



INTERNATIONAL
BEAUTY INSTITUTE

Student Handbook



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International Beauty Institute Student Handbook

All students are required to read and understand the following policies and procedures. This handbook reflects the standards, rights, and responsibilities expected of all learners enrolled at International Beauty Institute.

1. Welcome to International Beauty Institute

a. Message from the Directors

Welcome to International Beauty Institute (IBI). We are thrilled to be part of your journey toward becoming a skilled professional in the beauty and medical aesthetics industry. This handbook outlines the expectations, values, and policies we uphold to ensure your success and wellbeing.

b. About International Beauty Institute

IBI is a private career college registered under the Private Career Colleges Act, 2005. With campuses across Ontario, we provide practical, hands-on training in aesthetics, medical aesthetics and beauty services. We provide hybrid learning including online theory with in-person hands-on practical.

c. Mission Statement

At International Beauty Institute, we empower future beauty professionals through industry-leading education, hands-on training, and career-driven support. From enrollment to graduation and beyond, we're committed to helping students master their craft, grow their confidence, and build successful careers in the beauty industry.

d. Vision and Core Values

IBI represents the pinnacle of excellence, crafted from years of industry wisdom to provide you with an unparalleled educational journey. Our devoted team is steadfast in delivering a comprehensive curriculum, empowering you to chart your course towards a fulfilling career.

With our contemporary International Curriculum, we affirm our dedication to staying ahead of the curve in the ever-evolving Aesthetic Industry Standards worldwide. We take pride in leading the charge of innovation and transformation in the beauty realm.

Currently serving Mississauga, Toronto, North York, Etobicoke, Hamilton, Oakville, Burlington, Niagara, and neighboring regions, our reach extends to passionate learners like you.

2. Institutional Information

a. Registered as a Private Career College

IBI is registered under the Private Career Colleges Act, 2005. All diploma programs meet the requirements set out by the Ministry of Colleges and Universities.

b. Approved Programs and Credentials

All IBI diploma programs are vocational. Medical Aesthetics Diploma Full Time, Advanced Medi-Spa Therapist Diploma Full Time, and Spa Therapist Diploma Full Time may be eligible, if qualified, for loans, grants, or awards granted under the Ontario Student Assistance Program (OSAP).

c. Class Scheduling Process

Schedules are created each term. Students are notified by email or through the student portal. All schedule changes must be approved by campus administration. Schedule is subject to changes, you will be notified of any changes by email.

d. Accommodation of Students with Disabilities

IBI is committed to providing equal learning opportunities. Students requiring accommodations must submit documentation to the Admissions Office. Accommodations are made in line with Ontario accessibility legislation.

3. Contact Information

a. Campus Locations and Contact

Visit www.intlbeautyinstitute.com for current campus addresses.

Hamilton: 289-674-0888

Mississauga: 905-624-2700

North York: 416-438-3863

b. Emergency Contact Procedures

In the case of emergencies, contact 911. Then notify your instructor or the front desk so further support can be arranged.

c. Contacting NSLSC (National Student Loans Service Centre)

Website: www.csnpe-nslsc.canada.ca

Toll-free: 1-888-815-4514

TTY: 1-888-815-4556

4. Admissions and Enrollment

a. Admission Requirements

- Ontario Secondary School Diploma (OSSD) or equivalent, or a passing Wonderlic test score
 - If Secondary School Diploma is in a different language, it must be provided in its original language and translated to english
- Interview with an Admissions Advisor

b. Registration Process

To complete registration, students must:

1. Submit an application and required documents
2. Sign an enrollment contract and Student Handbook
3. Pay applicable registration fees

c. Recognition of Prior Learning (RPL) / Advanced Standing

Students may apply for advanced standing if previous post-secondary education is equivalent in content and level.

- Applicable for diploma level programs
- Applications must be submitted before the program start date.
- A maximum of 50% of a program may be credited through RPL.
- Supporting documents (e.g., transcripts, course outlines) must be provided.

d. OSAP Application Support

Students wishing to enroll in OSAP-eligible programs can visit the website below to apply. If you need support contact the campus Admissions Office.

- Visit www.ontario.ca/osap to apply
- Contact your campus for help with application steps and deadlines

e. Transfer Requests

Students may request a transfer to another International Beauty Institute campus only under extenuating circumstances (e.g., relocation, medical issues). All requests must be submitted in writing via email and include supporting documentation. Transfers are subject to approval by both the current and receiving campuses, and are dependent on program availability. A processing fee may apply. To request a transfer, please contact your campus coordinator.

