

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:

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Title	ADMISSION POLICY
Effective	April 6, 2018
Responsibility	Registrar, Campus Manager
Reference in other documents	Student Contract

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; Hospitality and Tourism Co-op with Communication Diploma; Hospitality and Tourism with Communication 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; International Business and Management Certificate; International Business and Management Co-op with Communication Diploma; International Business and Management with Communication 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 – Digital Marketing Co-op Diploma; Digital Marketing Certificate; Digital Marketing Co-op with Communication Diploma; Digital Marketing with Communication 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 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

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	Registrar, Campus Manager

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 Business and Management Co-op Diploma; International Business and Management Certificate

International students must demonstrate Level 12 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR B2, Academic IELTS 5, TOEFL 72, Duolingo 95, TOEIC 785, CELPIP 6, Tamwood Language Centre's Tamwood Level 12 or ILAC's Level 12 is presented.

Admission Criteria – Hospitality and Tourism Co-op with Communication Diploma; Hospitality and Tourism with Communication Certificate; International Business and Management Co-op with Communication Diploma; International Business and Management with Communication Certificate

International students must demonstrate Level 8 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR B1, Academic IELTS 4, TOEFL 42, Duolingo 65, TOEIC 550, CELPIP 4, Tamwood Language Centre's Tamwood Level 8 or ILAC's Level 8 is presented.

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

International students must demonstrate Level 14 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR C1, Academic IELTS 5.5, TOEFL 95, Duolingo 105, TOEIC 945, Tamwood Language Centre's Tamwood Level 14 or ILAC's Level 14 is presented.

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

International students must demonstrate Level 10 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR B1+, Academic IELTS 4.5, TOEFL 57, Duolingo 80, TOEIC 670, CELPIP 5, Tamwood Language Centre's Tamwood Level 10 or ILAC's Level 10 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 14 English with Tamwood Careers' online test and interview. The online test and interview are exempt if CEFR C1, Academic IELTS 5.5, TOEFL 95, Duolingo 105, TOEIC 945, Tamwood Language Centre's Tamwood Level 14 or ILAC's Level 14 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	ACADEMIC DISHONESTY POLICY
Effective	April 6, 2018
Responsibility	Campus Manager

Academic dishonesty is defined as any attempt to produce false data, records, academic assignments, test results, or any other information that is pertinent to a student's studies. This would also include false identification records to assume another student's identity, and falsifying attendance records or test results.

Academic dishonesty can take the following forms:

Cheating: This might be by copying answers from a neighboring student's test, prior acquisition of test papers, answers, or academic assignments, concealing and smuggling answers into the test centre, producing results from an earlier assignment or test, or the unauthorized use of electronic devices.

Plagiarism: This is defined as falsely producing work that is not the product of the actual student presenting it. Plagiarism includes the dissemination of another person's ideas, theories, and wording as if they were their own. The proper method for using another person's work is by providing full, clear citation of the source from which it came. In other words, fully identifying the source of that work is the only legitimate manner in which it can be used; this makes it clear that the student is quoting from someone else and giving due credit where it belongs.

Falsifying data or information: The intentional use of false data, information, and research to complete a test or assignment is an unethical practice and another form of Academic Dishonesty.

Aiding and Abetting: Any person who aids a student in any of the practices outlined above is deemed to be engaging in academic dishonesty to the same extent as the student they are aiding.

SANCTIONS

If you are caught in academic dishonesty, you can expect:

- The 1st time: a written and verbal warning and you will not be allowed to use the Tamwood facilities (computers, pool table, daily activities, etc.).
- The 2nd time: you will be asked to leave school for one day, unable to use the facilities.
- The 3rd time: the student will be asked to leave the school for three days, unable to use the facilities.

- The 4th time the student may be recommended for DISMISSAL by the Campus Manager as per the Dismissal Policy.

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.

