



Citadel of Excellence

Excellence Imperial Career College

Student Handbook **2026 - 2027**

EIC College reserves the right to revise, modify, or update any policy in this handbook at any time and without prior notice.

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FROM THE DESK OF DIRECTOR OF ACADEMICS

Dear Student,

Welcome to Excellence Imperial Career College (EICC). We are delighted that you have chosen to begin your academic journey with us, and we look forward to supporting you as you pursue your goals.

This Student Handbook is the result of the collective efforts of our team at EICC who are committed to creating an environment focused on your success. Our priority is to provide you with meaningful opportunities to develop your academic and professional skills in a setting that fosters effective teaching, learning, and personal growth.

As an EICC student, you have important rights and responsibilities. This handbook outlines those expectations, along with the policies, procedures, and supports that guide your learning experience. It will help you understand what you can expect from EICC and what EICC expects from you. We encourage you to review it carefully, as it contains essential information on academic standards, student services, conduct requirements, and the overall learning environment.

Our community is built on respect, support, and a shared commitment to excellence. Instructors, staff, and the Directors are here to assist you, whether you need academic guidance, personal support, or help resolving concerns. From the beginning of your program through graduation and beyond, our team will work with you to ensure you are prepared for your future career.

At EICC, our programs are designed to equip you with strong theoretical knowledge and practical, job-ready skills. Our instructors bring real-world industry experience and are dedicated to providing personalized, high-quality education. We hope that your time at EICC will be challenging in the best way, deeply engaging, and ultimately rewarding.

If you have any questions at any point, please reach out to the appropriate member of our staff or administration. We are here to help you succeed.

On behalf of the instructor, staff, and the Directors, we warmly welcome you to Excellence Imperial Career College. We wish you great success as you begin your educational journey with us.

Sincerely,
Ajoke Salami
Director of Academics

OUR MISSION, VISION, & VALUES

0.1 Mission

We are committed to shaping the future by empowering students with the skills and knowledge they need to excel in their chosen careers. Through innovative teaching methods and a collaborative learning environment, we strive to foster a culture of respect and inclusivity.

0.2 Vision

At Excellence Imperial Career College (EICC), we aim to be a leading institution in hands-on, career-focused training that meets the demands of today's workforce.

Our mission is to empower individuals with practical, job-ready skills for immediate employment, independence, and long-term success. We are dedicated to helping adults re-enter education, enhance their qualifications, or pivot into new career paths.

EICC is more than a college, we are a launchpad for opportunity. We provide a supportive, respectful, and inclusive environment where students grow in confidence and achieve their goals.

Guided by our core values of Excellence, Integrity, Respect, Empowerment, Innovation, Collaboration, and Inclusivity, we ensure high-quality training, meaningful support, and a culture that honours diverse backgrounds.

Through innovative teaching and strong industry connections, EICC is committed to shaping bright futures one student, one skill, and one success story at a time.

0.3 Values

Excellence Imperial Career College (EICC) is guided by a set of core values that shape our approach to education and student success.

- **Excellence:** We uphold the highest standards in teaching, learning, and service, ensuring students receive the best possible education.
- **Integrity:** Honesty, accountability, and ethical behavior are at the heart of all our actions and decisions.
- **Empowerment:** We equip students with the skills, confidence, and support needed to achieve their personal and professional goals.
- **Innovation:** We embrace new ideas, technology, and forward-thinking methods to enhance learning and prepare students for evolving careers.
- **Respect:** Collaboration, mutual respect, and a strong sense of community are fundamental to our college culture.
- **Diversity & Inclusion:** We celebrate differences and champion equity, creating an inclusive environment where every student can thrive.

1. INTRODUCTION

1.1 Governance

Excellence Imperial Career College (EICC) is a registered Private Career College under the Private Career Colleges Act, 2005, overseen by the Ministry of Colleges and Universities.

All EICC's programs are approved as vocational programs in accordance with the Private Career Colleges Act, 2005, ensuring that our curriculum meets provincial standards for career-focused education.

EICC is also a proud member of the National Association of Career Colleges (NACC) and Career Colleges Ontario (CCO), reflecting our commitment to maintaining high standards of quality, accountability, and professionalism in vocational training.

1.2 General Conduct Expectations at EICC

By joining EICC, every student accepts both the benefits and the expectations that come with being part of this academic community. Students must conduct themselves in ways that support learning, maintain safety, and respect the rights and dignity of others.

Students are expected to:

- Act responsibly and respectfully toward peers, instructors, staff, and visitors.
- Protect the property and well-being of others and the College.
- Avoid any behaviour that disrupts learning, threatens safety, or undermines EICC's mission.
- Follow all EICC rules, policies, and guidelines provided in this Handbook and other official documents.

Academic and campus privileges remain available to students as long as they meet these responsibilities.

1.3 Conduct in Digital Spaces

These expectations apply not only on campus but also when students use electronic devices or online platforms. Messages, posts, or digital interactions that violate EICC's conduct standards are treated the same as in-person misconduct.

2. IMPORTANT CAMPUS INFORMATION

2.1 Visitors and Children on Campus

To keep the learning environment safe, focused, and free from unnecessary interruptions, no student may bring a visitor, child, or animal onto the EICC campus without written approval from the Administrative Office.

Exception: Certified service dogs are permitted as required by law and do not need additional authorization.

2.2 Campus Emergency Procedures

2.2.1 Overview

EICC maintains clear procedures to follow during emergencies such as fires, evacuations, or lockdowns. At the beginning of every course, instructors review these expectations with students. Fire safety instructions are posted on notice board(s) on campus, and all students are responsible for reviewing and understanding them. Students are also encouraged to share this information with their families when necessary.

2.2.2 Roles & Responsibilities During an Emergency

2.2.2.1 Responsibilities of EICC Staff

EICC staff members help support the safe and orderly movement of everyone during an emergency. Their duties may include:

- Turning off equipment or securing items when it is safe to do so.
- Checking rooms to ensure all individuals have evacuated.
- Assisting persons who require additional support, including those with disabilities.
- Informing emergency personnel of any hazards, chemicals, or individuals who may need help exiting the building.

2.2.2.2 Responsibilities of Students

Every EICC student must be prepared, follow instructions immediately, and act responsibly during emergencies. Students are expected to:

- Learn EICC's fire alarm and evacuation procedures.
- Familiarize themselves with at least ONE exit route.
- Know where fire extinguishers and first aid supplies are located and understand their basic function.
- Respond promptly to alarms, failure to evacuate or ignoring directions may result in disciplinary action.
- Ask instructors or program representatives for clarification if any part of the emergency procedure is unclear.

2.2.2.3 Responsibilities of Instructors

Instructors play a key role in directing students during emergency situations. They are responsible for:

- Reviewing how the fire alarm system works and explaining evacuation steps at the start of each semester.
- Showing students, the nearest emergency exits and alternative escape routes.
- Remaining calm, taking leadership, and providing direction once an alarm sounds.
- Ensuring students leave the classroom and building safely and in an orderly manner.
- Coordinating support for students with disabilities or anyone needing assistance.
- Turning off classroom or lab equipment when it is safe to do so.
- Reporting hazardous materials, special risks, or safety concerns to emergency responders.

3. PROHIBITED STUDENT CONDUCT POLICY

EICC expects all students to conduct themselves in a manner that supports a safe, respectful, and effective learning environment. The examples outlined below illustrate behaviours that are not acceptable at the college. These examples are not exhaustive, any conduct that disrupts the College community or violates College standards may be addressed under this policy.

3.1 Disruption of College Activities

Students must not disrupt or interfere with any EICC activity or service. Disruptive behaviour includes, but is not limited to:

- Interrupting classes, meetings, administrative operations, online learning activities, or College-sponsored events.
- Preventing others from learning, teaching, speaking, studying, or participating in college services.
- Using threats, actions, or any means that obstruct the normal operations of the College.

3.2 Misconduct Against Persons & Endangerment

EICC maintains a zero-tolerance policy for behaviours that harm or threaten others. Prohibited conduct includes:

- Any form of assault, intimidation, harassment, coercion, bullying, or sexual violence.
- Actions (or failure to act) that endanger the physical or emotional safety of any person.
- Creating or contributing to situations that could reasonably cause harm.
- Humiliating, demeaning, or coercing others, including encouraging someone to engage in harmful or degrading acts.

3.3 Misconduct Involving Property

The following are strictly prohibited:

- Unauthorized entry into EICC premises or spaces used for college activities.
- Theft, damage, vandalism, misuse, or destruction of college property or the property of others.
- Improper use of college facilities, equipment, keys, records, documents, or technology.
- Tampering with safety systems such as fire alarms, extinguishers, hoses, or emergency doors.

3.4 False Information and Misrepresentation

Students may not:

- Provide false or misleading information to the College.

- Forge, alter, misuse, or falsify College documents, identification, or records.

3.5 Alcohol and Drug-Related Misconduct

The illegal possession, use, or distribution of controlled or restricted substances is prohibited on all EICC premises and during college activities.

3.6 Improper Use of Dangerous Materials

Students must not possess, store, or use weapons, explosives, hazardous chemicals, or other dangerous materials on college property unless officially authorized and used in approved learning areas.

3.7 Aiding or Encouraging Misconduct

Students must not participate in, assist with, or encourage others to engage in behaviour that violates this policy. Students are also required to comply with all sanctions assigned through the EICC disciplinary process.

4. SAFETY, CONDUCT & DISCIPLINARY ACTIONS POLICY

EICC is committed to maintaining a safe, respectful, and harassment-free environment for all students, staff, clients, and visitors. Any behaviour that threatens the safety, dignity, or wellbeing of others, whether physical, verbal, emotional, or otherwise may result in disciplinary action, including immediate expulsion. This policy outlines:

- The standards of behaviour expected at EICC.
- The College's response to conduct that compromises safety or violates harassment, discrimination, or general conduct expectations.
- The range of disciplinary measures EICC may apply to address and correct misconduct.

EICC's primary goal when addressing violations is to protect the learning environment while helping students understand the impact of their behaviour and encouraging positive change where appropriate.

4.2. Disciplinary Measures & Possible Sanctions

When a breach of EICC conduct policies occurs including violations of safety expectations, discrimination, or harassment, the College may apply one or more of the following sanctions. Decisions are based on:

- The severity of the misconduct
- The impact on others
- The student's past conduct

- The level of risk posed to the EICC community

Sanctions are designed to be proportional. The most serious breaches may result in deregistration, suspension, or expulsion.

A. Warnings and Early Interventions

- **Verbal Warning:** A direct reminder from an instructor or College authority addressing inappropriate behaviour.
- **Written Warning / Formal Reprimand:** A documented notice outlining the behaviour, required changes, and potential consequences for repeated misconduct.

B. Educational and Corrective Measures

Where appropriate, EICC may apply educational sanctions to encourage personal responsibility and behavioural change. These may include:

- Mandatory training (e.g., professionalism, harassment, safety awareness)
- Written reflections or corrective assignments
- Completion of workshops or behavioural improvement programs
- Apologies or restorative actions
- Service assignments or contribution to school-related tasks
- Temporary loss of privileges

C. Removal, Restrictions, and Loss of Access

Depending on the nature of the incident, the college may impose:

- Removal from a class, lab, exam room, or learning activity
- Temporary or permanent removal from a course
- Restrictions on use of college services or facilities
- Prohibition from entering certain areas of the College
- Restrictions on contact with specific individuals

D. Academic-Related Sanctions

- **Disciplinary Probation:** A set period during which the student is not in good standing. Conditions may apply, and further misconduct may lead to more serious sanctions.
- **Deregistration:** Removal from one or more courses for one or two terms.

E. Suspension and Expulsion

- **Suspension:** A temporary removal from EICC for a designated time period.

- **Expulsion:** Permanent removal from EICC due to severe or repeated misconduct. This may be applied immediately in situations involving violence, serious safety threats, or behaviour that substantially disrupts College operations.

4.3 Immediate Safety Actions

When a student's behaviour poses a direct risk to themselves or others, EICC may take urgent action without prior warnings. These actions may include:

- Immediate removal from the classroom or building
- Contacting emergency services
- Immediate suspension or expulsion

Such decisions focus on protecting students, staff, clients, and visitors.