5. Financial Information and Policies

a. Tuition and Fee Breakdown

All program fees are outlined in the Enrollment Contract

b. Payment Schedule and Late Fees

Students are responsible for making payments according to their signed agreement.

- All deposits are non-refundable
- If you anticipate any issues fulfilling your payment plan, please contact your Campus Manager to review your payment plan
- Overdue payments exceeding 3 business days may result in a pause on education
- Overdue payments exceeding 7 business days will result in suspension
- Overdue payments exceeding 60 days will be sent to collections
 - Please note that accounts sent to collections are subject to additional interest and legal fees.
- If you anticipate any issues fulfilling your payment plan, please contact your Campus Manager to review your payment plan
- Students who default on any tuition payments after they have successfully completed a program are subject to 1.5% interest on any outstanding monies owed. The student is also responsible for any legal fees incurred.
- Students who do not pay fees as agreed to or who do not make satisfactory arrangements to pay tuition will be dismissed from the College.

c. Refund Policies (Diploma and Certificate)

To ensure that you understand your responsibilities, you should read this refund policy carefully (attached to your enrolment contract). Make sure that you understand it. It is your responsibility to ensure that you follow the correct procedure if you choose to withdraw from your program of study.

Certificate course deposits are non-refundable within 3 business days of the course start date. If a student chooses to cancel within this 3-day window, the deposit may be transferred to a different course and must be used within 6 months. Once the course begins, the deposit is forfeited.

Diploma Refunds are calculated in accordance with O. Reg. 415/06 under the Private Career Colleges Act.

- Refunds are based on the official withdrawal date.
- They are calculated within 30 days after receiving formal notification.
- No refund is issued once 50% or more of the program has been delivered.
- There is no refund or financial credit granted for occasional absences from scheduled classes
- There is no refund of tuition and lab fees paid after the College has serviced and supplied 50% or more of the program. All fees stated in the enrollment contract are due and payable.
- Registration fees are non-refundable once the cooling-off period ends
- The \$500 registration fee for Diploma Programs is non-refundable. This \$500 registration fee can be used toward another Diploma Program or Certificate

Course. Students who withdraw from a program forfeit their deposit if the withdrawal occurs on or before December 31 of the enrollment year

- The retention of fees is based on the student's attendance from the course start date to the day of official written notice.

d. OSAP Disbursement and Repayment

Students receiving OSAP will receive funds in one or two installments.

- Students must maintain full-time enrollment and satisfactory progress.
- Changes in enrollment or withdrawal must be reported to OSAP.
- Students who are not fully funded by OSAP are responsible for the remaining balance and will be contacted by the Admissions Office to set up a payment plan
- Loan repayment to OSAP begins 6 months after program completion or withdrawal.

e. Tax Forms (T2202A)

Tax receipts for eligible tuition fees are issued each February.

- Students can access their tax receipts in their student portal under the Finance tab

f. Default Management Strategy

Students who experience financial difficulty should speak with the Campus Manager.

- Alternative payment arrangements may be offered.
- Accounts with unpaid balances may result in academic holds, dismissal, or collections.

g. Financial Confidentiality

Under no circumstances are students to discuss scholarships, discounts, fees, or any financial information with one another. Engaging in such discussions may lead to consequences, including suspension, academic holds or dismissal from the program.

6. Academic Calendar

a. Key Dates and Holidays

BI observes all major statutory holidays. No classes will be held on:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday (August)
- Labour Day

- Thanksgiving Day
- Christmas Day and Boxing Day

In addition to statutory holidays, the Institute also observes the following scheduled breaks:

- March Break (One-week midterm break in March)
- Winter Holiday Break (Typically two weeks in late December and early January)

Holiday closure schedules are shared each year via email, campus bulletin boards, and student portals.

b. Term Start and End Dates

Program start and end dates vary by location and intake.

- Students will receive a class schedule prior to the start of their program
- Any changes to term dates will be communicated in advance.

c. OSAP Reporting and Deadline Requirements

Students receiving OSAP must:

- Maintain full-time enrollment
- Submit all required OSAP forms and confirmations
- Report changes to name, address, income, or program status
- Be aware of funding release and reassessment timelines

Failure to meet OSAP deadlines or eligibility conditions may delay or suspend funding.