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 request the refund calculation from Registrar and inform the student about the decision. 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 the refund is issued 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** June 20, 2022**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 successfully complete the required academic portion of their program to be eligible for the work experience placement portion of their program.
2. Students must actively engage in the work placement process and work closely with Tamwood Careers’ co-op department in order to successfully prepare for their work experience.
3. 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.
4. Tamwood Careers seeks suitable work placements for students with employers who are committed to providing supportive worksite experiences for our students.
5. Tamwood Careers reviews and evaluates, at a minimum, at the mid-point and at the end of the work placement term, the student’s performance during a work experience placement.
6. 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 Work Placement Coordinator (WPC) explains to the workplace supervisor the expectations of the college with respect to support and joint evaluation of student performance.
3. The WPC prepares the **WORK EXPERIENCE REVIEW AND AGREEMENT** and arranges with the student and workplace representative to sign these documents. Copy of the document is 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 EXPERIENCE REPORT** to the WPC when they have completed 50% of their work placement hours for evaluation.
6. If issues of concern are identified by the student in the midterm report a resolution plan is implemented.
7. At the end of the work placement, the student receives the employer's final assessment of the student's attendance, progress, and performance throughout the work experience placement (**EMPLOYER'S FINAL EVALUATION**).
8. The WPC reviews the **EMPLOYER'S FINAL EVALUATION** and decides 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 the **EMPLOYER'S FINAL EVALUATION**;
 - c. Did the student submit the **EMPLOYER'S FINAL EVALUATION** on time
9. The WPC records this grade for the work term in the student's file.

Related documents:

- Work Experience Review and Agreement
- Student Mid-Term Work Experience Report

- Employers Final Evaluation

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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 Career Colleges 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, Ontario Career Colleges branch Ministry of Colleges and Universities
77 Wellesley Street West, P.O. Box 977
Toronto, ON M7A 1N3
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 regulations of Ministry of Colleges and Universities. 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.

For international students, the student record must include the student's full name, date of birth, address while in Canada, type of stay (for example, homestay, apartment), all phone numbers at which the student can be reached, both while in Canada and at the student's permanent address, email address, country of origin, primary language, a record of the results of academic evaluations, a record of the results of admissions tests, a copy of the enrollment contract, evidence that the International Student obtained health insurance prior to beginning the program, and the student's Study Permit Number, date of entry into Canada and Study Permit expiry date.

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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- 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:
- fails to return the books or equipment to Tamwood within 10 days of the student's withdrawal or expulsion from the program
 - 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:
- Notice of cancellation of contract if the notice is given within two days of receiving a copy of the contract and
 - 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

- 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.
- 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.
- When the student cancels his/her accommodation
 - 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 cancellation 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 cancellation notice was received at Tamwood and will refund the rest of the Accommodation Fee.
- (d) In case of the airport transfer cancellation, 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

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 VIOLENCE AND SEXUAL MISCONDUCT POLICY
Effective	January 1, 2024
Responsibility	Student Services, Program Manager

Background & Purposes:**1. Sexual Violence and Misconduct Policy**

Tamwood Careers is committed to providing its students with an environment free from sexual violence and treating anyone who reports incidents of sexual violence or misconduct with dignity and respect.

This Sexual Violence and Misconduct Policy defines sexual violence and misconduct, and outlines Tamwood Careers' policies and procedures for training staff and students, as well as reporting and responding to complaints of sexual violence made by or involving its students.

Any person(s) accused of engaging in sexual violence or misconduct will be referred to as the "Respondent(s)" and the person(s) making the allegation as the "Complainant(s)".

If this policy conflicts with the any other Tamwood Careers Policy, the Sexual Violence and Misconduct Policy prevails.

2. Definition of Sexual Violence and Misconduct

Sexual violence and misconduct means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, sexual exploitation and 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 without the consent of the person in the photograph or video and with the intent to distress the person in the photograph and video.

3. Training, Reporting and Responding to Sexual Violence and Misconduct

A copy of the Sexual Violence and Misconduct Policy is included in every contract made between Tamwood Careers and its students. Furthermore, a copy of the Sexual Violence and Misconduct Policy is given to all Tamwood Careers directors, controlling shareholders, owners, partners and other persons who manage or director the affairs, along with teachers, staff, contractors, and other employees, and training is provided regarding the policy and the processes of reporting, investigating, and responding to complaints of sexual violence.

