

**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](#)
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Tamwood Careers Ltd. hereafter referred to as 'Tamwood Careers', The College, Tamwood or the School.

'Student' is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at Tamwood Careers.

Tamwood Careers	3898
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<b>Name of Institution</b>	<b>Institution Number</b>
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Admission Policy	September 1, 2021	September 1, 2021
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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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 College admissions 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 (BC Human Rights Code).

**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 must be on or before the day the program commences, at least 18 years of age
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

**Admission Criteria – Foundations of Food and Beverage Co-op Diploma; Foundations of Food and Beverage Certificate**

- Student must be on or before the day the program commences, at least 19 years of age
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

**Admission Criteria – Innovation and Entrepreneurship Diploma; Innovation and Entrepreneurship (Practicum) Diploma; Marketing for Business and Product Startups Certificate, Management for Business and Product Startups Certificate**

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- Student must be on or before the day the program commences, at least 19 years of age
  - Minimum of one academic year of post-secondary studies or 24 months of work experience in any field
  - Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

**Admission Criteria – International Business and Management Co-op Diploma; International Business and Management Certificate**

- Student must be on or before the day the program commences, at least 18 years of age
- Students must have completed secondary education studies
- 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 must be on or before the day the program commences, at least 18 years of age
- Students must have completed secondary education studies
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

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

- Student must be on or before the day the program commences, at least 19 years of age or graduation from grade 12
- Student must meet the Language Proficiency requirements as outlined in the Language Proficiency Assessment Policy

**Enrolment Procedure:**

Tamwood Careers contracts with Tamwood International College Ltd (TIC) for marketing and administration services including admission services and, where noted, the position is outsourced to TIC.

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 registration email 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 Misconduct 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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<b>Name of Institution</b>	<b>Institution Number</b>
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Language Proficiency Assessment Policy	September 1, 2021	September 1, 2021
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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### 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; Foundations of Food and Beverage Co-op Diploma; Foundations of Food and Beverage 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 – Innovation and Entrepreneurship Diploma; Innovation and Entrepreneurship (Practicum) Diploma; Marketing for Business and Product Startups Certificate; Management for Business and Product Startups Certificate; 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 – International Business and Management Co-op Diploma; International Business and Management 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, 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 – UX Designer Certificate; UX Designer Co-op Diploma; UI Designer Certificate; UI Designer Co-op Diploma; Web Developer Certificate; Web Developer 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 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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**Name of Institution** **Institution Number**

Student Attendance Policy February 2, 2017 February 2, 2017

**Name of Policy** **Effective Date** **Revision Date**

### 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, SEA 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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Name of Institution		Institution Number
Student Dismissal Policy	September 26, 2016	September 26, 2016

Name of Policy	Effective Date	Revision Date
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### 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 Senior Educational Administrator.

### 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 Senior Educational Administrator. Concerns may be brought by staff, students or the public.
- 2) Within 5 school days of receiving the complaint, the Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).
- 3) Following the meeting with the student, the Senior Educational Administrator 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 Senior Educational Administrator 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 Senior Educational Administrator 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 Senior Educational Administrator 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 Senior Educational Administrator of the school will obtain the refund calculation from Registrar (TIC) and meet with the student to dismiss him/her from study at the School. The Senior Educational Administrator 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 (TIC) 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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<b>Name of Institution</b>	<b>Institution Number</b>
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Work Experience Policy	September 27, 2018	September 27, 2017
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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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. Student submits a MID WORK TERM REPORT to the WPC when they have completed 50% of their work placement hours.
5. 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.
6. If issues of concern are identified by the student or by the workplace supervisor in the midterm reports a resolution plan is implemented.
7. 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).
8. 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.
9. 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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Dispute Resolution/Grade Appeal Policy	September 1, 2021	September 1, 2021
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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### Policy

This Policy is to ensure a fair, reasonable, and effective Student Dispute Resolution Policy for handling students' complaints and grade appeals. The student may also be represented by an agent or a lawyer.

This policy governs complains from all students respecting Tamwood Careers and any aspect of its operations. All student complaints must be submitted to the Campus Manager in writing. If the Campus Manager is unavailable or is named in the complaint, the Compliance Coordinator will act on behalf of the Campus Manager. Written reasons for the determination and the reconsideration (if any) will be given to a student within **30** days after the date on which the student makes the complaint.

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by Tamwood at any time.

### Procedure for Student Disputes:

1. When a concern/dispute arises, the student should put his/her concern 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 5 (five) working 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 10 (ten) working days following

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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 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 working 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.

3. 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 working days of being informed of the determination. The Campus Manager will refer the matter to either President & CEO or President & Managing Director who will review the matter within 5 (five) working days of receipt of the student's appeal.
4. The original decision will either be confirmed or adjusted in writing by either the President & CEO or President & Managing Director within 15 (fifteen) working days of receiving the student's appeal. At this point, Tamwood Careers' Dispute Resolution Process will be considered exhausted.