7. Student Services and Supports

a. Orientation and Advising

Before your first class, your teacher will conduct an orientation. You are encouraged to ask any questions you may have at this time.

- Orientation covers expectations, student services, and safety procedures.
- Ongoing academic advising is available through instructors or the Campus Manager.

b. Career Services

IBI offers career preparation and job search support:

- Resume and cover letter assistance
- Interview coaching
- Job board access and industry networking
- Campus job fairs
- Employer referrals (when available)

c. Mental Health and Wellness Resources

The College supports student wellness and mental health.

- Resources include access to external counseling services, stress management tips, and support referrals.
- If you're experiencing difficulties, speak to your instructor or a staff member
- Good2Talk Call or text #988 for the Suicide Crisis Helpline
 - Free, confidential support from a professional counsellor on a range of mental health and well-being topics.

d. Accessibility and Accommodations

Students requiring academic accommodations must:

- Provide documentation during registration supporting their request
- Submit a written accommodation request to the Admissions Office
- Work with staff to develop a support plan
- All accommodations comply with the Accessibility for Ontarians with Disabilities Act (AODA).

8. Professional Appearance and Uniform Standards

a. Dress Code for Students

Students must wear designated uniforms based on their program.

- Provided IBI Black medical scrubs, lanyard/student ID and black or dark closed-toe comfortable shoes.
 - Uniforms must be worn when entering the campus.
 - Uniforms must be clean, wrinkle-free, and worn during all practical sessions
- Students not in uniform may be sent home, and their absence will be recorded. Repeated violations may affect participation grades.

b. Grooming, Hygiene, and Jewelry Guidelines

All students are expected to maintain high standards of hygiene and personal grooming.

- Hair must be tied back if shoulder-length or longer
- Nails should be clean, short, polish free and free of product
- Minimal makeup and fragrance use
- Jewelry is not permitted during practical sessions (including rings, bracelets, and facial piercings)
- Regular showering, deodorant, and clean uniform are required

Failure to follow grooming standards may result in restricted access to the classroom.

Any faculty member of IBI reserves the right to send the student home or suspend the student if any of the above-mentioned is not adhered to. This penalty will be equivalent to one absent class. There will be a five (5) mark deduction from your Final Evaluation if these terms are not met and maintained on a regular basis.

9. Practical Work Requirements and Classroom Etiquette

a. Working on Peers and Participation

Practical experience is a core component of all programs.

- All students are required to bring clean towels and twin sized sheets to class. Requirements will be communicated before your practical sessions.
- Students are expected to work on each other under instructor supervision unless there is a contraindication to the treatment which must be disclosed during registration or to an instructor during practical training. Please exercise patience during practical training, as both you and your peers are in the process of learning and developing new skills.
- Adverse reactions to treatments may occur
- Refusing to participate without valid reason may result in a loss of marks
- Students may be required to bring models for practical training

b. Cleaning and Sanitation Duties

Students are responsible for maintaining a clean, professional learning environment.

- Sanitize all tools and surfaces before and after use
- Disinfect beds, chairs, trays, and trolleys after each session
- Return all items to their designated storage area
- Cleaning may not be limited to each student's workstation as it is important for everyone to pitch in to leave the classroom clean before they leave for the day.

Failing to participate will affect participation marks

c. Use of Equipment, Towels, and Supplies

IBI provides access to equipment and materials for in-class use only.

- Students are required to bring their own clean towels and sheets
- Students must not remove equipment or products from the premises
- Misuse or damage of equipment may result in repair fees or disciplinary action
- Use only the supplies designated for your class session

All students are expected to treat College property and resources with care and respect.

10. Active Participation Policy

Active participation is a critical component of student success at IBI. All students are expected to engage fully in both the theoretical and practical aspects of their program, including in-person, hybrid, and asynchronous components.

a. Expectations for Participation

Asynchronous Learning: Students must complete all assigned online modules and assessments by their scheduled due dates. Progress is monitored regularly to ensure students remain on track.

Lecture Participation: Attendance and active engagement during live lectures. Students should come prepared to discuss material, ask questions, and contribute to class discussions.

Practical Training: Students must fully participate in hands-on components of their program. This includes working on peers, performing services under supervision, and completing all practical evaluations on time.

