

Do More, Learn More, *BE MORE!*

By teaching, coaching and encouraging our students, Tamwood Careers helps students to develop their talents, achieve their career goals and realize their potential. Canadian employers in many industries have identified a significant gap in the skills they seek in employees and the skills their job applicants have when hired. Tamwood Careers is filling that gap by teaching students the skills and knowledge they need to be work-ready and successful in today's global economy.

Enclosed:

- [Admission Policy](#)
- [Language Proficiency Assessment Policy](#)
- [Student Attendance Policy](#)
- [Student Dismissal Policy](#)
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- [Dispute Resolution/Grade Appeal Policy](#)
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Title	ADMISSION POLICY
Effective	April 6, 2018
Responsibility	Registrar, Campus Manager
Reference in other documents	Student Contract
Date of Last Version	September 1, 2021

Tamwood Careers is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

The admission policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age.

General Admission Criteria: The minimum requirements cannot be waived by either the institution or the student.

Admission Criteria – Hospitality and Tourism Co-op Diploma; Hospitality and Tourism Certificate

- Student's age is a minimum of 18 years as of the program start date;
- Evidence that the student has an Ontario Secondary School Diploma (OSSD) or equivalent **or** has passed the Wonderlic Scholastic Level Exam with a Cut Score of 16; and
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

Admission Criteria – International Business and Management Co-op Diploma

- Student's age is a minimum of 18 years as of the program start date;
- Evidence that the student has an Ontario Secondary School Diploma (OSSD) or equivalent **or** has passed the Wonderlic Scholastic Level Exam with a Cut Score of 16; and

- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

Admission Criteria – Digital Marketing Co-op Diploma; Digital Marketing Certificate

- Student's age is a minimum of 18 years as of the program start date;
- Evidence that the student has an Ontario Secondary School Diploma (OSSD) or equivalent **or** has passed the Wonderlic Scholastic Level Exam with a Cut Score of 16; and
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

Admission Criteria – UI Designer Co-op Diploma; UI Designer Certificate; UX Designer Co-op Diploma; UX Designer Certificate; Web Developer Co-op Diploma; Web Developer Certificate

- Student's age is a minimum of 19 years as of the program start date or graduation from grade 12;
- Evidence that the student has an Ontario Secondary School Diploma (OSSD) or equivalent **or** has passed the Wonderlic Scholastic Level Exam with a Cut Score of 16; and
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

Enrolment Procedure:

1. Business Development Managers (BDM) handle enquiries from prospective students and provide information about the programs, start dates, fees, admission requirements, etc. to prospective students.
2. Prospective students are advised of the policies of Tamwood Careers and terms and conditions of enrolment.
3. Applications for admission are received by the Registrar who verifies that the applicant satisfies the admission requirements and then places the evidence provided by the applicant into the student file. Registrar sends the invoices, Student Enrolment Contract and Letter of Acceptance to the student.
4. The Student Enrolment Contract refers the student to the following policies by providing the link on the Tamwood Careers website:
 - i. Tuition and Fee Refund Policy
 - ii. Dispute Resolution/Grade Appeal Policy
 - iii. Withdrawal Policy
 - iv. Dismissal Policy

- v. Admissions Policy
 - vi. Attendance Policy
 - vii. Program Outline
 - viii. Language Proficiency Assessment Policy
 - ix. Work Experience Policy
 - x. Safety Policy
 - xi. Privacy Policy
 - xii. Sexual Harassment Policy
 - xiii. Respectful and Fair Treatment Policy
5. Tamwood Careers ensures that all students sign the Student Enrolment Contract before the commencement of the program. A copy of the signed contract is given to the student and is also filed into the student's records.

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Title	LANGUAGE PROFICIENCY ASSESSMENT POLICY
Effective	April 6, 2018
Responsibility	Campus Manager
Date of Last Version	September 26, 2019

Policy

Instruction at Tamwood Careers is conducted in English. Therefore, if a student's first language is not English, or if their previous education has been conducted in another language, the student will be required to demonstrate proficiency in English in some of our programs. Students need to demonstrate that prior to enrolment they have the language abilities necessary to successfully complete the program of their choice.

Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

Admission Criteria – Hospitality and Tourism Co-op Diploma; Hospitality and Tourism Certificate

International students must demonstrate level 4 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR B1, IELTS 5, TOEFL ibT 52-64, Cambridge PET (Merit), Tamwood Language Centre's level 4 or proof of successful completion of Tamwood Language Centre EAP 192 is presented.

Admission Criteria – International Business and Management Co-op Diploma

International students must demonstrate level 5 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR B2, IELTS 5, TOEFL ibT 46-59, Cambridge FCE (C), Tamwood Language Centre's level 5 or proof of successful completion of Tamwood Language Centre EAP 192 is presented.

Admission Criteria – Digital Marketing Co-op Diploma; Digital Marketing Certificate

International students must demonstrate level 5 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR B2, IELTS 5.5, TOEFL ibT 46-59, Cambridge FCE (C), Tamwood Language Centre's level 5 or proof of successful completion of Tamwood Language Centre EAP 192 is presented.