Once the dispute resolution process is complete, the student will be advised in writing that he or she may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) if he or she dissatisfies with the determination or feels they have been misled by the institution regarding any significant aspect of any approved program. Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

**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

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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's receipt of the written complaint.

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**Name of Institution** **Institution Number**

Privacy September 26, 2016 September 26, 2016

**Name of Policy** **Effective Date** **Revision Date**

### Policy

Tamwood Careers collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). 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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**Name of Institution** **Institution Number**

Tuition Refund Policy September 1, 2021 September 1, 2021

**Name of Policy** **Effective Date** **Revision Date**

1. 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 Tamwood Careers receives a student’s notice of withdrawal,
  - (b) of the date Tamwood Careers provides a notice of dismissal to the student,
  - (c) of the date Tamwood Careers receives a copy of refusal of a study permit.
  - (d) of the date receiving an order from the registrar to issue a refund because a student was admitted in an approved program without meeting the admission requirement.
  - (e) of the program end date included in the enrollment contract, if Tamwood Careers fails to provide the work experience to a student within 30 days of the program end date.
  - (f) of the date on which the first 30% of the hours of instruction would have been completed, if a student did not attend any of the first 30% of the hours of instruction.
2. Tamwood Careers will refund the tuition for the program 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. Tamwood Careers will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if Tamwood Careers fails to provide the work experience within 30 days of the program end date, unless the registrar determines Tamwood Careers was prevented from doing so by circumstances beyond its control.
4. Tamwood Careers will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student has not requested additional Letter(s) of Acceptance and a refusal of study permit is received before 30% of instruction hours would have been provided, had the student started the program on the later of the following:
  - a) The program start date in the most recent Letter of Acceptance

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b) The program start date in the enrolment contract

5. Tamwood Careers will retain up to 50% of the tuition paid under the student enrolment contract if a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term,
6. If Tamwood Careers receives a notice of withdrawal from a student:
  - (a) No later than seven days after the student signed the enrollment contract and before the program start date, 100% tuition and all related fees refund, other than application fee
  - (b) More than seven days after the student signed the enrollment contract and
    - i. at least 30 days before the later of A) The program start date in the most recent Letter of Acceptance (international students) B) the program start date in the enrolment contract, Tamwood Careers will 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 later of A) The program start date in the most recent Letter of Acceptance (international students) B) The program start date in the enrollment contract, Tamwood Careers will retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - (c) after the program start date and
    - i. up to and including 10% of instruction hours have been provided, Tamwood Careers will retain up to 30% of the tuition due under the student enrolment contract.
    - ii. after more than 10% but before 30% of instruction hours have been provided, Tamwood Careers will retain up to 50% of the tuition due under the student enrolment contract.
    - iii. After 30% of the hours of instruction have been provided during the contract term, Tamwood Careers will retain 100% of the tuition due under the student enrolment contract.
7. If Tamwood Careers provides a notice of dismissal to a student and the date Tamwood Careers delivers the notice to the student is:
  - (a) before or on the date of 10% of instruction hours have been provided, Tamwood Careers will retain up to 30% of the tuition due under the student enrolment contract.
  - (b) after more than 10% but before 30% of instruction hours have been provided, Tamwood Careers will retain up to 50% of the tuition due under the student enrolment contract.
8. Tamwood Careers will refund fees charged for course materials paid for but not

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received if the student provides a notice of withdrawal or refusal of study permit or Tamwood Careers provides a notice of dismissal to the student.

9. If Tamwood Careers is unable to provide the work experience within 30 days of the program end date due to the failure of the student to accept any reasonable co-op/practicum placement opportunity or to do their best to pass each interview, no tuition refund is due.

### **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) A full refund of Accommodation Placement Fee will be given when cancelation request received more than four (4) weeks before the check in date or in case of denied Study Permit or visa authorization from Citizenship and Immigration Canada. The denial letter from CIC is required as a proof. Accommodation Placement Fee is non-refundable when the student cancels his/her accommodation less than four (4) weeks before check-in date.
- (c) When the student cancels his/her accommodation
  - a. More than two (2) weeks before check-in - Tamwood will refund the full balance of the Accommodation Fees paid.
  - b. Less than two (2) weeks before the check-in date - Tamwood will retain 2 weeks of the Accommodation Fee and refund the balance of the Accommodation Fees paid.
  - c. 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.
- (d) 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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**Name of Institution**
**Institution Number**

Student Withdrawal  
Policy

September 26, 2016

September 26, 2016

**Name of Policy**
**Effective Date**
**Revision Date**
**Policy:**

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Onsite Administrator or front office. 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 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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**Name of Institution** **Institution Number**

Safety Policy June 24, 2015 June 24, 2015

**Name of Policy** **Effective Date** **Revision Date**

### 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 Senior Educational Administrator 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 Senior Educational Administrator 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.



