



Focus College Ltd.

Student Handbook

2018

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Mission Statement

**At Focus College
our Mission is to:
Empower people through education by developing their personal, interpersonal, social,
economical, technical and entrepreneurial skills.**

Introduction

The Focus College Student Handbook has been prepared to help orient you to the Focus community. It provides basic information, standards and expectations. It identifies various offices, departments, services, personnel, policies and guidelines. There is a wealth of valuable information in the handbook to help you know, understand and fully participate in the community you have joined. We expect all students to familiarize themselves with college policies and to ask the appropriate staff or faculty members if they need further information or explanations.

Focus College asks that you, as a student and valued member of our community, aspire to live to the expectations and responsibilities of the community regarding daily living and interaction. This policy can be downloaded at www.focuscollege.ca and is posted on all college noticeboards. Please keep in mind that all policies are subject to change without notice.

It is our hope that your time at Focus College, both in and out of the classroom, will be characterized by holistic growth, development and life-long relationships. You have exciting and enriching opportunities before you. We are glad you are here.

Code of Conduct

Discriminatory conduct and harassment on the basis of gender, sex, sexual orientation, race, marital status, religion and age is contrary to Human Rights legislation, both federal and provincial, and will not be tolerated.

Any student who engages in such activity will be warned.

If the behavior persists, the student will be dismissed.

1. Students will conduct themselves in such a manner so as not to contravene any Federal, Provincial or other relevant regulatory bodies' statutes, rules or regulations.
2. Students will demonstrate courtesy, politeness and respect for staff members, other students and anyone on Focus College premises.
3. Students will attire themselves in a professional manner and be clean and well groomed. Shoes must be worn at all times.
4. The use of drugs and alcohol is strictly prohibited and could be cause for dismissal. Arrival at school under the influence of drugs or alcohol will be cause to be sent home.
5. The use of abusive or coarse language is unacceptable.
6. In the event a dispute arises, Focus College *Dispute Resolution/Grade Appeal Policy* will govern settlement of the dispute.
7. Students will exercise caution in the use of Focus College equipment and resources. If damage occurs through blatant neglect or misuse, the college may seek to recover the damage incurred.
8. Students will show respect and acceptance of others' viewpoints and opinions.

Student Policies

Policy Name	Admissions/Language Proficiency Policy
Policy Number	ST-101
Date Written / Last Modified	June 10, 2016
Other Related Policies	Tuition and Refund Policy
Management Approval (Date)	June 10, 2016

Objective of Policy:

Focus College Ltd. will ensure all students meet the expected admission requirements.

Policy:

Prior to registration for a course/program and signing a student contract, Focus College will verify students meet the Admission Requirements for the course/program in which they are enrolling.

Procedure for programs:

1. Students applying for admission from within Canada:

Students will be required to demonstrate that they meet the admission requirements for the specific program for which they register. Students will need to bring in person all required documents and photo ID clearly stating the student's full name and date of birth along with a filled out and signed Focus College Ltd. application form (the application form can be downloaded from www.focuscollege.ca or obtained from the College). When the Admissions Department has confirmed the student is eligible for admission in the program, s/he will be required to pay a deposit to secure his/her place in the program. Once the initial deposit is received, enrollment is secured.

In the event that English is a student's second language and no evidence of the student's English language proficiency is provided, the student's language proficiency will be assessed during an intake interview at the College to determine if the student is sufficiently fluent to understand the course materials and carry out his/her studies or work experience as applicable. If a student does not have the required English proficiency, a three-month English Crash Course will be offered to the student prior to his/her actual course/program. The tuition fee is indicated on the three-month ESL Crash course program outline. Please call the college for more information. Upon

successful completion of the English Crash Course, the student will be able to join the program of study in the next available intake.

