limited to, any activity that contravenes the Criminal Code, intellectual property rights, or human rights legislation. Persons found in possession of or distributing hate propaganda in the Criminal Code of Canada, messages or material defined as public incitement of hatred or material tending to corrupt morals, may be committing a criminal offense. Persons found in contravention of the Criminal Code, or any other law of Alberta or Canada may be subject to prosecution and/or civil action. Any activity which involves accessing servers located outside of Canada is prohibited if it involves an activity that would be illegal if the server was in Canada. Such activities include, but are not limited to, accessing and distributing pornography, hate propaganda, and online gaming sites.
5. Users must refrain from using IT resources in such a way as to disrupt the use of the network by others, e.g., uploading or downloading huge files during prime time, downloading, or uploading multiple files at the same time, sending mass email messages, or annoying/harassing other users, using the college email system for personal or business mass marketing/promotional purposes. Users should make reasonable efforts to use these resources in such a way that they do not interfere with the study, work or working environment of the other users.
6. IT resources are for users to do tasks related to their work or study at Peerless College. Students wishing to use IT resources for non-course related purposes are expected to give precedence to those requiring them for Peerless College related uses and abide by departmental policies and practices pertaining to study time at the college. Faculty should not use IT resources for personal use during the faculty person's working hours. Social media are used in some cases to support learning and work at Peerless College. Using social media for purely personal use is discouraged if it takes IT resources away from anyone who needed them for study to work.
7. Users must respect copyright, patent and trademark laws and software ownership. Accessing or modifying files without express permission (including altering information, introducing viruses or Trojans, or deleting files) is unethical and may be illegal. Accessing, distributing or storing copyrighted material without the copyright owner's permission is not permitted and may result in the user being subject to prosecution under the Copyright Act and/or civil action for damages.
8. Users must not attempt to circumvent any security or resource management measures. They must not use Peerless College IT resources to gain unauthorized access to other computer systems.
9. Users must not connect unauthorized equipment to the Peerless College network. Conversely, users must not move IT resources within Peerless College, or move IT resources out of Peerless College without permission from the Director. Users must report non-working IT resources to the Director.
10. Users must maintain confidentiality regarding personal information such as the personal home address or telephone number of other students or staff. Users must keep their personal account name, password, and personal information private, to prevent misuse by others.
11. Users may not make commercial use of Peerless College IT resources without the express permission of the Director.
12. IT resources have finite limitations for storage and bandwidth. Users are reminded that these resources are shared by everyone. Users are encouraged to conserve disk space by deleting unwanted or unnecessary email as soon as possible and by regularly reviewing files stored in their account or under control and deleting those considered unnecessary.

13. Users acknowledge that Peerless College will cooperate with law enforcement authorities insofar that it will abide by any subpoena, court order or research warrant compelling it to produce any record or data in its possession or stored on its network which may identify the user and their activities.
14. Users have no expectation of privacy with respect to their use of the Peerless College network, as their activity, email, and files can and may be monitored.
15. Peerless College reserves the right, in its sole discretion, to filter content available over its network in accordance with this policy.

Email communication Peerless College may use electronic communication with its students and applicants in lieu of some paper-based processes. This most often includes information communicated by email and via a website. All students may be assigned a Peerless College computer account and user ID with email privileges once beginning a course.

The following are Peerless College requirements for sending email communication:

1. Electronic communications sent by Peerless College will be deemed received on the next Peerless College business day after the day the email was sent, regardless of any error, failure notice, internet service provider problem, virus, email filters or auto-reply related to students' or applicants' email, unless the error or problem originated with Peerless College.
2. Students and faculty are expected to check their email account frequently in order to stay current with college communications. The Director must be advised of any problems encountered with email accounts immediately.
3. Failure to receive or read in a timely manner Peerless College communications sent to their email address does not absolve students and faculty from knowing, responding to or complying with the content of that communication.
4. While Peerless College may require students to use electronic communication, they must nonetheless continue to exercise prudence and common sense in their electronic communications with Peerless College.
5. Email is not guaranteed to be private or secure. Users are responsible for the electronic content they mail, transmit or store.
6. The use of file attachments with email communications is discouraged, unless the sender has verified that the attachments will be accessible to and readable by all intended recipients and that they are virus-free. Use of hyperlinks to the college website is encouraged for general information.
7. All users must not use IT resources to propagate mass mailing with the intent of flooding (spamming) other computer systems. Spam in his context means unsolicited and non-work-related email.
8. Students must not use Peerless College's email distribution lists. If students feel they have something that needs to be sent to all students, they should talk to the Instructor/Program Coordinator or the Director who will decide if it is a necessary use of resources and students' time.
9. Electronic communication will be subject to the same policies on information disclosure as other methods of communication, specifically the Freedom of Information and Protection of Privacy Act. The laws of Alberta will apply to all electronic transactions and communications involving Peerless College.