Admission Criteria – UI Designer Co-op Diploma; UI Designer Certificate; UX Designer Co-op Diploma; UX Designer Certificate; Web Developer Co-op Diploma; Web Developer Certificate

International students must demonstrate level 5 English with Tamwood Careers' online test and interview. The online test and interview are exempt if IELTS Academic 5.5, TOEFL ibT 46, Cambridge FCE (C), Tamwood Language Centre's level 5, proof of successful completion of Tamwood Language Centre EAP 192 or Tamwood Language Centre IELTS preparation course is presented.

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Title **STUDENT ATTENDANCE POLICY**

Effective April 6, 2018

Responsibility Campus Manager

Policy

Regular attendance is expected in all courses.

General Principles

1. Each instructor will record, monitor and report on the attendance of all students for all of their courses.
2. The clerical staff will keep the students' attendance records, review them at the end of each month, and inform the student if his/her attendance is below 80%. A meeting with the instructor, Campus Manager and student will be scheduled to discuss poor attendance and agree on a plan to improve attendance rate.
3. At the end of each course, students who do not maintain an attendance average of at least 80% may not be allowed to write their final examination in that course.
4. Students with continued excessive absenteeism may be subject to Tamwood Careers' dismissal policy.

Student Responsibilities

Students are expected to:

1. Report any absence due to illness or other reason to the teacher on the first and all subsequent days of absence either in person or by leaving a message by phone or e-mail.
2. Maintain an attendance rate of at least 80%. Provide a doctor's note to support absences of more than 3 consecutive days.

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Title **STUDENT DISMISSAL POLICY**

Effective April 6, 2018

Responsibility Campus Manager

Policy

Tamwood Careers expects students to adhere to a code of conduct while completing their program of study.

The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Campus Manager.

The Code of Conduct

Expectations for Students:

- Attend the College in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Treat College property and other people's property with respect.
- Complete all assignments and examinations on the scheduled completion dates.
- Complete both the study and co-operative term or no credential will be granted.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period (any illegal activity will be reported to the police):

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student or staff member.
- Verbal abuse or threats.
- Vandalism of College property.
- Theft.
- Evidence of illegal drug use while on school property or on school activities.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Only the President & CEO and President & Managing Director are empowered to dismiss a student in accordance with this policy.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the Campus Manager. Concerns may be brought by staff, students or the public.
- 2) Within 5 school days of receiving the complaint, the Campus Manager will arrange to meet with the student to discuss the concern(s).
- 3) Following the meeting with the student, the Campus Manager will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 5) The Campus Manager will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning, setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the Institution.
- 6) The Campus Manager will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed on the student's file.
- 7) If the student is issued a warning or placed on probation, the Campus Manager and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed on the student's file.

- 8) If the recommendation is to dismiss the student, the Campus Manager of the school will obtain the refund calculation from Registrar and meet with the student to dismiss him/her from study at the School. The Campus Manager will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the School.
- 9) If a refund is due to the student (see refund policy), the Financial Controller will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the School, Tamwood Careers may undertake the collection of the amount owing.

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Title	WORK EXPERIENCE POLICY
Effective	April 6, 2018
Responsibility	Work Placement Coordinator (WPC), Campus Manager

For some programs, a supervised co-op work experience (“work experience placement”) is a mandatory portion (required for graduation) of the program that includes 480 hours. The work experience placement emphasizes the practical application of previously learned theory, methods, skills, professionalism, orientation and ethics in a specialized area of study. Students are supervised and evaluated by the employer or host organization and monitored by their instructor/Tamwood Careers while engaged in productive work. Tamwood Careers provides work experience placements for students in these programs. Tamwood Careers ensures that work experience placements provide an opportunity for students to enhance the skills learned throughout their program of study.

Students should know what to expect and what is expected of them. Students must accept that they need to adapt to the workplace environment, and not perceive it as an extension of the school environment. Students also need to know and understand what work sites require in terms of behaviour, clothing, and workplace safety. Tamwood Careers prepares students for the work experience by providing them with employability skills, including understanding the importance of a positive attitude toward work and effective interpersonal skills.

Policy:

1. Students must complete the required academic portion of their program to be eligible for the work experience placement portion of their program.
2. Student’s attendance in their work placement is mandatory and students must complete the required hours of work for the work placement term as set out in the program outline. Students are required to record and report their attendance.
3. Tamwood Careers seeks suitable work placements for students with employers who are committed to providing supportive worksite experiences for our students.
4. Tamwood Careers communicates with the workplace supervisor, at a minimum, at the mid-point and at the end of the work placement term, to monitor and evaluate the student’s performance during a work experience placement.

5. Students who fail to complete their required work experience placement or who receive an unsatisfactory assessment on the co-op term will not graduate from their program.