4.4 Determining Consequences

EICC considers all relevant circumstances when determining sanctions, including:

- The seriousness of the behaviour
- Whether harm occurred or could have occurred
- The student's honesty, cooperation, and willingness to correct behaviour
- Previous conduct issues
- Impact on the learning environment

Where possible, the College will combine disciplinary measures with educational opportunities to support student learning and development.

5. STUDENT COMPLAINT GUIDELINES AND PROCEDURE

5.1 General Guidelines

At Excellence Imperial Career College (EICC), we are committed to creating a respectful, fair, and supportive learning environment. When concerns arise, our goal is to address them promptly and professionally. Whenever possible, we encourage students and staff to resolve issues informally; however, we also recognize that some situations require a formal review.

To ensure a clear and fair process, the following standards apply:

- All complaints must be submitted in writing.
- Anonymous complaints cannot be processed.
- All concerns raised through this process are treated as confidential.

- Filing a complaint will not negatively impact a student’s academic standing or relationship with the College.
- These policies apply to both individual and group student complaints.

Record Keeping: EICC will keep a complete record of every complaint for no less than three (3) years. This record will include the written complaint, any documents submitted during the review, meeting summaries, and the final decision and reasons

Students will receive a copy of the full record related to their complaint upon request.

5.2 Complaint Resolution Process

Step 1: Discuss with the Instructor

The student first meets with the instructor responsible for the course to explain the concern verbally. If the issue remains unresolved after this discussion, the student may move to Step 2.

Step 2: Submit a Written Complaint to the Director

If the matter is not resolved at the instructional level, the student must submit a formal written complaint to the Director:

Director of Academics
 Excellence Imperial Career College
 2442 St. Joseph Boulevard, Unit 102
 Ottawa, ON K1C 1G1
Email: diracademics@eiccollege.ca

2.1: Meeting with the Director

- A meeting will be scheduled within 7 days of receiving the written complaint.
- The student may bring a support person or designate someone to speak on their behalf.
- Minutes of the meeting will be recorded.

2.2: Director’s Decision

Within 7 days after the meeting, the student will receive a written response outlining:

- The issues discussed
- Any proposed or agreed-upon solutions
- The final decision and the reasons for it
- Meeting minutes

If the student is not satisfied with the outcome, they may proceed to Step 3.

Step 3: Appeal to the Director of Appeals

A student who wishes to appeal the Step 2 decision must submit a written complaint, including:

- The Director’s written response

- The student's concerns, objections, or comments

Submit to:

Director of Appeals

Excellence Imperial Career College
2442 St. Joseph Boulevard, Unit 102
Ottawa, ON K1C 1G1

Email: diradministration@eiccollege.ca

Step 4: Meeting with the Director of Appeals

- A meeting will be arranged within 7 days of receiving the appeal.
- The student may bring another person for support or representation.
- Minutes of the meeting will be recorded.

4.1 Decision of the Director of Appeals

Within 7 days of the meeting, the student will receive a written response that includes:

- A summary of discussions
- Proposed or agreed-upon solutions
- The final decision and its rationale
- Meeting minutes

This concludes the internal EICC complaint process.

5.3 External Complaint Option (Superintendent of Career Colleges)

If the student is still not satisfied after completing all three steps at EICC, they may submit their complaint to the Superintendent of Career Colleges through the PARIS system.

Accessing PARIS

Website: <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

To file a complaint:

1. Register as a new user.
2. Provide your contact details and set security questions.
3. Once registered, you will have access to the PARIS Student Reference Guide under *Tools & Resources* for step-by-step support.

6. DIVERSITY, INCLUSION & RESPECT

At Excellence Imperial Career College (EICC), we are proud to serve a student community that reflects many backgrounds, cultures, abilities, beliefs, identities, and life experiences. Our goal is

to create a learning environment where every person, students, instructors, staff, and visitors feels valued, respected, and welcomed.

6.1 Our Expectation of Students

As a student of EICC, you play an important role in maintaining this respectful atmosphere. This means:

- Treating everyone you meet with fairness, kindness, and professionalism.
- Being mindful of your body language, facial expressions, and tone of voice.
- Using welcoming and respectful language when communicating with others.

A simple smile or friendly greeting can make a big difference. Even on days when you may not feel your best, showing courtesy helps build a positive and supportive campus culture.

6.2 Respectful Communication

Words matter. The language we use reflects our attitudes, our level of respect for others, and our willingness to participate in an inclusive environment.

At EICC, language or expressions that discriminate, stereotype, insult, or demean individuals or groups, whether based on race, gender, disability, sexual orientation, religion, ethnicity, or any other identity are not acceptable.

You may not always know which words are hurtful. What matters is your willingness to listen, learn, and adjust if someone tells you that your words or behaviour were inappropriate. These moments help us grow both individually and as a community.

6.3 Smoking & Electronic Smoking Devices

EICC is a strictly smoke-free environment. Smoking or vaping is not allowed inside the building. Students must use designated outdoor smoking areas only.

6.4 Scent-Sensitive Environment

To ensure a comfortable and healthy environment for everyone, EICC maintains a scent-sensitive policy. Students and staff are asked to avoid strong perfumes, colognes, scented lotions, oils, or other heavily fragranced products while on campus. Individuals wearing strong scents may be asked to step out until the scent dissipates.

6.5 Personal & Valuable Items

Students are responsible for their own belongings while on campus. To protect yourself and your property:

- Do not leave personal items unattended.
- Avoid keeping money, identification, or important documents in open pockets or bags.
- Do not ask EICC staff to hold or store your valuables.

EICC is **not liable** for any lost, stolen, or damaged items.

7. ACADEMIC REQUIREMENTS FOR GRADUATION POLICY

Excellence Imperial Career College (EICC) is committed to preparing students for professional success through rigorous academic standards, structured skill development, and comprehensive workplace learning. This policy outlines the academic, clinical, administrative, and financial requirements students must meet in order to complete their program and graduate from EICC. These standards apply to all programs, with additional requirements for students enrolled in the NACC Personal Support Worker (PSW) Program.

7.1 Program Completion Requirements

To successfully complete a program at EICC and specifically the NACC Personal Support Worker Program, students must meet the following academic, attendance, participation, and practicum expectations:

7.1.1 Academic Performance

Students must:

- Achieve a minimum grade of 70% in every module, and no individual evaluation may be below 70%.
- Complete all required assessments, including quizzes, assignments, presentations, midterms, and final examinations, according to the weighting described in each course outline.
- Pass all Skills Performance Demonstrations with a minimum score of 70% and no critical deficiencies, including Personal Care, Mobility, and related competencies required by the NACC curriculum.

Students who do not meet the minimum requirements may be eligible for a rewrite or repeat according to EICC's Assessment and Exam Rewrite Policies.

7.1.2 Attendance Requirements

Attendance is a mandatory component of student success. Students must:

- Complete all 400 theory hours in the PSW program.
- Make up any missed instructional time through arrangements approved by the instructor.
- Maintain current and accurate attendance records through the NACC PSW Attendance Form.

7.1.3 Clinical and Practicum Requirements

To complete the PSW program, students must:

- Successfully complete all assigned clinical placement hours, including facility-based and community-based practicums as applicable.
- Demonstrate all required skills outlined in the Clinical Placement Evaluation and meet professional behaviour standards during placements.
- Comply with agency and college requirements, including uniform, conduct, and documentation policies.

7.1.4 Final NACC Examination Requirement

All PSW students must write and pass the NACC PSW Final Comprehensive Theory Examination with a minimum grade of 65% to be eligible for graduation.

7.1.5 Professional Portfolio Requirement

Before graduation, students must submit a **professional résumé** suitable for employment in the field. This may be reviewed by the Director of Academics or the Program Coordinator.

7.2. Active Participation Requirements

EICC values consistent engagement and professionalism. Active participation includes:

- Attending all scheduled classes punctually and staying for the full duration.
- Being prepared for class by completing assigned readings, homework, and practice activities.
- Participating constructively in classroom discussions, labs, simulations, and placement activities.
- Submitting all assignments, quizzes, projects, midterms, and final exams by established deadlines.
- Completing a minimum of 25 hours of scheduled coursework per week.
- Maintaining good academic standing, including a minimum cumulative average of 70%.

Failure to maintain active participation may result in academic probation or delayed program completion.

7.3. Graduation and Completion Requirements

Graduation from EICC is a formal recognition of a student's academic achievement, professional growth, and successful program completion.

7.3.1 General Graduation Requirements

To be eligible to graduate, students must:

- Successfully complete all program coursework, assessments, skills demonstrations, and clinical/practicum requirements.

- Pass all required final examinations, including the NACC PSW Comprehensive Exam (PSW program only).
- Submit all required medical and non-medical documentation, such as immunization records, vulnerable sector checks, CPR/First Aid certifications, and any other mandatory program documents.
- Return all borrowed books, equipment, placements materials, and any other EICC property.
- Clear all financial obligations, including tuition, fees, and outstanding balances.
- Submit a professional résumé for verification prior to graduation (PSW and other career-focused programs).

Students who do not meet any of these requirements may experience delays in credential issuance.

7.4. Issuing of Credentials

Upon verification that all academic and administrative requirements have been met, EICC will issue the student's official credential.

- Students may request their diploma, certificate, or transcript by emailing the Campus Administrator or completing the designated request form.
- Requests must include the student's full name, student number, program name, and the credentials requested.
- Once records are reviewed and approved, the student will be notified of their credential status.
- Credentials are formally conferred **once per calendar year**, typically during or following the annual convocation ceremony.

7.5. Graduation Ceremony

EICC hosts an annual Convocation Ceremony to honour graduates who have successfully completed their program requirements.

- The celebration typically includes a banquet-style event with music, refreshments, and entertainment.
- Graduates may invite guests; ticket information is provided in advance.
- Professional photos in traditional cap and gown are taken as part of the ceremony.
- Students are encouraged to contact the Campus Administration Office for updates regarding dates, tickets, regalia, and scheduling.

7.6. Student Referral Program

EICC recognizes the value of student referrals and offers a Referral Program to express appreciation for students who recommend new learners to the College.

7.6.1 Eligibility

A referral reward may be issued when:

1. The referred individual enrolls in and begins an approved EICC program.
2. The referred student maintains good financial standing.
3. If on a payment plan, the referred student completes payments.

7.6.2 Referral Rewards

Eligible referring students may choose:

- \$150 cash, or
- A \$150 credit applied to their tuition balance.

If the referring student has outstanding fees or active payment obligations, the referral reward will be applied solely as a credit toward those balances. Cash rewards will not be issued when financial obligations remain unpaid.

Students may contact the EICC Administration Office for program details and processing timelines.

8. PUNCTUALITY AND ATTENDANCE POLICY

At Excellence Imperial Career College (EICC), punctuality and regular attendance are essential components of your professional preparation. Being on time and fully present reflects the standards expected in the healthcare field and directly supports your academic and employment success.

8.1 Arriving Late and Leaving Early

Students are expected to arrive before class begins. If you arrive after instruction has started, you may be asked to wait outside until the instructor grants permission to enter to avoid disrupting the learning environment.

If you must leave before the end of class, you must notify the instructor in advance and exit quietly at the agreed time. Instructors have full discretion to allow or deny late entry or early departure based on what best supports teaching and learning.

Repeated tardiness or early departures may result in disciplinary action under EICC's Student Conduct Policy.

8.2 Attendance Expectations

Consistent attendance is a fundamental requirement at EICC and is directly tied to your academic progress, program completion, and employability.

To meet program standards:

- **Practical/Lab Hours:** Students must attend 100% of all practical, clinical, or skills-based sessions. Any missed hours must be made up as directed by the instructor or program coordinator.
- **Theory Hours:** Students must attend at least 70% of all theory classes. Any missed theory hours must be supplemented through tests, assignments, or additional learning activities to confirm mastery of missed content.
- **Reporting Absences:** All absences must be communicated to your instructor or the administrative office **in** advance or as soon as possible if the absence is unexpected.
- **Punctuality and Evaluation:** Continuous lateness may affect your academic standing and your professional and ethical performance evaluations.

8.3 Clinical Placement Attendance

For clinical placements, students must be present, punctual, and prepared for all assigned shifts. Missed clinical hours must be made up according to the placement site’s guidelines and EICC policy. Failure to meet placement attendance requirements may delay program completion.