## Web Pages and Peerless College Social Media Sites

Peerless College Social Media sites Users of official Peerless College social media sites must abide by the terms of this policy.

Web Page Content Requirements Peerless College user web pages must have a link back to the Peerless College Home Page.

General Page Information/with the discretion of the Director.

1. Each staff or student may have only one web page on the Peerless College Server(s).
2. Staff web pages will be left on the server for the duration of employment, student web pages will be purged at the end of their academic program.
3. Each web page will have a maximum of ten megabytes space on the server.
4. Users are solely responsible for everything contained in their own web pages. Peerless College does not verify, endorse or otherwise vouch for the contents of any Personal Home Page.

Users are not use their pages for the following activities:

1. Using their web pages for commercial purposes, including but not limited to the following:
  - Offering for sale any products or services
  - Soliciting for advertisers or sponsors
2. Displaying a sponsorship banner of any kind, including those that are generated by banner or link exchange services.
3. Displaying banners for services that provide cash or cash-equivalent prizes to users in exchange for hyperlinks to their web page.
4. Promoting or soliciting participation in multi-level marketing or pyramid schemes.
5. Conducting raffles or contests that require any type of entry fee.
6. Developing restricted or password-only access pages, or hidden pages or images (those not linked to from another accessible page).
7. Using your page (or directory) as storage for remote loading.
8. Developing pages that consist of hyperlinks to content not allowed on the Peerless College Server(s). If Peerless College receives a complaint about the contents of a user's web page the Director will investigate and use this policy to direct its actions.

Peerless College will remove any web pages from their servers that violate this policy or are otherwise in violation of the law.

Consequence of Unacceptable Use Access to IT resources, the internet and email is a privilege, not a right, and inappropriate use may result in the cancellation of these privileges, a suspension, expulsion and/or other disciplinary action, up to and including prosecution by legal authorities. Faculty misusing Peerless College network, equipment, Internet, and email may be disciplined and such discipline may include, but is not limited to, cancellation to, cancellation of privileges, suspension or termination from employment.

## Use of Recording Devices

### Purpose:

Communication and recording technologies have become ubiquitous and pervasive. The way Peerless College is perceived both on and off campus is important to maintaining good relationships within Peerless College, the local community, and the world. The purpose of this document is to outline expectations of faculty, students, invited guests, visitors and others using recording devices within Peerless College buildings and grounds and/or at Peerless College sanctioned events.

This document provides guidelines for the appropriate, respectful and ethical use of recording devices by Peerless College faculty and students, and the general public on Peerless College premises.

The following areas are of particular importance:

### Consent:

Instructor generated materials. Accommodation needs of students showcasing instructor and student work. Copyright and privacy laws Peerless College recording of locations, situations, and people for the purpose of ensuring a safe and secure environment for faculty and students.

### Policy:

This policy includes the following recording devices; analog, digital, electro-mechanical and chemical recording devices currently available analog, digital, electro-mechanical and chemical recording devices that may be developed in the future. Analog, digital, electro-mechanical and chemical recording devices, whether personally owned or Peerless College owned that used within Peerless College buildings and grounds or at sanctioned events.

Examples of recording devices include, but are not limited to, film cameras, magnetic tape players, audio cassettes, digital cameras, video cameras, camcorders, mobile communication devices such as cell phones and tablets with built-in cameras and microphones, computers with image, voice and screen capture software.

All Peerless College faculty and students share a responsibility to ensure that the Use of Recording Devices policy is understood and implemented.

Peerless College faculty, staff and students share responsibility for ensuring that all members of the public who have contact with Peerless College are treated with respect and dignity.

