



## **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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Tamwood Careers Ltd. hereafter referred to as 'Tamwood Careers', The Institute, Tamwood or the Institution.

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



## Academic Standards Policy

It is expected that students will complete all examinations, assessments, work experience (if applicable) and assignments as described in the Program Admission Requirements and Program Outline for the enrolled program of study. Below are the general Academic Standards applicable for all the programs offered at the Institute. For program specific requirements see program outline:

### Attendance

- 1) Tamwood Careers keeps a daily record of attendance. Students are expected to maintain an attendance rate of at least 80%.
- 2) If there are any extenuating circumstances concerning a student's absence, the instructor should be notified as soon as possible. It is the student's own responsibility to stay current with the course material and course curriculum and to "catch up" on any missed classes regardless of the reason for absence. By way of example, skipping or missing a class where a test or an in-class assignment was announced will not excuse a student from that test or assignment.
- 3) Regular attendance is taken for each class and both absenteeism and lateness will be recorded in the learning management system. While the Institute will seek to be consistent and reasonable in its approach to deciding what constitutes a valid reason for an absence, the Student Service Coordinator will have decision-making discretion in this process. The Institute will seek to balance the validity of the student's excuse with the importance of the course material missed.
- 4) Students who fail to meet the program attendance requirements without a valid excuse and are required to meet with the Student Service Coordinator prior to being allowed to attend further classes. The Student Service Coordinator's remedies will be governed by the requirements of MCURES and any other regulatory requirements, to which the Institute is bound, as well as The Institute's "Expulsion and Discipline Policy" and best practices in the circumstances.

### Make-up Tests, Late Assignments

- 1) Make-up tests, in lieu of tests missed due to illness or other permissible circumstances may be arranged. Any student who is unable to write a test at the scheduled time must make this request prior to the examination date. Student may be asked to provide documentation to support the absence (i.e., doctor's notes for illness). Unexcused absences from tests and exams may result in a score of zero (0).
- 2) The instructors may use their discretion to determine if extensions on assignments will be granted. Assignments will be deducted 10% for every 24 hours they are late unless prior arrangements have been made prior to the due date of the assignment by the student in writing.
- 3) Students are expected to complete tests and assigned work at the specified times. Program Syllabus contains specific policies.

### Plagiarism (See also "Discipline Policy")



- 1) Plagiarism is the act of submitting work that is, in whole or in substantial part, someone else's work, and representing it to be your own. Examples of plagiarism include, but are not limited to, the following:
  - a) copying previously published work;
  - b) copying another student's work;
  - c) reviewing materials or works from mailboxes, printers, faculty desks or other sources, and adopting those works as your own; and
  - d) Using paid or unpaid services or other people to complete one's assignments.
- 2) Students are expected to acknowledge the sources of ideas and expressions they use in essays, reports, assignments etc. Failure to do so constitutes plagiarism and is subject to academic penalty. Students who knowingly loan work to be copied, in whole or in part, by another student, for which a grade is assigned, are equally at fault in cases where plagiarism has occurred and may also be open to academic sanction.

#### **Cheating (See also "Discipline Policy")**

- 1) Cheating is defined as any deliberate attempt to obtain credit through the use of deceit or dishonest methods. Examples of such behavior include, but are not limited to, the following:
  - a) passing exam papers/solutions to another student;
  - b) repeatedly looking at other students' papers;
  - c) discussing or whispering of answers during a test;
  - d) submitting research reports in which no research took place; and
  - e) writing answers on a desktop.
  - f) collaboration where collaboration is expressly prohibited, whether or not that collaboration occurs online or otherwise (and despite the fact that collaboration will generally be encouraged by Tamwood Careers, in order to foster learning).
- 2) Cheating offences are subject to academic penalty.

#### **Academic Penalty (See also "Discipline Policy")**

- 1) Academic penalties often begin with the awarding of a zero on the assignment/project/test for the first offence and a notification from the Program Coordinator or Academic Manager, in writing, of the offence. This notification is kept on file in the Institute's student information management system. A subsequent offence may result in removal from the course and the possibility of complete dismissal/expulsion from the program.

#### **Dismissal and Withdrawal (See also "Discipline Policy")**



- 1) Without limitation, a student may be dismissed from a program after review by the Student Services Coordinator for one of the following reasons:
  - a) failing or not completing all core courses (determined by program) in which the student is registered;
  - b) showing a consistent pattern of failing to meet the program's standards or failure to meet expectations as determined in this Contract. The Institute will seek to apply its policy of graduated discipline consistently, and in accordance with its "Discipline Policy"; and/or
  - c) failing to achieve an average of 70% on the final course grades for the program courses
- 2) A student is considered to have withdrawn from his/her program of study if the student:
  - a) has advised the Institute that he/she has withdrawn from the program by completing the Institute's Withdrawal Form;
  - b) has not complied with the Institute's Academic Standards Policy;

### **Grading Disagreements**

- 1) Where a student disagrees with a grade received or any decision resulting from application of the rules, policies, and regulations referenced in the Enrollment Contract in its entirety, the student shall discuss the matter with their instructor or Student Services Coordinator in an attempt to resolve the problem.
- 2) Both individual and/or group complaints should be handled as outlined above. Most complaints are resolved informally with the instructor or faculty member responsible for grading that student/group of students. Faculty members endeavor to be open and fair in dealing with students' concerns, thus students are encouraged to speak with the faculty member(s) involved in the matter.
- 3) Students have five (5) business days from the day they receive the grades to request a re-take or re-assessment of the task, assignment, or exam.

### **Appeals**

- 1) A student who feels there have been extenuating circumstances that adversely affected his/her academic outcome/progress may appeal to the Student Services Coordinator. A student who is dissatisfied with the decision of first instance may appeal to the Institute's Program Coordinator/Academic Manager.
- 2) Students have five (5) business days from the day they receive a decision that affects their academic progress to request an appeal on the outcome of the decision. Student Complaint Procedure Policy will apply.

### **Certification of Achievement**

A Certificate or Diploma of Achievement is provided to all students who successfully meet program requirements.

### **Transcript of Academic Record**



Upon request, Tamwood Careers can provide a Transcript of Academic Record that states you studied/are studying at Tamwood Careers. It indicates the total hours you studied per week and the length of your study. Details of a student's academic results and attendance can be added if requested. Please request this through the Student Services Coordinator. Requests should be made at least five (5) business days prior to needing this document.

### **Record of Final Transcript**

Within 60 days of a student's completion, withdrawal or dismissal from a program, Tamwood Careers will upload the student's final transcript to the digital storage platform approved by the Ministry of Colleges and Universities, Research Excellence and Security. The final transcript will be secured and accessible for a period of a minimum of 25 years for all students.



# Accessible Customer Service Policy

## Statement of commitment

Tamwood is committed to providing customer service and to ensuring equal access and participation for people with disabilities. We believe in integration and we are committed to treating people with disabilities in a way that respect their dignity, independence, integration and equal opportunity. We will meet the needs of people with disabilities by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws, including Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards (O. Reg. 191/11).

## Definitions

Disability means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

Barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice;

Personal Assistive Devices is a piece of equipment a person with a disability uses to help them with daily living (e.g., a wheelchair, screen reader, hearing aid, cane or walker, an oxygen tank).

Personal Supports is used by persons with disabilities that enable them to carry out the activities of daily living and allow access to care and services. For example, walkers, personal oxygen tank, power-mobility devices such as power wheelchairs or scooters.



Service Animals are animals used by people with many different kinds of disabilities, such as vision loss, epilepsy, autism and anxiety disorder. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety. An animal is considered a service animal if it wears a harness, vest or other visual indicator or the person with a disability provides [documentation from a regulated health professional](#).

Support Person is someone who accompanies a person with disability to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid professional, a volunteer, a family member or friend.