2. Students applying for admission from outside Canada:

A student, or his/her agent, is required to email all of the student's educational documents, IELTS score certificate (if available), a copy of the student's valid passport, along with a completed and signed Focus College application form (the application form can be downloaded from www.focuscollege.ca). Upon receipt of the student's documents, the admission department will review the documents to confirm eligibility for admission to the requested program. If the student meets the admission requirements for the program, the application fee will be payable (which is non-refundable) and a letter of acceptance will be issued to the student informing him/her of his/her acceptance into the program and asking him/her for the initial deposit to secure his/her place in the program. Once the initial deposit is received enrollment is secured.

In the event that the student does not have an IELTS scores certificate as proof of his/her English language proficiency, a three-month English Crash Course will be offered to the student prior to his/her actual program. There will be an additional fee for this three-month ESL course. Please call the college for more information. Upon successful completion of the English Crash Course, the student will be able to join his/her program of study in the next available intake.

All students will need to provide their original documents to the college Admissions Department prior to the start of their program. Students will not be allowed to enter the classroom without providing his/her original documents.

Focus College Language Admission Requirements:

The following are the Language Proficiency Requirements for admission to Focus College Ltd. certificate and diploma courses/programs. Please refer to the language requirements for your chosen course of study. Please note these are not the complete admissions requirements for each program; for a complete list of academic and other admission requirements please see the listing for that course/program.

Applicants whose first language is **NOT** English must demonstrate **ONE** of the following:

IELTS	TOEFL iBT	PTE	Cambridge Exams	CLB	CEFR	Name
9	120	88-90	CPE – A	12	C2	Proficiency / near native
8	110	79-87	CPE – A	11		
7.5	105	73-78	CPE – B	10		
7	100	63-72	CAE – A	9	C1	Advanced
6.5	90	58-62	CAE – B	8		
6	84	50-57	CAE – C	7	B2	Intermediate
6	80		FCE – A	6		

OR: Transcripts demonstrating successful completion of one year of full-time secondary education at a school where English was the language of instruction;

OR: A test administered by Focus College instructors demonstrating (non-official) IELTS equivalency required for the program of study.

OR: For residents of Canada, demonstration during an intake interview that the student is sufficiently proficient in the English language to understand course materials.

Requirements cannot be waived by either party.

Procedure for SHORT term certificate courses:

Students will be required to demonstrate that they meet the language admission requirements and specific admission requirements for the specific courses in which they register. Students will need to provide photo ID clearly mentioning the student’s full name and date of birth. Students will be required to provide an initial deposit to secure their place in the program. Once the initial deposit is received their enrollment is secured.

Third party training is provided to external sponsors and employers. Focus College will verify that the admission requirements for the courses are met by the students.

Policy Name	Attendance Policy
Policy Number	ST-102
Date Written / Last Modified	October 16, 2014
Other Related Policies	Tuition and Refund Policy; Dismissal/Withdrawal Policy
Management Approval (Date)	June 10,2015

Objective of Policy:

Students are required to attend classes as scheduled.

Policy:

The policy applies to all students who are currently enrolled or will be enrolled at any future time.

1. Students are expected to attend classes as scheduled.
2. Absences for medical or emergency reasons are considered "excused" absences, if the student provides documentary evidence of the reason for any absence of more than 2 days such as a doctor's note.
3. Students are responsible for completing all assignments missed during the absence.

Procedure:

Students who will be absent or late must contact the school by telephone 250-861-5808 or by email by 8:20 a.m.

Students who need to be absent for other reasons must give the date and reason to the Director of Education or Campus Director at least 2 (two) days before the planned absence.

(Please note: bank or other appointments will not be considered "excused" absences).

Absences that are not "excused" are subject to the following:

- Students who are absent for 20% of scheduled classes without confirmed permission from the Director of Education/Principal/Campus Director, except for medical emergency situations, will be dismissed from study.
- Students who are absent for five consecutive scheduled school days without contacting the college will be dismissed from study.

Students having difficulty meeting these attendance requirements must contact the Director of Education/Principal/Campus Director.