Faculty are expected to help students learn professional behavior by acting as role models and by ensuring that all students are made aware of the Use of Recording Devices Policy, the Acceptable Use of Computer Resources Policy, the Loan of College Equipment Policy, and any additional policies appropriate to each program.

Students and faculty must be made aware of all Peerless College policies relevant to the use of recording devices, their content and location. Orientation activities must be planned to give new



students and staff an opportunity to ask questions and become familiar with these policies at the beginning of term. Peerless College must ensure students sign off that they have read and understood the appropriate policies, and that they agree to conform to all Peerless College policies while a student at Peerless College.

**Expectation of Proper Conduct** All Employees, contractors, students, guests, visitors, and any other person permitted to use Peerless College resources are expected to conduct themselves in a mature, responsible, respectful, and ethical manner that contributes to a positive learning and working environment within Peerless College building, grounds, and events.

When using information collected via recording devices that has the potential to be viewed or heard by persons beyond the classroom, the expectation of proper conduct and consent is to request permission prior to capturing and publishing recorded material. This expectation of proper conduct and consent exists for both privately owned and Peerless College owned recording devices used within Peerless College building and grounds, and at the Peerless College events. Unauthorized Internet posting of materials generated within the college is not allowed. Peerless College strictly prohibits unauthorized posting of images, video, audio, data, classroom activities, or other Peerless College material to any public Internet site. The Director or designate is authorized to grant permission to post materials to the internet. An approved program posting policy will serve to meet the intent of granting permission.

### **Acceptable Use**

The use of recording devices to facilitate specific instructional and administrative objectives is permitted so long as it conforms to college policies and the law. Faculty, students, invited guests, visitors, and others may use recording devices in support of their studies, approved duties, or approved activity as defined within the purposes of their visit.

Use deemed acceptable must: Comply with all relevant college policies, Federal and Provincial law, regulations, and contractual obligations. Be recorded for non-commercial purposes and business purposes except when such activity has been sponsored or sanctioned by Peerless College. Not prevent or hinder others from carrying out their approved studies or assigned duties. Not violating other rights, including the right to privacy.

### **Instructor Generated Materials**

Instructors may record, edit, and broadcast content that is appropriate for their school or program provided such content is congruent with the objectives stated in their course outline. Verbal permission will be deemed sufficient when recording an individual class or learning activity for use within the classroom.

Instructors must obtain written consent from students if their images are captured and transmitted beyond the immediate classroom, e.g. by agreeing to do so when logging into a workstation or by signing a permission sheet upon entry to the classroom.

A student has the right to withdraw permission to capture and transmit his/her image beyond the classroom, but this must be given to the instructor in writing and occur at the time of capture of the material.

**Student Accommodation:** Students have the right to participate fully in all programs without barriers. Recording devices and other assistive technologies can increase student access and success.

When required for accommodation purposes students will be permitted to use recording devices in order to facilitate access to lectures or other learning resources.

To this end:

Students must request permission from the instructor once at the beginning of a course before using recording devices to record a class, presentation, interview or similar educational activity for personal use. Permission to record does not extend to others who may be present. Additional permissions may be required. Verbal permission will be deemed sufficient when recording an individual class or learning activity for personal use. The use of the recorded information is for the sole use of the student and/or tutor and may not be shared with or distributed to other people in any manner unless agreed upon by the instructor. Permission for ongoing storage of the recorded material does not extend beyond the end date of the course unless agreed upon by the instructor.

**Showcasing Student and Instructor Work** Student and instructor work showcased to the public requires careful documentation of copyright materials and individual permissions.

To this end:

Showcased work must not contain media, documents, images, or copyright materials for which documented permission has not been obtained. Written permission must be obtained prior to recording or transmitting a person's image or speech to the public via radio, television, and the Internet, even if this activity forms part of a class assignment. Posting signage from at least two directions that warns "Video recording, by entering this area you are consenting to be captured on video" is standard practice in industry, and sufficient notice for students involved in an instructor-sanctioned video production activity.

The permission form should identify the purpose of the recording and where the recording will be posted for viewing by other students and/or the general public. Uploading or streaming copyright protected materials without written authorization of the copyright owner is illegal. Canadian Copyright Law and the Courts of Canada have established precedents for "Fair Dealing" and "Fair Comment" in matters of journalism. All faculty and students are expected to comply with these regulations.