### **Training**

In accordance with the Accessibility Standards Regulation, Tamwood undertakes to train all members of its organization in these requirements and will ensure that all employees, volunteers, directors, board members and owners and anyone who provides goods, services or facilities to Tamwood's customers have received training in these procedures as it relates to their specific roles. The training will be offered within the probation period after the effective hiring, or whenever there is a need. Tamwood will provide written notice to each member on an ongoing basis when changes to the policies, practices and procedures governing the provision of accessibility standards. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### **Procedures and Commitment**

Tamwood has outlined its procedures and commitment as below:

- a) Tamwood will communicate with people with disabilities in ways that take into account their disability;
- b) When asked, Tamwood will provide information about the organization and its services, including public safety information, in accessible formats or with communication supports;
- c) Where a customer or guest has specific requirements for alternate means communication, and requests that alternate forms of communication be used, Tamwood will accommodate the person with disability with whatever means necessary to allow proper and courteous communication. This may include, but is not limited to communication in writing by email, communication by telephone, reading information to the person or providing large font written communications;
- d) Where Tamwood is unable to supply the communication in a format that meets the person's needs, an explanation will be provided to the person with disability giving the reasons why the person's communication needs cannot be accommodated;



- e) Wherever possible, Tamwood's internet Website and its content will be created in a way that considers how assistive devices, such as screen readers, speech and input systems and other devices, operate and how people with disabilities use them to allow the site to be accessible to people with disabilities;
- f) We will notify employees, potential hires, volunteers and the public that accommodations can be made during recruitment and hiring;
- g) We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees and students. Where needed, we will also provide customized emergency information to help an employee and students with a disability during an emergency;
- h) We will modify or remove an existing policy that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities;
- i) Where a person with a disability is accompanied by a Service Animal, the Service Animal will be permitted in all areas of the premises, except where excluded by law. Such laws could include the Food Safety and Quality or the Health Protection and Promotion Act;
- j) Where the Service Animal is a breed that is restricted by the province or municipality, the provisions of the Provincial or municipal law will prevail;
- k) The Service Animal of a person with a disability must be registered with Tamwood at Front Desk;
- l) The employee, volunteer, customer or student that is accompanied by a Service Animal is responsible for maintaining care and control of Service Animal at all times while on Tamwood premises;
- m) If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, Tamwood will make all reasonable efforts to meet the needs of all individuals;
- n) If Tamwood staff or volunteer is not able to easily identify that the animal is a service animal, he/she can kindly ask the person to provide documentation (e.g. template, letter, form) from a regulated health professional that confirms that the person needs the service animal for reasons relating to their disability;
- o) Assistive devices such as a cane, a walker, a personal oxygen tank, a wheelchair or mobility scooter are permitted to be used in all common areas of the property. Tamwood requests that all compressed gas or oxygen be registered with the Front desk to properly advise the Fire Department in the event of a fire emergency;
- p) Where elevators are not present and where an individual requires assistive device for the purpose of mobility, service will be provided in a location that meets the needs of the customer;





- q) In the event of planned or unexpected disruption of regular service for customers, Tamwood will communicate this information to each person with a disability by such means as is appropriate for each individual;
- r) When a notification needs to be posted, it will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available;
- s) If a customer with a disability is accompanied by a Support Person, Tamwood will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the Support Person;
- t) A Support Person is subject to the same by-laws and rules of Tamwood as a customer or guest;
- u) Where a person utilizes a Support Person and confidential information must be discussed, the person with the disability will be asked to consent to the presence of the Support Person during the discussion;
- v) Support person who accompanies the person with a disability due to health or safety reasons may be subjected to an admission and/or tuition fee.
- w) A Support Person may be requested by Tamwood to protect the health and safety of the person with the disability or the health and safety of others on the premises;
- x) In case Tamwood understands and requests that a person with disability needs a support person to accompany he/she in its premises, before making a decision, Tamwood will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises;
- y) In such a situation, Tamwood will waive the admission fee for the support person, if applicable.

### **Emergency Communications**

Where a person's disability might affect their ability to hear the fire alarm or voice communication system, or where the person with a disability may have difficulty in evacuating their suite in an emergency situation, Tamwood will discuss the needs of each person with a disability with them individually to put into place an individual plan to handle the emergency situation. Once the individual emergency plan for each person with a disability has been established, Tamwood and the person with a disability will adhere to that plan in an emergency situation.

### **Feedback**



Tamwood is committed to equal access and participation for people with disabilities who are working, learning or visiting at the school. We welcome your comments and feedback on any accessibility relating to the school. You can submit your comments and feedback by emailing [studentsupport@tamwood.com](mailto:studentsupport@tamwood.com) with the subject Accessibility. We will respond to your feedback within 5 (five) business days.



# Anti-Bullying / Anti-Harassment / Anti-Discrimination Policy

## Scope of Policy

- 1) **Who is bound:** The Institution has adopted this Anti-Bullying, Anti-Harassment, and Anti-Discrimination Policy to ensure ethical and respectful employment practices and treatment for all students of Institution, as well as employees.
- 2) **Objective:** The objective of this policy is to create a climate of understanding and mutual respect where each person feels a part of the Institution's community.
- 3) **Zero tolerance:** The Institution will have a zero-tolerance policy for harassment or bullying. The Institution will not tolerate, ignore, or condone any form of discrimination or harassment and is committed to promoting appropriate standards of conduct at all times.
- 4) **May result in dismissal/expulsion:** All employees in the Institution's family are responsible for respecting the dignity and rights of their co-workers and the students whom they educate. Students in turn are responsible for respecting the dignity and rights of their fellow students. Bullying and harassment are serious forms of employee and student misconduct which may result in disciplinary action up to and including discharge of an employee, and which may result in suspension or dismissal/expulsion of a student or a denial of admission to any prospective student.
- 5) **Harassment-free workplace:** The Institution will take any and all reasonable steps available to ensure a harassment-free environment, including barring the harasser from its facilities, where appropriate, or discontinuing business with harassers, as the case may be.

## Application of Policies

- 1) **Online bullying, harassment, and social media:** Harassment and bullying will not be tolerated on or off campus to the extent that such conduct compromises a respectful and harassment free environment at the Institution. For example, online (social media, e-mail, or otherwise) harassment or bullying by a student or Employee in our Institutional family will not be tolerated – and will be treated as if it occurred on campus.
- 2) **Enumerated grounds:** Without limitation, the following prohibited grounds of discrimination and any combination of these grounds will specifically not be tolerated, apart and aside from any harassment or bullying issue:
  - a) Race;
  - b) Citizenship;
  - c) Sexual Orientation;
  - d) Ancestry;
  - e) Creed;
  - f) Age;
  - g) Place of Origin;
  - h) Sex (including pregnancy);
  - i) Marital Status;
  - j) Colour;

- k) Gender Identity;
  - l) Gender Expression;
  - m) Family Status;
  - n) Ethnic Origin;
  - o) Disability; and/or
  - p) The Receipt of Public Assistance.
- 3) **Right to contract equally:** Every person having legal capacity has a right to contract on equal terms without discrimination based on those items enumerated in paragraph 2 above.
  - 4) **Equal treatment in employment:** Every person has a right to equal treatment with respect to employment without discrimination or harassment based on those items enumerated in paragraph 2 above.
  - 5) **“Bullying” standards** may be adopted which go beyond any legislation that is in place or which has been introduced as draft legislation in Ontario, in order to determine whether instances of “bullying” (which may fall short of or be different from “harassment”) have occurred.
  - 6) **Obligation to Report:** Staff and students must report any alleged form of discrimination, harassment, or bullying to the Student Services Coordinator, instructor, or Program Coordinator as soon as they become aware of an issue.
  - 7) **Discrimination:** Discrimination, as used in this Policy, is any practice or behaviour, whether intentional or not, which has a negative impact on an individual or group because of personal characteristics or circumstances unrelated to the person’s abilities or the employment or service issue in question (e.g., disability, sex, race, sexual orientation). Discrimination may arise as a result of direct differential treatment or it may result from the unequal effect of treating individuals and groups in the same way. Either way, if the effect of the behaviour on the individual is to withhold or limit full, equal and meaningful access to goods, services, facilities, employment, housing accommodation or contracts available to other members of society, it is discrimination.
  - 8) **Duty to accommodate:** This refers to the legal obligation of an organization to take steps to eliminate disadvantage caused by systemic, attitudinal, or physical barriers that unfairly exclude individuals or groups protected under the applicable Ontario Human Rights legislation and any regulations thereto. It also includes an obligation to meet the special needs of individuals and groups protected by any such regulation and legislation unless meeting such needs would create undue hardship.
  - 9) **Definitions:**
    - a) **“Bullying”:** means the severe or repeated use by one or more pupils of a written, verbal, electronic or other form of expression, a physical act or gesture or any combination of them if it is directed at another person if it has the effect of or is reasonably intended to have the effect of:
      - i) causing physical or emotional harm to another person or damage to another person’s property,
      - ii) placing another person in reasonable fear of harm to himself or herself or damage to his or her property,
      - iii) creating a hostile environment at the Institution for another person,
      - iv) infringing on the legal rights of another person at the Institution, or
      - v) materially and substantially disrupting the education process or the orderly operation of the Institution; (“intimidation”)