The following applies for the Occupational First Aid Level 1 courses and Transportation Endorsement courses:

- Students must attend the entire **7 hours** of instruction in the courses.

Occupational First Aid Level 2 and Level 3:

- Student must attend the entire number of hours (35 hours and 70 hours respectively). In the event circumstances arise where a student must miss some time; the student is required to make arrangements with the instructor to make up the missed time or attend the next available class.

Policy Name	Dismissal/Withdrawal Policy
Policy Number	ST-103
Date Written / Last Modified	June 10, 2016
Other Related Policies	Tuition and Refund Policy
Management Approval (Date)	June 10, 2016

Objective of Policy:

Focus College Ltd. defines parameters and procedures where/when a student will not be able to continue attending the college.

Policy:

Student withdrawals and Focus College Ltd. actions of dismissal will be subject to applicable law and contract provisions.

The following are causes for dismissal of students:

- Contravention of the Focus College Ltd. Code of Conduct (see page 4);
- Non-payment of tuition fee;
- Where it becomes clear that the student will not be able to achieve the program objectives because of his/her attendance or attitude/actions;
- Cheating or plagiarism;
- Abuse of Focus College Ltd. property;
- Behavior displaying insubordination, refusal to cooperate with instructors, administrative staff and schedules;
- Impairment either caused by alcohol, controlled and/or uncontrolled substances, consumed on or off premises of Focus College Ltd.;
- Flagrant disrespect of Focus College Ltd. property, rules of conduct, staff/instructors and/or policies.

Procedure for Withdrawal:

Students must provide written notice to the Institute when they withdraw from a program. Records of withdrawals and course changes will be placed in student files.

No specific forms are used, but any notice of withdrawal from a student will be in writing and addressed to both the admissions department and the Director of Education/ Campus Director.

Notices of withdrawal will include the student's full name, program, reasons for withdrawal, and full information about their new college application for CIC (Canadian Immigration) notification.

If withdrawals occur, refund policies set by regulation/bylaws and the student contract will be adhered to.

Domestic and international students have the responsibility to ensure that they maintain the course load required by their student loan requirements or study permits. If course loads drop below the required limits then the College will report that fact to Student Loans, immigration and other related authorities.

Procedure for Dismissal:

The student will be provided with one warning which shall be in writing, clearly outlining the conduct issue in question, along with a copy of the Code of Conduct and Dismissal/Withdrawal Policy.

If the behavior/action or any other behavior/action occurs again, the student may be immediately dismissed. Any dismissal shall be done in writing and the Refund Policy will come into effect.

Dismissals will be at the sole discretion of the Director of Education / Principal / Campus Director.

Records of warnings and dismissals will be placed in student files and CIC (Canadian Immigration) will be informed of all student dismissals.

Policy Name	Dispute Resolution Policy
Policy Number	FA-105
Date Written / Last Modified	August 22, 2016
Other Related Policies	
Management Approval (Date)	August 22, 2016

Objective of Policy:

Focus College Ltd. provides an opportunity for students to resolve disputes of a serious nature and grade appeals in a fair and equitable manner.

Policy:

The policy applies to all Focus College Ltd. students who are currently enrolled or were enrolled within the past 2 years. (See B.C. Limitation Act)

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Director of Education / Principal / Campus Director.
2. The Director of Education / Principal / Campus Director will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Director of Education / Principal / Campus Director will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Focus College Ltd. personnel.
4. The necessary enquiries and/or investigations shall be completed no later than 30 school days following the receipt of the student's written concerns. The Director of Education / Principal / Campus Director will do one of the following within 30 days of receiving the student's written concerns:

- Determine that the student's concerns are not substantiated; or
- Determine that the student's concerns are substantiated in whole or in part;
- Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination within 30 days after the date on which the complaint was made.