### **Peerless College Sanctioned Events**

Persons attending Peerless College sanctioned events are expected to abide by all Peerless College policies and the law. Specific venues or events may have additional guidelines for the use of recording devices. It is the responsibility of the venue owner and/or event sponsor to notify attendees of any policies that may apply.

Copyright and Privacy:

It is unacceptable for anyone associated with Peerless College to use, submit, publish, display, download or transmit on Peerless College devices, or from privately owned devices used on Peerless College building and grounds (or Peerless College sponsored events), information which

intentionally violates or infringes on the rights of any other person, including the right to privacy, or information which is in violation of any other Peerless College policy.

#### Expectation of Privacy:

Care should be taken to differentiate between public and private situations, locations, and contexts. It is generally reasonable to expect that images taken in a public situation or location, or context might be published without individual permission. In such situations or locations or contexts, incidental inclusion in electronic media does not require permission. Common traffic areas (e.g., cafeteria, hallways, main reception desk, etc.) within Peerless College premises are public situations.

Taking photos or making audio or video recordings without permission in private situations or locations or contexts in which the person has a reasonable expectation of privacy is prohibited. In this situation it is also not acceptable to publish the recorded information. The use of electronic devices to transmit or record private images or conversations without explicit written permission and acknowledgement of all parties is prohibited. Any exceptions to this must comply with applicable policies and laws.

Transmission of pictures via the Internet constitute publication. If you transmit someone's image or a recording of them in a way that creates discomfort or embarrassment for them, you may be in violation of the harassment policy and/or criminal laws. Peerless College allows for recording of locations, situations, and people for the purpose of ensuring a safe and secure environment for faculty and students.

## 15. Student Concerns and Complaints / Academic and Disciplinary Appeals

#### Purpose:

The purpose of this policy is to establish internet procedures so that the concerns of student can be addressed appropriately without fear of reprisal and so that complaints by students concerning college policies, procedures or members of staff can be resolved. The academic and disciplinary appeals policy exists to quickly and fairly respond to issue arising from academic and disciplinary decisions and rulings.

#### Policy:

A complaint in the context of this policy is understood to mean the expression, either oral or written, of some discontent or dissatisfaction with Peerless College, its operation or its employees, made to the Director in good faith and in the expectation that some remedy or corrective action may be available. All employees of Peerless College who deal with a complaint shall respect the student's right to confidentiality.

Procedure:

## Complaint Procedures

1. A complaint may be made by students currently registered at Peerless College students registered at the time of the occurrence of the incident giving rise to the complaint. A complaint must be made within 5 days of the incident(s) giving rise to the complaint, except in extenuating circumstances which, in the opinion of the college, would justify an extension.
2. This policy recognizes that a group of students may delegate one or more of its members to voice a complaint on its behalf. However, no one shall initiate a complaint on behalf of another person or persons without the permission of the person(s). The decision whether to hear from other members of the group or to deal only with the delegate rests with the Director with whom the complaint is addressed. For a formal complaint, permission to initiate a complaint on behalf of another person or persons must be in writing.

## Informal Complaint Procedure

1. A student is encouraged to attempt an informal resolution of a complaint before proceeding with the formal complaint procedure.
2. If the complaint is of a general nature, for example a complaint about departmental/school procedures or the application of a policy, the student should speak directly with the Program Coordinator.
3. If the complaint concerns a member of staff, the student is encouraged to discuss the matter with the immediate Program Coordinator.

Formal Complaints Procedure:

1. To initiate a formal complaint under this policy, the complainant(s) shall, in writing identify the nature of the complaint, providing, where appropriate and possible, the following information:
  - a. The grounds on which the complaint is based.
  - b. The name(s) of the party(ies) involved.
  - c. The date(s) of the alleged occurrences(s).
  - d. The desired resolution.
2. The written complaint shall be signed and dated by the complainants(s).
3. Complaints against college policies, procedures or departmental/school procedures shall be directed to the Director/designate.
4. A complaint concerning a member of staff shall be directed to the Director/designate.