The Sexual Violence and Misconduct Policy is available on the Tamwood Careers website and available to students, teachers, and staff at any time.

Tamwood Careers teachers, staff, and any other employees and contractors of Tamwood Careers will report incidents of or complaints of sexual violence or misconduct to their College Director, or the Program Coordinator/Manager upon becoming aware of them. Students who have been affected by sexual violence or misconduct who need information about support services should contact a student services representative, or the Program Coordinator/Manager directly.

If students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of Tamwood Careers' policies relating to drug or alcohol use at the time the alleged sexual violence occurred.

Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by Tamwood Careers' staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

Subject to Section 4 below, to the extent it is possible, Tamwood Careers will attempt to keep all personal information of persons involved in the investigation confidential, except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:

- a) ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety or other measures that may be required; and
- b) ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.

Tamwood Careers recognizes the right of the Complainant not to report an incident of or make a complaint about sexual violence/misconduct or not request an investigation, and not to participate in any investigation that may occur.

Notwithstanding, in certain circumstances, Tamwood Careers may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk. In all cases, including the above, Tamwood Careers will appropriately accommodate the needs of any student affected by sexual violence or misconduct.

Tamwood Careers is committed to having specific confidential supports in relation to sexual violence on campus. Affected parties should contact Tamwood Careers' College Director, or the Program

Coordinator/Manager. Tamwood Careers will assist students who have experienced sexual violence to obtain counselling and medical care and provide them with information about sexual violence support services available in the community. Students are not required to file a formal complaint in order to access support services.

4. Investigating Reports of Sexual Violence and Misconduct

Under this Sexual Violence and Misconduct Policy, any student of Tamwood Careers may file a report of an incident or a complaint to a Student Services representative, or Program Coordinator/Manager in writing. Other officials, offices or departments may be involved in any investigation including the Human Resource Department.

Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Student Services representative, or College Director will respond promptly and:

- a) determine whether an investigation should take place and if the Complainant wishes to participate in the investigation;
- b) determine who should conduct the investigation with regard to the seriousness of the allegation and the parties involved;
- c) determine whether the incident should be referred immediately to the police;

In such cases or where civil proceedings are commenced with respect to allegations of sexual violence or misconduct, Tamwood Careers may conduct its own independent investigation and make its own determination in accordance with its policies and procedures; and determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing course delivery.

Once an investigation is initiated, the following will occur:

- 1) the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
- 2) the Complainant will be interviewed to ensure a complete understanding of the allegation and to gather additional information that may not have been included in the written complaint, such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
- 3) the Respondent will be interviewed and informed of the complaint, provided details of the allegations, and provided an opportunity to respond to the allegations, including providing any witnesses the Respondent feels are essential to the investigation;
- 4) any person involved or who has, or may have, knowledge of the incident and any identified witnesses will be interviewed;
- 5) reasonable updates to the Complainant and the Respondent about the status of the investigation will be provided; and
- 6) following the investigation, the Student Services representative, or Program Coordinator/Manager will:
 - a) review all of the evidence collected during the investigation;
 - b) determine whether sexual violence occurred; and if so

- c) determine what disciplinary action, if any, should be taken as set out in Section 5 below.

5. Disciplinary Measures

If it is determined by Tamwood Careers that the Respondent did engage in sexual violence or misconduct, immediate disciplinary or corrective action will be taken. This may include:

- 1) disciplinary action up to and including termination of employment of teachers or staff; or
- 2) expulsion/dismissal of a student; and /or
- 3) the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- 4) any other actions that may be appropriate in the circumstances.

6. Appeal

Should the Complainant or the Respondent disagree with the decision resulting from the investigation, he or she may appeal the decision to the VP Operations within 5 business days by submitting a letter/email advising of the person's intent to appeal the decision.

7. Making False Statements

It is a violation of the Sexual Violence and Misconduct Policy for anyone to knowingly make a false complaint of sexual violence or to provide false information about a complaint. Individuals who violate the Sexual Violence and Misconduct Policy are subject to disciplinary and/or corrective action up to and including termination of employment of teachers or staff or expulsion of a student.