5. A copy of all documentation relating to every student's complaint is to be signed by all parties. A copy shall be given to the student, and the original will be placed in the student file.
6. If it has been determined that the student's concerns are substantiated in whole or in part the Director of Education / Principal / Campus Director shall include a proposed resolution of the substantiated concern(s).
7. If the student is not satisfied with the determination of the Director of Education / Principal / Campus Director, the student must advise the Director of Education / Principal / Campus Director within 48 hours of being informed of the determination. The Director of Education / Principal / Campus Director will immediately refer the matter to the CEO of the Institution. The CEO will review the matter and meet with the student within 5 school days or whenever practicable.

Students making a complaint may be represented by an agent or a lawyer.

8. Students will not be subject to any retaliation as a result of their complaint.
9. The CEO shall either confirm or vary the determination of the Director of Education / Principal / Campus Director. At this point the School's Dispute Resolution Process will be considered exhausted.
10. If the issue is of a serious nature the CEO may, in his sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute.
11. If the dispute is regarding institution staff misleading students about an approved program and after having exhausted the dispute resolution process, a student may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education (www.privatetraininginstitutions.bc.ca) on the basis that the institution misled the student regarding any significant aspect of an approved program.

Policy Name	Grade Appeal Policy
Policy Number	ST-104
Date Written / Last Modified	September 29, 2016
Other Related Policies	
Management Approval (Date)	September 29, 2016

Objective of Policy:

Focus College Ltd. provides an opportunity for students who are enrolled in a program/course and who are dissatisfied with a grade received.

All grades received may be appealed.

Procedure for Grade Appeals:

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted s/he should discuss this with her/his instructor within 5 days of receipt of the grade. The instructor will consider the evidence and, if warranted, assign a different grade within 5 days of receiving the appeal.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, s/he should submit a written appeal, in the form of a letter, to the Director of Education / Principal / Campus Director within two weeks of the exam/test date.
3. The Director of Education / Principal / Campus Director will obtain a copy of the exam/test from the instructor and will have the assessment re-marked by another instructor within 5 days of receipt of the appeal.
4. If the assessment deserves a higher grade on re-mark, the higher grade will be assigned to the student and a new transcript will be issued to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Director of Education / Principal / Campus Director, the grade assigned following the remark and review will be final and cannot be appealed further.

Policy Name	General Student Activity Policy
Policy Number	ST-105
Date Written / Last Modified	June 10, 2016
Other Related Policies	
Management Approval (Date)	June 10, 2016

Objective of Policies:

Focus College Ltd. is committed to providing a professional learning environment for all students.

Policies:

All staff and students will review the procedures and will support Focus College Ltd. efforts to provide the best learning environment for all students.

Procedures: Advertising and Postings

We welcome your creativity and enthusiasm in advertising events, etc. both on and off campus. The policy concerning advertising is as follows:

1. All non-Focus College-generated items for bulletin boards should be brought to the reception desk for approval and posting by administration. This includes items such as off-campus housing ads, for sale ads, posters for conferences or concerts not organized by Focus College.
2. All items related to Focus College-generated events/information may be posted by the appropriate staff on designated bulletin boards or, within reason, on cinderblock walls.

Advertising in violation of these policies will be removed.

Policy Name	Health & Safety Policy
Policy Number	ST-106
Date Written / Last Modified	June 10, 2016
Other Related Policies	Privacy Policy
Management Approval (Date)	June 10, 2016

Objective of Policy:

Focus College Ltd. is committed to providing a healthy and safe working and learning environment for all staff and students.

Policy:

All staff and students will review the procedures and will support Focus Colleges Ltd. efforts to provide a healthy and safe environment.