## Process for Complaint

- a. The Director has 10 working days to investigate the complaint.
- b. The Director will respond in writing to the student, the decision of the complaint within 5 working days following the investigation complaint timeline.
- c. Ending the complaint at Any Stage – The complaint may be resolved at any stage of the complaint process with the mutual agreement of all parties.

Peerless College provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. Students are encouraged to address concerns immediately. It is understood that a student has an obligation to bring concerns or complaints about their program promptly to the Program Coordinator or Director/designate. This is to provide both Peerless College and the student the opportunity to address, respond and if necessary, remedy issues as soon as possible. The policy applies to all Peerless College students who are currently enrolled.

Procedure for student disputes:

- When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Program Coordinator and/or Director/designate.
- The Program Coordinator or Director/designate will arrange to meet with the student to discuss the concern and investigate within 10 business days and provide a written resolution within another 5 business days of receiving the student's written concern.

The students and Peerless College personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the student's file.

## 16. Appeal Procedure

- A. Accommodation not related to a disability: Students who disagree with the accommodation provided should contact The Director/Admission services/designate to request a review of the decision.
- B. Disability related accommodation: The college encourages all parties to make every effort to resolve a situation informally. Students who disagree with the accommodation approved for them, or with the way the accommodations are carried out, are encouraged to discuss their concerns with Peerless College Director. The Director/Admission services will review the concerns with the appropriate Instructor(s) and Program Coordinator. If after that discussion the student still feels the situation is unresolved, the student has the right to appeal to the Director asking to review the situation. The Director will review the student's appeal, gather relevant information from any other source, and make a ruling.

### **Circumstances for Consideration**

The Director will review the student's request, and will investigate, review the student's situation, including consulting with the Instructor/Program Coordinator, with the goal of arriving at a decision. The Director has three options at this point:

Grant the student's appeal.

Dismiss the student's appeal.

Arrive at a compromise solution. Compassionate Grounds: The student wishes to be reinstated in his or her current program. Reinstatement will be granted only if there were extraordinary circumstances (e.g., death, physical or mental illness, family problems) in the student's life that resulted in poor performance, and there is evidence that the problems have been resolved and the

student has a realistic chance of success. The student may be asked to provide documentation (e.g., death certificate, doctor's certificate, etc.).

## 17. Health and Safety

Peerless College is committed to providing a healthy and safe working and learning environments for all students and employees. In the event of a fire or an emergency situation that requires a facility evacuation the following must be adhered to in an orderly fashion leave the classroom area/clinical area. Proceed to muster point outside of the building (refer to fire evacuation).

If a student or a faculty member require medical attention 911 will be called or sent for an assessment by a Physician at the discretion of the Director/designate.

## 18. Fire Regulations and Procedures

1. Safe evacuation routes are always to be maintained. Corridors, stairways, and fire escapes are not to be used for storage.
2. Defective electrical equipment, loose connections, overheating equipment must be taken out of service without delay and disposed of.

Anyone discovering smoke, strong smell or burning or smell of an unusual nature should immediately:

1. Call 911.
2. Immediately close off the fire and alert all occupants.
3. Begin evacuation procedures.
4. If it is safety and you are trained to do so, use the correct fire extinguisher to put out the fire.
5. Once evacuated, inform the authorities of the location and nature of the fire, the unsafe exists, persons requiring assistance, and other pertinent details.

In case of a Fire:

Always begin evacuation procedures, as follows:

- Evacuate the premises in a swift, orderly fashion using the nearest safe exit.
- Follow the instructions of the management / administration member.
- Provide assistance to persons with disabilities or with special needs.
- Move completely away from the building. Go to Muster Point which is located at a distance of at least 100m from the building.
- When you are away from any danger, ensure that 911 has been called.
- The onsite administrator will act as a liaison between fire officials and students/employees during the emergency in order to inform them of the location and nature of the fire, injuries, persons requiring assistance and other pertinent details.
- No student or employee will re-enter the institute until the fire officials have authorized re-entry.
- If any other circumstances require evacuation, follow the protocol above.

## Fire Evacuation Map

See postings throughout Peerless College for reference.

## 19. Diversity

We view diversity holistically understanding that the definition is constantly evolving. Our direction of diversity includes race, color, gender identity, nationality, ethnicity, class, religion, disability, age and sexual orientation.