8.3.1 Consequences for Excessive Absences:

- Five (5) consecutive class days absence without notification may result in immediate withdrawal and notification to funding agencies.
- Ten (10) consecutive class days absence, even with notification, will be considered withdrawal from the program.
- Missing more than 10% of total program hours may result in program dismissal.

EICC reserves the right to dismiss students for excessive absenteeism to ensure all graduates meet program standards and employer expectations.

8.3.2 Student Fees

Students are responsible for tuition, hardcopy books (electronic version of required textbooks are accessible via the course website), materials, and other fees. Fees must be paid according to the payment plan arranged and signed for. Non-payment may result in suspension or program termination until the account is up to date. Students must notify the college of any delays in payment.

9. ACCESSIBILITY ACCOMMODATIONS & SUPPORTS FOR STUDENTS POLICY

9.1. Policy Statement

Excellence Imperial Career College (EICC) is committed to creating an inclusive, supportive, and equitable learning environment. In alignment with federal and provincial legislation, EICC provides reasonable academic accommodations to ensure that students with disabilities, including

diagnosed mental health conditions have fair access to education without compromising academic integrity or program standards.

EICC works collaboratively with students and, where applicable, with external sponsoring agencies to identify appropriate supports, develop individualized accommodation plans, and remove barriers to learning while maintaining the essential competencies and safety requirements of each program.

Self-identifying a need for accessibility support during the application process does **not** affect admission decisions or placement on program waitlists. Early disclosure simply allows EICC to prepare suitable supports before classes begin. Aggregated and anonymized information may be used for research, reporting, and improving student services.

Accommodations are intended to support alternative ways of achieving learning outcomes, they do **not** lower academic standards. Students must meet all skills, performance demonstrations, and safety requirements outlined in their program curriculum. If an accommodation prevents the successful completion of essential outcomes or introduces unacceptable safety risks, EICC may determine that the accommodation cannot be granted.

Before accommodations are implemented, the student must meet with the Director of Academics or the Campus Director and provide sufficient documentation to support their request. Students are responsible for notifying instructor if accommodations are not effective or require adjustments.

Students completing clinical or workplace practicums may request accommodations at placement sites. Practicum partners share the same duty to accommodate within the limits of workplace safety and essential job requirements.

9.2. Scope

This policy applies to all students enrolled in post-secondary programs at Excellence Imperial Career College (EICC).

9.3. Policy Content

9.3.1 Requesting Accessibility Accommodations

A. Early Disclosure: EICC encourages students to disclose accessibility needs as early as possible, preferably during the application process or before classes begin. Early disclosure allows the Director of Academics to coordinate supports in a timely manner and prevent disruptions to learning.

B. Requests After Program Start: If accessibility needs arise after the program has begun, students must submit their request promptly. Late requests may limit the availability or effectiveness of accommodations.

9.3.2 Documentation Requirements

A. Initial Consultation: Students seeking accommodations must meet with the Director of Academics to discuss barriers and identify appropriate supports. Documentation to verify the need is required.

B. Acceptable Types of Evidence: Evidence supporting an accommodation request may include:

- A self-report describing the student's challenges and accessibility needs.
- Anticipated barriers based on the structure and demands of the student's EICC program.
- Records of previous accommodations received in school or the workplace.

C. Additional Information (with Consent): With the student's written permission, EICC may also consider:

- Instructor or program coordinator observations
- Information provided by other EICC departments
- Statements from sponsors, caseworkers, or family members

If the initial evidence is incomplete or unclear, students must submit current documentation from a qualified professional outlining their condition (where applicable) and recommended accommodations.

D. Interim Accommodations: If professional documentation is delayed, EICC may grant temporary accommodation based on the information available at the time.

E. Review and Approval: The Director of Academics reviews all documentation and works collaboratively with the student to determine appropriate accommodations. Students are responsible for any costs associated with obtaining medical or professional documentation.

9.3.3 Communicating and Implementing Accommodations

A. Letter of Accommodation: Once accommodations are approved, the Director of Academics will prepare a formal Letter of Accommodation detailing all approved supports. This letter will be shared with the relevant instructor members to ensure consistent implementation.

B. College-Wide Communication: With written consent, the student's accommodation information may be shared with other EICC departments involved in academic support, such as the Career Development Office or Student Services.

C. Ongoing Monitoring and Support: The Director of Academic's Office monitors the implementation of accommodation plans and works with instructor to ensure supports remain effective. Students must promptly notify EICC if accommodations require modification or are not meeting their needs.

D. Practicum and Work Placement Accommodations: For programs involving clinical or workplace placements, the Campus Director and the Director of Academics will collaborate with instructor and placement employers to arrange reasonable accommodations. All accommodations must maintain essential program requirements, workplace standards, and safety expectations.

10. STUDENT CONDUCT AND EXPULSION POLICY

10.1 Introduction

Excellence Imperial Career College (EICC) is committed to ensuring that every student can successfully complete their studies in a supportive, professional, and equitable learning environment. The College maintains high standards of academic and ethical conduct, and all students and staff are expected to adhere to these standards. Students who fail to uphold the college's academic, professional, or ethical expectations may face disciplinary action, including suspension or expulsion, for inadequate performance or unacceptable behavior.

EICC seeks to resolve issues amicably whenever possible. However, the College will not tolerate behavior that threatens the safety, integrity, or well-being of students, staff, visitors, or guests. Verbal or written warnings may be issued when necessary. If the behavior persists or is severe, further disciplinary measures, including suspension or expulsion, may be applied at the discretion of the College.

10.2 Academic Integrity

Academic integrity is a core value at EICC and in the healthcare field. Students are expected to demonstrate honesty in all academic work, including assignments, practical exercises, and examinations. EICC examinations may be written, oral, practical, or a combination thereof, depending on program requirements. Students must follow all instructions provided by exam proctors. Failure to comply will result in immediate removal from the exam and a grade of zero for that assessment. Academic dishonesty discovered after submission will result in a zero grade for the exam and may lead to additional disciplinary action.

Students are strictly prohibited from removing, copying, photographing, reproducing, or sharing any part of an examination or related materials. Actions that constitute academic dishonesty include, but are not limited to:

- Cheating,
- Plagiarism
- Unapproved collaboration
- Alteration of records
- Misrepresentation
- Bribery
- Lying
- Use of unauthorized aids or assistance
- Theft of another student's assignments, tests, or academic work
- Assisting or attempting to assist another student in committing academic dishonesty

Students may be subject to immediate expulsion for academic dishonesty at the discretion of the Director of Academics.

10.3 Financial Obligations

Failure to pay tuition or other fees owed to the College within the required timeframe may result in expulsion. The College will provide written notice of overdue accounts, but if payment is not made, students may be expelled.

10.4. Misconduct

EICC expects mature and professional behaviour on the part of its students both in school and while attending college related activities off campus including respect for peers and the learning environment; keeping the school clean and the work areas tidy; not engaging in malicious actions towards the College, staff members, students or property; and not engaging in any action that is disruptive, unethical, unlawful or contrary to the best interest of the College and the training environment. The following acts of misconduct will not be tolerated:

1. Providing false information to any College official, instructor, or staff member.
2. Forgery, alteration, or misuse of any College document, record, or instrument of identification.
3. Computer piracy, including copying software, copyright infringement, or unauthorized access to college computer systems.
4. Disruption of teaching, administrative activities, disciplinary proceedings, or other College functions.
5. Physical or verbal abuse, threats, intimidation, harassment (including sexual harassment), coercion, or any conduct that endangers the health or safety of any person.
6. Theft or attempted theft, or intentional damage to property belonging to the College, staff, other students, or the public.
7. Unauthorized possession, duplication, or use of keys, or unauthorized entry to college premises or property.
8. Use, possession, or distribution of controlled substances (e.g., drugs or alcohol), except as legally permitted.
9. Illegal or unauthorized possession of weapons on college premises or during college-sponsored activities.
10. Disorderly, lewd, or indecent conduct, breaches of peace, or actions that aid, abet, encourage, or induce others to engage in misconduct.
11. Use of profane language, rowdiness, fighting, or other disturbances on college property or at college-sponsored events.

Any student found engaging in these actions may be subject to disciplinary measures, including suspension or expulsion, at the discretion of EICC Administration.

10.5 Other Grounds for Expulsion

In addition to academic dishonesty and misconduct, students may be expelled for:

- **Significant errors or omissions in admissions documentation** – knowingly or in error misrepresent their applications are subject to immediate expulsion.
- **Academic failure** – failure to achieve required program standards, with alternatives provided at the College’s discretion
- **Attendance issues** – absences exceeding five consecutive days without valid justification
- **Harassment or discrimination** – engaging in harassing or discriminatory behavior; suspension pending investigation and mandatory expulsion if proven
- **Misuse of College property** – damage, theft, or prohibited use requiring restitution
- **Endangerment of self or others** – actions or neglect that put safety at risk

10.6. Notification of Expulsion

Students who are expelled will receive written notification via hand delivery, email, or registered mail. The notification will include the basis for expulsion and the effective date. The college is not responsible for non-delivery if a valid address is not provided by the student.

10.7. Appeal Procedure

Students who dispute the grounds for expulsion may submit a written appeal to the Campus Administrator or the Director of Administration within five (5) days of receiving the expulsion notice. The appeal must include supporting evidence. The college will review the appeal and provide a decision within five (5) business days. Students whose appeals are unsuccessful are considered officially withdrawn from the college.

10.8 Professionalism and Conduct

EICC promotes a culture of professionalism that reflects the expectations of the healthcare and community support sectors. Students are required to:

- Arrive on time for classes, clinical placements, labs, and assessments.
- Maintain professional behaviour, attitude, and language at all times.
- Show respect to instructors, staff, clients, peers, and members of the community.
- Come prepared with the required materials, equipment, and resources.
- Complete all assigned tasks competently and to the best of their abilities.

Inappropriate conduct or behaviour that compromises safety, respect, or professionalism may result in immediate suspension from college activities. Additional sanctions may be applied at the discretion of the Education Committee.

11. KEY PERFORMANCE INDICATORS (KPIs) AND STUDENT OUTCOMES

EICC participates in the Ministry of Colleges and Universities' (MCU) Key Performance Indicator (KPI) framework, which measures student success and institutional accountability.

The five provincial KPIs are:

1. Graduation Rate
2. Graduate Employment Rate
3. Graduate Employment Rate in the Field of Study
4. Graduate Satisfaction
5. Employer Satisfaction

Graduate and employer surveys are administered by a third-party research firm. While your basic contact information is required to reach you, your identity is **never shared** with the Ministry. All KPI results are published in aggregate form.

At EICC, we take pride in strong performance outcomes. Throughout your program, you will receive career support through:

- Orientation and job-readiness workshops
- A Career Management module
- One-on-one coaching with an Employment Specialist
- Resume development, interview preparation, and job-search guidance

Our goal is to ensure every student is *Job Ready* upon graduation

12. ADVANCED STANDING POLICY AND PROCEDURE

12.1 Advanced Standing (Credit for Prior Learning – CPL)

At Excellence Imperial Career College (EICC), students who have gained previous academic or workplace experience may be eligible to receive Advanced Standing, also referred to as Credit for Prior Learning (CPL). This process allows students to avoid repeating learning that they have already successfully completed at a comparable standard. All CPL decisions are made to ensure the integrity of the program curriculum and adherence to post-secondary, regulatory, and industry requirements.

12.1.1 Coursework-Based Advanced Standing

Students who have completed relevant post-secondary coursework within the previous 24 months may request an exemption from specific EICC modules before enrolling in a program. To be considered for a coursework exemption:

- The previously completed course must match the content, level, and learning outcomes of the corresponding EICC module.
- Exemptions may reduce overall program duration, tuition fees, and related educational costs.
- Credits granted through CPL at EICC are not transferable to other post-secondary institutions or training organizations.

All CPL applications must be submitted and fully approved before the program start date. Exemptions cannot be reviewed or granted after a student has registered or participated in any part of the program.

12.1.2 Practicum Placement Advanced Standing

EICC recognizes that some students enter their program with significant, relevant caregiving or healthcare experience. In these cases, students may be eligible for Practicum Placement Advanced Standing, which allows them to receive credit for a portion of their practicum placement requirement. This assessment ensures that students who have already demonstrated practical competency are not required to repeat identical work experience.

12.1.2.1 Eligibility for Practicum Placement Advanced Standing

To be considered, a student must have completed recent verifiable employment in a caregiving or clinical support role directly related to the competencies of their EICC program. Practicum Placement Advanced Standing is evaluated on a case-by-case basis and is not guaranteed.