Procedure for Fire Safety:

1. The On-Site Administrator(s) ensure(s) that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The On-Site Administrator(s) ensure(s) that all staff receives training in the operation of the fire suppression equipment and in the college's fire evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency exit instructions route maps in each classroom at the college with the exit from that room specifically noted in a colored highlight.
4. In the event of a fire emergency, the On-Site Administrator(s) will dial 911 and advise the fire department of the location of the school. S/he will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The On-Site Administrator(s) will advise all staff and students to evacuate the campus.
6. Instructors will escort their students to the designated meeting point, ensuring that s/he takes the class list with them. At this area, the instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator(s) if anyone is missing.
7. The On-Site Administrator(s) will act as a liaison between fire officials, and staff and students, during the emergency. If necessary, the On-Site Administrator(s) will authorize school closure.

8. No staff member or student will re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety:

1. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
2. When it is deemed safe to do so, the On-Site Administrator(s) will advise all staff and students to evacuate the college.
3. Instructors will escort their students to the outside of the building away from the building structure ensuring that they take the class list with them. The instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator(s) if anyone is missing.
4. The On-Site Administrator(s) will act as a liaison between rescue officials and students/staff during the emergency. If necessary, the On-Site Administrator(s) will authorize college closure.
5. No student or staff member will re-enter the campus until the rescue officials have authorized re-entry.

Program Specific Health and Safety:

1. Programs that use dangerous equipment or hazardous materials must observe health and safety precautions for the specific equipment and materials as outlined by Health Canada, WorkSafe BC or by the equipment manufacturer.
2. The On-Site Administrator is responsible for ensuring that staff receives training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials.
3. Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.
4. Instructors in the program conduct inspections, prior to each day of instruction, of equipment to ensure that worn or damaged pieces are identified and replaced.
5. All inspections and their outcomes are documented and retained in the Health and Safety Binder.
6. There will be no smoking anywhere on Focus College premises. In addition, no smoking is allowed within 3 meters (10 feet) of Focus College premises.
7. Oxygen cylinders are to be stored in the storage rack specifically intended for that use.
8. First Aid training will include specific instruction on the use and storage of oxygen cylinders.

Medical Procedures:

The responsibility of Focus College Ltd., regarding health care, is limited to a Good Samaritan role and regulations determined by Canadian law; therefore, the responsibility for providing medical care and for notifying relatives if such care is needed, rests with the individual.

1. We are committed to maintaining a healthy and safe environment; therefore, we will ensure that appropriate medical protocols and safety guidelines are established and communicated regularly in work and study environments. Focus College community members are expected to follow the policy of using blood and body fluid precautions in giving first aid and in handling of body fluids. A first aid kit is located at the Reception Desk.
2. All students are encouraged to have a personal/family doctor within the area in which they are residing.
3. Students are encouraged (but not obligated) to register any medical conditions with the college administration office so as to facilitate assistance in case of emergency (i.e. diabetes, epilepsy, life threatening allergies, etc.). Failure to do so may result in the unnecessary calling of the emergency number, 911, when no instructions are available. If a student becomes ill and must be taken to the hospital, Focus College will assist in the notification of next of kin as per the student emergency contact information.

When a student requires medical attention, the following procedures are to be followed:

Minor illness and routine medical needs:

- Go to a Walk-in Clinic. Call first for open hours.
- Make an appointment with your own doctor.

Emergencies and Serious Illnesses:

Call an ambulance/emergency services on 911.

Policy Name	Prior Learning Policy
Policy Number	ST-107
Date Written / Last Modified	June 10, 2016
Other Related Policies	
Management Approval (Date)	June 10, 2016

Objective of Policy:

Focus College Ltd. recognizes that students may have achieved a substantially similar or identical previous certification from another institute or at Focus College, or may have substantial previous experience in the course of study.

Policy:

In the event students are able to present documented evidence that a course or course component of a program has been successfully completed within the previous 10 years or a student's resume and/or appropriate documentation will indicate identical experience, the Director of Education / Principal / Campus Director will assess the completed course or previous learning for equivalency and/or consequent challenge. The purpose of the assessment is to determine what prior learning challenges are offered by Focus College Ltd. Prior Learning Assessment (PLA) is available for some courses/programs in the following areas: Business Administration, (but not Microsoft Office Courses completed beyond 1 year) Accounting, and Tourism and Hospitality, and Bylaw.