- b) **"Employee"**: For the purpose of this policy, the term employee includes: full- time, part-time, temporary, probationary, and casual employees, co-op students, volunteers, job applicants, staff, contractors, and consultants working for the Institution;
  - c) **"Student"**: means student or prospective student of the Institute;
  - d) **"Equal Treatment"**: Equal treatment is treatment that brings about an equality of results and that may, in some instances, require different treatment. For example, to give all employees equal treatment in entering a building, it may be necessary to provide a ramp or an elevator for an employee who requires the use of a wheelchair; and
  - e) **"Harassment"**: Means improper comment or conduct based on one or more of the prohibited grounds listed in applicable Ontario Human Rights legislation and regulations thereto, that a person knows or ought to know would be unwelcome, offensive, embarrassing, or hurtful.
- 10) **Discipline**: The Institution will investigate any and all allegations for harassment promptly, in accordance with the law, and free from reprisal.
- 11) **Where to report**: See the Student Services Coordinator immediately if there are any questions or concerns about this policy.
- 12) To the extent that this policy is inconsistent with the evolving human rights, harassment, or discrimination laws in the province of Ontario, the laws of Ontario shall prevail.

## Non-Disparagement Policy

- 1) Consideration: In consideration for delivery of the programs and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by all current Students;
- 2) “Disparagement” for the purposes of this Policy, shall generally refer to negative remarks about the Institution which are made maliciously or recklessly (including all of those persons covered under this policy) or without taking reasonable steps to verify the truth of such remarks prior to having made them.
- 3) Who is bound: Subject only to Canadian law held to be applicable in any province (including but without limitation the enabling legislation governing private career schools or institutions and the Canadian Charter of Rights and Freedoms if/where held to be applicable), all students shall be bound by this non-disparagement policy. Adhering to the policy is a condition of enrolment.
- 4) Purpose of policy: The Institution has a reputation for excellence. The Institution is a private institution operating multiple locations in various provinces across Canada, and is committed to maintaining high standards in teaching and in ensuring that the value of the Institute’s credential remains strong.
- 5) Social media: With the popularity of social media (Facebook, YouTube, X [Twitter], etc.) students, and alumni of the Institution and all its affiliates, can communicate in a way that they have never done so before. The Institution applauds the fact that students and alumni have new opportunities to network for employment in their chosen vocation, and can communicate with each other socially. The Institution is confident that this will contribute to the Institution’s long-standing reputation in the marketplace.
- 6) Reputation is a two-way street: Students derive significant benefit from being an alumnus of the Institute. At the same time, the Institution is ultimately “defined” by the “quality” of its graduates i.e. where they end up working, how they are putting their skills to the test in the workforce, and whether they are happy with their chosen vocation. The Institution and its students have a common interest in preserving and protecting the integrity and image of the Institution and all its affiliates.
- 7) Specific undertakings of student: With the above in mind, students shall undertake to do the following:
  - a) Refrain from making any public statement or statements, through social media or otherwise, about the Institution or any of its affiliates, which would be considered inaccurate, unduly critical or derogatory, or libellous, or which may tend to unfairly injure the reputation of the Institution or any of its affiliates;
  - b) Refrain from making any public statement or statements, through social media or otherwise, that would be considered inaccurate, unduly critical or derogatory, or libellous, or which may tend to unfairly injure the reputation of another (and without limitation) existing or former student, alumni, instructor, or staff member of the Institution;
  - c) Report to the Institution immediately, the publication of any unduly critical, derogatory, or libellous statement or statements, or statement/s which may tend to unfairly injure the reputation of the Institution or any of its affiliates, through social media or otherwise. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting student;
  - d) Report to the Institution immediately, the publication of any inaccurate, unduly critical or derogatory, or libellous statement or statements tending to unfairly injure the reputation of another (and without limitation) existing or former student, alumni, instructor, or staff member



of the Institution or any of its affiliates. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting student.

- e) Refrain from disparagement of the Institution or any of its affiliates in any other form that would reasonably be considered to bring the Institution or any of its affiliates, and without limitation, its faculty, staff, students or alumni, into disrepute;
  - f) Familiarize themselves with any other policies which bind them while students, including but without limitation, the Anti-Bullying / Anti-Harassment / Anti-Discrimination Policy.
- 8) Discipline for non-compliance: Discipline, including expulsion or other sanctions as appropriate, may result from non-compliance with this Policy.

## Expulsion and Discipline Policy

- 1) All students are expected to conduct themselves in a dignified and professional manner.
- 2) Students may be suspended or dismissed/expelled, depending on the severity and/or degree of their “Misconduct”: Misconduct is defined as, and without limitation:
  - a) conduct which disrupts or in any material respect compromises the Institute or any of its students, including the administration of the program (including but without limitation any act or threatened act of violence, failure to cooperate with an inclusion or accommodation policy of the Institution);
  - b) student performance bringing discredit on the professional, academic, or ethical standards of the institution;
  - c) academic failure;
  - d) poor attendance i.e. attendance which falls below the any program approval requirements, or poor participation (without medical excuse that gives rise to the legal need for accommodation);
  - e) conduct which interferes with the legal rights of other students and/or the Institution, its staff, agents, or employees
  - f) repeated contravention of the Institute’s policies as set out in this Student Enrolment Contract and amended from time to time as the Institution deems necessary, or pursuant to applicable laws and/or regulations;
  - g) failure to pay required fees as set out in the student’s signed contract;
  - h) contravention of the performance requirements or other rules and/or guidelines as they may apply to the student; and
  - i) distribution of materials within the campus and to the Institutes’ students that have not been approved by the Institute (such as brochures, 3rd party advertisements, promotional materials, political or religious materials, etc.)
- 3) Repeated failure to abide by Institute’s policies, which may be amended from time to time as the Institution deems necessary or pursuant to applicable laws and/or regulations, is grounds for dismissal/withdrawal. Note that contravention of some school’s policies may lead to immediate dismissal/expulsion from the program depending on the severity of the contravention (see paragraph 5 below).
- 4) The Institute *may*, at its sole discretion and consistent with applicable laws and/or regulations, consider a Suspension prior to the possible dismissal/expulsion of the student.
- 5) Certain types of serious misconduct will lead to the immediate dismissal/expulsion of the student on a “zero tolerance” basis. Such conduct includes, but without limitation,
  - a) the use of alcohol or drugs;
  - b) violent and/or threatening behavior toward another student, employee, faculty member, or visitor on campus;
  - c) dishonesty by the student relating to academic testing or credentials, or any dishonesty going to the academic integrity of the Institution.
- 6) Harassment or Discrimination – Tamwood Careers does not condone harassment or discrimination of any student, staff, employees, or agents. Students who engage in harassing or discrimination are subject to immediate suspension pending investigation. Any student deemed by Tamwood Careers’ investigators as having engaged in harassing or discriminatory activities contrary to any applicable laws and regulations may be subjected to immediate dismissal/expulsion.