We believe that increased diversity will support our strategic objective of attracting the highest quality students, faculty at Peerless College. This focus is not the work of one it is the work of everyone. We encourage a college wide climate of respect, openness, and awareness that celebrates and values our diversity. A diverse, inclusive work and learning environment is essential to maintaining our role as leaders.

## 20. Ethical Guidelines

The faculty of Peerless College recognize that the privileges accorded members of the college community are accompanied by certain responsibilities. In accordance with these principles, faculty, and staff:

- Encourage, support, and protect the free pursuit of knowledge with intellectual integrity.
- Respect the rights and opinions of students and colleagues and make every effort to provide objective and educational evaluation.
- Acknowledge their role as intellectual guides and counsellors and observe policies prohibiting harassment and discrimination, avoid personal gain that is incompatible with benefits to students and colleagues.
- Adhere to established policies regarding the use of college services, facilities, and equipment, **avoiding conflict of interest** between external activities and institutional responsibilities.
- As members of the community at large, enjoy the rights and obligations of any citizen, measured considering responsibilities to the students, institutions, and profession.
- Respect the right to privacy of the students and colleagues. Share confidential information only in accordance with institutional policies.

### a. Conflict of Interest

This policy helps identify and manage situations where personal interests may conflict with the interests of the college, its students, or other stakeholders. Below is a general framework for a conflict-of-interest policy tailored for a career college:

#### i. Purpose

The purpose of the conflict-of-interest policy is Peerless College's commitment to maintaining the integrity of the institution and safeguarding the interests of students.

## ii. Definition of Conflict of Interest

Where an individual's personal, financial, or other interests may interfere with their ability to make impartial decisions in the best interest of the college and its students.

## iii. Disclosure Requirements

Any individual associated with Peerless College, including staff, faculty, administrators, and marketers, must disclose any potential conflicts of interest. This disclosure should be timely, thorough, and cover both direct and indirect conflicts.

## iv. Confidentiality

Assure individuals that information disclosed in the context of conflict-of-interest declarations will be treated confidentially to the extent allowed by law. However, emphasize that the college reserves the right to take appropriate action to address conflicts in the best interest of the institution.

Unapproved draft November 2023

## 21. Harassment

What is not Harassment?

Reasonable actions by faculty to help manage, guide or direct workers in the workplace is not harassment. Appropriate employee performance reviews, counselling or discipline by faculty is not harassment. Likewise, the proper use of legitimate authority by an instructor when determining grades and managing classroom behavior, is not harassment.

Harassment is unwelcome. Harassment often takes the form of degrading or hostile behavior. It can interfere with education and may include interfering with an individual's rights to access their living or learning environment. Peerless College is committed to providing a collegial working environment in which all individuals are treated with respect and dignity. Everyone has the right to study and work in a professional atmosphere, which promotes equal opportunities and prohibits discriminatory practices.

Workplace harassment is offensive, degrading and threatening. Peerless College has adopted this policy to make clear that workplace harassment will not be tolerated. Peerless College encourage reporting of all incidents of workplace harassment regardless of who the offender may be. Peerless College also recognizes that members of the public may also subject employees to workplace harassment and by others who conduct business with Peerless College affiliates. In these circumstances Peerless College acknowledges its responsibility to do all in its power to support and assist the person subjected to such harassment.

There are two main types of harassment. One type is related to the grounds for discrimination as defined by the Alberta Human Rights code and includes inappropriate conduct in any form about a person's:



- a. Ancestry, including color and perceived race.
- b. Nationality or national origin.
- c. Ethnic background or origin.
- d. Religion or creed, or religious belief, religious association, or religious activity.
- e. Age.
- f. Sex, including pregnancy, the possibility of pregnancy, or circumstances related to pregnancy.
- g. Gender-determined characteristics.
- h. Sexual orientation.
- i. Marital or family status.
- j. Source of income.
- k. Political belief, political association, or political activity physical or mental disability, or related characteristics or circumstances, including reliance, or any other remedial appliance or device.