Timely Completion: Students are expected to complete each module in alignment with their academic calendar. Late submissions will result in a grade penalty. Prolonged inactivity may result in academic probation, suspension, or withdrawal from the program.

Professional Conduct: Participation must be respectful, professional, and aligned with the learning goals of each session. Disruptive or disengaged behaviour during class or practical will not be tolerated.

Failure to actively participate may impact academic standing, eligibility for financial aid, and progression within the program. Students who require accommodations or are experiencing difficulties should contact their Campus Manager immediately.

11. Academic Policies

a. Program Delivery and Course Descriptions

Programs are delivered through a combination of in-person theory, online modules (where applicable), and hands-on practical sessions.

- Course outlines and learning outcomes are provided at the start of each program.

b. Attendance and Punctuality Requirements

Regular attendance and punctuality are mandatory.

- Students must attend a minimum of 70% of each module to receive credit. For example, in a two-week practical class, attending 7 out of the 10 classes is mandatory to pass the module. In lieu of each missed class you are required to make up the equivalent instructional hours through additional assignments or scheduled sessions arranged by the instructor.
- If practical training is missed, students can make up these hours after class. If a student has a doctor's note that states they cannot complete their practical in

person, assignments may be available or their practical must be completed at a later date.

- Excessive absenteeism may result in failure, suspension, or withdrawal.
- Absences must be reported in advance and documentation may be requested.
- Students are expected to contact their instructors if they think they will be late. Students who arrive after class has officially started may only enter at the discretion of the Instructor. Please note: 5 early dismissals or later arrivals are equivalent to 1 full day absent.

c. Grading, Exams, and Evaluations

Assessments include quizzes, practical evaluations, assignments, and exams.

- Students must achieve a minimum of 70% to pass.
- Missed exams must be rescheduled with valid documentation; otherwise, a \$150 fee applies. All failed exams will incur a retake fee of \$150.
- The make-up test/exam will be written outside regularly scheduled class hours and may be subject to 5% penalty. Only one agreed upon date will be arranged for make-up tests/exams. Failure to write a make-up test/exam as scheduled will result in a test/exam grade of zero.
- Students may ask questions during an exam. Answers will be limited to those questions that pertain to interpretation of the exam.
- During exams, cell phones must be turned off, stored out of sight, and not kept on the student's person.
- Students are not permitted to leave the classroom during a quiz, test, or exam. They may do so once the examination session is concluded or when they have submitted the exam. In the event of an emergency, exceptions may be considered at the Institution's discretion on a case-by-case basis.
- No time extensions will be granted on a test or exam. All tests and exams must be completed within the official time allotted. No additional time will be given for a test or exam if the student arrives late.
- Students approved for accommodations due to disabilities may be granted extended time, as determined during the registration process.
- In the event that an examination must be cancelled due to unforeseen circumstances—such as extreme weather conditions, power outages, faculty emergencies, or other safety-related concerns—the college will make every reasonable effort to contact all affected students as promptly as possible. Alternative arrangements will be communicated in a timely manner, and students will be provided with a revised exam schedule or an appropriate make-up option. Your safety and academic continuity are our priorities.
- If you do not pass a module, you will be required to pay a fee of \$995 to retake the module
- Grading Scale:
 - 90–100%: Honours
 - 70–89%: Pass
 - 0–69%: Fail

d. Academic Integrity and Plagiarism

The College enforces a zero tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This means that students may be suspended or expelled from the College.

Acts or behaviours which constitute cheating and/or plagiarism include, but are not limited to the definitions listed below:

- Any use of aids, which have not been expressly permitted, will result in an immediate dismissal from the exam room. Aids include but are not limited to: AI-assisted tools (e.g., ChatGPT or similar applications), cellular phones, calculators, electronic organizers, notes, books, electronic recording devices, photocopied materials, as well as any other electronic devices, etc.
- The act of copying for the purpose of providing advantage for yourself or another student will not be tolerated. Copying is defined as any act of copying information from another student by any means to obtain advantage for yourself. The methods used could be visual, oral, notes, printed material, or electronic means.
- Plagiarism is the act of representing someone else's work as your own. It also includes using the essential style and the manner of expression of someone else. Any acts of representing others' work as your own represents plagiarism. This includes, but is not limited to, homework, written papers, exams, practical assignments, published work, circuit designs, software, etc. This included copyrighted materials. Copying and pasting from Internet sources is not permitted. Students are required to fully reference all work. When in doubt, consult with the course Instructor.
- Collaboration is when two or more students are working jointly on any assignment when the instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside class hours, in-class assignments, practical exercises, or reports. Collaboration also includes writing an assignment or paper for another student.
- Theft or solicitation of another student's assignment or paper, grade books, un-administered tests, or other academic work/material will result in immediate expulsion.
- Intentionally aiding or attempting to help another to commit any act of academic dishonesty.
- Consequences may include academic penalties, probation, suspension, or expulsion.

e. Scheduling and Curriculum Changes

The College reserves the right to schedule modules within the Diploma Programs in such order as it may deem appropriate and to modify its curriculum, programs, commencement dates, rules and regulations whenever it deems necessary, as directed through Head Office and with permission from the Ministry of Advanced Education and Skills Development (MAESD). These changes are communicated by email, in class, or

through the student portal. IBI will ensure all changes remain compliant with ministry standards.

IBI has developed and received permission from the MAESD for its Diploma level programs.

f. Changing your start date

Diploma students can change their start date one (1) time free of charge. A second start date change will result in an additional \$500 registration fee. Subsequent start date changes will result in an additional \$500 registration fee per change.

Certificate students are able to change their start date one (1) time free of charge within 3 business days of their start date. Subsequent start date changes will result in an additional \$50 fee.

12. Academic Progress and Graduation

a. Academic Progress

Each student is responsible for maintaining a grade of 70% or higher throughout their education. The Instructor will provide each student with regular feedback regarding the student's progress. This feedback ensures a student can monitor their progress, and if applicable, make and implement any changes to ensure success.

b. Calculation of a Student's Overall Average

At the midway point of a student's program, the student will be given a midterm evaluation with their marks. At this point the student will be given their overall average as well as receive any counseling to aid in the successful completion of the program.

The College reserves the right to issue notice of academic warning at any point during a student's study period.

c. Midpoint Evaluations and Academic Standing

Each student receives a formal midpoint evaluation based on attendance, academic performance, and participation.

- Students not meeting expectations may receive an Academic Warning.
- Support is available through one-on-one meetings with instructors or the Campus Manager.

d. Final Marks and Honours Distinction

Students must complete all modules and pass all assessments to graduate.

- A final average of 90% or higher results in Honours Distinction.

- Diplomas are issued after all academic requirements have been successfully completed, all financial obligations to the college have been settled, and an exit interview has been completed.

e. Definitions of Performance Levels

- Honours: 90–100% - Thorough knowledge of the concept together with excellent demonstrated use of the skills taught in the program.
- Pass: 70–89% - Good to thorough knowledge of the concepts together with the very good demonstrated use of the skills taught in the program.
- Fail: Below 70% - Does not meet academic standards; module must be repeated

Overall Average %	Performance Description	Midway Point Academic Classification	Final Academic Credit for Diploma Level Students
90% and above	Honours	Honours Academic Standing	Diploma with Honours Designation
70-89%	Pass	Good Academic Standing	Diploma
0-69%	Failing	Probationary	Dismissal

f. Graduation Requirements

To graduate from a diploma or certificate program, students must:

- Successfully complete all course modules
- Meet attendance and participation requirements
- Submit all assignments and pass practical evaluations
- Clear any outstanding fees or disciplinary holds

13. Withdrawal and Dismissal

a. Withdrawal Procedures and Notification

Students who choose to withdraw from their program must:

- Meet with a member of the Admissions Department
- Submit a written notice to the Campus Manager or Admissions Office
- Include full name, program, and intended withdrawal date
- Notify the Financial Aid Officer if receiving OSAP
- Please note that non-attendance does not constitute notice of withdrawal. A student is responsible for all charges up to the time that the College receives written notification of withdrawal.

The official withdrawal date is the date the written notice is received. Verbal notifications will not be accepted.

b. Dismissal Conditions and Outcomes

Students may be dismissed for:

- Failure to meet academic or attendance requirements
- Non-payment of fees
- Violations of the Code of Conduct or ethics policies
- Repeated breaches of College policy
- Dismissed students lose access to all College services and will receive a formal dismissal letter.

c. Financial and Academic Impact

- Tuition refund amounts are calculated based on the withdrawal or dismissal date, in accordance with O. Reg. 415/06
- Students receiving OSAP may face reassessment or early repayment obligations
- Unpaid balances may delay access to transcripts or graduation credentials
- Students may reapply for future enrollment at the discretion of the Dean

14. Expulsion Policy

a. Grounds for Suspension and Expulsion

Students are expected to uphold the academic, professional, and ethical standards of IBI. Failure to do so may result in disciplinary action up to and including expulsion. Refunds, where applicable, will follow the Tuition Refund Policy.