- 7) Students who damage, steal and misuse property may be expelled and will be required to make restitution to replace or fully repair the property.
- 8) Fee refunds will be governed by the provisions of this policy and applicable laws and/or regulations as prescribed. However, where the Institute has no legal requirement/obligation to refund tuition or any portion of a student's tuition to any student who has been expelled (or suspended, where the suspension is long enough such that the student has lost a significant amount of time or opportunity that would otherwise have been spent in course study), Tamwood Careers will have no obligation to refund tuition or any part of that student's tuition.
- 9) A sanction of suspension or dismissal/expulsion will be recorded on a student's academic record and transcript.
- 10) Notification – Students who are expelled for any reason will be notified in writing. The notification will describe the basis for dismissal/expulsion and the effective date.
- 11) Discipline and Appeal procedure:
  - I. The Student Services Coordinator 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
  - II. The Student Services Coordinator will prepare a written summary of the determination. A copy shall be given to the student, another copy will be saved by the institution
    - a) If the student is issued a warning or placed on probation, the Student Services Coordinator and the student both sign the written warning or probationary
  - III. Expelled students who dispute the facts of the dismissal/expulsion must file their appeal with Tamwood Careers within five (5) business days of the notification having been received by the student.
- 12) Tamwood Careers may, at its sole discretion, determine that a restorative process is warranted in lieu of or in tandem with any of the above forms of discipline that it seeks to impose. A restorative process is one which emphasizes repairing the harm caused or revealed by unjust behavior through an inclusive or cooperative process.



## Student Support Services

### **Student Services Coordinator**

The Student Services Coordinator is the first point of contact for students providing ongoing support for them when they have questions regarding class schedules or need support with academic information or other general inquiries. This role is designed to provide immediate response to student needs as requested or forward the information to the College Director when escalated. The Student Services Coordinator can help you by providing information about:

- Health insurance information and direct you to the closest medical office, when needed;
- Housing and transportation services for students;
- Embassies or Consulates;
- Program Outlines and information on all programs offered;
- Childcare services available to students;
- Community and cultural services available to students; and
- Tamwood Careers policies and procedures including questions about the enrolment contract;
  - Coordinating Program/course changes;
  - Providing Orientation to Tamwood Careers policies and procedures;
  - Providing transcripts of academic record or attendance records;
  - Provide student support to International Students.

### **Coop Placement Specialist**

The Coop Placement Specialist is responsible for the development, implementation and coordination of student work placements, after finishing their in-class learning portion of the program. The Coop Placement Specialist can help you with:

- Work Experience placements and changes
- Conducting the practicum evaluation
- Evaluate students' performance during the work experience related courses
- Providing work experience related support

### **Program Coordinator**

The Program Coordinator is responsible for managing all the academic aspects of the college program, in order to ensure high level of customer service and student satisfaction. The Program Coordinator can help you with:

- Ensuring student satisfaction of program quality and delivery
- Collecting student's feedback about the enrolled program

**College Director**

The College Director is responsible for managing and supporting students in order for Tamwood Careers to meet its mission of ensuring student learning and success. The College Director ensures student requests and feedback are reviewed and responded to in a timely manner.

**Contact Information**

Please email [studentsupport@tamwood.com](mailto:studentsupport@tamwood.com) for inquiries regarding the above.



## Student Complaint Procedure

**The Complaint Procedure outlined below is in conformity with s. 36 of O.Reg. 415/06 of the Ontario Career Colleges Act, 2005 and s. 15.0 of the International Student Program Requirements**

Tamwood Careers, herein referred to as the “Institute”, is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their programs. The Institute is dedicated to the prompt and impartial resolution of student conflict issues to the satisfaction of both the student and the staff of the Institute. The Student Complaint Procedure is designed to provide students with both an informal and formal process wherein the student may request satisfaction for the quality of the education he/she received. All complaints submitted in accordance with the Student Complaint Procedure shall be dealt with in an efficient manner.

### **Dispute Resolution Process**

1. When a concern arises, the student should first attempt to address it with the individual most directly involved. Students making a complaint may make oral submissions and/or have a person (agent or lawyer) present with him/her at all stages of proceedings that may make oral submissions on behalf of the student. Students will not be subject to any retaliation as a result of their complaint. If unsatisfied with the outcome, the student should submit a written complaint to the Student Services Coordinator. Should this person be absent or be named in the complaint the student should submit the written complaint to the College Director.
2. The Student Services Coordinator will arrange to meet with the student to discuss the concern as soon as possible and within five (5) business days of receiving the student’s written complaint.
3. Following the meeting with the student, the Student Services Coordinator will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint.
4. If the student is not satisfied with the determination of the Student Services Coordinator, the student must advise the Student Services Coordinator. The Student Services Coordinator will immediately refer the matter to the College Director who will review the matter and meet with the student within five (5) business days. The College Director will either confirm or vary the determination of the Student Services Coordinator. Decisions will be made as soon as possible and the dispute process, including any appeals, will take no later than 30 days after the complaint was first received. Should this person be absent or be named in the complaint the student should submit the written complaint to the VP, Academic. At this point the institution’s Dispute Resolution Process will be considered exhausted. Responsibilities of the Student, Student Services Coordinator and College Director, follow.
5. After having exhausted the dispute resolution process, if the student is not satisfied with the institution’s resolution of his/her complaint in accordance with the procedure herein set out, the student may file a claim with the Superintendent of Career Colleges.



### **The Student's Responsibilities**

The student must communicate his/her concern, in writing, to the relevant faculty member. Students are encouraged to address any concerns immediately and seek to utilize the Support Services before partaking in the Dispute Resolution processes. Students should also retain copies of any written correspondence they have with the Institute. Should the student be unable or unwilling to approach the faculty member, or should concerns remain unaddressed by said faculty member, the student may contact the Student Services Coordinator in writing, who will assist in determining an appropriate resolution. The student has the right to have a person present with them at all stages of any proceedings that may result, and to have this person, or an agent or lawyer address any concerns on the student's behalf.

### **The Student Services Coordinator's Responsibilities**

Within five (5) Business Days of the submission of the complaint, the Student Services Coordinator must: (a) hear the student complaint; (b) if necessary, ensure the complaint is prepared in writing (either by the student or by alternate means); and (c) obtain the approval of both parties, evidenced by a signature, regarding the contents of the complaint or, if one or both parties object to the content, a list of concerns that such a party has.

The Student Services Coordinator will investigate the merits of the complaint, which may include an in-depth discussion with the faculty member(s), the complainant or any other students who may be involved. The Student Services Coordinator is responsible for identifying the appropriate person to address the complaint and for notifying the student(s) involved of the status of the complaint process. If the Student Services Coordinator is absent or named in the complaint, the College Director will assume the responsibility for making a determination in respect of the student complaint.

The faculty member or Student Services Coordinator must record all resolution plans/decisions, as well as the reasons for such resolutions/ decisions. The original form outlining the decision/resolution must be signed by both the faculty member and the student who filed the complaint. A copy of the form will be given to the student and the original will be filed in the student's academic file. If the parties agree to a mutual resolution, such resolution must be implemented. The Student Services Coordinator must follow up to ensure the resolution resolves the student's complaint in a satisfactory manner. A student who disagrees with the Student Services Coordinator's assessment of the complaint may escalate his/her concerns to the College Director.

Once the resolution is mutually resolved, the Student Services Coordinator and the student will close the complaint record by signing a declaration at the bottom of the resolution. The student will be provided with a copy of the complaint, any submissions filed and the decision made. Decisions will be made as soon as possible and the dispute process, including any appeals, will take no later than 30 days after the complaint was first received.



### **The College Director's responsibilities**

If the student is not satisfied with the determination of the Student Services Coordinator, the student may wish to submit an appeal to the College Director. Within five (5) business days, the College Director will contact all relevant parties to gather information regarding the concern and conduct an investigation. Once the investigation is complete, the College Director will respond to the student in writing. If the Student Services Coordinator is absent or named in the complaint, the VP, Academic will assume the responsibility for making a determination in respect of the student complaint.

### **Record of Complaints**

The Institute will keep a record of all complaints at the campus where the complaint originated for a minimum of eight (8) years from the date of the decision relating to the complaint. A copy of the complaint and any other submissions on file with respect to the complaint and/or the decision reached will be included in the record. Any student who makes a complaint will be provided with a copy of the record of the complaint if a student is not satisfied with the Institute's resolution of their complaint.

## Fee Refund Policy

### Fee Refund Policy as Prescribed under s. 25 to 33 of O.Reg. 415/06

#### Fee refund policy

**24.** (1) The definitions set out in subsection (2) and the provisions set out in sections 25 to 33 are prescribed as provisions that a career college is required, by section 29 of the Act, to include in its fee refund policy. O. Reg. 353/23, s. 13.