Procedure:

- The Director of Education /Principal / Campus Director will obtain the original or certified transcript and course outline or resume from the student asking for the equivalency/challenge.
- In the event that the course is a mandated course (Payroll Legislation, Payroll 1 and Payroll 2, Accounting) and the certificate can be produced by the student, a photocopy will be placed in the student file. In the event the student is unable to produce a certificate, the student will be required to contact the appropriate body and request a certified copy.
- For any other course, the Director of Education / Principal / Campus Director will compare the transcript and course outline provided by the student. If the course is "substantially similar" (85%) to the Focus College program or course, equivalency will be granted. The student will then be eligible to write the challenge exam.

- Learners may receive exemption for demonstrated knowledge, skills and attributes that are verifiable (resume, employer letter of reference outlining duties performed, etc.), current, and consistent with programs and courses offered at Focus College Ltd.
- PLA candidates must first be admitted to the program to which they seek exemption in accordance with Focus College Ltd. policies and procedures. Focus College's admission requirements will be applied.
- In the event that a student is in the process of, or has recently (within 1 year) completed courses, which are part of a program, full exemption will be granted with no extra costs added.
- Determination of acceptance of PLA exemptions from other institutions will be at the discretion of Focus College Ltd.
- The maximum number of exemptions/challenges awarded through PLA will be 50% of the course/program work required for a given program.

Student fees for Challenge Exams:

Challenge Exam: 50% of the regular course fee

Policy Name	Privacy Policy
Policy Number	ST-108
Date Written / Last Modified	June 10, 2016
Other Related Policies	
Management Approval (Date)	June 10, 2016

Objective of Policy:

This policy is to ensure that all student records and information are handled according to the law as required by PIPA and PIPEDA and any other jurisdictional body.

REFERENCES:

Personal Information Protection Act (PIPA) (British Columbia)

Personal Information Protection and Electronic Documents Act (PIPEDA) (Canada)

Policy:

Focus College Ltd. collects students' personal information for the following reasons:

- To maintain student records as required by PTA
- To maintain student records as required by SABC
- To keep students/graduates informed of activities of the school
- To issue T2202A as in accordance with Canada Revenue Agency

Student Records

- (a) Personal, privileged and/or confidential information about students may only be collected, stored, used, disclosed and retained for the purposes identified by Focus College Ltd. as necessary, and only after such purpose has been disclosed to students prior to collection and their consent obtained.
- (b) Staff must ensure that no personal, privileged and/or confidential student information is disclosed without the student's consent and then only if security procedures are satisfied.
- (c) Student information is only to be accessed by staff with appropriate authorization and on an as needed basis.

Student information that is the subject of a request by an individual or a Privacy Commissioner shall be retained as long as necessary to allow individuals to exhaust any recourse they may have under PIPEDA or PIPA.

Concerns or complaints related to privacy issues must be made, in writing, to the Director of Education / Principal / Campus Director setting out the details of the concern or complaint. The Director of Education / Principal / Campus Director shall investigate the matter forthwith and make a determination related to the resolution of the concern(s) or complaint(s).

For all full-time career training programs:

Focus College Ltd. retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method, except for the student's contract, transcript and certificates/diploma.

Focus College Ltd. uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor. The third-party archiving process is for long programs only.

Procedure:

1. Student personal information is collected prior to and throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets or in case of electronic file it is stored in a password protected computer or server and access to the student files is limited to the appropriate staff, the Director of Education / Principal / Campus Director / designate and the CEO.
3. When a student leaves the school either by withdrawal, dismissal or graduation, a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the Director of Education / Principal / Campus Director / designate and copies of the signed documents are placed in the student file.
4. Within 30 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.
6. At the end of one year, the student file is placed in "closed" storage for a further six years.
7. At the end of the seven-year period, the full student file may be destroyed using a secure destruction method, except for transcripts, certificates and/or diplomas.