Procedure:

1. Work experience placements are sought through networking and direct contact by students and Tamwood Careers resources.
2. When a possible work experience-training site is identified, Tamwood Careers contacts the proposed site to assess the suitability of the worksite, the learning outcomes which can be met by the placement and the commitment of a workplace supervisor regarding the enhancement of student learning. Tamwood Careers WPC explains to the workplace supervisor the expectations of the college with respect to support and joint evaluation of student performance. Notes of this evaluation and approval are recorded in the WORK PLACEMENT REVIEW AND APPROVAL FORM.
3. The WPC prepares the WORK PLACEMENT AGREEMENT AND TRAINING PLAN and arranges with the student and workplace representative to sign these documents. Copies of the documents are placed in the student's file and a copy is sent to the workplace supervisor, along with the contact details of the College's WPC.
4. WPC contacts the student by email every week. This weekly email invites the student to contact the WPC by phone or email if there were any issues arising on the work placement in the previous week that they want to discuss, and reminds the student to submit, through the Tamwood Careers' online work practicum weekly report form, their report on their practicum in the previous week setting out the total hours worked and identifying any issues that may have arisen during the week. If there are issues reported on or if hours are inadequate, the WPC will contact the student to discuss the issues raised and work on a resolution with the student, and if necessary, the employer.
5. Student submits a MID WORK TERM REPORT to the WPC when they have completed 50% of their work placement hours.
6. The WPC arranges a contact schedule, including arranging a midterm work placement review with the work place supervisor during the course of the placement and completes a MID WORK TERM EMPLOYER CHECK IN REPORT.
7. If issues of concern are identified by the student or by the workplace supervisor in the midterm reports a resolution plan is implemented.
8. At the end of the work placement:
 - a. The student completes and submits the STUDENT'S FINAL WORK TERM REPORT to the WPC; and
 - b. The WPC corresponds and /or meets with the workplace supervisor and the student to receive the employer's final assessment of the student's attendance, progress and performance throughout the work experience placement (EMPLOYER'S FINAL EVALUATION OF STUDENT).

9. The WPC received and passes to the Instructor the STUDENT'S FINAL REPORT. The Instructor reviews and grades the STUDENT'S FINAL REPORT and reviews and considers the EMPLOYER'S FINAL WORK PLACEMENT EVALUATION and makes a decision on the student's grade (Pass or Fail) for the work component of the program based on these scoring criteria:
- a. Did the student complete the required hours of work for the work placement term as set out in the program outline;
 - b. Did the student get a grading by the employer of "Pass" on a minimum of 70% of the possible learning objectives for the co—op term as identified by the student and employer on the training plan;
 - c. Did the student submit a completed FINAL WORK TERM REPORT on time; and
 - d. Did the student demonstrate in their FINAL WORK TERM REPORT their learning outcomes from the work placement.
10. The Instructor records this grade for the work term in the student's file.

Related documents:

- Work Placement Review and Approval Form
- Work Experience Agreement and Training Plan
- Mid Work-Term Employer Check in Report
- Student's Mid Work Term Report
- Student's Final Work Term Report
- Employers Final Evaluation of Student

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Title **DISPUTE RESOLUTION/COMPLAINT AND GRADE APPEAL POLICY**

Effective April 6, 2018

Responsibility Campus Manager

Policy

This Policy is to ensure a fair, reasonable and effective Student Dispute Resolution Policy for handling students' complaints. The student may also be represented by a third party on his/her behalf and may have a person present at all stages of the procedure.

The policy applies to all students who are currently enrolled or were enrolled prior to submitting their complaint to the Campus Manager. In the event that the Campus Manager is unavailable or is named in the complaint, the Academic Assistant will act on behalf of the Campus Manager.

All complaints received by students will be handled in accordance with the procedures set out below. All complaints resolved through these procedures will be handled expeditiously and decisions taken will be provided in writing.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual most directly involved (e.g. their instructor) through an oral submission. If the student is not satisfied with the outcome at this level, the student should put his/her concern or complaint in writing and deliver it to the Campus Manager.
2. The Campus Manager will arrange to meet with the student to discuss the concern and desired resolution within five school days of receiving the student's written concern. The Campus Manager will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part.

3. The necessary enquiries and / or investigation shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student's written concerns. One of the following may happen:
 - a. If it is determined that the student's concerns are not substantiated, Tamwood Careers will provide a written explanation of the decision and deny the complaint; or
 - b. If it is determined that the student's concerns are substantiated in whole or in part, Tamwood Careers will propose a resolution.

The response should specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student and a copy placed in the student complaints file and in the student's file.

4. If the student is not satisfied with the determination of the Campus Manager, the student must advise the Campus Manager as soon as possible, but within five school days of being informed of the determination. The Campus Manager will then refer the matter to either President & CEO or President & Managing Director who will review the matter within five school days of receipt of the student's appeal.

5. The original decision will either be confirmed or adjusted in writing by either the President & CEO or President & Managing Director within 20 school days of receiving the student's appeal. At this point, Tamwood Career's Dispute Resolution Process will be considered exhausted.

Tamwood Careers will maintain a record of every complaint at the campus where the complaint originated for a period of at least three years from the date of the decision relating to the complaint, which record shall include a copy of the complaint, or any submission filed with respect to the complaint and of the decision. Tamwood Careers will also provide the student who makes a complaint with a copy of the record.

Once the dispute resolution process is complete, the student may file a complaint to the Superintendent of the Ministry of Training, Colleges and Universities and include his or her application to the Superintendent a copy of the complaint record, if he/she feels that Tamwood Careers misled him/her regarding Tamwood Careers or any aspect of its operations.

Procedure for Grade Appeal:

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss the matter with his/her instructor. The instructor will review the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she can submit a written appeal to the Campus Manager.
3. The Campus Manager will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. Once the re-assessment is complete, the Campus Manager will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decision on the grade appeal will be provided to students within 30 school days of Tamwood Career's receipt of the written complaint.