(2) In sections 25 to 27,

“earned fees” means the amount of all fees paid for a vocational program that is proportional to the number of instruction hours that have taken place when a withdrawal or expulsion occurs; (“droits acquis”)

“program mid-point” means the point in the progress of a vocational program where half of the scheduled hours of instruction for the program have taken place; (“mi-parcours du programme”)

“service fee” means the lesser of 20 per cent of all vocational program fees and \$500. (“frais de service”) O. Reg. 353/23, s. 13.

#### Full refunds

**25.** If a student has entered into a contract with a career college for a vocational program, the college shall give a refund of all fees paid for the program in the following circumstances:

1. The student rescinds (cancels) the contract in writing within two days of receiving a copy of it, in accordance with section 36 of the Act.
2. Before the student completes the program, the college discontinues the program or the college’s approval to provide the program is revoked by the Superintendent, but the college remains registered under the Act.
3. The college collects any fees before receiving a certificate of registration from the Superintendent.
4. The college collects any fees before the program was approved by the Superintendent.
5. The college collects any fees other than a service fee before the student has entered into a contract with the college.
6. The college expels the student in a manner or for reasons that are contrary to the college’s expulsion policy.
7. The college does not provide an evaluation, in writing, of the student’s progress as required under section 12.
8. The student voids the contract under subsection 18 (2) due to a statement, image or video made by the college that is prohibited under subsection 18 (1).
9. The student voids the contract under section 22 because it is missing a term required under section 20.
10. The student receives instruction from an instructor who is not qualified under section 41 for more than 10 per cent of the program’s duration. O. Reg. 353/23, s. 13.

#### Full refunds minus service fee

**26.** A career college shall give a refund of all fees paid for a vocational program, except the service fee, in the following circumstances:

1. The student gives written notice to the college, before the program start date specified in the student's contract with the college, that the student is withdrawing from the program.
2. The student is admitted to the program on the condition that the student meet specified admission requirements before the program start date specified in the student's contract with the college, and the student does not meet the requirements before that day.
3. The student does not attend the program within the first 14 days of the program after the program start date specified in the student's contract with the college and is given written notice that the contract is cancelled from the college within the first 45 days of the program.
4. The college is notified by or on behalf of an international student before the program mid-point that the international student has not been issued a temporary resident visa as a member of the student class under the *Immigration and Refugee Protection Act* (Canada). O. Reg. 353/23, s. 13.

### **Partial refunds**

- 27.** (1) A career college shall give a student a refund of the fees paid for a vocational program in accordance with this section if,
- (a) the student withdraws from the program after the program start date specified in the student's contract with the college; or
  - (b) the student is expelled from the program for a reason permitted under the college's expulsion policy. O. Reg. 353/23, s. 13.

(2) If a student's program is scheduled to be up to 12 months in duration, the career college shall give a refund for the program as follows:

1. If the withdrawal or expulsion occurs before the program mid-point, the college shall give a refund equal to the amount of all fees paid, less the service fee and any earned fees.
2. If the withdrawal or expulsion occurs after the program mid-point, no refund is required for the program. O. Reg. 353/23, s. 13.

(3) If a student's program is scheduled to be more than 12 months in duration, the career college shall give a refund for the initial 12-month period of the program and any subsequent period as follows:

1. If the withdrawal or expulsion occurs before half of the scheduled hours of instruction have taken place for the period, the college shall give a refund equal to the amount of all fees paid for the period, less the service fee and any earned fees.
2. If the withdrawal or expulsion occurs after half of the scheduled hours of instruction have taken place for the period, no refund is required for that period.
3. If a period has not yet started at the time of the withdrawal or expulsion, the college shall give a refund of all fees paid for that period. O. Reg. 353/23, s. 13.

### **Refund of compulsory fees**

- 28.** A career college may only charge or collect compulsory fees in relation to a vocational program after the fees have been published by the Superintendent under subsection 43 (2). O. Reg. 353/23, s. 13.





(2) If a career college collects a compulsory fee that has not been published by the Superintendent under subsection 43 (2), the college shall give a refund of the fee to the student on written request from the student. O. Reg. 353/23, s. 13.

#### **No retention of refund**

**29.** A career college shall not retain any refund of fees payable to a student under sections 25 to 28 in order to recover or set-off an amount a student owes the college for any service or program other than a vocational program offered by the college. O. Reg. 353/23, s. 13.

#### **Timing of refunds**

**30.** A refund payable by the career college must be issued to students within 30 days after the day a student,

- (a) delivers a written notice to withdraw from the program to the college;
- (b) is given a written notice of expulsion by the college; or
- (c) delivers a written request for a refund to the college under subsection 28 (2). O. Reg. 353/23, s. 13.

#### **Treatment of books and equipment**

**31.** In calculating a refund under sections 25 to 28, a career college may retain the retail cost of books or equipment that the career college supplied to the student if the student,

- a) fails to return the books or equipment to the career college within 10 days of the student's withdrawal or expulsion from the program, or
- b) returns the books or equipment to the career college within the 10-day period referred to in clause (a), but fails to return it unopened or in the same state it was in when supplied.

#### **Notice of withdrawal for international students**

**32.** A notice to a career college 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 written notice to the college that a student is rescinding (cancelling) the contract under section 36 of the Act or withdrawing from the program. O. Reg. 353/23, s. 15.

#### **Currency**

**33.** Any refund of fees that a career college is required to pay under the Act shall be paid in Canadian Dollars. O. Reg. 415/06, s. 33.



# Statement of Students Rights and Responsibilities

**The Statement of Students' Rights and Responsibilities Issued by the Superintendent of Career Colleges**

Know what to expect and what you need to do when signing up for programs offered by registered career colleges.

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Career colleges in Ontario are regulated under the [Ontario Career Colleges Act, 2005](#) which is administered by the Superintendent of Career Colleges.

This Statement of Students' Rights and Responsibilities is provided for your information and convenience only. It is not a legal document. Find detailed and specific information about the measures available to protect career college students in the *Ontario Career Colleges Act, 2005* and the regulations made under that Act.

## **Before you enrol**

Make sure the career college is registered and that the vocational program you are enrolling in is approved by the Superintendent of Career Colleges under the *Ontario Career Colleges Act, 2005*. You can find out at ServiceOntario.

[Search ServiceOntario](#)

### **Note:**

If you enrol in an institution that has not been registered, or in a vocational program that has not been approved, the student protection measures available in the *Ontario Career Colleges Act, 2005* are not available to you.

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## **Communicate in writing**

There may be times when you need to communicate important information to your career college, for example, to give notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college.

When you communicate formally with your career college you should do so in writing. The document should be delivered to an official at the college by email, fax, registered



mail, or by personal delivery.

Keep copies of any written communications between you and the career college.

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### **Documents you must receive**

The career college is responsible for providing you with a copy of your [contract](#), [transcript](#) and the [credential](#) earned after you graduate.

### **Contract**

When you enrol in a vocational program with a career college, you must sign and receive a written contract. The career college must give you a copy of the signed contract.

The written contract must contain:

- the approved program name
- the legal name of the career college
- your address, telephone number and, if applicable, e-mail address
- the program's start and expected end date
- the program's language of instruction
- the program's admission requirements
- a schedule of hours of instruction and the method of delivery for all scheduled hours
- the location of instruction, and if instruction is to be provided online, the website address
- the location of any additional training location and/or practicum and the website address if additional training and/or a practicum is provided online
- the fees payable by you set out in Canadian dollars, including an itemized list of fees for any products or services, including books, equipment, administration fees (such as processing applications, or conducting admissions tests)
- a payment schedule indicating the time and amount of each payment

The contract must also include a place for you to acknowledge that you have received a copy of this Statement of Students' Rights and Responsibilities issued by the Superintendent of Career Colleges and the college's:



- fee refund policy
- student complaint procedure
- sexual violence policy
- student expulsion policy

and, if required by a superintendent's policy directive:

- a program disclaimer

### **Career college administrators:**

Print a copy of this Statement of Students' Rights and Responsibilities and attach it to the student's contract you keep on file. The student must also acknowledge receiving this information.

