



easternacademy  
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# Student Policy Handbook 2018-2019

## Message from the President

*Greetings!*

Congratulations on your decision to study at Eastern Academy! We are committed to your success – Eastern is here to help you look towards your future. We strive to maintain high standards of education and our primary goal is to provide you with the necessary skills that will lead to employment.

Our Education Consultants assist you in determining a suitable career path, while our Campus Administration team works diligently to provide excellent student service and support. Our knowledgeable team of Instructors will provide you with the skills required to obtain work in your chosen field and will also provide you with professional job skills that are increasingly integral to gainful employment. Throughout your program, our Employment Specialists will provide you with the support and assistance needed to achieve our common goal – your successful employment!

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

We look forward to providing you with an enjoyable learning experience, and if you do have any questions, please feel free to contact your local Campus Director or your instructor.

Best wishes as you embark on your new career!

*Michael Barrett*

Michael Barrett, M.Ed.  
President

# Student Handbook

## Our Mission, Vision and Values Statements

**Our Mission:** Helping students become job-ready graduates.

**Our Vision:** To improve lives by sharing our knowledge and passion for excellence.

**Our Values:** To practice...

Integrity: Do what we say we will do  
Dedication: Strive to be the best we can be  
Readiness: Recognize and react positively to change  
Respect: Treat people the way they want to be treated  
...in all our relationships.

## Student Services - Campus Administration

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

Eastern Academy upholds best practices in:

Admissions: Academic Consultation  
Enrollment Contracts

Financial: Student Loan Applications  
Payment Plans  
Payment Options  
Counselling

Administrative: Student ID Cards  
Books & Materials  
Attendance  
Grades  
Transcripts & Progress Reports  
Graduation  
Diplomas

Career Services: Career Management  
Resume and Cover Letter Writing  
Field Placement Assistance  
Job Search Assistance

This Handbook outlines the general Policies and Procedures that have been developed by Eastern Academy to sustain high standards of student service and education.

### Private Career Colleges

The Private Training Institutions Act (NL) govern all private schools and Eastern Academy abides by their rules and regulations. The school keeps a copy of the Tuition Refund Policy excerpt of the legislation pertaining to the retention of fees, signed by the student on file. In the event that you have any questions, please consult your Admissions Representative or the Campus Director.

# Campus Information

## Student Lounge

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

## Smoking & Smoking Area(s)

Eastern Academy is a smoke-free environment. Smoking is not permitted within Eastern Academy. E-cigarettes are not permitted within the campus. There is a designated smoking area behind the school.

## Emergency Procedures/Health and Safety

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

Please report any emergencies immediately to Eastern Academy staff.

A first-aid kit is available. Please ask at Reception.

Evacuation plans are posted in all classrooms. There are regularly scheduled fire drills, and fire extinguishers are mounted throughout the building.

## Personal/Valuable Items

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

## Harassment Policy

It is a fundamental policy that all employees and students at Eastern Academy are entitled to pursue their duties and studies in an environment free from harassment by the employer, an agent of the employer, by other employees or by students. Individuals who engage in harassment of any type (personal, racial/ethnic etc.), as defined in the Human Rights Code, will be subject to appropriate discipline, including dismissal. For more detail refer to *Section V – Student Anti-Violence, Harassment and Discrimination Policy*.

## Healthy Environment

Hand sanitizers are installed at various points in the building; hallways, reception areas, student/staff lounges and outside of bathrooms. Students and staff are encouraged to wash and sanitize their hands frequently – especially before eating and after using washroom facilities. Posters are displayed throughout the campus demonstrating proper hand washing techniques.

Proper hygiene is to be observed, as well as proper etiquette when coughing or sneezing to prevent the spread of the virus. When coughing or sneezing, please do so into your arm or elbow then repeat proper hand washing and sanitization techniques. Posters are displayed throughout the school as a reminder of sneezing and coughing etiquette.

Sterile wipes are available in each classroom for sanitizing computer keyboards and mice.

Even with the above precautions, staff and students will be exposed to viruses during flu season. Flu symptoms include fever, chills, fatigue, sore throat, body aches and pains, eye pain and lack of appetite. If you experience any of these symptoms, remain at home until you are symptom-free,

feeling well and able to resume normal day-to-day activities; avoid close contact with others and see a health care practitioner if symptoms worsen.

## **Personal Counselling**

Our Administrative staff and Instructors can provide valuable financial, employment and academic counselling on-campus at any time. Your Campus Director also has contact information for government approved agencies and professionals to which we can refer you for help with issues beyond our field of expertise.

## **Personal Relationships**

All relationships between staff, faculty and students are to remain on a professional level.

## **Dress Code & Uniforms**

It is the policy of Eastern Academy to encourage a professional environment, and as such, students are expected to be clean and neat in their personal appearance. The dress code for Eastern Academy is “business casual” except for programs where uniforms are mandatory.

The following are not acceptable:

- Clothes with holes, cut-off fringes, studs, or dirty clothes
- Offensive/obscene graphics or printed matter on clothing
- Tops that do not cover the waist or are low cut
- Spaghetti style straps and tube tops
- Muscle shirts
- Short shorts and short skirts
- Facial jewelry (for Personal Support Worker students)

Students who are in conflict with the school’s Dress Code (as determined by the Campus Administration) will face disciplinary action.

Students whose programs require them to wear a uniform must do so every day. Students who do not wear their uniform may be sent home.

## **Scent Sensitive**

Eastern Academy is a scent sensitive environments. In order to make every student’s experience at Eastern a comfortable one, students and staff are asked to refrain from wearing any perfumes, scented products etc. while on campus property. Students who do not abide by this may be asked to leave.

## **Graduation**

Eastern Academy holds an annual ceremony to celebrate the success of our graduates. Students and their families are encouraged to attend and recognize the graduate’s achievements and hard work. Only students who are academically and financially complete will be eligible to attend the ceremony. Students will receive an invitation announcing details prior to graduation.

## **Code of Conduct**

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

## **Student Privacy**

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

If you are anticipating any personal calls, for example from your child's daycare or school, please provide the Campus Director with written permission to acknowledge that you are a student at Eastern.

We cannot discuss:

- Any information concerning your fellow students with you
- Any information regarding your program with a family member or friend without your written consent

Please request a Release of Personal Information Form from Campus Administration should you wish to authorize us to speak with a third party on your behalf.

## **Access to Internet**

Students will have access to computer labs with internet during regular campus hours (typically Monday-Friday 8:00 am -5:00 pm).

# Financial Aid Office

## Maintaining Student Loan Eligibility

When you agree to accept assistance from a Student Loan, you have an obligation to maintain your Student Loan eligibility for the duration of your program. There are three areas for you to focus on:

1. Attendance
2. Active Participation
3. Academic Progress

You maintain your eligibility by meeting or exceeding the minimum requirements set for attendance, active participation and academic progress. Failure to meet your active participation obligations could affect further funding and may lead to your dismissal from the College. All students are required to demonstrate a commitment to their studies and progress through the program at a satisfactory rate.

If you have any concerns about whether you are meeting your obligations, speak to your Campus Director. A student may be placed on probation if the College believes the student has abused this policy. If the problem(s) persists after being placed on probation, a student may be dismissed. A verbal warning and a written warning will be issued before a student is dismissed and the student will be given every chance to remedy his/her situation.

Campuses are expected to let funding agencies know when a student is not meeting their academic and attendance requirements. Failure to meet these standards may result in the loss of funding.

## Academic Progress

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

Eastern Academy monitors student academic progress on a regular basis. Any student identified as being non-compliant with academic progress policies outlined above or not meeting the minimum requirements will be required to attend a meeting with the Campus Director. Non-compliance will result in students losing their student loan.

## Student Loan Repayment

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

## Managing Your Student Loan

While you are a full-time student your loan remains interest-free. Once you have stopped attending school, you are given a “grace period” of six months. At the end of that grace period, you must begin repaying your loan. Please be aware that interest is being charged during that six month period! You have 10 years to repay your Student Loan.

If you feel you may have difficulty repaying your loan, contact the National Student Loans Service Centre (NSLSC) at 1-888-815-4514 or [www.canlearn.ca](http://www.canlearn.ca) before you miss any payments. Staff can help you to understand the options that are available. Take advantage of available repayment assistance.

## Student Loan Default

If you are in receipt of a Student Loan(s), you must realize that this is money that you've borrowed from the Federal and Provincial Student Loan Programs. Each student is solely responsible for repayment of this loan, with interest, upon completion or withdrawal from their program even if you are not yet employed. Defaulting on your student loan could result in additional interest charges and the loss of future Student Loans and/or income tax refunds. You may also have to deal with a collection agency and possibly face legal action. You would also establish a bad credit rating.

Students should contact the National Student Loans Service Centre (NSLSC) immediately upon leaving Eastern Academy. If arrangements are not made with the NSLSC, you may be subject to serious consequences including garnishment of wages, loss of property, and/or having your name given to a credit bureau. For more information regarding the Student Loan Repayment or Default please speak to your Financial Aid Officer.

## Repayment Assistance

There are several options available for students who are not in a position to start repaying Student Loans. The most current information can be found at:

<https://www.canada.ca/en/employment-social-development/services/education/pay-back-student-loans.html>

Please attend all Student Loan strategy meetings at your campus. Eligible students will receive an invitation for the meeting prior to their completion date (or prior to leaving for field placements). Please see your Financial Aid Officer for details.

Special meetings occur 2 or 3 times per year and feature guest speakers from the National Student Loans Service Centre. All are welcome. Pre-registration with your Financial Aid Officer is strongly recommended.

Additionally, each student at Eastern Academy will have a one-on-one Student Loan Exit Interview with either their Financial Aid Officer or another designated administrative staff member where details of repayment strategies, dates and amounts specific to their own account will be reviewed.