Ontario:

Superintendent, Private Career Colleges branch Ministry of Advanced Education and Skills Development
9th floor Mowat Block
900 Bay Street
Toronto, ON M7A1L2
Telephone: (416) 314-0500 or 1-866-330-3395

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Title	PRIVACY POLICY
Effective	April 6, 2018
Responsibility	On-site Administrator

Policy

Tamwood Careers collects, uses, retains and discloses information in accordance with the ministry. Tamwood Careers may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

A student's record includes a copy of the signed student enrolment contract, letter of acceptance, financial records, evidence a student has met all admission requirements, attendance records, transcript and credential issued, documentation of any dispute, grade appeals, dismissal or withdrawal notices, and a copy of the study permit and work permit if applicable. A copy will be provided to a student, when requested, at reasonable cost.

Tamwood Careers retains student records for a period of at least eight (8) years following the student's graduation, withdrawal or dismissal.

Within 60 days of a student's completion, withdrawal or dismissal from a program, Tamwood Careers will upload (to an approved third party vendor) a copy of the student's enrollment contract, transcript and diploma or certificate (if any). These records will be secured for a period of 25 years from the date the record is provided to the third party where the registrar will have access to the records on request

Access to student's records

Student records will be maintained in a secure storage medium in a secure location. Upon written request to the Onsite Administrator, a student may access his/her records.

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Title	REFUND POLICY
Effective	April 6, 2018
Responsibility	Registrar
Referenced In	Student Contract, http://tamwoodcareers.com/

Full refund:

- 1) Tamwood shall refund 100% of all the fees paid by a student under this contract in the following circumstances:
 - a. The contract is canceled by the student within two days of receiving the contract.
 - b. In the event Tamwood discontinues the program before the student completes the program. A full refund is not payable in the discontinuance coincides with Tamwood ceasing to operate.
 - c. Tamwood expels the student in a manner or for reasons that are contrary to the expulsion policy.
 - d. Tamwood employs an instructor who is not qualified to teach all or part of the program.
 - e. Tamwood does not accurately provide in the itemized list provided to the Ministry a fee item corresponding to a fee paid by a student for the provision of a vocational program, Tamwood shall pay the student
 - i. In the case of an item not provided by the college, the full amount of the fee for the item, and
 - ii. In the case of a fee in excess of the amount of the fee provided for the item, the difference between the amount of the fee for the item provided to the Ministry and the fee collected.
- 2) A refund is not payable under sections) 1a to 1d above unless the student gives Tamwood a written demand for the refund.
- 3) A refund under section 1) is payable by Tamwood within 30 days of the day the student provides to Tamwood
 - i. A notice of withdrawal or cancelation or
 - ii. A written demand for the refund

Partial refund where student does not commence the program:

- 4) If a student is admitted to Tamwood and pays fees to Tamwood in respect of the program and subsequently does not commence the program, Tamwood shall refund part of the fees paid by the student in the following circumstances:
 - a. The student gives Tamwood a notice of withdrawal from the program before the start date
 - b. In the case of a student who is admitted on the condition that the student meet specified admission requirements before the day the program starts, the student fails to meet the requirements before that day
 - c. The student does not attend the program during the first 14 days that follow the start date of the program and Tamwood gives a written notice to the student that it is cancelling the contract no later than 45 days after the program has started.
- 5) The amount of a refund under section 4) shall be equal to the full amount paid by the student, less an amount equal to the lesser 20% of the full amount of the fee and \$500.
- 6) A refund under section:
 - a. 4a is payable within 30 days of the day the student gives notice of withdrawal
 - b. 4b is payable within 30 days of the program start date
 - c. 4c is payable within 45 days of the program start date
- 7) For the purposes of 4c, Tamwood may cancel the contract within 45 days of the day the program starts if the student who entered the contract with the college fails to attend the program during the 14 days that follow the day the vocational program commences.
- 8) If Tamwood wishes to cancel a contract in accordance with section 7), Tamwood shall give written notice of the cancellation to the student within 45 days of the program start date.

Partial refunds: withdrawals and expulsions after program commenced

- 9) Tamwood shall give a student who starts the program a refund of part of the fees paid if, at a time during the program determined under section 10.
 - a. The student withdraws from the program after the program has started
 - b. The student is expelled from the program in circumstances where the expulsion is permitted under Tamwood's expulsion policy
- 10) Tamwood shall pay a partial refund only if the withdrawal or expulsion from Tamwood occurs at a time during the program determined in accordance with the following rules:
 - a. If the program is less than 12 months in duration, the withdrawal or expulsion occurs during half of the program
 - b. If the program is 12 months or more in duration

- i. For the first 12 months in the duration of the program and for every subsequent full 12 months in the program, the withdrawal or expulsion occurs during the first 6 months of that 12 month period
- 11) If the student withdraws or is expelled from Tamwood within the first half of the period referred to in section 10, the amount of the refund Tamwood shall pay the student shall be equal to the full amount of the fees paid in respect of the program less
 - a. An amount that is equal to the lesser 20% of the full amount of the fees in respect of the program and \$500
 - b. The portion of the fees in respect of the portion of the period that had elapsed at the time of withdrawal or expulsion.
- 12) If the student withdraws or is expelled during the second half of the period, referred to in section 10, Tamwood is not required to pay the student any refund in respect of that period.
- 13) Tamwood shall refund the full amount of fees paid in respect of a period that had not yet started at the time of the withdrawal or expulsion.