12.1.2.2 Maximum Credit for Clinical Placement Hours

The maximum number of hours that may be credited toward clinical placement requirements is:

- 100 hours,
- Only for documented precepted clinical placement experience.

Credit cannot be granted for informal, unstructured, or unverified caregiving hours.

12.2 Required Documentation from an Employer (Agency, Facility, or Organization)

To apply for Advanced Standing based on work experience, students must submit official documentation outlining their caregiving duties and length of employment.

Students must provide a letter on official company letterhead that includes:

- Detailed list of caregiving duties and responsibilities performed
- Start and end dates of employment

- Total number of hours completed
- Supervisor or manager's full name
- Position or title
- Email address
- Phone number
- A general evaluation of the student's caregiving skills and workplace performance

12.3 Interview and Assessment Process

After documentation is reviewed, the student will participate in a personal interview with the Program Director or an appointed academic representative. During this interview:

- Submitted documents will be assessed for authenticity and relevance
- The student's prior experience will be compared with EICC's practicum learning outcomes
- Additional supporting evidence may be requested if needed

The Directors makes the final determination regarding eligibility and the number of hours that may be credited.

12.4 Final Decision

All decisions related to CPL and Practicum Placement Advanced Standing are final and made in accordance with EICC academic standards, regulatory requirements, and program competencies. Students will receive written confirmation of approved credits before the program begins.

13. EXAM REWRITE & GRADE APPEAL POLICY

This policy outlines the procedures that Excellence Imperial Career College (EICC) follows regarding exam rewrites and grade appeals. It is designed to ensure fairness, transparency, and consistency with the academic expectations outlined by the National Association of Career Colleges (NACC) for all programs we offer including the Personal Support Worker (PSW) program standards.

13.1 Missed Tests, Assignments, & Performance Demonstrations

13.1.1 Absence Without Valid Reason

A student who is absent for a scheduled test, assignment, or performance demonstration without a valid and verifiable reason will receive a grade of zero for that assessment. EICC considers valid reasons to include medical emergencies, serious personal circumstances, or other exceptional situations supported by appropriate documentation.

13.1.2 Submission of Documentation

If the student provides adequate, verifiable proof, such as a doctor's note or emergency documentation, the instructor may authorize a make-up test, assignment, or performance

demonstration. All documentation must be submitted within two (2) business days of the missed assessment unless exceptional circumstances prevent timely submission.

13.1.3 Scheduling and Conditions of Make-Up Assessments

Approved make-up assessments will be scheduled outside of regular class hours to minimize disruption to the learning environment. Only one date will be arranged. If the student fails to attend the scheduled make-up session, the opportunity is forfeited and the original grade of zero will remain.

13.1.4 Maximum Grade Achievable

In keeping with academic integrity expectations and NACC guidelines, the maximum grade that can be awarded for any make-up test or assignment is 70%, regardless of the actual score earned.

13.2 Module Rewrite and Remediation Policy

13.2.1 Eligibility for Module Rewrite

Students must achieve a minimum passing grade of 70% in each module of the PSW program. Students who do not achieve 70% may be eligible to rewrite the test or redo the assignment/performance demonstration associated with that module.

13.2.2 Rewrite Limits and Grade Restrictions

The highest grade that may be recorded for a module rewrite or redo is 70%, even if the student's performance exceeds this level. A student may complete no more than one (1) rewrite per module. A total of three (3) module rewrites is permitted throughout the entire PSW program at EICC.

13.2.3 Failure After Rewrite

If a student does not achieve the minimum passing grade after completing a rewrite, the student must repeat the entire module at their own expense. Repeating a module includes attending all classes, completing all assessments, and meeting all course requirements as outlined in the NACC curriculum.

13.2.4 Automatic Review of Failed Assessments

To uphold fairness and accuracy, all failed tests and assignments are automatically reread, reviewed, and verified by EICC instructor before the failing grade is recorded.

13.3 Remedial Support and Academic Review

13.3.1 Remedial Meeting

Students who fail a module or repeatedly struggle academically will be required to meet with the instructor(s) and the Director of Academics. The purpose of this meeting is to determine the underlying reasons for academic difficulty and to develop a personalized Academic Remedial Plan.

13.3.2 Monitoring of Student Progress

The student's performance will be closely monitored during the remedial period. Additional academic supports may be required, including tutoring, additional assignments, attendance review, or mandatory skill-building sessions.

13.3.3 Program Continuation

If the student does not demonstrate improvement or fails to meet the required competency standards after remediation, the student may be counseled to withdraw from the program.

13.4. Test Security and Record Maintenance

13.4.1 Retention of Tests

To preserve academic integrity, module tests and final exams will not be returned to students. After grading, instructors will review the correct answers and key learning points with the class.

13.4.2 Record Keeping

All completed tests and assessment documents will be securely stored in the student's academic file until the student has successfully completed the program or formally withdrawn.

14. ONLINE LEARNING POLICY

14.1 Policy Statement

Excellence Imperial Career College (EICC) is committed to delivering high-quality online education through the effective and secure use of its Learning Management System (LMS). This policy establishes the standards, expectations, and responsibilities governing the design, delivery, and participation in online learning.

All online programs and learning materials shall comply with applicable Canadian privacy laws, accessibility regulations under the Accessibility for Ontarians with Disabilities Act (AODA), and copyright legislation to ensure equitable access and lawful use of instructional resources.

This policy applies to all EICC students, instructors, staff, and administrators involved in the creation, delivery, management, or participation in online courses, unless otherwise specified.

14.2 Support Resources for Online Learning

EICC ensures that students, staff, and instructor participating in online programs are well-supported through the following:

- **Orientation and Training:** Orientation, training, and ongoing support are provided for both existing and new online technologies.
- **Curriculum Development:** Online curriculum materials are designed to be interactive, engaging, and to offer a meaningful learning experience for students and instructor.
- **Content Improvement:** Regular opportunities are made available for instructor and students to contribute to the evaluation and enhancement of online course content.

14.3 Technical Infrastructure and Support

EICC maintains a robust technical framework to support online learning, which includes:

- **Learning Management System (LMS):** A reliable and scalable LMS (Moodle) that accommodates current and future user demands, including system responsiveness and throughput.
- **LMS Access:** The LMS is accessible 24 hours a day, 7 days a week.
- **Course Software:** Students are provided access to all required software necessary to complete their coursework.

14.4 Security and Academic Integrity

To maintain the security of the LMS and the integrity of student work, EICC employs the following safeguards:

- **Data Security:** Instructor and student files are securely stored, retrieved, and destroyed according to policy.
- **Identity Verification:** Student identity is verified during exams using monitoring software.
- **Exam Security:** Locking software is used during tests to prevent access to unauthorized external resources.
- **Plagiarism Detection:** Plagiarism detection and verification software will be employed to maintain academic integrity.

14.5 Technical Requirements Disclosure

Prior to enrollment, students will be informed on the college's website of all specific technical requirements, including:

- Minimum computer system specifications
- Any required software purchases
- Minimum internet connection speed

Administration: The Director of Administration is responsible for overseeing the implementation and enforcement of this policy.

14.6 Student Camera Use for Virtual Classrooms

EICC is committed to delivering high-quality virtual instruction in a manner that supports student success. To ensure engagement, accountability, and an equitable learning environment, EICC requires students to have their cameras turned on and used appropriately throughout all virtual class sessions, unless an exemption has been formally approved.

Camera use is essential for promoting effective communication, verifying attendance, ensuring academic integrity, and supporting active participation during lectures, discussions, demonstrations, assessments, and group activities. In alignment with privacy standards, most online lectures will be recorded to support student learning. These recordings are provided solely for educational purposes, enabling students to review content, reflect on course material, deepen engagement with program activities, and improve overall learning outcomes.

Attendance in virtual classes is directly linked to appropriate camera use. Students must participate from a quiet, distraction-free location with reliable internet access and proper lighting

to allow clear visibility during instruction. Cameras must remain on with the student's face visible, and virtual backgrounds may be used provided they are respectful and non-disruptive. Students encountering technical difficulties are responsible for informing their instructor immediately and taking reasonable steps to resolve the issue, aligning with Ontario's expectations for active participation in registered programs.

EICC recognizes that students may face exceptional circumstances. Requests for temporary camera exemptions due to health-related needs, privacy concerns, disabilities, or personal emergencies may be submitted to the instructor before the start of class or as soon as the situation arises. These requests will be assessed individually in accordance with Ontario's human rights guidelines, accommodation principles, and EICC's student support policies. Documentation may be required where appropriate. Repeated exemption requests without valid justification may be subject to review.

Failure to comply with this policy, including disabling the camera without permission, obscuring visibility, or habitual disconnection may result in being marked absent, reduced participation grades, or additional academic consequences. This policy ensures fairness, accountability, and alignment with provincial standards while supporting students' rights to privacy and dignity.

EICC remains committed to fostering a safe, interactive, and compliant virtual learning environment where proper camera use is essential to maintaining integrity, engagement, and the overall quality of the educational experience.

15. COMMUNICATION

15.1 Moodle Learning Management System (LMS)

The Moodle Learning Management System (LMS) is the primary digital platform used at Excellence Imperial Career College (EICC) to support teaching and learning. Moodle provides students with access to course materials, grades, announcements, learning activities, communication tools, and assessment submissions. All course-specific content, including assignments, PowerPoint presentations, lecture notes, instructional videos, discussion boards, quizzes, and class updates is posted on Moodle. Students are expected to log in daily to stay informed and engaged with their coursework.

Access to Moodle is provided through the login information the college provides to you in an email, and maintaining regular access is a fundamental academic requirement. Students must check Moodle frequently, as this is where instructors post deadlines, updates, schedule changes, and feedback.

15.2 Accessing Moodle Course or Program Webpage

To ensure smooth navigation and consistent access to your courses, please follow the steps below:

1. Review the Course Webpage Access Information provided to you by the EICC Administration Office.
2. Enter your assigned EICC username and password, then click Login to access the system.

3. Once inside the Moodle LMS environment, locate your program on the dashboard and select it to view your courses and learning materials.

Students are responsible for safeguarding their login credentials and must report any technical issues to the EICC IT Support Team immediately to avoid disruptions to their learning.

15.3 Email Use and Communication Standards

Every student registered at EICC is provided with a dedicated EICC email account, which serves as the official method of communication between the College and students. This email must be used for all academic and administrative correspondence, including communication with instructors, Student Services, Program Coordinators, Finance, and Administration.

Your EICC email is directly linked to the Moodle system, meaning that notifications for assignments, grades, messages, and announcements will be delivered to this account. Using personal email accounts (e.g., Gmail, Hotmail, Yahoo) for college business is not permitted.



16. GENERAL CLASS STRUCTURE

16.1 Course Information and Requirements

On the first day of each class, instructors will review course expectations, academic policies, evaluation breakdowns, and program-specific requirements. Students will receive a Course Outline and a Class Schedule, which may include important deadlines for assignments, quizzes, midterms, finals, and practical assessments. All course materials and schedules will be uploaded to Moodle. Students must review these documents regularly to keep track of academic commitments.

16.2. Online and Blended Courses

Courses delivered online or in a blended format will use Moodle and additional digital tools approved by EICC. Instructors often send introductory emails or Moodle announcements containing essential instructions about how the course will run, expectations for participation, and how virtual sessions will be delivered.

16.3. Instructor Communication

Instructors will use both EICC email and Moodle messaging tools to communicate with students. Students must monitor these platforms consistently to stay updated on course content and academic responsibilities.

16.4. Breaks and Classroom Etiquette

Class breaks are scheduled at the discretion of each instructor. For example, two shorter breaks may occasionally be combined into one longer break depending on the teaching plan for the day. Students must return promptly after breaks to ensure continuity of learning.

17. UNIFORM, APPEARANCE, & PROFESSIONAL GROOMING POLICY



Excellence Imperial Career College (EICC) requires all students enrolled in vocational program such as NACC Personal Support Worker (PSW) to uphold the highest standards of professionalism, cleanliness, and personal hygiene during classes, skills labs, simulation sessions,

and all practicum placements. Proper attire and grooming are essential to ensuring student safety, promoting infection control, and maintaining the professionalism expected within healthcare environments. Compliance with this policy is mandatory and forms part of the expectations outlined by the College, partner agencies, and the broader healthcare sector.