Consent section

The written contract must also have a consent section for the collection and use of your private information and the following statements, in bold, that:

- the contract is subject to the *Ontario Career Colleges Act, 2005* and the regulations made under the act
- the career college does not guarantee employment for any student who successfully completes a vocational program offered by the college
- you are entitled to a copy of the signed contract immediately after it is signed

### **Note:**

If you notice that your contract does not have the elements listed above, notify the career college as soon as possible or contact the ministry:

[pcc@ontario.ca](mailto:pcc@ontario.ca)

### **Transcript**

If you have not received a copy of your transcript within 60 days of ending your studies, you should contact the career college to request a copy. It is recommended that you also



make and keep a digital record of the transcript when you complete or leave your program for your own records.

You also have the right to access your transcript for 25 years after you complete or leave the career college.

If the career college closes, you will be able to access your transcript from an [approved third-party transcript issuer](#). We suggest that you ask your college for the name of the third-party issuer when you complete or leave your program.

## **Credential**

A career college that issues credentials must issue you any applicable credential (diploma or certificate) within 60 days of successfully completing a program. The college does not have to issue your credential until you have paid your fees in full although you are always entitled to a copy of your transcript.

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## **Concerns and Complaints**

### **Student complaint procedure**

Every career college must have a student complaint procedure to resolve complaints raised by a student. Under the *Ontario Career Colleges Act, 2005* and its regulations, the Superintendent of Career Colleges can consider a student's complaint only after:

- the student has followed the college's student complaint procedure
- has complained directly to the college
- is not satisfied with the outcome

If you request the Superintendent of Career Colleges to review your concern or complaint submit it using the ministry's [Program Approval and Registration Information System](#) (PARIS.) At your first visit, you will be asked to [create a student account](#).



Your complaint or concern can be tracked easily and addressed directly through your account. You may also request a review of your complaint by email:

[pcc@ontario.ca](mailto:pcc@ontario.ca)

Once you submit your complaint and any supporting documents, the superintendent or a delegate will review the documents and advise you on next steps.

You can [log-in to your PARIS account](#) at any time.

### **Sexual violence policy and accommodation**

All career colleges must have a stand-alone policy to address sexual violence involving students. In addition, all career colleges must, without fee, appropriately accommodate the needs of students affected by sexual violence.

The sexual violence policy must be included in every enrolment contract between a student and a career college. It must also be published on each career college's website or, where the career college does not have a website, posted in a conspicuous location at each campus.

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### **Sale of students' goods and services**

If you make goods or provide services as part of the requirements to complete your program, a career college can:

- sell these goods
- provide these services to the public
- arrange for the delivery of these services to the public

The college cannot profit from these sales. It can only charge an amount that allows the college to recover its costs.

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### **Fee collection**

A career college is only allowed to:

- charge or collect fees for a program in Canadian dollars
- charge or collect compulsory fees that are equal to or less than the fees approved by the Superintendent of Career Colleges and published on [ServiceOntario](#)
- charge or collect optional fees for a program if they are the authorized by the superintendent

Before a contract is signed, a career college can charge a fee up to \$500 to process your application and do assessments or admissions tests. These fees must be included in your contract at the time you sign it.

### **Itemized list of fees**

Career colleges must provide an itemized list of all fees charged to students, expressed in Canadian dollars to the superintendent. This includes:

- tuition fees
- cost of books
- any administrative charges
- any other compulsory or optional fees

The superintendent publishes the fees (except optional fees) on [ServiceOntario](#).

### **Unpublished or inaccurate fees**

If a career college charges or collects any compulsory fee that is not published on [ServiceOntario](#) or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not published.

### **Note:**

A career college cannot require you to obtain a product or service from a particular person or vendor as a condition of admission into the program. There may be required products or equipment for the training (for example, a laptop), but you are free to purchase those products or equipment anywhere you wish.

## Receipts

A career college is required to issue you a receipt every time you pay a fee. You should keep all receipts for your own records.

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## Refunds

A career college is required to issue [a fee refund](#) within 30 days. You should check if the career college specifies the timeframe of their refunds in the refund policy attached to your contract. There is also a [cooling-off period of 2 days after signing the contract](#).

Only the compulsory program fees published on [ServiceOntario](#) or optional program fees approved by the superintendent are covered by the refund policy. An optional program fee might be the cost of a field trip or conference that is related to your studies but not required content of the program.

To get a refund on books or equipment you received from the college under a contract you must return them:

- in the same state they were in when supplied to you
- within 10 days of withdrawing

All refunds must be in Canadian dollars.

The college cannot deduct money from a refund you are entitled to for a vocational program if you owe money:

- to the career college for other services
- for other non-vocational programs offered by the college

The same refund policy applies when you withdraw from a program or are expelled, as long as you are expelled in accordance with the college's expulsion policy or sexual violence policy.

## Cooling-off period





You can cancel a contract for the provision of a vocational program within 2 days of signing it if you provide written notice to the career college. It is important to keep a copy of your written notice. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

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## **Types of refunds**

### **Full refunds**

In the following circumstances, you can cancel a contract and make a written request for a full refund.

- the career college collects any fees for the program before the college is registered or before the program is approved under the *Ontario Career Colleges Act, 2005*
- you are expelled from the career college in a manner or for reasons outside of the college's expulsion policy or sexual violence policy
- the career college collects more than 20% of the total fees for the program up to \$500 before signing a contract with you
- a total of more than 10% of the program is taught by unqualified instructors
- the contract does not include all the mandatory terms required ([refer to the Contract section](#))
- the career college, while still operating, discontinues the program before you can complete the program
- you do not receive the required written [mid-point evaluation](#) from the career college
- the program approval is revoked by the Superintendent of Career Colleges

In addition, you also may seek a full refund if a career college or its representative makes untrue statements for the purposes of convincing you to enrol in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include:

- a false or misleading statement
- a statement that guarantees admission to or successful completion of the



program or employment after completing the program

- a statement that guarantees the right to enter Canada or receive a visa or work permit

It is best to make a request for a full refund as soon as you find out about the issue or it may be more difficult to support your claim.

### **Full refund minus service fee**

You are entitled to a refund of fees paid for a program minus a service fee if you:

- withdraw from the program more than 2 days after signing a contract and before the program begins  
or
- do not meet the program's admission requirements when the program starts

The service fee can be 20% of all vocational program fees or \$500, whichever is less.

### **Partial refund**

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program a career college has delivered.

In most cases, the career college can keep the service fee plus the fees for the portion of the program delivered.

However, if the career college cancels the contract for the program because you did not attend the first 14 days, the career college can only keep the service fee.

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### **International students**

If you are attending or planning to attend a career college under a student visa, some special rules apply.

### **Fee collection**



You should make sure that you are familiar with the rules mentioned in the [Fee Collection section of this page](#).

A career college is allowed to charge international student fees in relation to a vocational program but these fees cannot be higher than what is published on [ServiceOntario](#).

### **Fee refund**

You can cancel a contract with a career college or withdraw from a program for any reason. The same refund policy for domestic students also applies to you.

### **International students unable to get a student visa**

A rule applies to an international student unable to obtain a student visa to enter Canada. If you deliver a written notice of this fact to a career college before half of the instruction hours have passed, you are entitled to a full refund minus only the service fee.

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### **Insurance**

Every career college is required to have insurance in case you have an accident in class or while on an offsite practicum. If you are injured while attending a career college, you should immediately inform the relevant official at the college.

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### **Mid-point evaluation**

If you enrol in a program that is 12 months or shorter or is delivered over an undefined period of time (for example, a commercial flight program), a career college is required to provide you with the result of at least one evaluation of your progress before you complete half of the instruction hours of the program.

If your program is expected to run longer than 12 months, for each 12 month period, the college is required to provide the result of at least one evaluation before you complete half the instruction hours planned for each period.

## Qualified instructors

You are entitled to be taught by an instructor who has the required experience (academic, practical and/or teaching) outlined in the *Ontario Career Colleges Act, 2005*. Some programs must also meet industry standards for instructors. Career colleges must follow the Act and program standards when they hire teaching staff.

On a temporary basis, a career college is allowed to use a substitute instructor who does not meet all these requirements. However, the college is not allowed to use a substitute instructor to teach a total of more than 10% of a program.

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## Closure

Certain rules apply when a career college closes. If your college closes before you finish your program, efforts will be made to give you an opportunity to complete your program at another career college or institution.

[The Training Completion Assurance Fund \(TCAF\)](#) exists to help eligible students in this situation. Instead of participating in training completion, or if no training completion is available, you may receive a refund of fees paid for the portion of the program that has not been delivered.