## Student Fees

Students are responsible for all tuition, books, materials and other fees. It is important that students adhere to their payment schedules arranged with their Financial Aid Officer (FAO) at the time of enrollment. If a payment is missed, you may be suspended or terminated from your program until your account is brought up to date. It is the student's responsibility to immediately inform the FAO of any delays to the payment schedule.

All monies received from the Government Student Financial Assistance Program will be applied to the student's outstanding course fees unless other specific arrangements have been made.

## Tuition Refunds

Tuition refunds will be made pursuant to the regulations of the provincial licensing authority. See **Appendix A - Tuition Refund Policy** for the policy relevant to your provincial jurisdiction.

Tuition or book refunds, where applicable, will be returned directly to the funding agent or individual. **Under no circumstances will a refund cheque be released to students who have Student Loans for the respective academic year.** Students authorize the return of funds to the lender as part of their loan agreement for Canada and the respective provincial student loans.

## Income Tax

Eastern Academy tuition fees may be income tax deductible for the student. A T2202A form for tax deduction will be supplied to eligible students in February of each school year. Duplicates of



T2202A's will be produced at a cost of \$10.00. It is each student's responsibility to ensure that the campus has your current address at all times.

## Confidentiality & Privacy

Eastern Academy employees sign a "Confidentiality Agreement" that covers every student who enrolls. We understand and support the provisions, including confidentiality, set out by the *Freedom of Information and Protection of Privacy Act*. In administering Student Loans and managing student records, the College promises to protect the privacy of individuals and abide by the terms and conditions of the Act. If you wish for us to speak with a third party on your behalf, a Release of Personal Information Form must be completed and signed prior to Eastern Academy releasing any information.

For more information about Eastern Academy's Privacy Policy, please speak with your Campus Director.

## Active Participation Policy

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

- attending a minimum of 20 hours per week
- attending all scheduled sessions and classes
- coming to class on time, according to your schedule
- remaining in class for the full, scheduled time each day
- being prepared (homework or reading is done)
- being an active learner by listening, participating and completing each task assigned
- working on assigned work during class time
- participating actively (with a good attitude) in labs, classes and clinics
- writing quizzes, tests and exams on the scheduled date
- being pro-active in your responsibility to succeed and seeking help when it is required (e.g. academic, financial and budgeting advice and career guidance)

## Attendance Policy

Employers expect near perfect attendance and Eastern Academy requires the same. Students who receive funding under Student Loan, Advanced Education, Skills and Labour or any other third party funders and agents also have contracted attendance and academic performance requirements.

Eastern Academy is required by legislation to maintain attendance records. These records are subject to scrutiny by sponsoring agencies and Eastern Academy is required to report attendance deficiencies to these agencies.

Failure to adhere to the terms of those contracts will result in loss of funding. Loss of funding generally results in withdrawal from the program.

The following policies apply to all Eastern Academy students:

- **Prompt and regular attendance is expected of all students.** This applies to classes, labs, field trips, field placements, practicums, etc.
- Instructors will monitor the attendance of students.
- Poor attendance will affect the final mark. Evaluation in any course is based on class assignments, participation/attendance, quizzes and/or exams.
- Students are expected to show up for all scheduled tests and examinations.
- Tardiness and leaving class early will be recorded.
- Absence due to illness must be accompanied by a Doctor's note, otherwise it is considered an unexcused absence.

Regular attendance is integral to successful completion of all Eastern Academy programs. It not only fosters good habits; it provides students with the personal integrity and productivity that attracts potential employers. Class time for most courses is from 8:00 AM - 12:00 PM or 1:00 PM – 5:00 PM.

Additional time at home to complete homework and assignments may be required. Post-secondary education requires students to self-study if they want to succeed in their program.

All students are expected to attend each scheduled class and are responsible for fulfilling course requirements that are missed during an absence. It is the responsibility of the student to notify Eastern Academy if they are going to be absent from school. This should be done prior to the start of the student's class. If you do not contact the school, a staff member may be in contact with you.

If the absence lasts five (5) consecutive days or more, the student will be placed on Academic Probation and must provide documentation to explain the absence. This documentation is due the day the student returns to class. The student must, upon returning to school, meet with the Campus Director to develop a Plan of Action to assist in completing their program. Students who miss more than 40% of a course will be required to repeat the entire course. Repeated failures to attend scheduled classes may result in expulsion from the program. All students are expected to make up their time.

A student who is on Academic Probation is expected to complete their program requirements prior to graduation. If a student is on Academic Probation and misses another five (5) consecutive calendar days, they may be expelled.

Students who miss ten (10) consecutive days must provide valid documentation to explain the absence. This documentation is due the day the student returns to class. If a student does not provide valid documentation they may be expelled.

Students who miss 10 to 15 consecutive days for a valid reason and provide adequate documentation, may be permitted to stay in their program, provided that a reasonable plan can be put in place to make up the missed classes. This may include retaking the course.

Students who miss 15 consecutive days, regardless of the reason, may be dismissed from their program. Students who were absent for valid reasons beyond their control and provide supporting documentation to support these absences, may apply to re-start their program in the future.

Students who miss classes on a regular basis, regardless of whether absences are consecutive or not, will be placed on Academic Probation. Students who miss classes on a regular basis without valid reasons and valid documentation may be expelled.

Students on field placement are expected to attend the scheduled hours every day. Any missed hours must be made up. Students who miss time may be terminated from their field placement. Students who are terminated will be responsible for securing their own field placement (see Procedure for Mandatory Field Placement). Healthcare students may be required to pay additional fees if they miss a class during their field placement.

Valid reasons for absences may include, but are not limited to, illness, family emergency, child care issues, care of elderly or infirm relatives, family breakdown and/or homelessness. Eastern Academy is required to have documents on file for verification purposes for any student that missed five (5) or more consecutive days of scheduled classes. If a student does not provide acceptable documentation in a timely manner to support their absence, they may be withdrawn from their program. Documentation must be provided to the Campus Director upon the student's return. Failure to supply this documentation within the timelines may result in a student being removed from their program.

### **Examples/Suggested Possible Documentation to Justify Absence:**

Although all future circumstances giving rise to the application of this policy cannot be predicted, the following are examples of some of the types of absence situations which may occur:

- a) Illness – a doctor’s note or medical certificate outlining the nature of the illness and the period of time the student was away or is expected to be away from classes;
- b) Family emergency – such as an accident or death of an immediate family member (i.e. spouse, children (natural or adoptive), mother, father, sister, brother, step-mother, step-father, step-sister or step-brother). For an accident, a doctor’s note or medical certificate confirming the date of the accident and the period of time the student is expected to be away from classes as a result of the accident. For death of an immediate family member, a copy of the obituary, Funeral Director’s Statement of Death, coroner’s report or court ruling. For the death of an immediate family member such as a parent, spouse or child, a student may miss a maximum of 5 class days. For other family members such as grandparents, aunts and uncles, students may miss a maximum of 2 class days. For general family emergencies, a letter from a family member and/or doctor outlining the nature of the emergency;
- c) Child care issues – a letter from the child care provider indicating the unavailability of child care;
- d) Emergency care of elderly or infirm relatives – a signed statement from the student explaining the relationship of the student to the relative; the reason their support is required; a letter from the primary caregiver or relative confirming the requirement of the support; medical documentation from elderly or infirm relative, and the address of the dependent relative;
- e) Family breakdown and/or homelessness – if the student is in an abusive relationship, (i.e. domestic violence, which can result in homelessness) the student can provide a letter attesting this. However, the student’s letter should also include one or all of the following: letter(s) from neighbour(s) as witnesses, police report, a letter from a shelter or a letter from a counsellor.

Eastern Academy reserves the right to determine what constitutes valid documentation.

### **Tardiness/Leaving Early**

Punctuality is as important to employability as regular attendance. Students are expected to be present at the beginning of each class and remain for the entire class. All instructors have the right to make any decision regarding entrance by any student who is late for his/her scheduled class. Cases of excessive tardiness or habitually leaving prior to the end of the scheduled class may result in disciplinary action.

### **Procedure for Attendance and Reporting Absence**

Attendance is documented daily for each class.

Students who miss class are responsible for fulfilling missed course requirements during an absence.

Lack of attendance or sporadic absence from scheduled classes will be reviewed by administration and may result in a warning, counselling, probation or probable cause for academic dismissal.

### **College Program Hours**

Every attempt is made to separate the scheduling of our classes into mornings and afternoons. However, it may become necessary to change the delivery time of a course. The Campus Director will attempt to provide advance notice of any change to the shift or schedule.

Several programs at Eastern Academy require students to participate in related training provided by third parties to Eastern Academy (First Aid/Heart Start, Non-Violent Crisis Intervention, Suicide

Intervention, etc.). Eastern Academy will schedule related training sessions during the student's program. Related training may be held offsite and may be scheduled for 6 to 8 hour days. If a student is unable to attend his/her scheduled time for any reason, they will be responsible for completing the related training outside of regular class time, at his/her own expense.

Clinical hours are considered to be outside of classroom hours, and students can expect evenings and possibly weekend hours.

## **Inclement Weather**

Eastern Academy aims to prepare students for the workforce and strives to reflect policies and procedures of the business community. Therefore, with respect to inclement weather, Eastern Academy will remain open unless there are extreme weather conditions (i.e. the general business community is forced to close). Such a decision will be announced on local radio stations.

We encourage students to pay attention to their local radio and TV stations (and their websites) to determine if the school has been closed or classes cancelled. Unless a student receives an e-mail from Eastern Academy Administrative staff or a closure notice is specifically posted on local radio or TV (or their websites), assume that all classes will run as scheduled.

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

## **Employment Status Survey**

Eastern Academy takes pride in our positive student outcomes. Collectively, our entire organization works as a team to not only prepare you to be "Job Ready" but to also uncover open job opportunities in your field. During your time on campus, you will take part in many Career Services activities. These include, but are not limited to, orientation workshops, a Career Management course, and one-on-one sessions with your Employment Specialist to ensure that you have a current effective resume, interviewing skills, and job search techniques. Again, our goal is to help you be prepared to be "Job Ready", and to allow you to take advantage of the future career opportunities in your field.

You can expect to be contacted after graduation by your Employment Specialist(s) to verify your employment status so that Eastern Academy can measure graduate employment outcomes.

## **Student Surveys**

Student feedback plays an important part in determining the role that our College Administration team takes in supporting our student population. Students will be given an opportunity to formally evaluate the institution, program and instructors at least once per semester.

# **Academic Policies and Procedures**

## **Program Information**

All information pertaining to start and finish dates, program outlines, and entrance requirements is discussed with the Admissions Representative during the enrollment process. Entrance requirements are clearly defined in our Academic Calendar and on the College website.

Students will be given a copy of the Terms and Conditions which further describe Eastern Academy policies and regulations. Students are also given copies of our calendar, which describes our programs and their content.

Field Placements, where included in the program, are mandatory for program completion and graduation. Please refer to program outlines for the required number of weeks for each program. Field Placements for all programs are unpaid.

Course/module outlines are provided to students during the first week of classes and will include, a course summary, prerequisites and evaluation criteria.

Students will have access to review completed exams for 30 days.

## Age of Admission

Students must be at least 16 years of age to enroll at Eastern Academy.

## Advanced Standing/Transfer Credits

In general, Eastern Academy does not give exemptions for prior courses taken or issue transfer credits. Like all post-secondary institutions in Canada, Eastern Academy reserves the right to accept or deny advanced standing into its programs.

The primary reason for training at Eastern Academy is to obtain current appropriate skills and knowledge for specific careers; the courses have not been designed for credit transfer to other schools. Other post-secondary institutions may accept some Eastern Academy courses for credit but these decisions are made entirely by the receiving institution.

Challenge examinations are available for some modules of the diploma programs. The examination may be given to assess ability when a student has petitioned for advanced academic standing. The use of a challenge examination is at the discretion of the Campus Director, who is responsible for all related arrangements. A fee of \$50.00 will be charged for each challenge exam written. The Campus Director or Education Consultant will notify the student in writing of the assessment results within five business days of the examination date.

A passing grade on a challenge examination is 80%. Challenge examination grades will not be included in the calculation of a student's final average.

## Procedure for Advanced Standing

Any applications for exemptions must be approved by the Campus Director *prior* to registration.

Any exemption(s) must meet the following course load requirements:

- 12 study weeks remaining in the diploma program
- the remaining course load represents 60% of the original number of total weeks in the diploma program

If the Campus Director approves an exemption, Eastern Academy may reduce the number of study weeks. It is imperative that exemptions are in place prior to determining the total student fees so that the start and end dates, along with the financial portion of the contract, are accurate.

## Prior Learning Assessment Recognition (PLAR)

The purpose of PLAR is to evaluate a student's past learning experiences, primarily in the workplace, but also in the course of volunteer or unpaid activities. Credit may be granted for these learning experiences in the form of advanced academic standing in diploma courses available through Eastern Academy. The student will be responsible for providing the Campus Director with a complete portfolio. **The portfolio should include the following:**

- A completed Prior Learning Assessment Recognition Application form.
- A detailed letter explaining why Prior Learning Assessment Recognition is requested.
- A resume of all work experience.
- Letters from appropriate employers indicating in detail the candidate's skill level and experience in the appropriate skill areas.

- Details of employment training programs.
- A list of non-credit courses taken, supported by course outlines.
- A list of relevant volunteer or community work, supported by detailed letters indicating the candidate's skill level.

This **must** be completed prior to enrollment. Once a student is enrolled, a student cannot be given any exemptions for courses within their program.

The Campus Director is responsible for evaluating the student's Prior Learning portfolio and relating it to existing courses. He/she may also consult with the program instructor(s) to verify that Eastern Academy's learning outcomes have been met. The Campus Director may also choose to conduct an interview with the applicant.

The Campus Director will advise the student, in writing, of the assessment results within five (5) business days. Advanced academic standing, based on Prior Learning Assessment Recognition, may be granted to a maximum of 20% of the course time for the proposed program. If combined with a request for Advanced Academic Standing, the total exemption cannot exceed 25% of the course time for the proposed program.

#### **Documentation:**

- Completed Prior Learning Assessment Recognition Application form.
- Student's portfolio.
- Campus Director's letter to the student, granting or denying advanced academic standing based on PLAR.
- Assessment method(s) and results on which the advanced academic standing was granted.
- Student's contract with the institution that reflects reduction in the number of hours and/or weeks as well as the reduction in the tuition fee amount.

## **Mature Students**

Applicants who have not completed a high school diploma or equivalent may apply as a mature student provided the following conditions are met:

- Applicants are at least 19 years of age at the time of the program start.
- Applicants have been out of high school for a minimum of one year.
- Applicants present a certified copy of grades for the highest level of education attained.
- The applicant successfully completes a standardized assessment test (Wonderlic) at a level approved by the College.
- Specific program prerequisites must be met (please refer to individual program outlines). The admission requirements for each diploma program are stated in our Academic Calendar, and on the College website.

## **Accredited Program Requirements**

Diploma programs at Eastern may be accredited or approved by a professional organization. Eastern Academy has achieved accreditation/approval by adhering to the requirements of the accrediting agency. A student who violates any requirement of the accrediting/approving agency may lose the privilege of membership or acceptance into the accrediting/approving agency. Under such circumstances, Eastern Academy may not be able to issue the diploma for the program that the student has enrolled in. Examples include:

- Accounting and Payroll Administrator is approved by the Canadian Payroll Association for CPA designations.
- Supply Chain and Logistics is accredited by the Supply Chain Sector Council (CSCSC).

Students who are enrolled in programs that are accredited/approved by agencies outside Eastern must meet all of the requirements of Eastern Academy as well as the requirements of the accrediting/approving agency. If the requirements of the accrediting/approving agency are more stringent than Eastern, the student must meet the more stringent requirements.

## Eastern Academy Course Evaluation Method

As a standard, the final grade for a course *may* be determined through the following elements:

Exam(s)	60%
Daily Tests/Quizzes, Tests, Projects, etc.	30%
Professionalism	<u>10%</u>
	100%

The weighting (%) may change for some courses, as noted on specific course outlines. For courses that require team work, role-playing, presentations and special projects, the standard evaluation method may not apply. Please refer to the course outline provided on the first day of class. This outline provides a breakdown of how the final grade is calculated.

### Grade to successfully complete each diploma course = 70%<sup>1</sup>

Eastern diplomas will be granted only to those students who successfully complete all diploma courses in the program (including any mandatory Work Placement/Field Placement) and meet the minimum “Standards of Satisfactory Scholastic Progress” as defined below.

### Standards of Satisfactory Scholastic Progress

Eastern Academy has established standards of scholastic progress as an integral part of its goal to foster student success. It is not in the students’ nor Eastern Academy’s best interest to have students remain in a program if they are not making reasonable progress toward graduation. Therefore, for students who have difficulty meeting these minimum standards, an established series of Eastern Academy interventions occur to determine the nature of each student’s difficulty and to set immediate goals and strategies for improvement.

Eastern Academy’s standards of scholastic progress exceed those drafted by the various provincial regulators. Because Eastern Academy believes its standards to be valid indicators of successful progress toward graduation, they are applied equally to all students, regardless of financial aid status.

Students must maintain successful completion of at least 60% of a full course load throughout the study period.

## Examination Policies/Deferred/Supplemental Examinations

Eastern Academy conducts formal examinations which are usually scheduled on the last day of any course. Students are responsible for attending scheduled exams and must remain in the classroom until they complete their exam. In the event that the student leaves the classroom during the test/exam, the completed portion of that test/exam must be handed in to the instructor. That portion of the test/exam will not be returned. All tests/exams must be completed within the official time allotted unless previously discussed with administration. No additional time will be given for a test/exam if the student is late.

A student who is absent for an exam without sufficient documented reason will receive a mark of zero (0). If the student can provide adequate proof of essential absence (a doctor’s note), the student may be eligible to write a deferred exam. The deferred exam will be written outside of regularly scheduled class hours on the day the student returns.

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<sup>1</sup> Home Support Worker/Personal Care Attendant: Grade to achieve in each HSW/PCA course = 65%  
CPA Exams: Grade to achieve in each course = 65%



## Procedure for Deferred Examinations

Deferred examinations are available to students who are not able to write a scheduled examination. To qualify for a deferred examination, a student must supply one of the following:

- A Doctor's certificate stating that an examination was missed for medical reasons.
- Documentation of hospitalization.
- Documentation of a court case.
- Acceptable documentation of other extenuating circumstances must be provided to the Campus Director and will be accepted at the discretion of the Campus Director.

A student who misses an examination will write the deferred examination on the first day of return. If the student does not write on their return date, a zero (0) is given for the examination. A student may apply no more than three (3) times during their program for the right to be given a deferred examination while a continuous student at Eastern Academy. After writing deferred examinations three times, all future deferred exams will be scheduled at the discretion of the Campus Director and will be considered a supplemental exam.

## Procedure for Supplemental Examinations (2nd Chance Policy)

Students who do not achieve a passing grade of 70% but receive a mark above 60% in a course have the option to write a supplemental exam rather than retake the course. Students must achieve a minimum of 70% grade on the supplemental exam. The maximum recorded final grade in a course in which a supplemental exam was written is 70%.

**Note:** *The passing grades may be different for specific program. Refer to the "Course Evaluation Method" section for exceptions.*

Supplemental exams will be scheduled within the first two weeks after the failed grade has been recorded. *Arrangements to write a supplemental exam are the student's responsibility and arrangements should be made with the student's instructor.* If the student does not arrange to write the supplemental exam within the allotted time, or fails the supplemental exam, he or she must retake the course. In situations where a course must be retaken, an additional fee may be charged. Students who receive a grade below 60% in a course will be required to retake the course. The maximum-recorded final grade for a repeated course will be 70%. Repeating of courses within contracted dates is subject to schedule availability and seating capacity. If a student fails a repeat course, the full course fee will be charged each time the course is repeated thereafter. The course must be paid in full prior to beginning the course. Students who require an updated text to repeat a course will be expected to purchase the updated text prior to retaking the course.

A student may write a supplemental exam no more than three times during their program. After this, the student may be terminated upon receiving their next failed grade.

## Quizzes

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

## Canadian Payroll Association

Eastern Academy Accounting and Payroll Administrator students are subject to the Canadian Payroll Association (CPA) policies regarding supplemental exams, called rewrites. A student must achieve a minimum mark of 65% on the final exam as well as a final overall mark of 65% to be eligible to pass the CPA courses. There is no option to rewrite a midterm exam. A student must achieve between 55% and 64.9% on the original final exam and the course overall to be eligible for a rewrite, and they may only rewrite once. Please refer to your Program Guidelines booklet for specific details.



The cost charged by CPA for a rewrite is \$150 plus HST. The student will need to complete and submit a Rewrite Request Form – PCP along with payment in order to schedule the rewrite of a final exam. The form is available from Administration or the Instructor. The rewrite must be completed no later than four weeks after the original final exam.

## Home Support Worker/Personal Care Attendant

For details on supplemental exams please refer to the program guidelines.

## Appealing Grades

Students have one week after the original grade has been provided to appeal the mark. An appeal must be requested in writing to the Campus Director. If a student appeals a grade, it is possible that they may end up with a lower mark than the original grade. There is a \$50 fee to have a quiz, test, exam or project remarked.

## Assessment Methods

Eastern Academy Instructors are strongly committed to seeing each and every student achieve the learning objectives of each course within a program. In general, our instructors:

1. Encourage contact between students and faculty
2. Develop reciprocity and cooperation among students
3. Encourage active learning
4. Give prompt feedback
5. Emphasize time on task
6. Communicate high expectations, and
7. Respect diverse talents and ways of learning.

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

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

Students are required to participate in all methods of testing *as scheduled*. No exemptions will be accepted. No quizzes or exam papers are returned to students. Please discuss any exam results with your instructor within one week of the mark being provided. Final diploma or certificate exams are kept on file no longer than two (2) weeks after the exam is written.

## Academic Integrity

Academic integrity is the core value at Eastern Academy.

The five values most often associated with academic integrity include honesty, trust, fairness, respect and responsibility. Academic integrity is the commitment to support these five values, even in the face of adversity. Just as your personal sense of integrity makes a statement about you as an individual, how you approach learning defines you as a person.

Good students do not cheat or cut corners. They take responsibility for managing their own learning so that they become lifelong learners. The level of academic integrity that a student demonstrates is measured by the amount of energy, effort and focus that a student is willing to put into their learning. It is about attitude – how a student approaches their responsibility for learning.

## Academic Dishonesty

Academic dishonesty includes, but is not limited to:

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

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

1. On the first occurrence, the quiz or exam will be taken away and a mark of '0' will be recorded for the quiz or exam. The student will be suspended for 2 days and the rewrite policy takes effect, with the maximum grade the student can receive being 70% (some program exceptions may apply). The student must attend an interview with the Campus Director prior to returning to class.
2. On the second occurrence, the student will be expelled from school.

Notification will be placed in the student file indicating the student has been caught cheating.

An appeal must be filed within one business day via e-mail. The appeal must be sent to the Campus Director and the Instructor.

## Books & Materials

Books and materials are distributed on the first day of class for the first course of the program. All other courseware will usually be distributed during the book room hours during the week prior to the course starting to give students the opportunity to prepare for the next class.<sup>2</sup> The campus has set bookstore hours that are posted throughout the campus. Students must pick up courseware during the scheduled bookstore hours. Eastern Academy assumes no responsibility for lost or stolen course materials. The student is responsible for any replacement costs.

## Certification Exams and Results

Certain programs include certification exam vouchers and exam preparation software to assist students in preparing to write certification exams. Certification exams may only be ordered/booked after the course diploma exam has been written and passed.

Exam vouchers are provided for two major reasons: as an incentive for students to achieve industry certification while their knowledge is still current, as well as to maximize graduate employability. For this reason, students are **required** to write industry certification exams within the timeframe as per their Program Outline. As long as the student is successfully completing his/her course modules and their account is in good standing, vouchers are provided.

Certification vouchers have specific expiry dates. Students are responsible for checking expiry dates and ensuring that the voucher is used before it expires. Expired vouchers will not be replaced free of charge.

Certification vouchers and exam preparation software are for the exclusive use of the Eastern Academy student to whom they are released. They cannot be sold or transferred to anyone else. Students who are found to have sold or transferred vouchers or exam preparation software to anyone else will no longer be eligible to request further vouchers or exam preparation software.

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<sup>2</sup> Some exceptions may apply.

## Certification Exams

Students are required to send the Program Administrator an email indicating the certification exam number they wish to write. Only one exam voucher may be released at a time and the corresponding course must be completed successfully before a voucher will be issued. The student will be directed to book the exam at [www.pearsonvue.com](http://www.pearsonvue.com) or [www.prometric.com](http://www.prometric.com). This exam must be written and the results provided to the Program Administrator or Administrative Assistant before another voucher is released (Exceptions: A+ OS and A+ HW may be released at the same time if both exams are scheduled to be written within a few days of each other).

Certification exam results (both successful and unsuccessful) must be reported to Administration immediately.

Voucher expiration dates may vary. Students who have been withdrawn from their program cannot request any more vouchers. Exams that are not written within this allotted time frame will become unavailable. There is **no** refund for unwritten certification exams.

**Note:** It is the student's sole responsibility to write his/her certification exams within the allotted time frame.

**Note:** The organizations that design and promote various certification standards have the exclusive right to change their certifications and requirements at any time. As such, these changes may override Eastern Academy program components.

## Diploma at Graduation

### Definition of Academic Study Period

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

### Diploma with Honours

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

### Diploma with Distinction

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

## Issuing of Diplomas

A student who achieves the required academic standards for their Eastern Academy Diploma program, will receive (1) a formal transcript of marks and (2) an official Eastern Academy Diploma, provided they have completed all academic and financial contractual agreements with Eastern Academy. Diplomas will be issued within 30 days of the contracted completion date and must be picked up in person at the campus.

## Issuing of Certificates

Students enrolled in any non-diploma program will receive (1) a formal transcript of marks and (2) an official Eastern Academy Certificate, provided they have completed all academic and financial contractual agreements with Eastern Academy.

**Note:** *Individual course certificates are not issued unless requested.*

## Transcripts/Diplomas

Should you wish to receive a copy of your transcript, please contact your campus. Future productions of transcripts and diplomas, sent to employers or other academic institutions will be issued and sent upon receipt of a \$25.00 payment for each transcript/diploma from the requesting student.

## Maximum Timeframe for Program Completion

A 12-month extension may be granted for any outstanding course completions. The 12-month grace period will begin on the contracted end date. Please note that a student who has been terminated may not request a program extension. Terminated students will only be granted a 12-month extension from their official date of termination to reapply to complete their program. Students who require an updated text to repeat a course will be expected to purchase the updated text prior to retaking the course. All arrangements for completion of outstanding courses must be made with the Campus Director. Scheduling of courses is based on course and seat availability. A maximum grade of 70% (see *Procedure for Supplemental Examinations*, for more information) will be recorded on the students' transcript. Any exceptions to the final grade posting are at the discretion of the Campus Director.

## Change of Address/Information

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

## Termination

Any student wishing to withdraw from the College must provide a written termination letter and meet with the Campus Director. You will be considered a full-time student – and charged for each day – until your written termination notice is received. Should you withdraw from Eastern Academy, and you have received any type of student loan, you are responsible for its repayment as required by your bank, the Government, and/or Eastern Academy. Refunds for any overpayment to Eastern Academy will be made in strict compliance with the Tuition Refund Guidelines specified in the provincial Acts and Regulations (see *Appendix A – Tuition Refund Policy*).

## Photocopying and Printing Procedures

Realizing that some students may not possess a home printer, student printing may be accessible from the computer lab or classroom. Each student is provided with printing credits that are sufficient for the printing required for their program. Additional printing credits may be purchased from the front desk staff, as required. Please remember that double sided printing is cheaper and saves paper!

Multiple copying is limited to instructor handouts and must be done by the instructor. Due to technical reasons, the administrative staff are not able to print documents for students from removable drives. Students who wish to print from their removable drives may print to any printer that is available for student use using their printing credits.

Photocopying may be done through the front desk of each campus. A charge of 10 cents per copy will be charged. Students are not permitted to photocopy or print any curriculum, courseware, copyrighted material, cram exams, cheat sheets, etc.

## Equipment

The equipment that Eastern Academy uses to train students is high quality and is expensive to replace. Eastern Academy equipment is never to be removed from Eastern Academy premises and should always be handled with the utmost care and caution. In short, students need to treat the training equipment as if it were their own.

## Removable Hard Drive Use

In some programs students are provided with a removable hard drive. The hard drive remains the property of Eastern Academy at all times. Students agree not to install or copy any software to or from the hard drive except that which has been authorized by Eastern Academy for use in the course or program. If the hard drive is not returned at the end of the student's program, a \$100 fee + HST will be charged. Please refer to your Student Hard Drive Loan Agreement.

**Note:** Student hard drives may be subject to reinstallations as required; unless you save files to a jump drive all your data may be removed without notice.

Please do not alter (except as directed by the Instructor) the operating system or application program setups. This causes difficulty for the next person using the computer. Changing system settings in a way that inconveniences or disrupts another user is considered a form of vandalism. Please do not change or disconnect network cables from Eastern Academy computers (unless directed by the Instructor).

## Personal Listening/Communication Devices

Personal listening devices such as portable MP3, iPod, CD or DVD players as well as communication devices such as cellular phones or recording/other handheld devices must not be enabled in the classrooms or in the labs. *No recording of any kind can take place within the campus without written consent from the student or staff member being recorded.*

During a quiz or exam all cell phones must be turned off and placed on your desk or in your student bag.

## Student Complaint Procedure

At Eastern Academy, we are committed to delivering the best quality College education available. At Eastern Academy our vision is 'to improve lives by sharing our knowledge and passion for excellence'. In accordance with our vision, we welcome suggestions and constructive feedback from our students, employers and staff. Most issues can be handled informally via a discussion with instructors and administration staff. However, if the issue cannot be resolved informally, the Student Complaint Procedure provides Eastern Academy students with a 4-level escalation procedure. Each level of the 4 level procedures is outlined below:

**Students have 30 days from their last day of attendance to lodge a complaint. This does not apply to students who have been expelled from their program. See the Expulsion Policy for details.**

**Note:** *The student has the right to have another person accompany them, as a representative, in all stages of this procedure. The other person may not be a party to the same complaint. This representative has the right to make oral submissions on behalf of the student. If a representative is requested, Eastern Academy requires the party be identified by name and the relationship of the representative to the student be disclosed to the College at the time the meeting(s) is requested. Eastern Academy also reserves the right to include another campus staff member or other representative to be included in all levels of this process.*

### Level I - Informal Suggestion/Complaint

Eastern Academy endeavors to provide the most positive environment for your educational experience. From time to time you may have a suggestion or concern that you would like to bring to our attention. Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. We encourage informal discussion with the campus staff member who is involved as a first step. If, after your conversation with the campus staff member, you believe your question/concern has not been answered to your satisfaction, you should meet with the Campus Director for an informal discussion. The mutual objective of this meeting will be to resolve

the question/concern. The Campus Director will provide a verbal resolution at the closure of the meeting. Eastern Academy supports informal verbal resolution of issues whenever possible.

## **Level II - Written Complaint to Campus Director**

Most complaints can be resolved informally at Level I through a dialogue between the student and their Campus Director. However, if a student believes that the verbally offered resolution does not reasonably resolve their issue(s), they can escalate their concerns by submitting a formal Written Complaint to their Campus Director. The Campus Director will provide the student with the official Eastern Academy Student Complaint form. The student must complete the form, retain a copy and return the original to the Campus Director within two (2) business days. Upon receipt, the Campus Director will schedule a meeting with the student to review the written complaint within two (2) business days. If a resolution is reached during this meeting, the resolution will be documented and there will be signoff that all parties have accepted the resolution. If no meeting is requested, or if there is no resolution obtained in this meeting, then the Campus Director or a representative from the school will respond with a written decision with reasons to the student within five (5) business days, not including the meeting date. This response will be in a sealed envelope and the student will be notified via phone, email or in person that it is available for pick up at the front desk. If the student fails to pick up the response by the end of the third day after they have been notified, this document will be mailed to the student at the address currently on file (Eastern Academy is not responsible for non-delivery if the student has not provided a valid home address).

## **Level III - Written Complaint to Eastern Academy Head Office**

Before continuing to a level III complaint a student *must meet* with the Campus Director.

In unusual circumstances, a student may not be satisfied with the resolution provided at the conclusion of the Level II complaint. In these occasional cases, the student must request a Level III Complaint Form from the Campus Director and hand deliver a detailed response (Complaint Form III and supporting documentation) to the Campus Director or the Program Administrator from the school. The response must be in writing using the complaint form, and the student is to retain a copy and deliver the original within five (5) business days from the day following the date included on the initial response of the initial written response from the school. Upon receipt, the Campus Director will forward the student's response to Eastern Academy Head Office for review by the Vice President. Within five (5) business days of the receipt of the written complaint form, (not including the date of receipt) the Vice President (or their designate) will contact the student to set up a meeting with the student to discuss their concerns. Based on this meeting, the student may expect a written decision with reasons from Eastern Academy Head Office within five (5) business days following the date of their discussion with the Vice President (or their designate). This response will be in a sealed envelope and the student will be notified via phone, email or in person that it is available for pick up at the front desk. If the student fails to pick up the response by the end of the third day after they have been notified, this document will be mailed to the student at the address currently on file (Eastern Academy is not responsible for non-delivery if the student has not provided a valid home address).

On rare occasions, extenuating circumstances may prevent a student from submitting an initial written student complaint. In these circumstances, these timelines may be adjusted at the discretion of the Vice President. A request for an extension must be made in writing to the Vice Present.

## **Level IV - Written Complaint to Provincial Regulating Body**

Eastern Academy is a Private Career College registered under the Private Training Institutions Act in Newfoundland and Labrador. Eastern is also approved to administer both the federal and provincial student loans. As such, the college is regulated, monitored and audited for a variety of procedures, including its Student Complaint Procedure. Eastern Academy has an excellent track record for all regulatory matters with the various provincial departments and strives to ensure that its operations are in compliance with the letter and spirit of the associated acts.

Although the objectives of Levels I-III are to resolve the students concern/issue, there may be instances where the student remains dissatisfied with the resolution. In these cases, the student may refer their issue, in writing, to the Department of Advanced Education, Skills and Labour.

These Departments' role in complaints is to ensure that the colleges they regulate are compliant with the Act. Please refer to the relevant provincial government website for instructions in this regard.

## Expulsion Policy

Eastern Academy is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their programs. Eastern Academy has a commitment to ensure that within this general framework all students are treated fairly and equitably. Students who do not support the academic and ethical goals of Eastern Academy for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, we will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where Eastern Academy deems the integrity, safety or well-being of our school, students, staff, clients, visitors and other guests are in danger, then expulsion may be applied at our discretion at any point in the process.

The following outlines the conditions under which a student, who is in-school or on a field placement, may be expelled with cause:

1. Academic Dishonesty – students may be subject to expulsion at the discretion of the College for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:
  - a. Cheating
  - b. Plagiarism
  - c. Unapproved collaboration
  - d. Alteration of records
  - e. Bribery
  - f. Lying
  - g. Misrepresentations
2. Outstanding Fees – failure to pay tuition or other fees due to Eastern Academy is considered to put a student in default. If a student's account is in arrears, a student will be notified in person or via their student email, requesting a meeting with the Financial Aid Officer to make arrangements to repay the outstanding amount. If the account is not brought up to date after the meeting, the student will be notified in person or via student email that they may be expelled if they fail to bring their account up-to-date.
3. Code of Conduct - all students will be required to adhere to the following Code of Conduct. Students are expected to dress and act in a business-like manner while attending classes. Your time at the College is considered to be job readiness training. In keeping with this objective, we do not allow students to wear clothing that is not considered to be professional, such as: short shorts, tank tops, etc. Clothing needs to be clean and properly mended. Where applicable, uniforms must be worn every day. At the discretion of the school administration, a student may be suspended or terminated from school for serious or repeated incidence of any of the following:
  - Intoxicated or drugged state of behaviour,
  - Possession of drugs or alcohol upon school premises,
  - Possession of weapons upon school premises,
  - Behaviour through the act(s) (or omission of) creating a safety hazard to student(s) or other persons including a client/resident or fellow employee while on an field placement or on school premises,



- Disrespectful behaviour to other students, an administrator, faculty member of the school or a supervisor, client/resident or fellow employee while on an field placement or school premises, and
  - Failure to conform to College policies or any other stated or determined infractions of conduct.
4. Significant Omissions or Errors in Admissions Documentation – Eastern Academy has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly, or in error, misrepresent their applications are subject to immediate expulsion.
  5. Academic Failure – students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may, at its discretion, based on the program of study, offer alternatives to a student. These options are outlined in the Academic Policies and Procedures in this Student Handbook.
  6. Attendance – students who do not achieve the required attendance as stated in our Attendance Policy in our Student Handbook are subject to expulsion. Students who are absent from class for more than five consecutive days without sufficient cause and supporting documentation may be expelled.
  7. Harassment or Discrimination – the safety of our students, staff and visitors is important and we take pride in ensuring that everyone is secure and safe while attending our College. Eastern Academy does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.

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

8. Misuse of College Property – College property is for the provision of College services. Students who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and required to make restitution.
9. Endangerment of Staff or Students – Eastern Academy is committed to the right of all College staff, students, clients and visitors to be safe. Students, who by action or neglect, in any way endanger the safety of themselves or others, while in-school or on an external work placement, may be expelled.

Prior to expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:

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



- d. Expulsion – based on the above conditions, a student may be expelled. A student who is subject to expulsion for any reason will be notified in writing, either hand delivered or by mail. Eastern Academy is not responsible for non-delivery by mail if the student has not provided a valid home address where the student currently resides.

Notification of expulsion will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision, in writing, to the Campus Director within two (2) business days of the date of the written notification of expulsion. The Campus Director will set up a meeting within five (5) days after receiving the complaint form.

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

### Fees for Expelled Students

A student who is expelled by Eastern Academy will be considered terminated from their program on the effective date of the expulsion. Upon expulsion, a student will be officially withdrawn from their program and a settlement of their account will be completed under our *Tuition Refund Policy, Appendix A*.

### Return of Property

A student who is expelled is responsible for the return of any College property in his/her own possession within five (5) days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

## **Career Services**

The Eastern Academy Career Planning and Preparation Course, Part I and II is included in your program to guide and educate you about the importance of career planning, work placement, current job search methods, and interview techniques, resume writing and creating an effective cover letter.

All students are required to complete the course, submit a personal resume and set up an appointment with their campus Employment Specialist team.

While Eastern Academy offers career services geared to facilitating and fostering contacts between students and possible employers, Eastern Academy does not guarantee any job offers to any student. It is the responsibility of the student to work in partnership with their Employment Specialist team to partake in their own job search and choose their own potential employment opportunities.

## **Procedure for Mandatory Field Placement (Practicum, Internship, Clinical Placement)**

In most programs, a field placement is a diploma requirement and is designed to provide the student with on-the-job experience and an opportunity to utilize their newly acquired skills. The internship, field placement or practicum must be conducted in a legitimate, industry-related and supervised environment. Field placement is unpaid and placements are at the end of a program with the exception of Child and Youth Care with Addictions Support Worker and Home Support Worker/Personal Care Attendant programs.

Career Services staff act as a liaison between qualified students and employers to find the right field placement experience for each student and host. Upon completion of the field placement, the host employer will complete an evaluation which assesses the student's skills, professional conduct and ability to handle the work assigned. This evaluation form will be given to the student and it is the student's responsibility to ensure that it is submitted to Eastern Academy. A student cannot graduate without a signed evaluation by the employer being submitted.

All students enrolled in a program that includes a field placement must attend a mandatory one-hour orientation, as scheduled.

All students will work in partnership with the Employment Specialist team to aid in the search for a field placement. It is the responsibility of the Employment Specialist to present one (1) field placement to a student. Should the student decline this one (1) field placement offer, the student fully agrees to sign a waiver and is wholly responsible for finding their own field placement.

If the student is dismissed from his/her field placement it is the responsibility of the student to find another internship, field placement or practicum host.

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

## General Policy on Completion of Field Placement

Students must be academically in good standing in order to participate in a field placement. However, some exceptions may apply at the sole discretion of the Campus Director. Attendance is taken for all internship, field placement or practicum hours as this is considered 'off-site' school. It is the responsibility of the student to forward (fax or email) their attendance to the Administrative Assistant by no later than Monday at noon each week for the previous week. Failure to do so may result in a student being withdrawn from their program. Students who are absent for any of their clinical placement or internship, field placement or practicum will be required to make up the hours before they are eligible to graduate. Students who fail to complete the required placement as scheduled (for any reason), will be required to arrange their own additional suitable clinical placement, internship, field placement or practicum to complete their program. A signed evaluation will be required from the field placement host.

Students will not be eligible to graduate until all requirements of their placement are complete. This includes submitting the evaluation signed by their host to their Employment Specialist upon the successful completion of their field placement.

**Note:** *Field placements are subject to location availability. Some employers require a police record check (and, at times, an enhanced police record check) for criminal offences before accepting a student into the work environment or clinical setting. The police record check shall be obtained at the student's expense. The College assumes no obligation for students who are unable to provide a clear police record check. Some field placement hosts require proof of the following items:*

- *Immunization*
- *Mask fitting*
- *TB test*
- *Physical suitability (PSW, PTA)*

**Out-of-Town Field Placements:** You may be required to go out of town for your field placement. You may incur additional costs associated with these field placements (i.e. travel, accommodations, etc.). At this time, field placements only occur in Canada.

Students in Massage Therapy, Home Support Worker/Personal Care Attendant and Child and Youth (With Addictions) Support Worker are required to fulfill the prescribed number of clinical hours as per the program outline. Clinical hours are considered to be outside of classroom hours, and students can expect evenings and possibly weekend hours.

Students will be notified in advance of the field placement requirements and will be responsible for covering any costs associated with these items.

# Anti-Violence, Harassment and Discrimination Policy

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

Our Anti-Violence, Harassment and Discrimination Policy is not meant to stop free speech or to interfere with everyday interactions. What one person finds acceptable, another may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing. It is important to remember ***it is the perception of the receiver*** of the potentially offensive message - be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome - that determines whether something is acceptable or not.

## Definitions

### School Violence or Bullying:

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

- Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault, etc)
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- Disruptive behaviour that is not appropriate to the school environment (e.g. yelling, swearing).

### Domestic Violence:

A person who has a personal relationship with a student or employee – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that student or employee while at the college. In these situations, domestic violence is considered school violence.

### Personal Harassment:

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

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

- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- In most cases, victims of sexual harassment/assault are female. However, conduct directed by female students or employees towards males and between persons of the same sex can also be held to constitute sexual harassment/assault.
- Any actions that create a hostile, intimidating or offensive school environment. This may include physical, verbal, written, graphic, or electronic means.
- Any threats of physical violence that endangers the health and safety of the student or employee.
- Posting inappropriate comments or images online (including social media).

Racial/Ethnic Harassment:

Any conduct or comment which causes humiliation to a student or Eastern Academy employee because of their racial or ethnic background, their colour, place of birth, citizenship or ancestry. Examples of conduct which may be racial or ethnic harassment include:

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

## Policy Violations

Eastern Academy is committed to providing a safe and healthy study environment free from violence, threats of violence, discrimination, harassment, intimidation and any other misconduct. Similarly, weapons are strictly prohibited from the College's premises and violators will be subject to disciplinary action and the incident will be reported to the police.

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

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

## Application of this Policy

This policy applies to all individuals studying at Eastern Academy. The college will not tolerate violence, harassment, or discrimination whether engaged in by fellow students, employees, managers, officers, directors, or contract service providers of the college.

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

For the purposes of this policy, violence, harassment, discrimination, or bullying can occur:

- At the campus;
- At student-related social functions;
- In the course of study assignments outside the college;
- Over the telephone or online, if the conversation is study-related; or

- Elsewhere, if the person is there as a result of student-related responsibilities or a student-related relationship.

## Records

Records of all formal and informal resolutions, meetings, and reviews will be kept by the Campus Director, except where otherwise stated in this policy. The records will only be available to the Campus Director and appropriate management, and only in the following circumstances:

1. When determining an appropriate disciplinary action for subsequent violence, bullying, discrimination, or harassment complaints.
2. When a complaint against retaliatory action is made.
3. When a decision or resolution is reviewed.

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

- Violence or bullying.
- Discrimination and/or harassment.

## Special Circumstances

Should a student have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the student is encouraged to notify his or her Campus Director, and to supply a copy of that order to them. This will likely be required in instances where the student strongly feels that the aggressor may attempt to contact that student at Eastern Academy, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to Eastern Academy is seen with a weapon (or is known to possess one), makes a verbal threat or assault against a student or another individual, witnesses are required to immediately contact the police, emergency response services, campus administration, and the Vice-President.

All records of harassment, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

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

## Disciplinary Measures

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

## Confidentiality for Entire Policy

Eastern Academy will do everything it can to protect the privacy of the individuals involved and to ensure that Complainants and Respondents are treated fairly and respectfully. Eastern Academy will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the College and will be proportional to the seriousness of the behaviour concerned. Eastern Academy will also provide appropriate assistance to any student who is victim of violence, harassment or discrimination.

## Managing and/or Coaching

Counseling and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a college administrator’s responsibilities in these areas.

## Policy Review

Eastern Academy will review this policy annually and will post the policy in the Student Handbook.

## Violence and Bullying Procedure

### Violence Risk Assessment

The College will conduct a risk assessment of the study environment to identify any issues related to potential violence or bullying that may impact the operation and will institute measures to control any identified risks to student safety.

The risk assessment may include a review of records and reports (i.e. security reports, student incident reports, student surveys, health and safety inspection reports, first aid records or other related records). Specific areas that may contribute to risk of violence include: contact with the public, exchange of money, receiving doors, studying alone or at night, etc. Research may also include a review of similar colleges with respect to their history of violence.

Eastern Academy may communicate information relating to a person with a history of violence where:

- Students may reasonably be expected to come into contact with the person in the performance of their studies; and
- There is a potential risk of violence as a result of interactions with the person with a history of violence.

The College will only disclose personal information that is deemed reasonably necessary to protect the students from physical harm.

### Reporting Violence or Bullying

In the event that you are either directly affected by, or witness to, any violence in the College, it is imperative for the safety of all Eastern Academy students and employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to campus administration.

### Investigating Reports of Violence or Bullying

Eastern Academy Shall:

- Investigate all reported acts/incidents of violence or bullying, and:
  - ✓ consult with other parties (i.e. Legal Counsel, Health & Safety consultants, Human Rights office, local Police Services);
  - ✓ take all reasonable measures to eliminate or mitigate risks identified by the incident; and
  - ✓ Document the incident, its investigation, and corrective action taken.
- Review this policy and hazard assessments annually, or as changes to student responsibilities or environments occur, and revise the assessment as needed.

Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate violence in the college and make improvements to procedures, as required.

### Seeking Immediate Assistance

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

## Discrimination and Harassment Procedure



## Reporting Discrimination or Harassment

### Informal Procedure

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

- Confront the harasser or person doing the discriminating personally or in writing pointing out the unwelcome behaviour and requesting that it stop; or
- Discuss the situation with the Campus Director, the Vice President, or any other college management team member.

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

### Formal Procedure

If you believe you have been personally harassed or discriminated against you may make a written complaint. The written complaint must be delivered to the Campus Director or another campus manager or, if not available, the Vice-President. Your complaint should include:

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

## Investigating Reports of Discrimination or Harassment

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

For the purposes of this section the following definitions apply:

**Complainant** – The person who has made a complaint about another individual who they believe committed an act of discrimination or harassment against them.

**Respondent** – The person whom another individual has accused of committing an act of discrimination or harassment.

The investigation will include:

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



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

If the Complainant decides not to lay a formal complaint, the Vice President along with the Board of Directors may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the Respondent(s)).

# Sexual Harassment and Sexual Violence Policy & Procedure

## Purpose

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

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

## Policy Statement

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

## Application

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

Any contractor, supplier, volunteer or visitor who attends on campus will be subject to complaints if they engage in prohibited conduct. Where a complaint against the Respondent is substantiated, the College will take appropriate action.

## Commitments

- Assisting those who have experienced sexual harassment or sexual violence by providing detailed information and support, including provision of and/or referral to counselling and medical care, and appropriate academic - and other - accommodation.
- Ensuring that those who disclose they have been sexually harassed or experienced sexual violence are believed, and that their right to dignity and respect is protected throughout the process of disclosure, investigation and institutional response.
- Addressing harmful attitudes and behaviors that reinforce that the person who experienced sexual harassment or sexual violence is somehow to blame for what happened.
- Treating individuals who disclose sexual harassment or sexual violence with compassion, and recognizing that they are the final decision makers about their own best interests.
- Ensuring that internal investigation procedures are available in the case of sexual harassment or sexual violence, even when the individual chooses not to make a report to the police.
- Engaging in an appropriate investigation process that ensures fairness and due process.
- Contributing to the creation of a college atmosphere in which sexual harassment and sexual violence is not tolerated.

Monitoring and updating our policies and procedures to ensure that they remain effective and in-line with other best practices.

## **Reporting and Responding to Claims of Sexual Harassment and/or Sexual Violence**

- Any Eastern Academy employee or student should immediately report incidents of sexual harassment and/or sexual violence they witness or have knowledge of, or where they have reason to believe that sexual harassment and/or sexual violence has occurred or may occur.
- Any Eastern Academy employee or student that has experienced sexual harassment and/or sexual violence are encouraged to come forward to report as soon as they are able. Incidents should be reported to a manager and/or the Campus Director.
- If reported to a manager, all incidents will be escalated to the Board of Directors.
- Where the College becomes aware, or should be reasonably aware, of incidents of sexual harassment and/or sexual violence by an employee or student or against an employee or student, on or off Eastern property, the College will take all reasonable steps to ensure the safety of all employees and students.

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

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

Eastern will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and/or disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this Policy. Respondents will be given details of the allegations and an opportunity to answer to the allegations.

### **If You Have Experienced Sexual Harassment or Sexual Violence:**

Go to a safe place where you can find physical safety and support.

- Find a trusted friend or colleague.
- Call your local rape crisis line, if available.
- Go to or call your local sexual assault/domestic violence care centre, if available.
- Call your local Police Service.

As an employee or student of Eastern Academy you may be the first person to whom a survivor discloses about an act of sexual harassment or sexual violence. If you require support during this time you may contact a local campus manager who will provide the guidance and information you may need. As the person hearing the disclosure you should not go beyond your own comfort level or expertise when responding to a disclosure. It is important to be supportive while referring the victim to the right person who can provide the help they need. You also need to know that receiving a disclosure can, itself, be traumatic and that supports are available to help you cope.

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

If an employee or student reports to you an incident of sexual harassment or sexual violence you need to immediately assess the situation and if you think the employee or student is at risk you must contact a member of campus management. The manager will provide an immediate response to safety concerns.

A member campus management will be the Complaint Manager. They will work with the employee or student to provide:

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

campus to take the report. The Complaint Manager will be with the employee or student when they meet with the police. The survivor also has the right to have a friend or advocate with them when they report to police.

If the survivor wishes to file an internal complaint, the Complaints Manager, working with the Board of Directors, will provide the following assistance:

1. Explain the options available for dealing with the complaint; informal or formal – the Complainant has the right to decide how they wish to address their complaint.
2. Ensure the survivor knows they have a right to have a support person with them throughout any process that may develop to address their complaint.
3. Explain how their complaint could be shared with other parties on a need-to-know basis only. We will attempt to limit the knowledge of the complaint to only those at the college who need to know in order to process the complaint or to assist in the investigation.
4. If the survivor decides to issue a formal written complaint, the Complaints Manager will assist in preparing and filing their internal complaint.
5. Once the complaint is written and approved by the Complainant, the Complaints Manager will contact the Vice-President for assistance.
6. Timeline for investigation is 30 working days.
7. Ensure the Complainant is kept up-to-date on the progress of their complaint.
8. Ensure the Complainant has a safety plan and knows who to call if they are approached by the alleged perpetrator.
9. Work with campus administration to put in place any interim measures necessary to alleviate pressure academically or emotionally on the employee or student.
10. Ensure that the internal complaint investigation is fair and follows due process and timeliness.
11. Ensure that the Respondent employee or student is given reasonable notice, with full details of the allegations and is provided with an opportunity to answer the allegations against them.
12. The Respondent will be provided with a copy of the complaint, and be required to provide a written response to the complaint (which will be shared with the Complainant) within seven (7) working days.
13. Upon completion of the investigation the Complaints Manager, with support from the Board of Directors, will inform the employee or student of the outcome of the investigation. A written decision that summarizes the complaint, the response, evidence and the reasons for the decision will be provided to the Complainant and the Respondent. Recommended disciplinary actions, with Human Resources in the case of discipline related to employee respondents, will be carried out by the College.

## **Right to Withdraw a Complaint**

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

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

It is contrary to this Policy for anyone to retaliate, engage in reprisals or threaten to retaliate against a Complainant or other individual for:

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

Anyone engaged in such conduct may be subject to sanctions and/or discipline.

## Unsubstantiated or Vexatious Complaints

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

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

## Confidentiality

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

Confidentiality cannot be assured in the following circumstances:

- An individual is at imminent risk of self-harm;
- An individual is at imminent risk of harming another; and/or
- There are reasonable grounds to believe that others in the Eastern or greater community may be at risk of harm.

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

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

## Definitions

### Sexual Harassment:

Any interaction between individuals, regardless of gender, that can be characterized as unwelcome sexual advances or misconduct. This includes but is not limited to:

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

### Sexual Violence:

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

### Consent:

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

It is imperative that all understand the following additional information:

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

### Survivor:

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

## Student Rights & Responsibilities

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

- Eastern Academy students are responsible for reading the explanation of the term “netiquette”, which is referred to in the Acceptable Use Policy. The entire document can be found on the Internet at [www.albion.com](http://www.albion.com).
- Eastern Academy students and staff are also bound by their provincial Human Rights Acts against discrimination, harassment and negative behaviour. The relevant provincial Human Rights Act(s) can be found at:

<http://assembly.nl.ca/Legislation/sr/statutes/h13-1.htm>

### Network Acceptable Use Policy

Eastern Academy is committed to providing a working and learning environment in which all persons treat others with consideration and respect. Eastern Academy’s infrastructure includes computers, printers and other peripherals, hubs and other networking and communications devices, cables, facsimile machines, scanners, photocopiers, telephones, and all kinds of software. Such resources are made available to employees in support of their administrative, marketing, research, and teaching activities, and to students in support of their learning, research, and job search objectives.

Every student bears the primary responsibility for the manner in which he/she uses the computer equipment assigned to them, such as PC’s, removable hard drives, peripherals, software, etc. Likewise, every student is responsible for the material he/she chooses to access, send or display. Users must understand that their files and email are not completely private. Although Eastern Academy System Administrators do not routinely access user files, they **do** have access to all user accounts, files and email, and may access them at any time.

Students in some programs will be required to sign a Hard Drive Loan Agreement. Failure to return the hard drive will result in a charge of \$100 + HST to the student.

To aid in doing what we can to ensure environmentally friendly practices are being followed, students are asked to limit the amount of printing and to use PDF e-mails where possible. Each student is provided with sufficient print credit for the printing that is required for their program. Students may also purchase additional print credits as needed.

### Appropriate Use

- Educational activities that support the learning process at Eastern Academy.
- Activities that help students become knowledgeable, responsible business professionals.
- Respect for the rights of others.
- Respect for the property of others.
- Consideration for other persons using shared systems, equipment and facilities.
- Confidentiality in the use of passwords.
- Respecting others’ rights to privacy.
- Use of hardware and software only for the purposes for which they are intended: approved learning and research.
- Adherence to “netiquette” in communications via the network and Internet.

### Inappropriate Use

- Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems.

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



- Playing computer games and/or unauthorized Internet browsing or messaging during scheduled class/lab time.
- The printing of non-school related material is prohibited.
- The use of MSN, Facebook or other social media sites during class hours.
- Inappropriate background on computer monitor.

## **Sanctions**

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

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

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

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

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

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

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

Eastern Academy is committed to protecting the privacy and confidentiality of persons with disabilities and is committed to working to eliminate or reduce barriers in order to facilitate the accommodation of persons with disabilities.

We are committed to meeting our obligations under the provincial Human Rights Code.

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

This determination will take into account a number of variable factors including, but not limited to:

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

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

Eastern Academy supports the concept of accommodating qualified adults with disabilities to the best of our abilities within the context of the relevant provincial Human Rights Act.

Any individual who presents themselves as an individual requiring accommodation will be warmly greeted and extended the same services as every other applicant/student/employee.

Applicants for admission will be given the same testing and interview processes; however these may be modified to accommodate individual needs. These accommodations will be on a case-by-case basis and may include an interpreter, extra time, service animal, etc. Individuals would still be required to pass the same admission competency tests, and any special entrance requirements that each program may have (e.g. fitness, police check and health immunization checks). Individuals must also be able to pay for their tuition, materials and other fees.

After an applicant has passed all the required entry processes and has completed their application for enrollment, with the registration fee, Eastern will work with the individual to determine how to assist with their accommodation. A student who requires accommodations to complete their program must request, from their Education Consultant, a "Student Request for Disability Accommodations" form. This form must be completed and returned, together with supporting documentation, to the Campus Director. The Campus Director will work with the applicant to create a feasible plan to ensure their success. Review of the specific accommodation will be completed on a semester basis.

During the meeting with the Campus Director, the procedure will be as follows.

1. The Applicant will:
  - Explain their specific disability to determine the nature of their accommodation.
  - Document their educational history to inform Eastern Academy of their past accommodation issues and solutions.

- Provide reference to previous educators so that Eastern can verify the history and explore options.
2. The Applicant will:
    - Provide a written list of all the alternative accommodation options that exists to deal with their particular disability, ranking the list in their preferred order of preference.
    - Provide estimated costs for each alternative along with back-up documentation.
  3. The Applicant will:
    - Explore other alternatives that may not have been presented.

Accommodation plans will be shared with instructors.

## **Alumni Program**

### **Alumni Program**

The Eastern Academy Alumni Program is an elite club of thousands of graduates that have achieved success and graduated from Eastern Academy. Once you graduate, you are immediately entitled to the following benefits:

1. 10% off any Eastern Academy Certificate or Diploma Program: enroll for an additional college Certificate or Diploma program, anytime in your career and save on your new tuition.
2. Alumni Referral Reward Program: Refer a friend, family member or business contact to a full time Eastern Academy Program and Eastern will reward you with \$100 and the chance to win some amazing prizes! See your Campus Administration for more details.
3. Seminars and Events: You will receive on-going invitations to Eastern Seminars and Events that will keep you up-to-date on the newest industry trends.

\*Some Alumni benefits may change, at any time, to meet ongoing market demands.

### **Revision of Rules and Regulations**

These rules and regulations are subject to revision without notice. Check with Administration for the most current copy of the Student Policy Manual of Eastern Academy.

# Appendices

## Appendix A Tuition Refund Policies

Province of Newfoundland & Labrador  
Department of Advanced Education, Skills and Labour  
Tuition Refund Policy

### Retention and repayment of fees

17. (1) Where a student has contracted for a course of instruction at a private training institution and subsequently exercises the option to void the contract at least 21 days before the commencement date of the course, the private training institution shall refund money paid by or on behalf of the student including the registration fee under section 16.
- (2) Where a student has contracted for a correspondence course at a private training institution and subsequently exercises the option to void the contract within 14 days of signing the contract, the private training institution shall refund money paid by or on behalf of the student including the registration fee under section 16.
- (3) Notwithstanding any provision contained in a contract in respect of a course of instruction at a private training institution, the institution shall not retain money paid for or on account of instruction given by the private training institution where the registrant or representative of the private training institution has made false or misleading statements regarding the course of instruction or regarding the nature of the contract for the purpose of inducing a person to enter into the contract and all money so received shall be immediately repaid to the person who has paid it and the contract is void.

### Exceptions to refunds

18. (1) Students of private training institutions shall be entitled to a refund of money paid with the exception of the registration fee under section 16 where the student has contracted for a course of instruction at a private training institution and gives notice in writing either delivered personally or by registered mail to the private training institution less than 21 days before the commencement date of the course of instruction of the student's intention not to commence the course of instruction.
- (2) Students of private training institutions shall be entitled to a refund of money paid with the exception of the registration fee under section 16 and 10% of the total course fees where:
- (a) the student has contracted for a course at a private training institution and does not give notice in writing by registered mail to the private training institution before the commencement date of the student's intention not to commence the course of instruction and does not attend the first 5 consecutive days of the course of instruction; or
  - (b) the student has contracted for a course of instruction for a correspondence course at a private training institution and gives notice in writing by registered mail to the private training institution more than 14 days after signing the contract and provided all lessons have been returned in good condition.
- (3) Students of private training institutions shall be entitled to a refund of money paid where:

- (a) the student has contracted for a course of instruction at a private training institution and gives notice in writing either delivered personally or by registered mail to the private training institution after the commencement date of the course of instruction of the student's intention to cease taking the course of instruction;
  - (b) the student has contracted for a course of instruction at a private training institution and fails to exercise the option to void the contract under section 15 before the date upon which the first class is held, then exercises the option notwithstanding that the student may not have participated in the course of instruction;
  - (c) the student has contracted for a correspondence course at a private training institution and exercises the option to void a contract under section 15 after part of the course of instruction has been supplied and serviced; or
  - (d) a private training institution
    - (i) has the registration cancelled,
    - (ii) has the renewal of the registration refused and the registration has expired,
    - or
    - (iii) has not applied for renewal of registration and the registration has expired.
- (4) Refund of money referred to in subsection (3) shall not include:
- (a) the registration fee under section 17;
  - (b) the fees for the proportion of the course already supplied and serviced or in the case of correspondence courses the fee for lessons supplied and evaluated, and for the purposes of this paragraph any portion of a week shall be considered one week in determining the amount of the refund; and
  - (c) the retail cost of equipment that has been supplied to the student by the private training institution unless the equipment has been returned to the private training institution unopened or as issued within 10 days of receipt by the student.
- (5) Where a student withdraws from a course of instruction 21 days after the commencement of a semester, a private training institution may impose an administrative fee of 10% of that semester's tuition, to a maximum of \$500.

**Refund not required**

19. (1) Where a private training institution has supplied and serviced two-thirds or more of a course of instruction and has not received a proper notice of a student's intention to cease attending the course before that date, the private training institution shall not be obliged to refund money paid for or on account of the fees by or on behalf of a person who has contracted for that course of instruction.
- (2) The private training institution is not required to repay money to a student, where:
- (a) a student has contracted for a course of instruction at a private training institution and the registration of this private training institution is cancelled or expires before the course of instruction has been completed;
  - (b) where a course of instruction offered by another registered private training institution is the same or similar to the course of instruction contracted by the student under paragraph (a); and
  - (c) where the student and the private training institution referred to in paragraph agree in writing with the owner or operator of the registered private training institution referred

to in paragraph (b) that the student will complete the course of instruction at the registered private training institutions referred to in paragraph (b) at no additional cost to the student.

**Tuition fees**

20. (1) A private training institute shall collect from students' tuition fees not in excess of the amount required to cover one semester at a time.

**Acknowledgment and account statement**

21. (1) Where a private training institution received a proper notice of a student's intention to withdraw from a course, the private training institution shall acknowledge receipt of the notice and provide the student with a statement of money retained by the private training institution.

**Time of refund**

22. (1) Where a private training institution is required to refund money under sections 17 and 18, refunds shall be made to the person entitled within 30 days of the receipt by the private training institution of the notice referred to in sections 17 and 18.

- (2) If a student received a student loan, the refund cheque is to be made payable both to the bank and the student.

**Refunds upon dismissal for cause**

23. (1) Where a private training institution has after the commencement date of a course of instruction dismissed a student due to academic failure, contravention of an institution regulation, misconduct or failure to pay the required fees under a written contract for a course of instruction and the private training institution has satisfied the superintendent that the dismissal was for good cause, the private training institution shall refund money paid for or on account of the fees by or on behalf of the student except

(a) the registration fee under section 16; and

(b) the proportion of the fees for the course of instruction that the part of the course of instruction supplied and serviced to the date of dismissal bears to the course of instruction.

- (2) Where a private training institution has dismissed a student under subsection (1), the private training institution may retain, in addition to the money referred to in subsection (1), an amount required to repair or replace property of the private training institution that has been damaged or destroyed as a direct result of the action or conduct of the dismissed student and the private training institution has satisfied the superintendent that the damage or destruction was caused by the willful action of the student.

## Appendix B - Contact Information

### Eastern Campus

#### St. John's Campus

22 Pearl Place  
St. John's, NL A1E 4P3  
Telephone: (709) 722-8580

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### Provincial Student Loan

#### Newfoundland & Labrador

Student Financial Services  
Toll Free: 1-800-657-0800

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### National Student Loan

#### National Student Loans Service Centre

Toll Free: 1-888-815-4514

#### Resolve

Toll Free: 1-877-283-1687

### Need More Information?

This document is provided for your information and convenience only. It is not a legal document.

For further information and the exact wording please refer to the following:

Links to NL Act and Regulations:

<http://www.assembly.nl.ca/legislation/sr/statutes/p25.htm>

<http://www.assembly.nl.ca/Legislation/sr/Regulations/rc961114.htm>

If you have questions about the Acts and Regulations, contact:

Department of Advanced Education, Skills and Labour

Institutional Services Division

P.O. Box 8700

St. John's, NL A1B 4J6

Tel: (709)729-7300

E-mail: [aesweb@gov.nl.ca](mailto:aesweb@gov.nl.ca)



# Acknowledgement

The Student whose name and signature appears below, acknowledges his/her understanding and acceptance of the terms in the Acceptable Use Policy and agrees to abide at all times by the terms outlined during the program or when using Eastern Academy equipment.

The Student acknowledges that they have received a copy of the Eastern Academy Student Handbook, as well as copies of any additional Program Guidelines or related documents pertaining to their program of study. The Student acknowledges that it is their responsibility to read, understand and abide by all policies contained therein.

At the discretion of Eastern Academy, the Student Handbook is subject to change during their program. By signing below, the Student acknowledges that it is their responsibility to review the student website for the most current version of the Student Handbook and to read, understand and abide by all policies contained therein.

\_\_\_\_\_  
Name of Student (please print)

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

\_\_\_\_\_  
Date

**Students must sign and remove this page from their handbook and return it to their Education Consultant.**