17.1. Uniform Requirements

Students enrolled in programs requiring uniform for practice such as PSW must wear the approved uniform designated by EICC. Uniforms must be professional in appearance, neat, clean, opaque, and free from prints, logos, or patterns. The fit should allow for comfort and ease of movement during patient care activities and must not be clingy, excessively loose, or made of noisy materials. Uniforms must be washed between each clinical day and remain wrinkle-free and lint-free to promote cleanliness and infection control.

A white sweater or short lab coat may be worn only when not providing direct client care. Hoodies, sweatshirts, or non-approved outerwear are not permitted in any clinical or professional setting.

Students are required to wear their EICC-issued identification badge at all times during classes, labs, and practicum placements. If the badge is lost or stolen, the student must obtain a replacement at their own cost.

17.2. Footwear Requirements

Students must wear white, closed-toe, flat-heeled shoes that provide adequate support and meet safety standards for clinical environments. Footwear must be clean, professional, and free from excessive branding or decoration. Leather or athletic-style white shoes are acceptable for support and durability. The shoes to be used must remain in good condition.

Clinical shoes must be worn only within the clinical environment. Students must change into their uniform and clinical shoes upon arrival at their placement site and must never travel to or from the agency in their clinical attire. When leaving the premises for any reason, students must change back into street clothing and footwear.

17.3. Personal Accessories: Jewelry, Piercings, and Watches



To promote student safety and maintain a professional appearance, accessories must be minimal:

- A watch with a second hand or digital timer is required for measuring vital signs. Lapel watches or modest wristwatches are acceptable.
- Medical alert bracelets may be worn.
- Decorative jewelry is not permitted.
 - A plain wedding band may be worn only if it reflects significant personal or cultural values.
 - Only small, smooth-surfaced stud earrings in gold, silver, white, or pearl are allowed, one per ear. Hoops, dangling earrings, or oversized studs are not permitted.
- All visible body piercings must be removed. If removal is not possible, the piercing must be covered with a flesh-coloured bandage.
- Tongue piercings must be replaced with a clear spacer during clinical hours.

17.4. Personal Care and Grooming Standards

EICC expects all students to maintain exceptional personal hygiene and grooming to ensure the safety and comfort of clients, staff, and peers.

- Hair must be clean, neat, contained, and secured above the collar. Styles must be conservative and must not interfere with client care.

- Facial hair must be clean, well-groomed, and neatly trimmed. Students whose facial hair prevents proper fitting of specialized masks may be referred to the Placement Officer and subsequently to the Academic Director.
- Students must maintain proper oral hygiene throughout clinical practice to avoid causing discomfort to clients who may be sensitive to odours.
- All body products must be unscented, including perfumes, lotions, deodorants, and hair products. EICC and all partner agencies follow a strict scent-free policy.
- Makeup must be subtle and suitable for daytime wear. Excessive cosmetic use is not permitted in lab or clinical environments.
- Eyelash extensions of any type are not allowed during clinical practice.
- Fingernail polish, acrylic nails, gel nails, and extensions are strictly prohibited for infection control reasons. Nails must be clean, short, and smoothly filed.

These guidelines ensure student safety, promote infection prevention, and help maintain the comfort and trust of clients receiving care.

17.5. Compliance Expectations

EICC students are expected to always comply with all uniform and grooming standards. Students who arrive at class, lab, or practicum in attire that does not meet policy standards may be asked to leave the setting to correct the issue. Repeated violations may lead to disciplinary action, up to and including removal from the learning environment or delay in practicum placement.

All students must wear their EICC Student ID badge during any school-related activity. Full compliance with this policy supports professionalism, safety, and the integrity of the healthcare training environment at Excellence Imperial Career College.

18. EXAMINATIONS & STUDENT RESPONSIBILITIES



Examinations at EICC include a variety of assessment methods such as written tests, quizzes, oral or practical demonstrations, presentations, assignments, and any other evaluation format outlined within course requirements. Examination schedules, locations, formats, and durations are determined by the College and communicated through the program team and the learning management system (Moodle).

Students are responsible for informing their instructor in advance if any circumstances arise that may affect their ability to complete required coursework or examinations. Documented evidence (e.g., medical notes, emergency reports) must be submitted before the end of classes or, in the case of final exams, before grades are released. EICC retains full discretion to accept or reject documentation submitted for consideration.

18.1 NACC Examination Requirement

All students enrolled in the NACC's programs such as the NACC Personal Support Worker Certificate Program at EICC must successfully complete the NACC Final Theory Examination as a mandatory graduation requirement. The NACC exam may only be written after students have successfully completed:

- All program modules
- All required tests and skill-based assessments
- All performance demonstrations
- Both community and long-term care practical placements

Students who do not pass the NACC exam will not be eligible to receive their PSW Certificate.

18.2 The NACC Final Theory Examination

At EICC, the NACC Final Theory Examination is administered according to the standards established by the National Association of Career Colleges. Key requirements include:

1. The exam is delivered as a self-scheduled online examination administered on campus under supervised conditions. Adequate computers and internet access will be provided by EICC for all scheduled exam sessions.
2. The exam is timed at 2.5 hours in total duration.
3. Students must achieve a minimum passing grade of 65%.
4. Students have up to 12 months after completing their final placement to pass the exam.
5. The exam must be supervised by a qualified EICC staff member (for the PSW program, the invigilator must not be a PSW instructor) and who remains in the room for the full 2.5-hour session.
6. All exams are computer-marked to ensure fairness and accuracy.

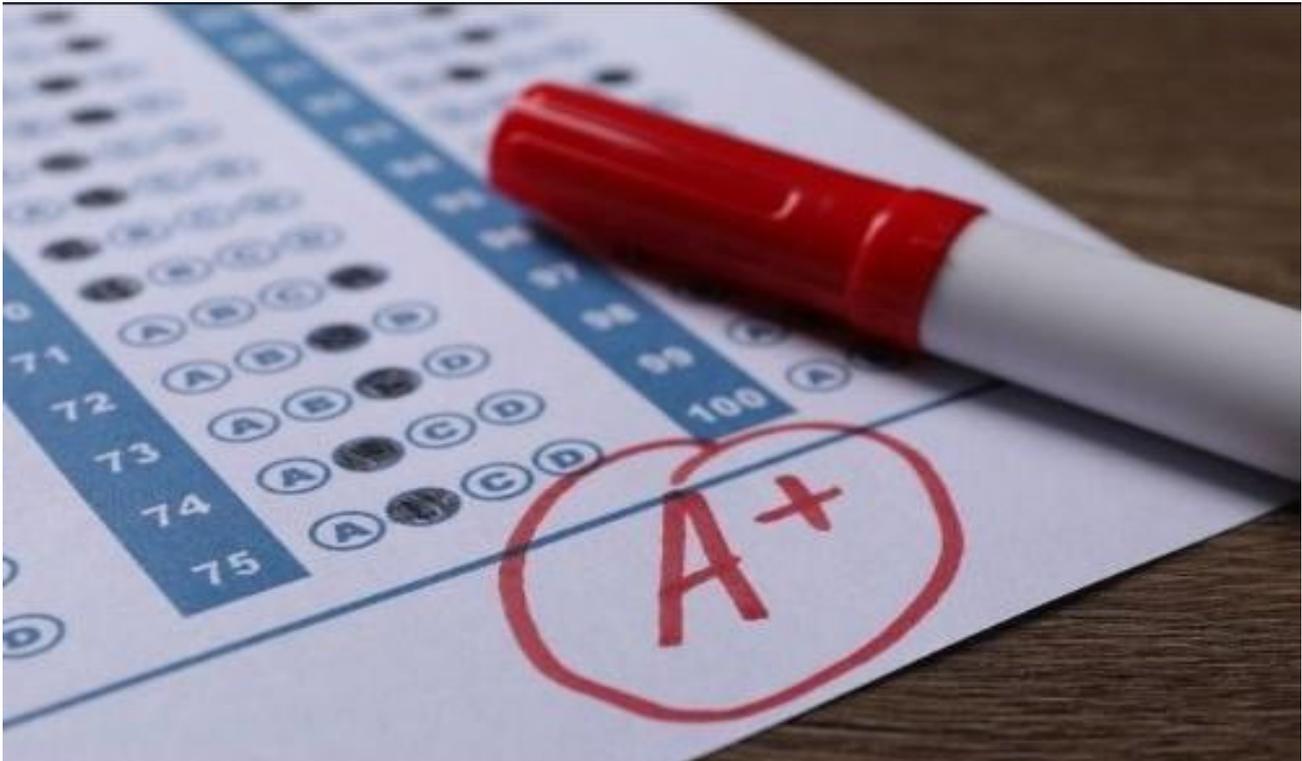
Important Note: If a student is found to have violated academic integrity rules during the NACC exam, the NACC office will notify EICC. The student will be required to rewrite the exam on campus, again supervised by a non-PSW staff member for the full duration to ensure compliance and prevent further academic misconduct.

18.3 Eligibility for Participation in the NACC Examination System

To ensure proper administration of the NACC exam, the following eligibility requirements apply:

1. EICC must be a current NACC member and hold verified PSW program approval from the Ontario Ministry.
2. EICC will be assigned a unique two-digit NACC school code, which must be included on every student's exam record.
3. The College is responsible for logging into the NACC exam system to schedule, set up, and prepare all examination sessions, following the procedures provided by the NACC Exam Coordinator.
4. The NACC exam fee must be paid in full before any exam results can be released to the student or the College.

19. ACADEMIC PROGRESS & GRADE REPORTING POLICY



At Excellence Imperial Career College (EICC), students receive timely and transparent feedback on their academic performance. Clear communication of grades helps students understand their progress, identify areas for improvement, and meet the expectations of their vocational program.

19.1 Final Grade Reporting

Upon completion of each module, students are issued their final grade within five (5) business days. These grades reflect the student's overall performance in module assessments, participation, skills demonstrations, and theory examinations as applicable to the program. Students are encouraged to maintain their own academic records and use these grades to monitor their progress throughout the duration of the program.

EICC strongly recommends that students keep copies of all grade reports, assignment feedback, and completed work to support ongoing self-monitoring and personal accountability for academic success. These records may also be required during academic advising sessions or if a student needs to request a grade review at any point.

19.2 Mid-Program Progress Report

To ensure students are aware of their academic standing and can take corrective action if needed, EICC provides a comprehensive progress report at or before the program's mid-way point. This report includes a detailed breakdown of grades for all modules completed up to that point, highlighting strengths, areas requiring improvement, and any academic concerns that may affect successful program completion.

The mid-program progress report serves as an important academic checkpoint. It allows students to review their performance with their instructors, develop learning strategies if required, and understand their readiness for the remaining modules, particularly practical components and clinical or community placements, where applicable.

19.3 Exam Rewrite Policy

19.1 Eligibility for Exam Rewrite

Students who fail a module exam and wish to improve their academic standing may request an exam rewrite. Approval is granted based on EICC's academic expectations, professional conduct standards, and demonstrated engagement in the course.

19.2 Deadline for Rewrite Requests

Students must submit a written request to the instructor or Program Coordinator within two (2) business days of receiving their exam result. Requests submitted after this deadline will not be accepted unless exceptional circumstances are documented.



19.3 Rewrite Scheduling

Only one rewrite date will be assigned by the program. Attendance at the scheduled time is mandatory. There will be no additional rewrite dates under any circumstances.

19.4 Maximum Grade for Exam Rewrite

The maximum grade that can be earned on a rewrite is **70%**, regardless of exam performance.

19.5 Program-Wide Rewrite Limit

A maximum of three (3) exam rewrites is permitted for the entire duration of the student's program. This includes module rewrites, exam rewrites, and performance demonstration redos. Approval is based on academic performance, classroom conduct, attendance, and professionalism.

19.3.6 Progression and Advancement

Students who fail a rewrite or who exceed the allowable number of rewrites may be required to repeat the module or withdraw from the program.

20. COMPUTER & INTERNET USE POLICY

20.1 Overview

Excellence Imperial Career College (EICC) does not provide general computer facilities or digital equipment for daily student use. EICC only provides access to computer workstations during official NACC examinations, as required for proctored assessments.

Although computers are not issued for regular academic work, students may use EICC's internet connection for reasonable, limited, and strictly academic purposes only. Access to the EICC network is a privilege, not a right and it must be used responsibly and in alignment with college policies.