[Read more about what you need to do in the event of a career college closure.](#)

You can also contact the ministry by email:

- [TCAF-PCC@ontario.ca](mailto:TCAF-PCC@ontario.ca)
- 

## Contact

If you have questions about the *Ontario Career Colleges Act, 2005* and regulations, contact:

Career Colleges Branch  
Ministry of Colleges, Universities,  
Research Excellence and Security



77 Wellesley Street West, Box 977  
Toronto, Ontario  
M7A 1N3

- [Tel: 416-314-0500](tel:416-314-0500)
- [Toll-free: 1-866-330-3395](tel:1-866-330-3395)
- [pcc@ontario.ca](mailto:pcc@ontario.ca)
- Fax: 416-314-0499



## Privacy and Video Surveillance Policy

- 1) Tamwood Careers (also referred to as “the institute” “us”, or “we” under this Policy) has created this policy in order to demonstrate our commitment to privacy and the protection of your personal information, information pursuant to current privacy legislation. Please read this policy to understand how your personal information will be treated.
- 2) The institution collects information in several ways. Some personal information is gathered if you register with us. During registration, the institution may ask for personal information such as your name, email address, gender, zip/postal code, occupation, industry and personal interests.
- 3) We may ask you for personal information outside of the context of registration, including (but not limited to) when you download a file (such as a .PDF file) from the institution; when you ask us to contact you; when you join our mailing list; and when you report a problem relating to the services we provided or the courses offered. If you contact us we may keep a record of that correspondence.
- 4) When prospective students, i.e. candidates provide us with information such as their name, mailing address, telephone number, and e-mail address, we use this contact information to send these candidates additional information about the Institute. A candidate’s contact information may also be used by us to contact him or her directly. Candidates may choose not to receive future mailings or other communications from the institution at any time by notifying the Student Services Coordinator.
- 5) We will not retain or withhold an international Student’s passport, Study Permit, or similar document under any circumstances.
- 6) We will not sell or rent your personal information to third parties without obtaining your written informed consent. Generally, the institution does not sell or rent personal information in any event.
- 7) The institution’s website provides much information spanning many topics. While the institution attempts to provide accurate information to its site users, it provides no guarantees regarding the accuracy or reliability of this content. The institution’s website and/or any content on the internet relating to the institution, does not constitute a contract or promise from the institution to its site users, be they prospective students, students, or otherwise.
- 8) The institution website has security measures and safeguards in place to protect against the loss, misuse, and alteration of the information that is under our control at any given time. However, since no data transmission over the Internet is completely secure we cannot ensure or warrant the security of any information you transmit to us or in relation to our online products or services, and you do so at your own risk. Once we receive your transmission, we make every attempt to ensure that it is kept secure with us. You must still be solely responsible for maintaining the secrecy of your passwords and/or any account information.
- 9) We may store and sometimes track information about you. We may do this in order to further automate our website or online forms, or to help us understand who may be interested in our programs.
- 10) Subject to any legislated exemptions which would permit us to disclose your personal information as is necessary, we will not disclose any of your personal information except when we have your informed consent. “Personal Information” is defined broadly by governing legislation as any information about an identifiable individual except the name, title, and business address or office telephone number of an employee of an organization.

- 11) Pursuant to allowable exemptions under current legislation, we may disclose personal information when we have reason to believe that disclosing this information is necessary to identify, contact, or bring legal action against someone who may be violating the institution's policy, violating any law of the province of Ontario or Canada, or may be causing injury to or interference with (either intentionally or unintentionally) the institution's rights or property, other students or faculty members, or anyone else who could be harmed by such activities. We may also disclose your personal information to a collection agency for the purposes of the lawful collection of a debt owed to us by you.
- 12) Our policy with respect to the use, collection, retention, and disclosure of all student records is governed by applicable privacy legislation as well as the relevant provisions of other applicable Acts and Regulations.
- 13) We make every attempt to periodically update our Privacy Policy such that it is in compliance with governing privacy legislation, and any regulations applicable thereto.
- 14) The institution also abides by any laws regarding Video Surveillance Policy. To summarize, to the extent that it uses or will seek to use video surveillance, the institution will
  - a) ensure there is a justifiable business purpose for the surveillance;
  - b) seek to avoid capturing the images of people not being targeted for some specific, legitimate purpose;
  - c) to the extent possible, seek to not use cameras in areas where people have a heightened privacy expectation;
  - d) to the extent possible, seek to notify students and other individuals about the use of cameras before those individuals enter the premises;
  - e) subject to some legal justification to withhold and unless the data is destroyed, provide access to Individuals whose images are captured on videotape;
  - f) data is destroyed within 14 days from the day of capture;
  - g) ensure that video surveillance equipment and videotapes are secured and used for authorized purposes only;
  - h) ensure that to the extent that recorded images are stored, that they are stored in a secure location with limited access;
  - i) recorded images are managed by the IT Department.
- 15) The student releases the Institute and assigns permission to license and use all images and sound recordings in any media and for any purpose. The student agrees that the Institute has all rights to images and sound recordings for perpetuity. This agreement is irrevocable, worldwide and perpetual.
- 16) The institute will keep a record of the student file for a minimum of 8 (eight) years. The student file consists of the following pieces of information:
  - a) Student's full name and date of birth
  - b) Student's address while in Canada and type of stay (e.g., homestay, apartment)
  - c) Student's permanent address in their home country
  - d) Student's all applicable phone numbers and email addresses
  - e) Student's country of origin
  - f) Student's native language
  - g) Student's attendance record
  - h) Results of academic evaluations



- i) Evidence verifying that the student has met the admission requirements prior to the program start date
  - j) Signed student enrollment contract
  - k) Evidence that the student obtained health insurance prior to the program start date
  - l) Student's study permit number, date of entry into Canada and study permit expiry date
  - m) If applicable, a notice of dismissal or withdrawal and documents in relation to the withdrawal or dismissal
  - n) If applicable, any refund calculation and evidence of refund payments
  - o) If applicable, any documents related to complaint process and grade appeal process
  - p) A copy of the credential granted to the students
  - q) A copy of the letter of acceptance and a copy of the valid study permit
  - r) A copy of all payment receipts
- 17) Should you have a question or concern about our Privacy and Video Surveillance Policy or our practices in this regard, please contact the Student Services Coordinator.
- 18) To the extent that this policy is inconsistent with the evolving laws in the province of Ontario in relation to Privacy and Video Surveillance, the laws of Ontario shall prevail.





## Emergency Policy

### Procedure for Fire Safety

- 1) The Health and Safety Committee Chairperson ensures that adequate fire suppression equipment is available as needed throughout the campuses and that a qualified inspector inspects all fire suppression equipment annually.
- 2) The Health and Safety Committee Chairperson ensures that all Health and Safety Committee members know where the fire suppression equipment locations are at each campus and they know how to operate the fire suppression equipment for school fire evacuation procedures, and that all buildings are staffed by at least one Health and Safety Committee member. Health and Safety Committee Chairperson is responsible for preparing and posting emergency exit instructions and route maps in each classroom at the campus, with the exit from that room specifically noted in a colored highlight.
- 3) In the event of a fire emergency on Tamwood Career premises, the respective Health and Safety Committee member will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
- 4) The Health and Safety Committee member will advise all occupants to evacuate the campus. Teachers, staff and students proceed to the identified Assembly Point. The Fire Warden will conduct a building sweep to ensure that no one remains in the building.
- 5) The Health and Safety Committee member will act as a liaison between building management/security/fire officials and students/employees during the emergency. If necessary, the Health and Safety Committee Chairperson will authorize school closure.
- 6) No student or employee will re-enter the building until the fire officials have authorized re-entry.

### Procedure for Earthquake Safety

- 1) The Health and Safety Committee Chairperson ensures that adequate precautions are taken throughout each campus to ensure that injury due to falling or unstable items during an earthquake is limited.
- 2) The Health and Safety Committee Chairperson ensures that all Health and Safety Committee members receive training in the school earthquake evacuation procedures.
- 3) The Health and Safety Committee Chairperson is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus, with the exit from that room specifically noted in a colored highlight.
- 4) In the event of an earthquake, all staff and students will take cover and remain under cover until the shaking stops.
- 5) If it is unsafe to remain in the building, the Health and Safety Committee member will advise all occupants to evacuate the building.
- 6) The Health and Safety Committee member will act as a liaison between building management/security/rescue officials and students/employees during the emergency. If necessary, the Health and Safety Chairperson will authorize school closure.