No retention of refund:

- 14) Tamwood shall not retain, by way of deduction or set-off, any refund of fees payable to a student in this policy in order to recover an amount owed by the student in respect of any service or program other than a program offered by Tamwood.

Treatment of books and equipment:

- 15) In calculating a refund under this policy, Tamwood may retain the retail costs of books or equipment that Tamwood supplied to the student if the student:
 - a. Fails to return the books or equipment to Tamwood within 10 days of the student's withdrawal or expulsion from the program
 - b. Returns the books or equipment to Tamwood within the 10 day period referred to in 15a, but fails to return it unopened or in the same state it was in when supplied.

Refund for international students:

- 16) A notice to Tamwood that is provided by or on behalf of an international student or of a prospective international student and that states that the student has not been issued a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada) is deemed to be:
 - a. Notice of cancellation of contract if the notice is given within two days of receiving a copy of the contract and

- b. Notice that the student is withdrawing from the program for the purposes of section 4 if the notice is received on or before half of the duration of the program has elapsed.

Currency

- 17) Any refund of fees that Tamwood is required to pay under the Act shall be paid in Canadian dollars.

Tamwood Careers - Refund of Fee and Extra Services Fees

- (a) Registration Fee is non-refundable. Registration is ONLY refundable if a student was admitted in an approved program without having met the admission requirements and without have misrepresented his/her knowledge or skills when applying.
- (b) When cancelation request is received more than 4 weeks before the check-in date, a full refund of Accommodation Placement Fee & Accommodation Fee will be given.
- (c) When the student cancels his/her accommodation less than 4 weeks before the check-in date, 100% of accommodation fees will be refunded, **but Tamwood will retain Accommodation Placement Fee.**
- (d) In the event that the student has to cancel less than four weeks prior to check-in date due to visa denial, 100% of Accommodation Fee and Accommodation Placement Fee will be refunded **IF proof of visa denial is sent to Tamwood.** This DOES NOT apply if visa is delayed.
- (e) After check-in date, (i) if a cancelation notice was received at Tamwood four (4) or more weeks before the requested check-out date, Tamwood will issue full refund for the cancelled portion of accommodation. (ii) If a shorter notice is provided, Tamwood will retain four (4) weeks of Accommodation Fees starting from the date when the cancelation notice was received at Tamwood and will refund the rest of the Accommodation Fee.
- (f) In case of the airport transfer cancelation, students need to notify Tamwood during the working hours, Monday to Thursday, at least 24 hours before arrival/departure. In case of late notice, the Airport Transfer Fees will not be refunded.

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Title	STUDENT WITHDRAWAL POLICY
Effective	April 6, 2018
Responsibility	Campus Manager
Referenced in	http://tamwoodcareers.com

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Onsite Administrator or Campus Manager. Refunds are calculated according to Tamwood Careers Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

If an international student's Study Permit application has not been completed by the start date identified in the Tamwood Letter of Acceptance and the student so notifies the institution, at the request of the student, Tamwood may issue an additional Letter of Acceptance for a later start date. In such a circumstance, Tamwood will charge the student an additional Course Change Fee and retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.

Tamwood will retain the Registration Fee for international students who are denied Study Permit or visa authorization from Citizenship and Immigration Canada. Students denied a Study Permit or visa must provide the institution with a copy of the denial letter prior to the program start date as set out in the institution's most recently issued Letter of Acceptance. Should a student fail to advise the institution, or choose to withdraw for other reasons, the refund policy will apply. Refunds owed to students must be paid within 30 days of the institutions receiving a copy of the Study Permit denial letter.

Procedure:

The written notice of withdrawal may be delivered by e-mail, by registered mail, or in person that indicates the full name of the student on the correspondence and the date on which the notice is delivered.

- 1) The notice of withdrawal is deemed to be effective from the date it is delivered.
- 2) The refund to which a student is entitled is determined by the **refund policy**.

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Title	SAFETY POLICY
Effective	May 1, 2014
Responsibility	Onsite Administrator

Policy

Tamwood Careers is committed to providing a healthy, safe working and learning environment for all staff, students and visitors, and to reduce the risks of accident or injury for the purpose of maintaining a safe environment.

Procedure for Fire Safety

1. The Onsite Administrator ensures that sufficient fire suppression equipment is available as needed throughout the whole campus and that all fire suppression equipment is examined by a qualified inspector at least annually.
2. The Onsite Administrator ensures that all employees, except for instructors, receive training in both the operation of the fire suppression equipment and in the college fire evacuation procedures.
3. The Campus Manager ensures that all instructors receive training in both the operation of the fire suppression equipment and in the college fire evacuation procedures.
4. The Onsite Administrator is responsible for preparing and posting emergency exit instructions route maps in each classroom.
5. In the event of a fire emergency, staff will immediately contact the fire department (911) relaying the location of the campus, and will give the details of the type of fire if known, location and follow the instructions of the 911 operator.
6. All persons will evacuate the campus under the direction of senior staff.
7. Instructors will escort their students to the safety area identified on the exit plan.
8. The Onsite Administrator will act as a liaison between fire officials and students or employees during the emergency. If necessary, the Onsite Administrator will advise the either President & CEO or President & Managing Director to close the college.

9. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety

1. The Onsite Administrator ensures that adequate precautions are taken throughout the campus to assure that injury due to falling or unstable items during an earthquake is limited, this may include securing file cabinets to walls and lipped shelving for books or binders above head-level.
2. The Onsite Administrator ensures that all employees, except for instructors, receive training in the college earthquake evacuation procedures.
3. The Campus Manager ensures that all instructors receive training in the college earthquake evacuation procedures.
4. The Onsite Administrator prepares and posts emergency instructions and exit route maps in each classroom at the campus with the exit specifically noted in a coloured highlight.
5. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
6. When deemed safe to do so, all persons will evacuate the campus.
7. Instructors will escort their students to the safety area set out in the exit plans.
8. The Onsite Administrator will act as a liaison between rescue official and students / employees during the emergency. If necessary, the Onsite Administrator will advise either President & CEO or President & Managing Director to close the college.
9. No persons will re-enter the campus until the officials have authorized re-entry.

Title	SEXUAL HARASSMENT POLICY
Effective	April 6, 2018
Responsibility	Campus Manager

Background & Purposes:

Tamwood has a responsibility to provide a respectful environment where its community members can study and work free from concerns of sexual harassment, sexual assault and sexual misconduct (“sexual misconduct”). This policy articulates Tamwood’s obligation, and commitment to support members of the Tamwood community if they are impacted by sexual misconduct, and to provide information regarding the resources and options available to those affected by sexual misconduct. Tamwood is committed to making resources available in order to educate its community on the prevention of sexual misconduct, and to provide a process to respond to and investigate all allegations of sexual misconduct.

Unlawful discrimination has no place at Tamwood. This violates the Institute’s core values, including its commitment to equal opportunity and inclusion, and will not be tolerated. Sex and gender based discrimination and harassment are prohibited by Tamwood policy and can constitute violations of provincial and/or federal law.

Prohibited Conduct: Tamwood is committed to providing a campus environment free of sex and gender based discrimination, and sex and gender based harassment. Tamwood prohibits sexual misconduct that, under this policy, can include:

- (1) Sex and gender based discrimination
- (2) Sexual and sex and gender based harassment (including a hostile environment based on sex or gender)
- (3) Sexual assault
- (4) Sexual exploitation
- (5) Stalking
- (6) Relationship violence (including dating and domestic violence)
- (7) Voyeurism and indecent exposure
- (8) The distribution of sexually explicit photographs or video without the consent of all parties that appear within the aforementioned with the intent to distress or harm
- (9) An attempt to commit and act of sexual misconduct

(10) Any threat to commit an act of sexual misconduct

Under Tamwood's policy, sexual misconduct can occur in any sex or gender configuration (i.e., between the same sex or different sex or gender) and regardless of actual or perceived sex, gender, gender identity, gender expression, and/or sexual orientation. Tamwood also prohibits retaliation.

Sexual misconduct is not limited to the workplace or the educational environment. Sexual misconduct can extend beyond Tamwood property, and could take place at any Tamwood sponsored program, activity, or event regardless of the location. It can occur out of province or out of country, such as at a conference, off-site project or external sites. Sexual misconduct can occur between students, employees and third parties such as visitors, vendors, third parties and other community members. Tamwood's sexual assault and sexual misconduct policy applies broadly and in many different circumstances.

Response to Allegations of Sexual Misconduct:

Tamwood will respond to all allegations of sexual misconduct seriously, and is committed to providing information, education, resources, support, interim measures, and clear direction to Tamwood community members to prevent and address such conduct.

Tamwood will *always* respond to incidents of sexual misconduct that we are aware of in order to stop prohibited behavior, prevent the recurrence of any behavior of concern, prevent and/or eliminate any hostile environment, and, where appropriate, address any impacts on campus from such prohibited behavior.

Tamwood is committed to addressing and preventing crimes of sexual violence that are never acceptable and will not be tolerated.

Those who violate this policy are subject to disciplinary action. Disciplinary consequences for violations of this policy may include loss of privileges, disciplinary probation, suspension and expulsion for students, and may include warnings (verbal or written), demotions, suspensions, and termination for employees, permanent teachers, substitute teachers, and third parties. The behavior described in this policy may also be violations of the law, and other laws and regulations may apply beyond the scope of this policy and Tamwoods's disciplinary measures. Tamwood will abide by court ordered restraining orders, orders of protection, and will assist individuals seeking these or other law enforcement options. Tamwood will respect a complainant /victim's /survivor's decision to pursue legal action or not.

It is the responsibility of the Tamwood **Campus Managers** to make inquiries into reports of sexual misconduct on behalf of the institute.

Support and Interim Measures: Tamwood is committed to assisting complainants, accused students, witnesses through many resources available to support them.