20.2 Acceptable Use of EICC Internet and Online Systems

Students may use the EICC network to:

- Access Moodle or other approved learning systems
- Complete course-related research
- Participate in online learning activities
- Prepare for quizzes, assignments, or exams

- Access program-related academic materials

Any use of the internet for personal entertainment, streaming, gaming, non-academic downloads, social media unrelated to coursework, or any other non-academic activity is not permitted.

20.3 Account Security and Privacy

All login credentials issued by EICC must be kept confidential. Sharing, lending, renting, or transferring passwords or accounts is strictly prohibited. Any unauthorized access may result in disciplinary action, suspension of account privileges, or removal from the program.

The College may monitor account activity to maintain system integrity and ensure compliance with EICC policies.

20.4 Prohibited Internet and System Activities

The following actions are strictly forbidden on the EICC network or any EICC-provided device used during NACC exams:

- Installing unauthorized applications, hardware, or software
- Attempting to change system settings, security configurations, or exam software
- Downloading or sharing pirated, illegal, or copyrighted material
- Using peer-to-peer file-sharing platforms
- Viewing, sending, or distributing sexually explicit, violent, hateful, threatening, or discriminatory content
- Sending abusive, harassing, or inappropriate messages through email or online platforms

Any such conduct will result in immediate disciplinary action, including loss of access, suspension, or dismissal from the College.

20.5 Student Responsibility for Personal Devices

EICC is not responsible for:

- Loss or damage to students' personal laptops, phones, or tablets
- Loss of files or data stored on personal devices

Students are responsible for maintaining secure backups of their work using personal storage or cloud services.

20.6 Professional and Responsible Use

All students are expected to use the EICC network in a manner that reflects professionalism, respect, and adherence to college rules and Canadian laws. Misuse of the network or systems compromises the learning environment and will be addressed in accordance with EICC's disciplinary procedures.

20.7 Computer Specifications for NACC Final Examination

To participate in the NACC Final Examination, whether on campus or through an approved online proctored format, students must ensure that their personal computer or laptop meets the minimum technical requirements established by the National Association of Career Colleges (NACC). These specifications are mandatory to ensure system compatibility, exam integrity, and a smooth testing experience.

	Windows	Mac	Chrome OS	Linus
Operating Systems	Windows 7+	macOS 10.1+	Chrome 58+	Ubuntu 18.04+
Free Disk Space	250 MB	250 MB	250 MB	250 MB
Processor	Intel Pentium or better	Inter	Inter or ARM	Interl Penium or better
Free RAM	2 GM	2 GB	2 GB	2 GB
Upload Speed	0.092 Mbps – 0.244 Mbps			
Microphone	Any Microphone, either internal or external			
Webcam	320x240 VGA resolution (minimum) internal or external			

21. INCOMPLETE PROGRAMS & RETURN POLICY

This policy outlines the conditions under which students who withdraw from, or otherwise do not complete, their program at Excellence Imperial Career College (EICC) may return to complete outstanding modules.

21.2. Eligibility for Re-Entry

Students who discontinue their studies before completing all required modules of their program may request to return later to finish the outstanding academic requirements. Re-entry into the program is **not automatic** and will be considered based on available space, program availability, curriculum updates, and the student's previous academic and attendance record at EICC.

21.3. Re-Entry Request Procedure

To request re-entry, students must submit a **written application** to the EICC Administration Office. The request must clearly state the specific modules or components that remain outstanding and the reason for the original withdrawal. Supporting documentation (e.g., medical notes, work-related letters) may be requested as part of the approval process.

EICC will review the request and determine whether the student may rejoin the program. Approval is based on administrative discretion and alignment with institutional requirements, including academic integrity, student conduct, and program capacity.

21.4. Fees and Financial Considerations

Students approved to return may be subject to additional fees, including but not limited to:

- Re-registration fees

- Module or course tuition fees
- Administrative processing charges
- Fees arising from changes to curriculum or program structure

All fees must be paid in full before the student can resume their studies.

21.5. Time Limit for Program Completion

Students have a maximum of **one (1) year** from the date of withdrawal or the date they last attended classes, whichever occurs later to return and complete their remaining program components.

21.6. Ineligibility After One Year

If a student does not return within the one-year allowable period, they become ineligible to complete the original program. In such cases, the student may be required to:

- Re-enroll as a **new student**,
- Complete the entire program from the beginning, under the current curriculum, or
- Meet new admission or training requirements established after their initial enrolment.



REFUND

22. REFUND POLICY

EICC follows all refund requirements established under the Ontario Career Colleges Act, 2005. Refunds must be issued within 30 days under the circumstances outlined below. All refunds are issued in Canadian dollars.

Students must return all books and equipment unused and in original condition within 10 days to receive a refund for those items.

22.1. Full Refunds

Students are eligible for a full refund of all fees paid under specific circumstances. A full refund is issued if EICC collects fees before receiving approval to operate or before the program itself is approved. Students are also entitled to a full refund if they are expelled for reasons not permitted under EICC's Expulsion Policy or Sexual Violence Policy. A full refund applies if EICC collects more than 20% of program fees (up to a maximum of \$500) before the student signs their enrolment contract or if more than 10% of the program is delivered by instructors who do not meet required qualifications. Students also qualify for a full refund if the enrolment contract is missing mandatory terms prescribed under the Ontario Career Colleges Act, 2005.

A full refund must also be provided if the program is discontinued while EICC continues to operate, or if the student was enrolled based on false, misleading, or otherwise prohibited statements. Once a full refund has been issued, the student is no longer eligible to continue or complete the program under any circumstance.

22.2. Cooling-Off Period (2 Days)

Students have the right to cancel their enrolment contract **within two (2) days** of signing it by giving written notice to EICC. If cancellation occurs within this two-day cooling-off period, the

student is entitled to a full refund of all fees paid, including any application fee. No penalties or deductions may be applied during this period.

22.3. Partial Refunds Before a Program Begins

A student may be eligible for a partial refund if they withdraw from the program more than two days after signing the enrolment contract but before the program start date. In these cases, EICC may retain 20% of the total program fees or \$500, whichever amount is lower, and the remaining balance must be refunded to the student. The same refund rule applies if the student fails to meet the program's admission requirements by the scheduled start date.

22.4. Partial Refunds After a Program Begins

For programs delivered in-person, students who withdraw or are expelled during the first half of the program may receive a partial refund. The refund is calculated by subtracting the following from the total fees paid:

1. 20% of the total program fees or \$500 (whichever is less), and
2. The cost of the portion of the program already delivered up to the date of withdrawal or expulsion.

If the withdrawal or expulsion occurs after the program's halfway point, EICC is not required to provide a refund for that period. However, the college must refund any fees collected for portions of the program that have not yet begun.

22.5. Distance Education Program Refunds

For students enrolled in EICC's distance education or online program formats, refund eligibility is determined by the extent to which the student has engaged with and submitted required academic evaluations. A refund may be issued only if the student has not yet submitted all required assignments, quizzes, or evaluations for the program. Refund calculations are based on the number of segments or modules the student has completed and returned for assessment. If the student has completed and submitted more than 50% of the program segments, EICC is not required to issue a refund, in accordance with MTCU distance education refund standards.

22.6. Refunds for Non-Continuous (Hour-Based) Programs

For non-continuous programs delivered on an hour-based structure, refunds are calculated according to provincial regulatory requirements. The refund amount is determined by taking the full program fees paid and subtracting two key amounts:

1. Twenty percent (20%) of the total program tuition or \$500, whichever is less; and
2. The portion of tuition that corresponds to the number of instructional hours already delivered to the student up to the withdrawal or expulsion date.

If the student has completed more than half of the total program hours, no refund is required. This policy ensures compliance with the Ontario Career Colleges Act, 2005, and MTCU funding and tuition protection standards.

22.7. Books, Equipment, and Learning Materials

EICC may retain the cost of textbooks, learning materials, uniforms, kits, or equipment provided to the student if they are not returned within ten (10) days of withdrawal or expulsion.

Additionally, materials that are returned in a condition that is opened, used, damaged, or otherwise not reusable may also be charged in full to the student. These conditions apply to both mandatory learning resources and specialized materials required for program participation. This policy aligns with MTCU guidelines governing the handling of student-supplied materials in regulated vocational programs.

22.8. No Setoffs or Deductions

EICC is prohibited from deducting or withholding money from a regulated refund amount for any costs unrelated to the vocational program. Specifically, EICC may not apply refunds toward outstanding fees for non-vocational courses, extracurricular services, optional activities, or other non-program-related charges. All regulated refunds must be issued in full, without set offs, in strict accordance with the Ontario Career Colleges Act, 2005.

22.9 International Student Refunds

The same refund policies for domestic students apply to international students.

22.10. Visa Refusal

If a student is unable to obtain a study permit and provides written notice before half of the program duration has passed:

- The student is entitled to a refund minus 20% of the total program fees or \$500, whichever is less.

23 POLICY ON USE OF ARTIFICIAL INTELLIGENCE (AI)

Excellence Imperial Career College (EICC) recognizes that Artificial Intelligence (AI) tools are increasingly present in academic and professional environments. However, the college is committed to ensuring that students develop genuine skills, independent thinking, and the practical competencies required for their fields of study. To prevent over-reliance on AI and protect academic integrity, EICC permits only limited, purposeful, and supervised use of AI in academic work. Students must complete the core learning, analysis, writing, and problem-solving tasks themselves, and AI may be used only in ways that support, not replace the student's own intellectual effort.

Students are prohibited from using AI to generate full or partial answers, rewrite assignments, create reflective or clinical content, or complete coursework that is meant to evaluate their individual learning. AI must not be used as a substitute for reading course materials, understanding concepts, practicing skills, or developing professional judgment. Any use of AI that diminishes a student's personal engagement, learning process, or competency development is not allowed. Examples of prohibited uses include generating essays, case study responses, discussion

posts, reports, images or diagrams, coding tasks, or healthcare documentation. Students must not use AI to think, interpret, or write on their behalf.

Limited, responsible AI use may be allowed only when explicitly authorized in writing by an instructor. Permitted uses may include grammar checking that does not alter meaning, simple editing for clarity, or using AI for brainstorming or idea exploration not content creation. Instructors may also allow AI for specific, structured learning activities designed to teach AI literacy. When AI use is permitted, students must clearly disclose how and where the tool was used, following the guidelines provided by the instructor. Any undisclosed or unauthorized use of AI will be treated as academic misconduct.

To discourage dependency, EICC encourages students to develop and rely on critical thinking, research skills, communication abilities, and hands-on practice. Students who habitually depend on AI risk weakening their professional readiness and compromising their ability to meet industry standards. Therefore, the college may require oral assessments, in-class writing samples, or practical evaluations to confirm that submitted work reflects the student's true ability. Instructors may question students about their assignments and require them to demonstrate understanding without AI assistance.

Any misuse of AI or failure to follow this policy will lead to academic consequences in accordance with EICC's Academic Integrity Framework. Consequences may include receiving a zero on the assignment, failing the course, completing academic integrity training, or facing suspension for repeated violations. Students are responsible for ensuring that all academic work reflects their own learning, insight, and competency development.

EICC maintains this policy to protect the integrity of its programs, reduce student dependency on AI, and support the development of confident, capable graduates prepared for real-world professional demands. The college will review and update this policy regularly to adapt to emerging technologies while prioritizing authentic learning and student success.

24. EICC Statement of Students' Rights and Responsibilities

The Statement of Students' Rights and Responsibilities Issued by the Superintendent of Career Colleges.

Career College Students Rights and Responsibilities

Know what to expect and what you need to do when signing up for programs offered by registered career colleges.

Career colleges in Ontario are regulated under the [Ontario Career Colleges Act, 2005](#) which is administered by the Superintendent of Career Colleges.

This Statement of Students' Rights and Responsibilities is provided for your information and convenience only. It is not a legal document. Find detailed and specific information about the measures available to protect career college students in the *Ontario Career Colleges Act, 2005* and the regulations made under that Act.

24.1 Before you enrol

Make sure the career college is registered and that the vocational program you are enrolling in is approved by the Superintendent of Career Colleges under the *Ontario Career Colleges Act, 2005*. You can find out at ServiceOntario.