The second type relates to what is sometimes referred to as “bullying” behavior that may involve:

Repeated humiliation or intimidation that adversely affects a worker’s psychological or physical well-being; a single instance so serious that it has a lasting, harmful effect on a worker. Harassment may be written, verbal or physical or a gesture or display, or any combination of these. It may happen only once, but often may happen repeatedly. Anyone found to have engaged in conduct constituting workplace harassment may be disciplined, up to and including termination.

## 22. Attendance and Punctuality

Purpose:

To outline a policy for regular and punctual attendance at classes.

Policy:

Regular and punctual attendance is essential for success in any course or program at the college. Absence for any reason does not relieve the student of the responsibility for completing course work of assignments.

Procedure:

1. Peerless College has the authority to require attendance and punctuality in class. Attendance and participation marks may be components of overall course grades.
2. Program Coordinator/Instructors will inform students of their expectations at the beginning of the course and include this information in the course outline. If students fail to comply with policies on attendance and punctuality, actions such as applying grade penalty may occur.

When a student is unable to attend, late or leave early during class they will notify the Program Coordinator by leaving a voice message and by email. Upon returning to class the student will be required to complete an absence form. If a student is unable to attend during clinical or practicum experience, they will notify the Program Coordinator, Clinical Instructor or Preceptor (if applicable). A doctor's note will be required upon being absent for more than 3 consecutive days for medical issues at the discretion of the Director/designate.

If the student is consistently late or leaves consistently early may be considered grounds for probation and will be reviewed by the Program Coordinator. If any student misses more than 10% of the program, they will not be able to complete the program and must reapply to Peerless College to reattend at a later date. 100% attendance is required for all programs.

## 23. Work Practicums

Purpose:

To establish guidelines for setting up and evaluating work practicums and to outline areas of protection for participating students and practicum partners (see definitions below).

Definitions:

Work Practicum – any formal placement of a college student with any individual, agency, organization, government department, business, or company (hereinafter referred to as the practicum partner) where the college does not require that the student receive remuneration from the practicum partner. The work practicum involves students in relevant work. The length of the work practicum may vary but will normally be from one to 12 weeks in length.

Practicum Partner – any individual, agency, organization, government department, business or company that participates with the college in a work practicum.

Practicum Facilitator – an instructor or other member of Peerless faculty designated by the Director to arrange and supervise work practicums.

Practicum Preceptor – an employee or agent of the practicum partner deemed by the practicum facilitator to be qualified by nature of position, training and or experience to objectively evaluate a student participating in a work practicum.

Sponsoring Agency – any government or non-government organization, association or company that enters specific training contracts with the college whereby they have specific rights related to student placement in college programs.

Policy:

1. All students enrolled in work practicums are protected under Peerless College's Respectful College policy which states "The Workplace" is broadly interpreted by the Alberta Human Rights Commission as applied to the college includes: any location where the business of the college is being carried out (e.g., classrooms, offices, regional and extensions centers, work and co-op placements, cafeterias, gyms, etc.).

2. Every practicum partner participating in a work practicum shall receive notification that practicum students are covered under Peerless College's Worker's Compensation plan. The only exceptions to this would be:
  - a. Students who are not residents of Alberta.
  - b. Students who spend more than six months outside the province on their work placement.
  - c. Students who opt to do their work placement outside of Canada.

When any of these conditions apply to a particular student, the Director will be informed and will take steps to ensure that the student has sufficient insurance while on their work placement.

## 24. Cooperative Education (if in practice)

Purpose:

To establish guidelines for setting up and evaluating students in cooperative work placements and to outline areas of protection for participating students and cooperative education employers. Cooperative education is an experiential mode of learning that integrates academic study and classroom theory with related, paid experiences at the work site. Cooperative education differs from work practicums in two main ways:

Cooperative education students receive remuneration from the employer while participating in a cooperative work placement. Cooperative work placements are usually no less than 12 weeks in length.