No student or employee will re-enter the campus unless the rescue officials have authorized re-entry.

## Work Experience Policy

The following is defined as “Co-Op”: a work experience component of the course of study consisting of no more than 50% of the hours of instruction of a program, and may be paid or not. Students must follow policies, procedures and practices of Tamwood Careers before being represented/promoted by Tamwood Careers as set out below and in the student enrolment contract.

### Host Site Matching

- 1) Host organizations are subject to change in accordance with student’s experience, preferences, and availability.
- 2) Securing placements depends on a variety of factors which include, but are not limited to:
  - a) Language capabilities;
  - b) Experience;
  - c) Availability to work;
  - d) Education;
  - e) Suitability;
  - f) Host company’s requirements; and
  - g) Canadian labour laws
- 3) Students are encouraged to find their own placement, but all potential employers must be approved by the Placement Department before the placement begins:
  - a) Students are required to notify and obtain approval from the Placement Department 2 weeks prior to starting their placement. Tamwood Careers must approve any placement in order to be sure that it is appropriate to the program of study.
- 4) If a student chooses not to secure their own placement, Tamwood Careers guarantees that a placement will be arranged with a pre-approved Tamwood Careers Host. The Placement Department will review the student’s resume and determine the student’s suitability for available positions with Tamwood Careers’ pre-approved list of Hosts.
- 5) Should an interview be required as part of the placement process with a particular Host, the Placement Department will arrange the interview, and the student must attend as scheduled.
- 6) The Placement Department will work with students to determine the support they need in securing placements, if a placement cannot be secured after the second interview (i.e. interview workshops).
- 7) The Placement Department will do its utmost to accommodate student preferences; however, specific placements will depend on Host availability and student suitability for the position.
- 8) If a student refuses, for no valid reason, a work experience placement that meets the work experience standards of the program, Tamwood Careers is under no obligation to accommodate the student.
- 9) The Placement Department will ensure the Host is aware of the policies, responsibilities, and procedures of the work experience component of the program as per the Work Term Agreement.
- 10) A placement is considered secured only after the Placement Department contacts the host and the Work Term Agreement is signed by all parties. The student will then begin the work experience component of the program and report as required.

### Placement Policies

- 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) Co-ops will be arranged by the Placement Department in the field of study for the purposes of applying the knowledge and skills learned in class.
- 3) Co-ops will be monitored and tracked weekly by the Placement Department and students are required to maintain their attendance as per their employment contract.
- 4) Regular evaluation will be conducted throughout the co-op and written feedback will be provided to the student.
- 5) To complete and pass the work experience portion of the program, students must complete, and not exceed, all of the required placement hours of the work experience component of the program. If a student exceeds work placement component hours, Tamwood Careers will not issue the student a graduation certificate for the Program and will report the student's violation to IRCC in writing.
- 6) Students must follow policies, procedures, and practices of the Host organization and behave as responsible professionals at all times.
- 7) If a student does not actively participate in the monitoring of the work placement component, Tamwood Careers will give the student a written warning. On the second warning, Tamwood Careers will also notify the Host organization of the potential violation. On the third warning Tamwood Careers will report the student's violation of their work permit to IRCC in writing and the student will be considered to have not completed the work experience component of the Program.
- 8) Students may also be dismissed at any time for CAUSE including, but not limited to:
  - a) Poor performance;
  - b) Misrepresentation of skills/education;
  - c) Lack of punctuality;
  - d) Unwarranted absences; and/or
  - e) Inability to perform required tasks.
- 9) If a student is dismissed from the work placement component, and, in the judgment of Tamwood Careers, has sufficient time remaining to be replaced with a new host organization, Tamwood Careers will arrange the new placement following the Host Site Matching procedure.
- 10) If students are dismissed for CAUSE or transgressing any Tamwood Careers, or Host policies they will not be placed elsewhere because of damages to Tamwood Careers' reputation among partners and professional Canadian organizations.
- 11) Tamwood Careers will facilitate an alternative or supplementary work placement if a host organization does any of the following:
  - a) Fails to provide sufficient work placement component hours;
  - b) Does not uphold workplace employment standards and/or health and safety regulations;
  - c) Dismisses the student without cause;
  - d) Changes the nature of or the terms and conditions of the work placement in a significant way as outlined in the work term agreement; and/or
  - e) Encourages the student to violate the terms of their work permit.
- 12) Tamwood Careers may cancel any student's placement if they believe the student has broken laws or for misconduct; the student will be assigned a grade of Fail for the placement and will not be eligible to repeat the work experience component.
- 13) If the student quits, or otherwise fails to complete the work placement component, Tamwood Careers will not issue the student a graduation certificate for the Program.



# Sexual Violence and Sexual Misconduct Policy

## **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 upon becoming aware of them. Students who have been affected by sexual violence or misconduct who need information about support services should contact the College Director 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. 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 the College Director 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 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 College Director 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](tel:1-866-863-0511)
- [Toll-free TTY: 1-866-863-7868](tel:1-866-863-7868)
- Toronto: [416-863-0511](tel:416-863-0511)  
[TTY: 416-364-8762](tel: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](tel: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](#)





## Bring Your Own Device Policy

To enhance learning experiences at Tamwood Careers, online and mobile technologies will be used both in and out of the classroom. The Bring Your Own Device (BYOD) initiative involves requesting students to bring their own mobile electronic devices, such as laptops, netbooks, smartphones, or tablets to the classroom.

The purpose of the BYOD is to support learning activities and allow students to take more control of their own learning. By bringing your own devices, students will be able to participate in collaborative learning environments, complete assignments, in class tasks, homework, and continue to build the technological skills needed in today's workforce.

Students agree that:

- 1) All personal devices used in class must have access to Microsoft Office applications or equivalent and a browser.
- 2) During school hours students are allowed to use their devices for learning related activities, only.
- 3) Students shall comply with teachers' requests regarding use of devices during class hours.
- 4) Devices may be prevented from accessing certain websites while connected to the Tamwood Careers network at the discretion of the Institution.
- 5) Students are expected to use their devices in an ethical manner.
- 6) Students may not use the devices to record, transmit or post photos or videos of other teachers or students.
- 7) No images or videos recorded at school shall be transmitted or posted at any time without the permission of the institution.
- 8) Tamwood Careers will not routinely monitor personal devices. However, it does reserve the right to take all necessary and appropriate steps to retrieve information owned by the Institution.
- 9) Tamwood Careers is not responsible for lost or stolen devices. Students are advised to possess their personal belongings at all times.
- 10) Violations of the BYOD policy may result in applying the Discipline Policy.

The use of any Tamwood Careers computing resources, is subject to the normal requirements of legal and ethical behavior within the Tamwood Careers community. Thus, permitted use of a computer, computer system, or network does not extend to whatever is technically possible. For students, a breach of this policy may lead to a range of discipline, including expulsion in the most severe of circumstances.

Although some limitations are built into computer operating systems and networks, those limitations are not the sole restrictions on what is permissible. Users must abide by all applicable restrictions, whether or not they are built into the operating system or network and whether or not they can be circumvented by technical means.



## Payment Policy

Payment is due prior to program start date. All payments are due in Canadian Dollars. Tamwood Careers accepts most methods of payment. All course materials are provided.

Students have the option to pay in 2 equal instalments or more. If an instalment plan is approved, it is the student's responsibility to ensure the institution receives the outstanding amount by the due date. If the student defaults on any of the instalments from the payment plan, the Discipline Policy may apply resulting in the suspension and/or dismissal of the student.

A Letter of Acceptance (LOA) will not be issued until the registration fee has been paid in full. If an International Student notifies the Institution that their Study Permit application has not been completed by the Program Start Date, the student may request the Institution to issue an additional LOA for a later start date for an additional charge of a \$200 administrative fee and the Institute will retain the balance of the prepaid tuition fees pending the outcome of the Study Permit application.



## Lost & Found Policy

### 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](mailto:studentsupport@tamwood.com)