Procedure for student access to the information on file:

1. Students wishing to access the information in their student file must make the request in writing.
2. The Director of Education / Principal / Campus Director will contact the student to review the file and will provide copies of any document the student requests. There is a \$50.00 fee for this service in addition to the photocopy fees.
3. The student will pay \$0.25 per page for the documents copied and any additional postage as required.

Procedure for authorizing release of information:

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. Focus College Ltd. will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Policy Name	Program/Schedule Change Policy
Policy Number	ST-111
Date Written / Last Modified	December 15, 2017
Other Related Policies	Attendance Policy
Management Approval (Date)	December 15, 2017

Objective of Policy:

Although every reasonable effort is made to consider individual student needs, students are responsible to schedule their time to ensure full attendance.

Policy:

The scheduling of classes is at the discretion of Focus College Ltd. Due to the complexity of scheduling, time changes may be necessary during a program. Focus College Ltd. may also require students to attend some classes at other campuses. Students that want to request a change must provide a written request for a program/schedule change and pay a \$200.00 fee.

Procedure:

1. This fee must be paid at the time the written request has been submitted to the Director of Education / Principal / Campus Director.
2. The college will make every effort to accommodate students' requests based on the program schedules set at the campus within a reasonable time not exceeding two weeks.
3. Submission of a program/schedule change and payment of the \$200.00 fee does not mean the request can, or will, be accommodated.
4. No refund will be given if a program/schedule change cannot be accommodated.

Policy Name	Tuition Refund Policy
Policy Number	ST-109
Date Written / Last Modified	June 10, 2016
Other Related Policies	Dispute Resolution/Grade Appeal Policy
Management Approval (Date)	June 10, 2016

Objective of Policy:

Focus College Ltd. has established guidelines for returning funds to students and/or sponsors as required.

Policy:

A student may be entitled to a refund of tuition fees in the event that the student provides written notice to the institution that he or she is withdrawing from the program or the institution provides written notice to the student advising that the student has been dismissed from the program.

Procedure:

In the event of withdrawal or dismissal, written notice must be provided by:

1. **The student provides written notice to the institution that he/she is withdrawing from the program; OR**
2. **The institution provides written notice to the student advising that the student has been dismissed from the program.**

The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

The refund to which a student is entitled is calculated on the total tuition in the student contract. Where the total tuition has not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the student contract. If the institution has received tuition in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

Refunds before the period of instruction begins:

- If written notice of withdrawal is received by the institution no later than 7 days after the effective student contract date, and before the program start date, the institution may retain 5% of the total tuition under the student contract to a maximum of \$250.
- If written notice of withdrawal is received by the institution more than 7 days after the effective student contract date, and at least 30 days before the program start date, the institution may retain 10% of the total tuition under the student contract to a maximum of \$1000.
- If written notice of withdrawal is received by the institution more than seven days after the effective student contract date and less than 30 days before the program start date, the institution may retain 20% of the total tuition under the student contract to a maximum of \$1300.

Refunds after the program of study starts:

- If written notice of withdrawal is received by the institution or a student is dismissed after the program has started and up to and including 10% of the period of instruction specified in the student contract has elapsed, the institution may retain 30% of the total tuition under the student contract.
- If written notice of withdrawal is received by the institution, or a student is dismissed after the program has started and where more than 10% and up to and including 30% of the period of instruction specified in the student contract has elapsed, the institution may retain 50% of the total tuition under the student contract.
- If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the student contract has elapsed, no refund is required.

Other Refund Requirements:

- Where a student did not meet the institutional and/or program/course specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition paid under the student contract.
- Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.

Appeals:

Should the student be in disagreement with the process followed, please refer to the Focus College Dispute/Grade Resolution Policy.

International Students:

An international student is a person who is not a Canadian citizen, permanent resident or who has been determined under the Immigration and Refugee Protection Act to be a Convention Refugee.