Policy:

1. Students are expected to seek their own Cooperative work placements in accordance with the procedures set up by the academic school. All Cooperative work placements must be evaluated and approved by the school before the start date of the work placement. Although every will be made to assist students in obtaining Cooperative work placements, Peerless College cannot guarantee that placements will be found for every student.
2. Approving potential employers and arranging for and/or conducting student evaluations are the responsibilities of the Director or designate.
3. Students must have a minimum percentage and meet program specific prerequisites in order to be eligible to participate in a Cooperative work placement. When a student does not meet the minimum percentage or other Cooperative work placement prerequisite requirements, the Director will notify that student he/she does not meet the prerequisite(s). Peerless College will notify the employer that the student is not eligible to receive credit for the Cooperative work placement, that the work placement will not be monitored by Peerless College personnel, and that the student is not covered by insurance through Peerless College. The employer may choose to terminate the student's work placement upon receipt of this notification.
4. All prerequisites for cooperative work placements will be stated in course outlines.
5. All students enrolled in Cooperative work placement are protected under the Peerless College's Harassment policy which states "The Workplace" is broadly interpreted by the Alberta Human Rights Commission and by recent case law and as applied to the college includes: any location where the business of Peerless is being carried out (e.g., classrooms, offices, regional and extension centers, work and coop placements, cafeterias, gyms, etc.).

6. Cooperative education employers shall receive notification that Cooperative work placements students are covered under the Peerless Worker's Compensation Plan. The only exceptions to this would be:
  - a. Students who are not residents of Alberta.
  - b. Students who spend more than six months outside the province on their work placement.
  - c. Students who opt to do their workplace outside of Canada when any of any of these conditions apply to a particular student; the Director will be informed and will take steps to ensure that the student has a sufficient insurance while on their work placement.
7. In exceptional circumstances only, an "Indemnity for Liability", duly signed by the student and Director will be prepared, and copies forwarded to the Cooperative education employer. These circumstances will be determined by the Director.
8. All students are expected to maintain communicated with Peerless College on all matters pertaining to their participation in the Cooperative work placements. Consultation with the appropriate instructor, and/or the Director or designate is essential wherever regulations and protocol pertinent to the Cooperative work placement are an issue.
9. Evaluation of students on Cooperative work placements will be done on forms provided by the school. The Director or designate will ensure that these forms are completed and forwarded to the school office.
10. A student who fails to report for or complete a Cooperative work placement without the approval of the Director or designate will be given a failing grade for the Cooperative work placement.
11. Should an employer dismiss a student with cause, the procedures listed below under "Dismissal with Cause" will be followed.
12. In cases where an employer has indicated that a student's performance is unsatisfactory.

The procedures below under "Unsatisfactory Performance" will be followed.

Procedure:

1. Dismissal with cause:
  - a. Students who have been dismissed with cause by an employer must notify the Director or designate within five working days of the dismissal.
  - b. The Director or designate will contact the student and the employer to determine the reasons behind the dismissal. A full report will be forwarded to the Director within five working days.
  - c. Should the facts support the employer's action, the student will be given a failing grade for the work placement. Should the individual responsible for arranging/monitoring Cooperative work placement, in consultation with the Director, decide that another work placement is not practical or warranted, the student may not be allowed to register for another work placement. Such a decision is subject to academic appeal by the student.
  - d. Should there be any doubt as to the justification of the employer's actions, the individual responsible for arranging/monitoring cooperative work placements, in consultation with the Director, may, if possible, assign the student to another work placement, or, if

- necessary, make other arrangements that will satisfy the practical component required for graduation.
2. Unsatisfactory Performance: Cases in which an employer has indicated that a student's performance is unsatisfactory will be investigated by the Director or Designate. He/she:
    - a. Will discuss the situation with the student and the employer to verify the problem(s).
    - b. Will implement an appropriate action plan agreeable to all parties.
    - c. May stipulate that the student not be allowed to register for additional cooperative work placements, should a different work placement not be advisable.

## 25. Retaking of Courses

Purpose:

To outline a policy for retaking courses.

Policy:

Students may retake a course at the discretion of the Director. They will be required to register and pay all fees each time they take a course.

## 26. Credentials Awarded by Peerless College

Purpose:

To establish guidelines for the issuing of credentials (transcript, certificate, diploma) to persons who successfully complete a program of study.

Policy:

A transcript/diploma/certificate will be issued to a student who successfully completes their program of studies.

## 27. Graduate Reference

Providing a graduate student's reference, faculty will only share academic information once the student has given permission for the release to a potential employer.

## 28. Graduation

Upon successful completion of course requirements a graduation ceremony will be held.

**Please ensure you have initialed this final page indicating you have read and understood all contents.**



Initial: