



Certificate/Diploma Program
Student Handbook



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Our Mission is to maintain standards of academic excellence essential to our students' future success and to provide the appropriate programs, services and technology to ensure that any student admitted has the opportunity to develop the skills necessary to achieve the highest standard.

Q College will continue to develop innovative and flexible educational approaches to serve the needs of our students. Q College encourages and supports creativity and innovation in the development of initiatives that address opportunities for constructive change. Q College provides relevant, current and innovative programs and services and responds to changes in business and the needs of our learners

ADMISSION POLICY

The purpose of this policy is to define the criteria and conditions for admission to the Q College and its programs. This applies to all domestic and international applicants seeking admission to Q College credentialed programs. Q College has established program admission requirements that will optimize students' access and success.

Applicants applying for scheduled programs must satisfy the following necessary requirements:

1. Applicants must provide a valid photo ID or birth certificate
2. Applicants must hold a high school diploma or be at least 19 years of age
3. Students under the age of 19 require their parent or guardian's signature
4. Must meet defined prerequisite requirements stated in program outline for course program entry

If any prospective student fails to meet the minimum admission requirements as stated above, neither the college nor the student can waive the requirements.

All completed applications receive full consideration for admission; however, due to the volume of applications received, earlier applications are preferred. Q College reserves the right to limit applications to oversubscribed programs though some exceptions may apply.

More information on the process of how prospective students are assessed can be found in the Assessment Policy and Practices.

GRADUATION REQUIREMENT

Students must successfully complete all required courses in a program of study. Generally, students will complete their program based on the planned start and end dates. In the event a student does need to take an approved break, they must resume their program within 12 months of the start of such breaks.

PROGRAM COURSE FAILURE (ONE- AND TWO-YEAR DURATION)

Students will be permitted to continue their studies in subsequent courses provided they meet the individual pre-requisite for that course. When the student cannot continue due to pre-requisite requirements, they will be given an academic leave pending the start date for the failed course. Students must successfully meet all course requirements prior to earning their final credential.

PRIOR LEARNING ASSESSMENT POLICY AND PROCEDURE

The purpose of this policy is to provide students the opportunity to challenge the Basic Computer Skills Assessment or a portion of the course program and/or module they want to register in.

Students and the public benefit when qualifications and credit is given toward credentials at one institution and are recognized at another institution, where appropriate. However, in some cases some institutions may offer unique learning opportunities that they wish to guarantee for their students. In such cases these institutions will

not allow transfer credit from other institutions or from prior learning assessments. Q College is open to consideration to all transfer credits and transcripts from appropriate institutions.

Prior Learning is assessed at each student intake meeting. Each student is given an opportunity to have any previous, relevant course work applied to a program of study. If a course is to be included, the student must supply course transcripts and a certificate or diploma. Transcripts will be copied and included in the student's file record. Credit transfer is always granted solely at the discretion of Q College.

FULL TIME ATTENDANCE POLICY

The purpose of this policy is to communicate the importance of regular attendance. Q College expects all registered students to attend classes in order to receive the education, knowledge and skills needed to graduate. Many Federal and Provincial programs have minimum attendance requirements that must be adhered to. In the event they require reports, Q College will fill in any required reports for said agencies. Student must notify both their instructors and administration regarding being absent. This can be done by calling the campus at 250-298-5059 or by emailing both parties. Instructors will be providing students with their emails in class and all administration emails can be sent info@qcollege.com.

Students must adhere to the following:

- You must attend class
- If you are late, your time will be marked against your overall attendance accumulatively
- Instructors will take attendance daily and note absences or tardy arrivals
- Instructors will notify Administration of any student who does not comply with this policy
- Minimum attendance of 80% (44 days) of the program is required in order to graduate (extenuating circumstances will be considered)
- Class hours must be adhered to. Students are expected to be in class, ready to start at the required time.
- Behaving in a way which is threatening or disruptive to others will result in a meeting with the Administrator with possible suspension or dismissal

If attendance is less than 90% (50 days)

- A warning letter will be sent

If the tardiness continues

- A second warning letter will be sent. This will result in a meeting with the Administrator and possible probation
- Third offence will result in the student's dismissal
- If a student is consistently late, it will require a meeting with the Administrator

A student who misses **2** consecutive days will be required to produce a Doctor's note. A student who misses **4** consecutive days without contacting the college will be required to meet with the Administrator. A student who misses **10** consecutive days or more is considered a withdrawal.

NOTE: If you need to be absent from class due to an observance of a religious holiday, please inform your Instructor at the beginning of the session and obtain a form from Administration to fill out.

Medical Illness

In the event a student becomes medically unable to attend classes as scheduled the student will be able to restart the program with a subsequent intake or course scheduled. The actual re-entry date and academic schedule will be determined in consultation with an education advisor. Non-refundable tuition fees will be prorated and transferred to the re-entry date. Students will be required to submit a medical note for such medical leaves. The

medical note will need to be sufficiently explicit to verify the student cannot study and when they are expected to return.

ACCELERATED ATTENDANCE POLICY

The purpose of this policy is to communicate the importance of consistent attendance. Q College expects all registered students to attend classes in order to receive the education, knowledge and skills. Many Federal and Provincial programs have minimum attendance requirements that must be adhered to. In the event they require reports, Q College will fill in any required reports for said agencies. Student must notify both their instructors and administration regarding being absent. This can be done by calling the campus at 250-298-5059 or by emailing both parties. Instructors will be providing students with their emails in class and all administration emails can be sent info@qcollege.com.

Students must adhere to the following:

- You must attend class
- Instructors will notify administration of any student who do not comply with this policy
- Scheduled class hours must be adhered to. Students are expected to be in class, ready to start at the required time
- If unable to attend, the student must give 24 hours' notice. If notice is not given in the allotted time frame, the student will be charged for that scheduled class time
- Behaving in a way which is threatening or disruptive to others will result in a meeting with the Administrator with possible suspension or dismissal

If student postpones training for 30 days or more:

- A warning email will be sent
- Students will be responsible to be current in their material review
- Course curriculum will resume where it left off before training was postponed

If training sessions continue to be postponed:

- A second warning email will be sent. This will result in a meeting with the Administrator
- A student may not be in a position to complete the required curriculum to pass the course. It is not the college's responsibility to compensate any missed training

NOTE: If you need to be absent from class due to an observance of a religious holiday, please inform your Instructor at the beginning of the session and obtain a form from administration to fill out.

ATTENDANCE FOR FUNDING AGENCIES

Attendance forms for funding agencies are to be sent in by the Q College administration every 1 to 2 weeks (depending on the funder), up to and including the Friday they are due. Completing this earlier than the time stated, could result in a fraudulent claim therefore, attendance for funding agencies are to be signed when class has ended on the day, they are due. For privacy reasons, attendance forms will be signed in the administration office.

INTERNATIONAL STUDENTS

International students should be aware that Q College is required to report on the status of international students to IRCC. International students studying in Canada on a Study Permit are responsible for ensuring they meet the terms of their Study Permit.

NSF AND LATE FEE POLICY

Q College will implement a \$50.00 fee for all NSF cheques returned by the bank.

Students remain responsible for any outstanding balances. If their fees are not paid by the dates indicated in the student contract, interest and late payment fees will be charged.

Students who have an outstanding debt to Q College, for any reason, will not be permitted to register for courses, be assessed for application to other programs, or receive any Q College credential or official transcript. Immediate withdrawal from classes may be enforced.

If any account is overdue by more than 30 days, the applicant (the Student, or in the case of a minor, the parent or legal guardian) agrees to pay all collection costs, including: interest on the outstanding portion of the course at a rate of twenty-four percent (24%) per annum, reasonable attorney fees and a collection agency commission of up to 40%.

TUITION REFUND POLICY

1. If Q College receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program or course in which the student is enrolled if:
 - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date.
 - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. Q College will refund the tuition for the program or course the student is enrolled in and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, Q College may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program or course is provided solely through distance education, if Q College receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and

- i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
 - b. after the contract start date
 - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the program or course is provided solely through distance education, if Q College provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. If Q College provides the program or course solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
 - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
7. Q College will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
 - a. of the date Q College receives a student's notice of withdrawal,
 - b. of the date Q College provides a notice of dismissal to the student,
 - c. of the date that the registrar provides notice to Q College that the institution is not complying with section 1(c) or 2 of this policy, or
 - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to [name of institution], sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless: the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or the program or course is provided solely through distance education.

Death of Student

In the event of a student death, unused tuition revenues will be prorated and returned to the student's family. A death certificate is required for verification.

WITHDRAWALS AND DISMISSALS POLICY

Withdrawals:

The purpose of this policy is for students wishing to withdraw from a diploma or certificate program of study (including those withdrawing within the first twenty-one calendar days from the commencement of their program) are required to provide written notice to the Q College.

Notice is defined as "a clear written notification of the student's intention to withdraw". This notice must be delivered to administration either in person or by registered mail. Statements submitted verbally, by regular mail, by fax or by third parties are not acceptable and will not constitute a withdrawal.

Dismissals:

Student dismissals will occur at the discretion of Q College in the following circumstances but not limited to:

A student breaches Q College policies if:

- A student demonstrates inappropriate conduct including, but not limited to: willful disruption of class; discrimination, sexual harassment, abusive or threatening language or gestures; injury to persons or damage to property, theft, the use or distribution of illegal drugs and/or the consumption or distribution of alcohol.
- A student breaches Q College Computer Usage Policy
- A student fails to abide by Attendance Policy.
- A student fails to adhere to their defined tuition payment schedule as stated in the Student Contract, or the student's account becomes delinquent.
- Possession of explosives, firecrackers, firearms or other weapons
- Students shall not assemble in a manner, which obstructs the free movement of persons at the campus or the free and normal use of Q College buildings and facilities or prevents or obstructs the normal operation of the college, unless duly authorized.
- Smoking is not permitted in Q College buildings.

DISPUTE RESOLUTION POLICY

The purpose of this policy is to govern all aspects of student and staff dispute resolution, including all legal claims that the complainant may have against the college, up to and including dismissal. This includes any claims of discrimination based upon race, color, sex, disability, religion, national origin, age or any other protected attribute, or any claims arising under any federal, provincial, local law or any common law.

Q College is committed to prompt and fair resolution of all disputes of any nature that may arise in the college. This dispute resolution procedure is a condition of enrolment and or employment with Q College.

Procedure – Steps to follow:

1. The complainants are submitted in writing to the Administration or if the Administration is absent the form is submitted to the Senior Educational Administrator (SEA). If the complaint is regarding the Administration the complaint is submitted to the Senior Educational Administrator (SEA). Complaints form are available from Administration and must be filled out and submitted to Administration or the Senior Educational Administrator (SEA). If complaint is regarding training complainant has one year from date of completing, being dismissed or withdrawing from the program to file the complaint. All complaint

forms will be filed in the individual students file and a copy will also be put in the complaints binder for a length of eight years. Any student who makes a complaint can be represented by an agent or a lawyer if they desire.

2. Whenever issues are raised, both parties will make a good faith effort to resolve the matter by openly discussing the matter and attempting to reach a resolution. If a resolution is not achieved, the issue is referred to Q College's Senior Educational Administrator (SEA) and/or the President, who will conduct such investigation as they deem appropriate and meet with the complainant in a sincere effort to discuss, analyze, and resolve the matter. A written decision by the Q College's Senior Educational Administrator (SEA) and/or the President will be given to a student within **45 days after the date** on which the student makes the complaint.

COMPUTER USE POLICY

The purpose of this policy is to establish acceptable and unacceptable use of electronic communication systems at Q College including but not limited to facsimiles, computers, network file servers, network or system peripherals, computer data and program files, email and Internet accessibility, as well as software furnished to students. All computer software/programs furnished to students are the property of Q College and are intended for academic use only. Access to the Internet and shared system resources is a privilege, not a right.

Q College provides computer devices, networks, and other electronic information systems to meet missions, goals, and initiatives and must manage them responsibly to maintain the confidentiality, integrity, and availability of its information assets. This policy requires the users of information assets to comply with Q College policies and protects the college against damaging legal issues.

All Instructors, Faculty, Contract Instructors, Staff, Students and other temporary workers at Q College, including all personnel affiliated with third parties must adhere to this policy. This policy applies to information assets owned or leased by Q College, or to devices that connect to a Q College network or reside at a Q College site.

Policy Statement

All users are responsible for exercising good judgment regarding appropriate use of Q College resources in accordance with Q College policies and standards. Q College resources may not be used for any unlawful or prohibited purpose.

For security, compliance, and maintenance purposes, authorized personnel may monitor equipment, systems, and network traffic. Devices that interfere with other devices or users on the Q College network may be disconnected.

Computing Assets

1. All users are responsible for ensuring the protection of assigned Q College assets. Promptly report any theft of Q College assets to Administration
2. Devices that connect to the Q College network must comply with the Minimum Access Policy
3. Students shall have no expectation of privacy regarding computer files, email or Internet usage. Q College reserves the right to monitor all computer files, email and Internet use without prior notice to the student. Q College may restrict or discontinue access to some or all Internet and/or network resources at any time without prior notice to students

Do not interfere with college device management or security system software

Network Use

You are responsible for the security and appropriate use of Q College's network resources under your control. Using Q College's resources for the following is strictly prohibited:

- Causing a security breach to either Q College or other network resources, including, but not limited to, accessing data, servers, or accounts to which you are not authorized; circumventing user authentication on any device; or sniffing network traffic
- Causing a disruption of service to either Q College's or other network resources, including, but not limited to, ICMP floods, packet spoofing, denial of service, heap or buffer overflows, and forged routing information for malicious purposes
- Violate copyright laws, including but not limited to, illegally duplicating or transmitting copyrighted pictures, music, video, and software
- Exporting or importing software, technical information, encryption software, or technology in violation of international or regional export control laws
- Use of the Internet or Q College network that violates the Minimum Access Policy or local laws
- Intentionally introducing malicious code, including, but not limited to, viruses, worms, Trojan horses, e-mail bombs, spyware, adware, and keyloggers

Electronic Communications

The following are strictly prohibited:

- Sending Spam via e-mail, text messages, pages, instant messages, voice mail, or other forms of electronic communication

Forging, misrepresenting, obscuring, suppressing, or replacing a user identity on any electronic communication to mislead the recipient about the sender

- Posting the same or similar non-college-related messages to large numbers of Usenet newsgroups (newsgroup spam)
- Use of a Q College e-mail or IP address to engage in conduct that violates Q College policies or guidelines. Posting to a public newsgroup, bulletin board, or listserv with a Q College e-mail or IP address represents Q College to the public; therefore, you must exercise good judgment to avoid misrepresenting or exceeding your authority in representing the opinion of the company.

Enforcement

Any user found to have violated this policy may be subject to disciplinary action, ranging from a verbal warning to dismissal.

MINIMUM ACCESS POLICY

The purpose of this policy is to ensure all users are familiar with the acceptable minimum access to the Internet, E-mail, and Network and understand they must comply with this policy and the stated purposes.

Use of the Internet by Instructors, Faculty, Contract Instructors, Staff, Students, and other temporary workers at Q College is permitted and encouraged where such use supports the goals and objectives of course programs or modules and/or business related use.

All users of Q College's Internet and Network must ensure that they:

- Respect the privacy of other users
- Respect the legal protection provided by copyright and license to programs and data
- Comply with current legislation
- Use the internet in an acceptable way
- Do not create unnecessary risk to the college by their misuse of the internet

Unacceptable Behavior

The following is deemed unacceptable use or behavior and will not be tolerated:

- Use of any code or password issued to another student or instructor member in order to access, view, or retrieve information from any computer, network file server, network or system peripheral, email account, Internet site, computer or program file either inside or outside the college's network system
- Illegal duplication of software and documentation
- Privately owned or non-standardized software may not be installed on any Q College's computer or network without the approval of the Instructor, Senior Education Administrator, or the President of Q College
- Intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users, or represent themselves as another user unless explicitly authorized to do so by that user
- Intentionally develop programs that harass other users; infiltrate a computer or computing system; send bogus aliases/messages via electronic mail, newsgroups, or any Internet service; and/or damage or alter the software components of a computer or computing system
- Visit or download from internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- Use of computers, email, Internet access, or any other electronic communication system in ways that are disruptive, offensive or harmful to others, i.e., sexually explicit messages, cartoon, and jokes. This misuse shall also include, but is not limited to, ethnic slurs, racial comments, off-color jokes or anything which may be construed as harassment, disrespect of others or may lead to the creation of a hostile educational environment
- Using the computer to perpetrate any form of fraud, or software, film or music piracy
- Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such license
- Hacking into unauthorized areas
- Publishing defamatory and/or knowingly false material about Q College, Instructors, Faculty, Staff and/or Students on social networking sites, 'blogs' (online journals), 'wikis' and any online publishing format
- Undertaking deliberate activities that waste IT effort or networked resources
- Introducing any form of malicious software into the college network
- Using electronic communications system for commercial gain or profit or as an advertising medium for any non-Q College interest
- Prohibits the use of its electronic communications system for any illegal activity

Q College states:

- No guarantee or warrantee of any kind regarding system reliability
- No guarantee or warrantee of any kind that any information obtained from its electronic communications system is correct and free of errors
- Not responsible for any personal damage as a result of loss of data, inaccuracy of data, delays in processing of data or non-delivery of data over its electronic communications system

Disciplinary Actions

Where it is believed that any user of Q College's Internet and/or Network has failed to comply with this policy, they will meet with the President. If the user is found to have breached the policy, they will face a disciplinary penalty ranging from a verbal warning to dismissal. The actual penalty applied will depend on the seriousness of the breach. A violation of this policy by a temporary worker, contractor or vendor may result in the termination of their contract or assignment with Q College.

PRIVACY POLICY

The purpose of this policy is to explain the privacy protocol for the collection, use, and disclosure of personal information. Safeguarding your confidentiality and protecting your personal information is a fundamental concern



of the Q College. Q College is committed to meeting or exceeding the standards established by the BC Personal Information Protection Act (PIPA)

The Information We Collect

This personal information privacy policy is intended to explain how Q College conforms to legislation which is designed to protect your privacy, to regulate the use and collection of information, and to state the steps Q College has taken to ensure your personal and financial information is handled appropriately and securely.

The Act requires Q College to obtain informed consent from an individual before collecting personal information about that individual, with certain exemptions. The college must state why it is collecting the information, and how it will use the information collected. The Act also requires Q College to keep information it has collected in a secure and safe manner, protecting the individual's right to have his or her information protected. The Act also describes with whom the personal information may be shared.

Q College's privacy policy has been built upon the regulations set by British Columbia's PIPA.

Q College is responsible for maintaining and protecting the personal information under its control. In fulfilling this mandate, Q College designates individuals who are accountable for the Q College's compliance with PIPA. The Senior Educational Administrator is the Privacy Officer of the college.

- Q College will identify the reasons for which personal information is collected before or at the time the information is collected
- Q College will obtain consent of the individual for the collection, use or disclosure of personal information except where the law makes exemptions, permissions, requirements for collection, use, or disclosure of personal information
- Q College will limit the personal information collected to those details necessary for the purposes identified by Q College
- Q College will only use, disclose and retain personal information for the purpose for which it was collected unless the individual has otherwise consented, or when its use, disclosure or retention is required or permitted by law. Personal information will only be retained for the period of time required to fulfill the purpose for which it was collected
- Q College endeavors to maintain personal information as accurate, complete and up-to-date as possible to fulfill the purposes for which it is to be used
- Q College will protect personal information by security safeguards that are appropriate to the sensitivity level of the information
- Q College will make information available to individuals concerning the policies that apply to the management of any personal information collected
- Q College will inform an individual, on request, of the existence, use and disclosure of the individual's information, and shall give the individual access to it in accordance with the law. Individuals may verify the accuracy and completeness of their information and may request that it be amended, if deemed appropriate
- Individuals may direct any questions or enquiries with respect to the college's privacy policies or practices to the Senior Educational Administrator who is the Privacy Officer of Q College

How We Use This Information

Q College gathers and uses personal information to provide students with the best possible educational services as defined in Q College's mission statement. Most of the information Q College collects comes from you, with your



consent. When you apply to register, Q College will ask you to provide information that enables Q College to complete the registration process. This also includes information on academic, health, and personal matters needed by Q College to provide the best possible education to you.

Personal information is collected to communicate with you, process your application and ultimately to provide you with the quality educational services you expect.

Personal information is collected to enable the college to operate its administrative function, including payment of college fees.

Some information is collected anonymously to constantly improve our college, e.g., surveys.

Information on health, psychological, or legal information is collected to provide certain specialized services in those areas or as adjunct information in delivering educational services.

If for any reason personal information is required to fulfill a different purpose; the college will endeavor to notify you and ask you for your consent before the college proceeds.

Who We Share This Information With

Q College keeps personal information strictly confidential and treats it with care and respect. However, some of an individual's personal information may be shared with others as noted below.

Other educational institutions routinely contact the college for personal information about students. For example, if you enroll in another school, college or university, the enrolling institution normally requests student records. Your permission to pass on these records is obtained when you register and authorizes Q College to disclose such information to other appropriate educational institutions for your continuing studies.

Contact information may be used by administration for the purposes of informing students and graduates of ongoing events, specials, newsletters, and meetings.

In some cases, when communication is over the telephone, your consent to the use and/or disclosure of your information will be obtained verbally. In other cases, such as when you communicate through e-mail, your consent will be obtained electronically.

The type of information the college is legally required to disclose most often relates to court issues, legal proceedings, court orders, **PRIVATE TRAINING INSTITUTIONS BRANCH (PTA)** and government tax reporting requirements.

Only the information specifically requested is disclosed and Q College takes precautions to satisfy its self so that the authorities making the request have legitimate grounds to do so.