Tamwood will provide information about and referrals to external organizations and encourages those who wish to receive confidential support services regarding sexual misconduct to seek assistance from the following organizations:

Vancouver & Whistler locations:

VictimLink-www.victimlinkbc.ca

WAVAW (Women Against Violence Against Women)-www.wavaw.ca

Rape Victims Support Network-assaultcare.ca

Sexual Assault Services-Vancouver General Hospital

BC Society for Male Survivors of Sexual Abuse-bc-malesurvivors.com

Victim Services Whistler-Tel. 604-905-1969

Toronto location:

Toronto Rape Crisis Centre /Multicultural Women Against Rape- trccmwar.ca

Women's College Hospital Sexual Assault/Domestic Violence-womenscollegehospital.ca

Tamwood seeks to support complainants by informing victims about options to address sexual misconduct, both through our disciplinary process and/or through the legal system. Complainants can use any or all of these options at the same time to address sexual misconduct.

Tamwood respects the choice of complainants' decisions to be involved or not involved in any process to address sexual misconduct. However, should the behavior at issue pose a threat to campus safety Tamwood must take action whether the complainant wishes to proceed with their complaint or not.

Tamwood will provide interim measures in response to sexual misconduct in order to stop prohibited behavior, prevent the recurrence of any prohibited behavior, prevent and/or

eliminate an intimidating environment, and, where appropriate, address any impacts on campus from such prohibited behavior.

Interim measures and other support options are available even if no disciplinary or criminal claims are pursued. Interim measures could lead to a person's immediate removal from campus. Appropriate interim measures and support options include health and counseling services; stay away orders, no-contact orders, no trespass orders, class changes, academic supports or adjustments, and information about financial aid and visa/immigration related issues.

Tamwood will make efforts to implement interim measures that will minimize the burden on the

Complainant whenever possible.

Prohibition Against Retaliation: Retaliation against anyone who makes a good faith report or complaint of an incident of sexual misconduct, or participates in an inquiry or investigation of sexual misconduct under this policy is strictly prohibited. The prohibition against retaliation applies to a reasonable objection to behavior an individual believes, in good faith, to be a violation of law or policy. A person engaged in retaliatory conduct will be subject to disciplinary action by Tamwood. Depending on the nature of the retaliation, discipline may include denial of privileges, disciplinary probation, suspension, expulsion, for students, and may include warnings (verbal or written), demotions, suspensions, and termination for employees and third parties working with Tamwood. Tamwood will also provide interim measures in response to retaliation related issues in order to stop prohibited behavior, prevent its recurrence, prevent and/or eliminate any hostile environment and address any effects on campus from such conduct. These measures could lead to an accused person's immediate removal from campus or other various available and appropriate interim measures.

Reporting Obligations of Responsible Employees: All employees of Tamwood are designated "Responsible Employees" for this policy and accordingly are required to report claims of sexual misconduct in a timely manner that they observe or learn about to the **Campus Manager**. The **Campus Manager** is responsible for managing Tamwood's response to fulfil its obligations under this policy, including addressing complaints of sexual misconduct, coordinating investigations and providing appropriate interim measures for the Tamwood community.

Although responsible employees are required to report conduct under this policy to the Campus Manager, they will otherwise respect the privacy of the information related to the matter reported.

All responsible employees are required to report any incident of sexual misconduct, even if the person(s) concerned about or affected by the misconduct is uncertain about making a disciplinary complaint. The **Campus Manager** will assess the report and discuss with the complainant the reported allegation. Responsible employees who knew about but did not report allegations of sexual misconduct may be subject to disciplinary action.

Purpose

The purpose of this policy and procedures is to make sure that our community members work and learn in a safe and respectful environment without any form of sex and gender discrimination and sexual harassment.

If there is a violation of this policy:

PROCEDURES

The following procedures explain Tamwood's process for responding to and resolving reports of violations of this policy, including its investigation and the fair and just process for resolution and possible discipline for violating this policy. These policies and procedures also provide opportunities for reporting misconduct outside Tamwood and resources available on and off campus to support anyone who has been victimized or impacted by another's misconduct.

STEP 1:

DO NOT IGNORE if you feel you have been harassed, immediately make the alleged harasser aware of your disapproval/ and or discomfort with their comments, actions, or behaviour. If however the accuser feels uncomfortable, approaching the alleged harasser the accuser should move immediately to step 2. The accuser should document incidents with dates and details of the event including citing any witnesses who witnessed the event. If the behaviour continues, go immediately to step 2.

STEP 2:

SEEK GUIDANCE: Contact the Campus Manager either directly or if you are a student, you can ask your teacher for assistance in contacting the Campus Manager. At this step, the Campus

Manager will direct the accuser to any external agencies in the local area that can support the emotional and physical well-being of the alleged victim.

STEP 3:

DOCUMENT: Accuser should file a formal complaint. Writing a detailed account of the incident or incidents. The report must include dates, times, locations, exact comments, actions, behaviour, materials/pictures and the names of witnesses.

STEP 4:**INVESTIGATION:**

The Campus Manager will investigate the harassment complaint. This will require interviewing both parties (Accuser & Alleged Harasser) plus any witnesses cited in the report. All information will be accurately documented and managed accordingly in accordance with Tamwood's privacy policy and current privacy legislation. However where disclosure is necessary for the purpose of the investigation or potential disciplinary action the appropriate disclosures will be made.