Note:

If you enrol in an institution that has not been registered, or in a vocational program that has not been approved, the student protection measures available in the *Ontario Career Colleges Act, 2005* are not available to you.

24.2. Communicate in writing

There may be times when you need to communicate important information to your career college, for example, to give notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college.

When you communicate formally with your career college you should do so in writing. The document should be delivered to an official at the college by email, fax, registered mail, or by personal delivery.

Keep copies of any written communications between you and the career college.

24.3 Documents you must receive

The career college is responsible for providing you with a copy of your **contract**, **transcript** and the **credential** earned after you graduate.

24.3.1 Contract

When you enrol in a vocational program with a career college, you must sign and receive a written contract. The career college must give you a copy of the signed contract.

The written contract **must** contain:

- the approved program name
- the legal name of the career college
- your address, telephone number and, if applicable, e-mail address
- the program's start and expected end date
- the program's language of instruction
- the program's admission requirements
- a schedule of hours of instruction and the method of delivery for all scheduled hours
- the location of instruction, and if instruction is to be provided online, the website address
- the location of any additional training location and/or practicum and the website address if additional training and/or a practicum is provided online
- the fees payable by you set out in Canadian dollars, including an itemized list of fees for any products or services, including books, equipment, administration fees (such as processing applications, or conducting admissions tests)
- a payment schedule indicating the time and amount of each payment

The contract must also include a place for you to acknowledge that you have received a copy of this Statement of Students' Rights and Responsibilities issued by the Superintendent of Career Colleges and the college's:

- fee refund policy
- student complaint procedure
- sexual violence policy
- student expulsion policy

and, if required by a superintendent's policy directive:

- a program disclaimer

Career college administrators:

Print a copy of this Statement of Students' Rights and Responsibilities and attach it to the student's contract you keep on file. The student must also acknowledge receiving this information.

24.3.2 Consent section

The written contract must also have a consent section for the collection and use of your private information and the following statements, **in bold**, that:

- the contract is subject to the *Ontario Career Colleges Act, 2005* and the regulations made under the act
- the career college does not guarantee employment for any student who successfully completes a vocational program offered by the college
- you are entitled to a copy of the signed contract immediately after it is signed

Note:

If you notice that your contract does not have the elements listed above, notify the career college as soon as possible or contact the ministry: pcc@ontario.ca

24.3.3 Transcript

If you have not received a copy of your transcript within 60 days of ending your studies, you should contact the career college to request a copy. It is recommended that you also make and keep a digital record of the transcript when you complete or leave your program for your own records.

You also have the right to access your transcript for 25 years after you complete or leave the career college.

If the career college closes, you will be able to access your transcript from an [approved third-party transcript issuer](#). We suggest that you ask your college for the name of the third-party issuer when you complete or leave your program.

24.3.4 Credential

A career college that issues credentials must issue you any applicable credential (diploma or certificate) within 60 days of successfully completing a program. The college does not have to issue your credential until you have paid your fees in full although you are always entitled to a copy of your transcript.

24.4 Concerns and complaints

24.4.1 Student complaint procedure

Every career college must have a [student complaint procedure](#) to resolve complaints raised by a student. Under the *Ontario Career Colleges Act, 2005* and its regulations, a student can refer a complaint to the Superintendent of Career Colleges **only after they have:**

- followed the college's student complaint procedure
- received a decision about the complaint in writing from the college

If you are not satisfied with the outcome, you can [refer your complaint](#) to the Superintendent of Career Colleges.

24.4.2 How to Refer Your Complaint

You can refer your complaint to the superintendent using the ministry's [Program Approval and Registration Information System \(PARIS.\)](#) At your first visit you will:

- be asked to [create a student account](#)
- create a student complaint referral

Your PARIS account lets you directly track your complaint or concern.

You can [log-in to your PARIS account](#) at any time.

Once you submit your complaint referral and any supporting documents, the superintendent, or the superintendent's delegate, will review the documents and advise you on next steps.

If you do not want to create an PARIS account, you may also request a review of your complaint by email: pcc@ontario.ca

24.4.3 Sexual violence policy and accommodation

All career colleges must have a stand-alone policy to address sexual violence involving students. In addition, all career colleges must, without fee, appropriately accommodate the needs of students affected by sexual violence.

The sexual violence policy must be included in every enrolment contract between a student and a career college. It must also be published on each career college's website or, where the career college does not have a website, posted in a conspicuous location at each campus.

24.5 Sale of students' goods and services

If you make goods or provide services as part of the requirements to complete your program, a career college can:

- sell these goods
- provide these services to the public
- arrange for the delivery of these services to the public

The college cannot profit from these sales. It can only charge an amount that allows the college to recover its costs.

24.6 Fee collection

A career college is only allowed to:

- charge or collect fees for a program in Canadian dollars
- charge or collect compulsory fees that are equal to or less than the fees approved by the Superintendent of Career Colleges and published on [ServiceOntario](#)
- charge or collect optional fees for a program if they are the authorized by the superintendent

Before a contract is signed, a career college can charge a fee up to \$500 to process your application and do assessments or admissions tests. These fees must be included in your contract at the time you sign it.

24.6.1 Itemized list of fees

Career colleges must provide an itemized list of all fees charged to students, expressed in Canadian dollars to the superintendent. This includes:

- tuition fees
- cost of books
- any administrative charges
- any other compulsory or optional fees

The superintendent publishes the fees (except optional fees) on [ServiceOntario](#).

24.6.2 Unpublished or inaccurate fees

If a career college charges or collects any compulsory fee that is not published on [ServiceOntario](#) or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not published.

Note:

A career college cannot require you to obtain a product or service from a particular person or vendor as a condition of admission into the program. There may be required products or equipment for the training (for example, a laptop), but you are free to purchase those products or equipment anywhere you wish.

Receipts

A career college is required to issue you a receipt every time you pay a fee. You should keep all receipts for your own records.

24.7 Refunds

A career college is required to issue [a fee refund](#) within 30 days. You should check if the career college specifies the timeframe of their refunds in the refund policy attached to your contract. There is also a [cooling-off period of 2 days after signing the contract](#).

Only the compulsory program fees published on [ServiceOntario](#) or optional program fees approved by the superintendent are covered by the refund policy. An optional program fee might be the cost of a field trip or conference that is related to your studies but not required content of the program.

To get a refund on books or equipment you received from the college under a contract you must return them:

- in the same state they were in when supplied to you
- within 10 days of withdrawing

All refunds must be in Canadian dollars.

The college **cannot** deduct money from a refund you are entitled to for a vocational program if you owe money:

- to the career college for other services
- for other non-vocational programs offered by the college

The same refund policy applies when you withdraw from a program or are expelled, as long as you are expelled in accordance with the college's expulsion policy or sexual violence policy.

24.7.2 Cooling-off period

You can cancel a contract for the provision of a vocational program within 2 days of signing it if you provide written notice to the career college. It is important to keep a copy of your written notice. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

24.7.3 Types of refunds

24.7.3.1 Full refund

In the following circumstances, you can cancel a contract and make a written request for a full refund.

- the career college collects any fees for the program before the college is registered or before the program is approved under the *Ontario Career Colleges Act, 2005*
- you are expelled from the career college in a manner or for reasons outside of the college's expulsion policy or sexual violence policy

- the career college collects more than 20% of the total fees for the program up to \$500 before signing a contract with you
- a total of more than 10% of the program is taught by unqualified instructors
- the contract does not include all the mandatory terms required ([refer to the Contract section](#))
- the career college, while still operating, discontinues the program before you can complete the program
- you do not receive the required written [mid-point evaluation](#) from the career college
- the program approval is revoked by the Superintendent of Career Colleges

In addition, you also may seek a full refund if a career college or its representative makes untrue statements for the purposes of convincing you to enrol in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include:

- a false or misleading statement
- a statement that guarantees admission to or successful completion of the program or employment after completing the program
- a statement that guarantees the right to enter Canada or receive a visa or work permit

It is best to make a request for a full refund as soon as you find out about the issue or it may be more difficult to support your claim.

24.7.3.2 Full refund minus service fee

You are entitled to a refund of fees paid for a program minus a service fee if you:

- withdraw from the program more than 2 days after signing a contract and **before** the program begins
- or**
- do not meet the program's admission requirements when the program starts

The service fee can be 20% of all vocational program fees or \$500, whichever is less.

24.7.3.3 Partial refund

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program a career college has delivered.

In most cases, the career college can keep the service fee plus the fees for the portion of the program delivered.

However, if the career college cancels the contract for the program because you did not attend the first 14 days, the career college can only keep the service fee.

24.7.4 International students

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

24.7.4.1 Fee collection

You should make sure that you are familiar with the rules mentioned in the [Fee Collection section of this page](#).

A career college is allowed to charge international student fees in relation to a vocational program but these fees cannot be higher than what is published on [ServiceOntario](#).

24.7.4.2 Fee refund

You can cancel a contract with a career college or withdraw from a program for any reason. The same refund policy for domestic students also applies to you.

24.7.4.3 International students unable to get a student visa

A rule applies to an international student unable to obtain a student visa to enter Canada. If you deliver a written notice of this fact to a career college before half of the instruction hours have passed, you are entitled to a full refund minus only the service fee.

24.7.5 Insurance

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

24.7.6 Mid-point evaluation

If you enrol in a program that is 12 months or shorter or is delivered over an undefined period of time (for example, a commercial flight program), a career college is required to provide you with the result of at least one evaluation of your progress **before** you complete half of the instruction hours of the program.

If your program is expected to run longer than 12 months, for each 12 month period, the college is required to provide the result of at least one evaluation **before** you complete half the instruction hours planned for each period.

24.7.7 Qualified instructors

You are entitled to be taught by an instructor who has the required experience (academic, practical and/or teaching) outlined in the *Ontario Career Colleges Act, 2005*. Some programs must also meet industry standards for instructors. Career colleges must follow the Act and program standards when they hire teaching staff.

On a temporary basis, a career college is allowed to use a substitute instructor who does not meet all these requirements. However, the college is not allowed to use a substitute instructor to teach a total of **more than 10%** of a program.

24.7.8 Closure

Certain rules apply when a career college closes. If your college closes before you finish your program, efforts will be made to give you an opportunity to complete your program at another career college or institution.

[The Training Completion Assurance Fund \(TCAF\)](#) exists to help eligible students in this situation. Instead of participating in training completion, or if no training completion is available, you may receive a refund of fees paid for the portion of the program that has not been delivered.

[Read more about what you need to do in the event of a career college closure.](#)

You can also contact the ministry by email:

- TCAF-PCC@ontario.ca

24.7.9 Contact

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

Career Colleges Branch
Ministry of Colleges, Universities, Research Excellence and Security
77 Wellesley Street West, Box 977
Toronto, Ontario
M7A 1N3

- [Tel: 416-314-0500](tel:416-314-0500)
- [Toll-free: 1-866-330-3395](tel:1-866-330-3395)
- pcc@ontario.ca
- Fax: 416-314-0499



25. SEXUAL VIOLENCE POLICY

25.1 Definition of Sexual Violence

Sexual violence refers to any unwanted sexual act, advance, or behaviour directed at an individual's body, sexuality, gender identity, or gender expression. It includes, but is not limited to, sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, and any form of sexual exploitation. All students are required to comply with EICC's Sexual Violence Policy, which outlines the College's expectations, procedures, and commitment to maintaining a safe learning environment.

Excellence Imperial Career College is committed to fostering an educational environment where all students feel safe, respected, and supported. EICC treats every disclosure and complaint of sexual violence with dignity, sensitivity, and fairness. Students who report incidents will be listened to, believed, and supported through appropriate resources, accommodations, and protections.

EICC has adopted a comprehensive Sexual Violence Policy that clearly defines sexual violence and establishes the College's approach to prevention, awareness training, reporting procedures, investigations, and disciplinary measures. This policy applies to incidents involving students that occur on campus, during college-related activities, or at any event associated with EICC. It also applies to off-campus or online incidents that may negatively impact the safety or well-being of students within the EICC community.

For the purposes of the policy:

- The individual who reports or alleges an act of sexual violence is referred to as the **Complainant**.
- The individual who is alleged to have committed the act is referred to as the **Respondent**.

All participants in any sexual violence reporting, investigation, or decision-making process have the right to be accompanied by a support person of their choice at every stage. This may include a friend, family member, legal representative, advocate, or counsellor.