Q College may be legally required to disclose personal information in some situations not limited to an investigation of illegal activities, reasonable methods to collect overdue accounts, a medical emergency or suspicion of illegal activities etc. Only required information will be disclosed.

The college does not sell, lease, or trade information about students to other parties.



Accessing Information

In the course of daily operations, access to personal information is restricted to authorized employees who have a legitimate reason for accessing it. For example, Instructors will have access to personal information about you but not your account with the college.

All employees of Q College are required to abide by the privacy standards governed under PIPA. They are also required to work within the principles of ethical behavior as set out in employment contracts or job descriptions and must follow all applicable laws and regulations. Employees are well informed about the importance of privacy. To reinforce their understanding and commitment to upholding client privacy and confidentiality, employees receive a handbook about our policies.

Q College sometimes contacts outside organizations to perform specialized services such as printing, market research or data processing. Suppliers of specialized services are given only the information necessary to perform those services.

If you choose to limit the sharing of your personal information, please contact Q College administration office and submit a written letter specifying which items of personal information you wish to limit, and to whom you wish these items to be restricted. Please remember that certain agencies, by law, have access to certain types of personal information.

Personal Information Security

Q College maintains current security standards to ensure that your personal and financial information is protected against unauthorized access, disclosure, or misuse.

Student files are stored in secured filing cabinets. Access is restricted to only those employees (Instructors, Administrative Staff, etc.) who by nature of their work, are required to see them.

The college manages electronic files appropriately with passwords and security measures that limit access by unauthorized personnel. The college's security practices are reviewed periodically to ensure that the privacy of your information is not compromised.

Personal information is destroyed after legal minimum retention requirements have been met.

Q College makes decisions based on the information it has. The college makes every effort to ensure information is accurate and complete.

You may access and verify any of your personal information with appropriate notice so that the office is able to supply you with the information you require. Most of this information is available in the registration forms and other forms that you filled out (at which time you were supplied copies of).

You may access and verify your college records, with appropriate notice, during normal Q College hours.

To help the college keep your personal information up-to-date, Q College encourages you to request the college to amend inaccuracies and make corrections. Where appropriate, Q College will communicate these changes to other parties who may have received said information previously from the college.

The college may add, modify or remove portions of this policy when it is considered appropriate to do so. You may ask for the most recent update of this policy at the college office.



Questions, concerns, and complaints about privacy, confidentiality and information handling of the college may be addressed to the college's Privacy Officer by calling the college office. If necessary, you will be referred to use the college's complaint procedure and appeals policies.

General

Q College may amend this policy from time to time. If such amendments affect how Q College uses or discloses personal information already held by Q College in a material way, Q College will obtain consent.

SAFETY AND HEALTH POLICY

The purpose of this policy is to endeavor to maintain a safe and accident free environment. Q College is concerned with the health, safety and the security of Students, Instructors, Staff, and Visitors on college property as well as the prevention of inefficient operation and damage to property and equipment.

This Safety and Health Policy applies to all students and those employed or contracted to Q College, regardless of their position.

Q College encourages security awareness. Instructors, particularly those teaching evening classes or students attending evening classes are actively encouraged to use a "buddy system". Students are advised to walk with a friend or, if possible, travel in groups to parked cars or to other locations, or get a ride to their vehicle if they are parked away from others.

Please report all security incidents to Administration.

Classroom Safety

If a student is disruptive and not following reasonable instruction from the Instructors, the student can be asked to leave the class and not return until the next class. The student would then make an appointment to meet with the Instructor, or to meet with the Instructor and Administration and/or President. Any special circumstance should be made clear to the student by the Instructor or with the assistance of staff (i.e. if the Instructor feel that the situation warrants the student leaving the campus, this should be stated.)

Q College is committed to the prevention of violence and the promotion of a violence-free environment. Any act of violence or threatening behavior against employees or other students, is unacceptable and will not be tolerated.

Building Safety Procedure

It is essential that everyone on Q College premises familiarize themselves with the evacuation placard posted in each classroom.

In the event of an earthquake all persons are encouraged to take cover under their desks until the event is over; in the event of a fire or any other disaster, students and staff are required to evacuate the buildings and assemble by the picnic table on the grass between the back of Q College and the south bound Patricia Bay Highway that turns into Blanshard Rd. where a head count will occur. Any discrepancies shall be reported to first responders. No one shall re-enter Q College premises until deemed safe by appropriate authorities.