If an international student's Study Permit application has not been completed by the start date identified in the institution's Letter of Acceptance and the student so notifies the institution, at the request of the student, the institution may issue a second Letter of Acceptance for a later start date. In such a circumstance, the institution may charge the student an additional \$200 administrative fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application. Should a student fail to so advise the institution, the institution's refund policy for students will apply.

An institution may retain the lesser of 10% of the total tuition under the student contract or \$400 for international students who are denied Study Permit authorization from Citizenship and Immigration Canada. Students denied a Study Permit must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy set out in the PTIB Bylaws will apply. Refunds owed to students must be paid within 30 days of the institution receiving a copy of the Study Permit denial letter.

Policy Name	Work Experience Policy
Policy Number	ST-110
Date Written / Last Modified	June 10, 2016
Other Related Policies	
Management Approval (Date)	June 10, 2016

Objective of Policy:

Focus College Ltd. provides work experience placements for students as applicable to the program chosen.

Policy:

Focus College Ltd. ensures that work experience placements provide an opportunity for its students to enhance the skills learned through completion of a program of study. Focus College seeks work experience placements for its students with employers who are committed to introducing students to work in the field of study. Focus College Ltd. works with work experience placement hosts to evaluate the student's performance during a work experience placement.

Procedure:

1. Work experience placements are sought through networking and direct contact by college staff.
2. When a possible work experience training site is identified, Focus College Ltd. contacts the proposed site to assess the commitment of the training place host to enhancing student learning. The Director of Education / Principal / Campus Director / designate explains the school's expectations with respect to joint evaluation of student performance.
3. If the training place host is approved to accept work experience students, the host's name and contact information are entered on the school's roster of work experience placement sites.
4. When a student has completed the required on-site components of the program and is ready for a work experience placement, the Director of Education / Principal / Campus Director / designate contacts the training place host to discuss a possible placement and training plan, and arranges an interview for the student.
5. If the student is successful at the interview, the Director of Education / Principal / Campus Director / designate prepares the Work Experience Agreement and Training Plan and meets with the student to sign these documents. Copies of the documents are placed in the student's file and the student is given the original documents to deliver to the training

place host. The Director of Education / Principal / Campus Director / designate advises the student's instructor of the placement dates.

6. The instructor notes the placement dates and plans a contact schedule which should not be less than biweekly phone calls to the training place host and two site visits within the period of the placement.
7. At the end of the work experience placement, the instructor meets with the training host and the student to conduct an assessment of the student's performance throughout the work experience placement. The assessment is designed to include the student's performance at the work site of the skills learned during completion of the program of study. The completed assessment is signed by the instructor, the training place host and the student. A copy of the assessment is given to the training host and the student. The original assessment is placed in the student's file.

Frequently Asked Questions

1. Do you have parking?

Parking is limited and on a first come-first serve basis. There is local street parking available. Students need to be mindful that their vehicle may be towed if parked in front of neighboring businesses.

2. Where are the photocopiers for student use?

Photocopying is available at the reception desk for a small fee per copy. Please see reception for details. Payment is made in cash at the reception desk.

3. Are there phones for student use?

There are no phones for student use other than in emergency situations.

4. Is there a fax machine for student use?

A fax machine is available at the reception desk. Please see reception.

5. Is there an outgoing mailbox for student use?

There is no on-site local mail box for student use. Please note that public post boxes are available outside many businesses in the city, at local post offices, and at most local shopping malls.

6. Where do I go if I have problems connecting to the internet?

If you are having trouble accessing the internet be sure to check with your instructor and/or the reception desk.

7. What do I do if I break or lose my student card?

If you break or lose your student card, please visit the reception desk to obtain a replacement card. There is a \$10 replacement fee.

8. Where is the food preparation area for students?

A food preparation area for students is available on the main floor. A small fridge and microwave are provided. Students are responsible to keep this area clean.