25.2 Training, Reporting and Responding to Sexual Violence

- a. Excellence Imperial Career College will include a copy of the Sexual Violence Policy in every contract made between it and its students, and provide a copy of the Sexual Violence Policy to career college management (corporate directors, controlling shareholders, owners, partners, other persons who manage or direct the career college's affairs, and their agents), instructors, staff, other employees and contractors and train them about the policy and its processes of reporting, investigating and responding to complaints of sexual violence involving its students. *Any company participating in offering student internships on their premises must provide an undertaking in writing that it is in compliance with all applicable legislation, including the Ontario Human Rights Code and the Occupational Health and Safety Act and will provide students access to those policies should they encounter issues relating to sexual violence in the workplace.
- b. The Sexual Violence Policy shall be published on its website (or where the Career College does not have a website in a conspicuous location on each of its campuses). Career college management, instructors, staff, other employees and contractors of Excellence Imperial Career College will report incidents of or complaints of sexual violence to the Director of Academics by email at diracademics@eiccollege.ca or at Excellence Imperial Career College (613-900-4473 x1003) upon becoming aware of them.
- c. Students who have been affected by sexual violence or who need information about support services should contact the Director of Academics by email at diracademics@eiccollege.ca or at Excellence Imperial Career College (613-900-4473 x1003).
- d. Subject to Section 4 below, to the extent it is possible, Excellence Imperial Career College will attempt to keep all personal information of persons involved in the investigation confidential except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:
 - ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and
 - ensuring that the documentation is kept in a separate file from that of the Complainant/Student or the Respondent.
- e. Excellence Imperial Career College recognizes the right of the Complainant not to report an incident of or make a complaint about sexual violence or not request an investigation and not to participate in any investigation that may occur.
- f. Notwithstanding (e) above, in certain circumstances, Excellence Imperial Career College may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

- g. In all cases, including (e & f) above and (h) below, Excellence Imperial Career College will appropriately accommodate the needs of its students who are affected by sexual violence. Students seeking accommodation should contact the Director of Academics via email at diracademics@eiccollege.ca. Students are not required to report incidents to request accommodation or access to support services.
- h. In this regard, Excellence Imperial Career College will assist students who have experienced sexual violence in obtaining counselling and medical care and provide them with information about sexual violence support and services available in the community as set out in Appendix 1 attached hereto. Students are not required to file a formal complaint in order to access support and services.
- i. If students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of the career college's policies relating to drug or alcohol use at the time the alleged sexual violence occurred.
- j. Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing support and services for sexual violence, will not be asked irrelevant questions during the investigation process by the career college's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

25.3 Investigating Reports of Sexual Violence

- k. Under this Sexual Violence Policy, any student at Excellence Imperial Career College may file a report of an incident or a complaint to Director of Academics via email at diracademics@eiccollege.ca in writing.
- l. Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Director of Academics will respond promptly and: determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation.
 - i. determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved.
 - ii. determine whether the incident should be referred immediately to the police. In such cases or where civil proceedings commenced in respect of allegations of sexual violence, Excellence Imperial Career College may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures and
 - iii. determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.
- m. Once an investigation is initiated, the following will occur:
 - i. the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation.
 - ii. interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the people involved, the names of any person who witnessed the incident and a complete description of what occurred.
 - iii. informing and interviewing the Respondent of the complaint, providing details of the allegations and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation.
 - iv. interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses.
 - v. providing reasonable updates to the Complainant and the Respondent about the status of the investigation; and following the investigation, Dr. Alaba Agbatogun will:
 - A. review all of the evidence collected during the investigation.
 - B. determine whether sexual violence occurred; and if so
 - C. determine what disciplinary action, if any, should be taken as set out in Section 5 below.

25.4 Disciplinary Measures

If it is determined by Excellence Imperial Career College that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken. This may include:

- n. disciplinary action up to and including termination of employment of instructors or staff; or
- o. expulsion of a student; and /or

- p. the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- q. any other actions that may be appropriate in the circumstances.

25.5 Appeal

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the Director of Appeals (at diradministration@eiccollege.ca) within 10 days by submitting a letter addressed to the Director of Administration at Excellence Imperial Career College, 2442 St Joseph Boulevard, Unit 102, Ottawa, K1C 1G1 advising of the person's intent to appeal the decision.

25.6 Making False Statements

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

25.7 Reprisal

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

26.8 Review

- v. Excellence Imperial Career College shall ensure that student input is considered in the development of its Sexual Violence Policy and every time it is reviewed or amended.
- w. Excellence Imperial Career College shall review its Sexual Violence Policy 3 years after it is first implemented and amend it where appropriate. The review date will be August 31, 2027.

25.9 Collection of Student Data

Excellence Imperial Career College shall collect and be prepared to provide upon request by the Superintendent of Career Colleges such data and information as required according to Subsections 32.3 (8), (9) and (10) of Schedule 5 of the Ontario Career Colleges Act, 2005 as amended.

Appendix 1

The following represents a list of Provincial Rape Crisis Centers that could be provided as resources:

Canadian Association of Sexual Assault Centres, Ontario Provincial

English

Assaulted Women's Helpline Toll Free: 1-866-863-0511

#SAFE (#7233) on Bell, Rogers, Fido or Telus mobile

TTY: 416-364-8762

www.awhl.org

Français

Fem'aide

Telephone Toll-Free: 1-877-336-2433

ATS: 1 866 860-7082

www.femaide.ca

Sexual Assault/Domestic Violence Treatment Centres

35 [hospital-based centres that provide](#) 24/7 emergency care to women. To locate the Sexual Assault/Domestic Violence Treatment Centre nearest you, follow [this link](#).

Alliston, Barrie, Collingwood, Midland and Orillia

Huronian Transition Homes operates La Maison Rosewood Shelter (Midland) & Athena's Sexual Assault Counselling and Advocacy Centre

24-Hour Crisis Line:

Barrie: 705-737-2008 or 1-800-987-0799

Midland: 705-526-4211 or 1-800-461-175

Office: 705-526-3221

www.huroniatrtransitionhomes.ca

Belleville

Sexual Assault Centre for Quinte and District Toll-

Free: 1-877-544-6424

Office: 613-967-6300

www.sacqd.com

Bracebridge

Muskoka/Parry Sound Sexual Assault Services

Parry Sound District Office:

Office: (705) 774-9083 or 1-877-851-6662

Muskoka District Office:

Office: (705) 646-2122 or 1-877-406-1268

www.daphnewymn.com

Brantford

Sexual Assault Centre of Brantford

Crisis: 519-751-3471

Office: 519-751-1164

sexualassaultcentre@sacbrant.ca

<http://sacbrant.ca/>

Brockville

Assault Response & Care Centre

Office: (613) 345-3881 or 1-800-567-7415

arcc@bgh-on.ca
www.arc-c.ca

Chatham

Chatham-Kent Sexual Assault Crisis Centre 24-Hour
Crisis Line: 519-354-8688 Office/TTY: 519-354-8908
<http://cksacc.org/>

Cornwall

Sexual Assault Support Services for Women Office:
613-932-1755
<http://sassforwomen.ca/>

Iethinisten:ha Women's Shelter Akwasasne
Family Violence Program 24-Hour Crisis: 1-
800-480-4208
Phone: 613-937-4322
www.akwasasne.ca/iethinistenha-women's-shelter

Durham Region

Durham Rape Crisis Centre Crisis:
905-668-9200
Office: 905-444.9672
info@drcc.ca
www.drcc.ca

Eganville

Women's Sexual Assault Centre of Renfrew County 24-
Hour Crisis: 1-800-663-3060
Office: 613-735-5551
www.wsac.ca

Guelph

Guelph-Wellington Women in Crisis Crisis: 519-
836-5710
1-800-265-7233
Office: 519-823-5806
www.gwwomenincrisis.org

Hamilton

Sexual Assault Centre (Hamilton and Area) Crisis:
(905) 525-4162
Office (905) 525-4573
TTY: 905-525-4592
www.sacha.ca

Kenora

Kenora Sexual Assault Centre
Crisis: (807) 468-7233 or 1-800-565-6161
Office: (807) 468-7958
www.kenoralsexualassaultcentre.com

Kingston

Sexual Assault Centre Kingston

Crisis: 613-544-6424 or 1-877-544-6424
Office: 613-545-0762
sack@sackingston.com
www.sackingston.com

Kitchener-Waterloo

Sexual Assault Support Centre of Waterloo Region Crisis:
519.741.8633
Office: 519.571.0121
info@sascwr.org
www.kwsasc.org

London

Sexual Assault Centre London
Crisis: 519-438-2272
Office 519-439-0844
TTY: 519-439-0690
sacl@sacl.ca
www.sacl.ca

London Abused Women's Centre
Office: 519-432-2204
E-Mail: info@lawc.on.ca
<http://lawc.on.ca/>

Peel Region

Hope 24/7 (formerly the Sexual Assault/Rape Crisis Centre of Peel)
Crisis: 1-800-810-0180
Office: (905) 792-0821
<http://hope247.ca/>

Newmarket

Women's Support Network of York Region
Crisis: 1-800-263-6734 or 905-895-6734
Office: (905) 895-3646
www.womenssupportnetwork.ca

North Bay

Amelia Rising Women's Sexual Assault Centre of Nipissing/centre d'abuses sexuelles de Nipissing
Crisis: 705-476-3355
Office: 705-840-2403
TTY: (705) 840-5877
info@ameliarising.ca
www.ameliarising.ca

Oakville

Sexual Assault & Violence Intervention Services of Halton Crisis:
905-875-1555 or 1-877-268-8416
Office: 905-825-3622
www.savisofhalton.org

Orangeville

Family Transition Place

Crisis: 1-800-265-9178
Office: 519-942-4122
www.familytransitionplace.ca

Ottawa

Sexual Assault Support Centre Crisis: 613-234-2266
Phone: 613-725-2160
TTY: 613-725-1657
info@sascottawa.com
<http://sascottawa.com>

Ottawa Rape Crisis Centre
Crisis: 613-562-2333
Office: 613-562-2334
<http://orcc.net/>

Peterborough & Kawarthas

Kawartha Sexual Assault Centre
Crisis: (705) 741-0260 or 1-866-298-7778
Office/TTY: (705) 741-0260
www.kawarthasexualassaultcentre.com

YWCA Peterborough Haliburton
Crisis: 1-800-461-7656
Office: 705.743.3526 x 130
www.ywcapeterborough.org

Sault Ste Marie

Women in Crisis (Algoma) Inc.
Crisis: 705-759-1230 or 1-877-759-1230
www.womenincrisis.ca

Sarnia-Lambton

Sexual Assault Survivors Centre Sarnia-Lambton Crisis:
519 337-3320 or 1-888-231-0536
Office: (519) 337-3154
www.sexualassaultsarnia.on.ca

Simcoe

Haldimand & Norfolk Women's Service
Crisis: 1-800-265-8076
TTY: 1-800-815-6419
Office: 519-426-8048
hnws@hnws.on.ca
www.hnws.on.ca

St. Catherines

Niagara Region Sexual Assault Centre Crisis:
(905) 682-4584
Office: (905) 682-7258
carsa@sexualassaultniagara.org
<http://sexualassaultniagara.org/>

Thunder Bay

Thunder Bay Sexual Assault and Sexual Abuse Crisis and Counselling Centre

Office: (807) 345-0894 or 1-866-311-5927

tbcounselling@tbsasa.org

www.tbsasa.org

Timmins

Timmins and Area Women in Crisis Crisis: 1-

877-268-8380 (sexual assault) Crisis: 1-855-

827-7233 (shelter)

Office: (705) 268-8381

info@tawc.ca

<http://www.tawc.ca/>

Toronto

Oasis Centre des Femmes

Téléphone: 416-591-6565

Courriel: services@oasisfemmes.org

<http://oasisfemmes.org/>

Toronto Rape Crisis Centre: Multicultural Women Against Rape Crisis:

416-597-8808

Office: 416-597-1171

info@trccmwar.ca

crisis@trccmwar.ca

www.trccmwar.ca

Windsor

Sexual Assault Crisis Centre of Essex County Crisis:

519-253-9667

www.saccwindsor.net

Woodstock

Domestic Abuse Services Oxford

Crisis: 519 539-4811 or 1-800-265-1938

info@daso.ca

www.daso.ca