STEP 5:**ACTION:**

When the investigation is completed, the Campus Manager will decide in collaboration with the Presidents what the appropriate action or actions will be. If the complaint is found to have merit, the corrective action may range from a reprimand (official written warning), dismissal, termination, or criminal charges. Tamwood views allegations of harassment and sexual misconduct as extremely serious and will not tolerate sexual harassment / misconduct of any kind towards employees or students.

- **Please note false claims or harassment will also carry the appropriate disciplinary action.**
- **Please note that if the complaint is against a Campus Manager, the accuser should bring their complaint directly to the Tamwood President or another member of the senior leadership team of Tamwood and the President will conduct the investigation.**

SCOPE:

The members of the Tamwood Community covered by this Sexual Assault and Misconduct Policy and Procedures includes all: students, employees (including full-time & part-time staff, permanent teachers, & substitute teachers), visitors or third parties, and applicants for admission or employment. A third party is someone on campus or participating in a Tamwood sponsored program, activity, or event. This policy applies regardless of race, color, national origin, religion, creed, age, disability, sex, gender identity or expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim status, position or role in the institution or criminal conviction.

Location of Where the Conduct Occurs: This policy applies to behavior that takes place on-campus, off-campus, and at Tamwood sponsored programs or events. This policy also covers conduct that takes place off-campus that occurs in the context of an education program or activity of the Institute such as external sites or conferences. This policy also covers conduct that takes place at student Homestays managed by Tamwood.

Notice of Institute -Wide Non-discrimination Policy

Tamwood is an Equal Opportunity Employer committed to the standard of equal opportunity in education and employment. Tamwood does not discriminate on the basis of race, color, creed, religion, age, sex, gender, national origin, marital or parental status, sexual orientation, citizenship status, veteran status, disability, gender identity or expression, genetic predisposition, carrier status, or any other basis prohibited by law.

This policy is strictly enforced by the Tamwood, and alleged violations are promptly addressed with appropriate corrective action. Tamwood will take measures to prevent discrimination and harassment, to prevent the recurrence of discrimination and harassment, to prevent retaliation for bringing a claim forward or assisting in an investigation, and will take appropriate action to remedy the impact of discrimination and harassment.

The Campus Managers are Tamwood's compliance officers for all forms of discrimination. **The Campus Manager** is responsible for Tamwood's compliance efforts and for directing Tamwood's response to all complaints involving possible sexual misconduct or discrimination, including educational programs and gender equity in employment and admission. This also includes all forms of discrimination, limitations on consensual relationships, sex and gender discrimination, sexual harassment, sexual assault/rape, exploitation and other sexual misconduct, stalking, dating and domestic violence, and intimidation and retaliation for filing such complaints.

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Title **RESPECTFUL AND FAIR TREATMENT
POLICY**

Effective April 6, 2018

Responsibility Campus Manager

Policy

Tamwood is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students, staff, and property. The policy is implemented on campus premises and during school activities or events hosted by Tamwood. The list below defines a student's rights and responsibilities to ensure a healthy atmosphere.

1. **RIGHT:** to have a safe environment.
RESPONSIBILITY: to consider everyday hazards, make themselves familiar with safety procedures and fire alarm instructions, and act accordingly.
2. **RIGHT:** to have an environment free from bullying, discrimination, harassment, alcohol and drugs.
RESPONSIBILITY: To respect and treat everyone equally, report any inappropriate behavior or illegal alcohol and drugs evidenced to the Campus Manager and abide by the Tamwood Anti-Discrimination Policy.
3. **RIGHT:** to freely express their opinion without fear of discrimination.
RESPONSIBILITY: to respect other people's opinions.
4. **RIGHT:** to be fairly evaluated and be able to appeal the test results
RESPONSIBILITY: to participate in all required assessments, and to make themselves familiar with the appeal procedure
5. **RIGHT:** to have access to academic and personal counseling at mutually agreed times.
RESPONSIBILITY: to monitor their academic progress and seek help to resolve any difficulties.

6. **RIGHT:** to have an established schedule of the classes and be notified of any changes.
RESPONSIBILITY: to come to class on time, notify Tamwood of any expected absence; check the community board regularly to get informed about schedule changes.
7. **RIGHT:** to the confidentiality of their progress report and assigned grades
RESPONSIBILITY: respect other students' confidentiality
8. **RIGHT:** To change or cancel a program or an additional service
RESPONSIBILITY: To make themselves familiar with the cancellation and change policy.
9. **RIGHT:** to have equal access to the school facilities and equipment during the hours of operation
RESPONSIBILITY: to respect the school's property and get familiarized with rules and policies concerning when access to the property is denied
10. **RIGHT:** to have access to publicly available policies and school rules.
RESPONSIBILITIES: to familiarize themselves with the publicly available documents.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

Procedure

1. Report any complaint of disrespectful and unfair treatment involving a student/staff member to the Campus Manager in person or written statement or by leaving a message by phone or e-mail.
2. The Campus Manager will investigate and file a formal report involving the student as soon as a complaint has been reported. If the mistreatment occurred in homestay or residence, the Campus Manager will involve the Accommodation Manager for further assistance.
3. Within the next day, the Campus Manager will get in touch and arrange for a meeting with those involved to address the mistreatment brought forward and act as a mediator to resolve the situation. In the event that mistreatment occurred, the accused will be sanctioned accordingly.

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