8. Reprisal

It is a violation of the Sexual Violence and Misconduct Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual violence, provided information related to a complaint, or otherwise been involved in the complaint investigation process. Individuals who violate the Sexual Violence and Misconduct Policy are subject to disciplinary and/or corrective action, up to and including termination of employment of teachers or staff or expulsion of a student.

9. Review

Tamwood Careers shall ensure that student input is considered every time the Sexual Violence and Misconduct Policy is reviewed or changed. Tamwood Careers will review its Sexual Violence and Misconduct Policy at least once every 3 years and amend it where appropriate.

For a list of support services, centers and other resources in Ontario, please see list of resources below and accompanying this policy available at <https://tamwood.com/policies-procedures/>

Resources in Ontario

[Ontario 211 Helpline](#)

The Ontario 211 phone line is free and is answered 24 hours a day all year round. You can talk to people in more than 150 languages.

- [Tel: 211](#)
- [Toll-free: 1-877-330-3213](#)
- [Toll-free TTY: 1-888-340-1001](#)

[Provincial crisis lines](#)

Provincial crisis lines are free and confidential 24-hour helplines that offer:

- someone to talk to
- crisis counselling
- emotional support
- safety planning
- legal information
- other assistance

[Assaulted women's helpline](#)

Get 24/7 crisis counselling and referrals to shelters, legal advice and other help. Support is available in over 200 different languages, including 17 Indigenous languages:

- [Toll-free: 1-866-863-0511](#)
- [Toll-free TTY: 1-866-863-7868](#)
- Toronto: [416-863-0511](#)
[TTY: 416-364-8762](#)
- Text #SAFE (#7233) on your Mobile (Fido, Rogers, Bell, and TELUS networks)

[Support services for male survivors of sexual abuse](#)

Get 24/7 multilingual support service for male survivors of sexual abuse, both recent and historical.

- [Toll-free: 1-866-887-0015](#)

Additional Resources:

- [Emergency shelters](#)
- [Sexual assault centres](#)
- [Domestic violence treatment centres](#)
- [Mental health and addictions treatment services](#)

- [Affordable housing](#)
- [Supports for Indigenous women](#)
- [Employment and job training services](#)

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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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Title **LOST & FOUND POLICY**

Effective August 27, 2024

Responsibility Student Services Specialist

Purpose

This policy provides the main principles related to property that has been found, its retention and disposal.

Policy Statements

1. All found items are to be turned in to the Student Services/Reception Desk at any campus. Perishable items and soiled clothing will not be accepted.
2. To report a lost and found item, it is recommended to provide following details:
 - Description of the item in detail
 - Where and when it was lost or found
 - Your contact information
3. Where information regarding the identity of the owner is evident, efforts will be made to contact them to facilitate claiming of the item(s).
4. Items turned in to Student Services/Reception Desk will be retained for a maximum of thirty (30) days. Items not claimed within 30-day period are discarded or donated.
5. To report a lost or found item, please email studentsupport@tamwood.com

Title	PAYMENT POLICY
Effective	April 6, 2018
Responsibility	Accounts Receivable

1. Schedule of Payments

- a. Tamwood Careers cannot guarantee the student his/her registration until Tamwood Careers has received the Registration Fee. Failure to pay the Registration Fee could result in the student's application being rejected.
- b. The balance of the fees owing must be paid in full no later than 4 weeks before the first day of the student's program at Tamwood Careers.

2. Late Payments

- a. Tamwood Careers reserves the right to cancel, without notice, all bookings and arrangements if the Student fails to pay the required fees for a booking pursuant to the Schedule of Payments set out herein.
- b. Tamwood regrets that under no circumstances will a student be allowed to commence and/or attend any course where payment remains outstanding or not cleared.

3. Cancellation and Refunds

- a. If the student cancels his/her program or is dismissed, he/she may be entitled to a refund for some of his/her program and accommodation fees according to the Tamwood Careers Cancellation and Refund Policy.