Tamwood Careers 3898

Name of Institution		Institution Number
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Sexual Misconduct Policy	September 1, 2021	September 1, 2021
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Name of Policy	Effective Date	Revision Date
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## Policy

Tamwood Careers is committed to the prevention of and appropriate response to sexual misconduct.

Sexual misconduct herewith is defined as an offensive attack on the security and dignity of an individual (whether verbal, written, physical, or graphic) that aggregates a hostile/intimidating and uncomfortable environment. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior includes but is not limited to the following: sexual assault; sexual exploitation; sexual harassment; stalking or attempting to make unwanted contact with another person, indecent exposure; voyeurism; the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video with out the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video; the attempt to commit an act of sexual misconduct; and the threat to commit an act of sexual misconduct.

To prevent sexual misconduct, Tamwood Careers properly screens every employee, homestay family, residence provider, and student; assuring to its best ability and effort that there are no criminal records at hand or any reason causing suspicion or doubt of an individual’s character. Tamwood places the safety and security of all stakeholders as a non-negotiable. Should such misconduct occur, Tamwood will take the necessary steps to alleviate and resolve the situation immediately.

A **Compliant** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

Tamwood Careers will deal with allegations of Sexual Misconduct in a procedurally fair, unbiased, and timely manner. The Parties shall be advised of the allegations and responses of both the complainant and Respondent and shall be accorded reasonable opportunity to provide comments in support or defense of their own positions. Both the Complainant and Respondent have a reasonable right to respond to any information gathered during the investigation that will be utilized in determining a finding of Misconduct. For a compliant to be considered under this Policy, it must be submitted within

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six (6) months of the date of the last alleged incident of Sexual Misconduct. The President of Tamwood may consider an extension to file a complaint past the six (6) month limit, if reasonable grounds for such an extension exist in extenuating circumstances.

All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

### Complaint Procedure

1. Any student of Tamwood Careers who feels he or she has experienced or witnessed Sexual Misconduct and is considering a complaint process is encouraged to discuss the matter with the Campus Manager in person or written statement or by leaving a message by phone or e-mail.
2. The Campus Manager will engage in a confidential discussion/consultation **within 24 hours** regarding the Complainant's options, and provide the Complainant with information and guidance regarding:
  - Whether the behavior(s) in question may fall within the definition(s) of Sexual Misconduct under this Policy
  - Possible procedures and options available to the Complainant under this Policy
  - The formal report procedure if the Complainant wishes to pursue a formal complaint
  - Available support for the Complainant both on and off campus
3. The Campus Manager does not determine whether behaviors are Sexual Misconduct. The Campus Manager only confirms that behaviors as described by the Complainant may constitute Sexual Misconduct. Only a Formal Investigation can determine whether Sexual Misconduct has taken place.
4. The Campus Manager will maintain confidentiality of this discussion. The complaint will not be pressed to file formal report if the he or she is not willing to. However, if the Complainant claims that the Sexual Misconduct involves violence, the Campus Manager must report the situation to either the President & CEO or the President & Managing Director at Tamwood Careers who will investigate and may encourage the Complainant to report the situation to the police.

## Report Procedure

1. If the Compliant wishes to pursue Formal Report, he or she must submit a formal written statement of complaint to the Campus Manager.
2. As soon as the formal written statement of complaint is received, the Campus Manager will report the incident to either the President & CEO or President & Managing Director at Tamwood Careers. The Campus Manager or a designated staff will initiate formal investigation in the meantime.
3. After completion of the investigation, the investigator will complete a written report, including a copy of the written complaint and findings of fact, and submit the report to either the President & CEO or President & Managing Director at Tamwood Careers. The report will state a positive or null finding of Misconduct and may include recommendations for resolution of the complaint and/or for remedial or disciplinary action.
4. After reviewing the report of the investigator, either the President & CEO or President & Managing Director at Tamwood Careers will make final decisions on the findings of Sexual Misconduct and on appropriate actions in the circumstances within 7 (seven) working days.

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Tamwood Careers	3898
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<b>Name of Institution</b>		<b>Institution Number</b>
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Respectful and Fair Treatment Policy	November 29, 2016	November 29, 2016
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<b>Name of Policy</b>	<b>Effective Date</b>	<b>Revision Date</b>
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### 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/Senior Educational Administrator 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 or Senior Educational Administrator (SEA) in person or written statement or by leaving a message by phone or e-mail.
2. The Campus Manager/SEA 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/SEA will involve the Accommodation Manager for further assistance.
3. Within the next day, the Campus Manager/SEA 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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