Grounds for Expulsion:

Students may be expelled for reasons including, but not limited to:

- Academic Misconduct: Failing grades, plagiarism, cheating, or falsifying records.
- Behavioral Misconduct: Disruptive conduct, verbal abuse, bullying, discrimination, harassment, or any action endangering others.
- Substance Abuse: Being under the influence of drugs or alcohol while on campus.
- Non-Attendance: Extended or repeated unexcused absences from classes or practicums.
- Financial Misconduct: Non-payment of tuition as per enrolment contract (students may be expelled after 30 days of non-payment).
- Misuse of Property: Theft, vandalism, or unauthorized use of college property.
- Fraudulent Admissions: Submitting false personal or academic information for admission.

b. Disciplinary Procedure:

The College practices a graduated discipline approach, including verbal warnings, written warnings, suspension, and finally expulsion, depending on the severity of the offense. However, the College reserves the right to proceed directly to expulsion for serious violations.

Notification:

- Students will be formally notified of expulsion in writing via email (with return receipt), registered mail, or in person. The notification will include the reason and effective date of expulsion.

c. Outcomes of Expulsion

- Considered withdrawn as of the expulsion date
- No credentials or awards will be issued
- Fees refunded per the Tuition Refund Policy
- Expulsion recorded on the student's academic record
- Liable for unreturned or damaged property
- Responsible for any legal costs or damages caused

d. Appeal Process

Students in vocational programs may appeal in writing within five (5) business days of receiving their expulsion notice. Appeals should be addressed to College administration.

Further appeals can be made to the Ministry of Colleges and Universities under the Career Colleges Act, 2005, for ministry-approved programs.

15. Student Code of Conduct

a. Behavioural Expectations

Students must follow all rules and policies outlined in this handbook. IBI expects professional, respectful behaviour at all times—similar to what's required in the workplace.

This ensures a positive learning environment for all and prepares students for real-world expectations. Failure to meet these standards may result in disciplinary action, including suspension or dismissal.

Students are expected to behave professionally and respectfully at all times.

- Attend all classes and participate actively
- Maintain a clean and safe learning environment
- Treat fellow students, staff, and clients with courtesy
- Follow all health, safety, and sanitation protocols

b. Social Media and Online Conduct

Online behaviour should reflect professionalism.

- Do not post negative, defamatory, or disrespectful content about the College, staff, or students
- Students may not record or share any part of the learning environment without written consent
- Violations may result in formal disciplinary action

c. Harassment, Discrimination, and Zero Tolerance Policies

IBI is committed to providing a learning environment where the individual differences of all students and employees are valued and respected. Harassment and/or discrimination by any employee or student is considered to be a serious breach of human rights, which requires immediate resolution.

The College has zero tolerance for:

- Bullying
- Harassment (sexual, verbal, or physical)
- Discrimination based on race, gender, religion, age, disability, or any protected ground
- All incidents will be investigated and may result in immediate suspension or expulsion.

d. Substance Use and General Misconduct

The following are strictly prohibited on campus:

- Use or possession of illegal drugs or alcohol
- Weapons or dangerous items
- Theft or vandalism
- Disruptive or aggressive behaviour
- Violations will result in disciplinary action, up to and including dismissal.

e. Other Acts of Misconduct

IBI maintains a zero tolerance policy for all forms of misconduct. The following behaviours are strictly prohibited at any IBI campus:

- Dishonesty, including providing false information, forgery, misuse of documents, or unauthorized computer use (e.g., piracy, copyright infringement).
- Disruption of classes, administrative functions, or disciplinary proceedings.
- Abuse or harassment, including poor attitude, verbal or physical abuse, bullying, threats, sexual harassment, coercion, or any conduct that harms others or disrupts learning.
- Discrimination or racism, including jokes or comments based on stereotypes.
- Theft or damage to school, staff, student, or public property.

- Unauthorized access, such as duplicating or using College keys without permission.
- Substance use, including possession or distribution of drugs or alcohol on campus (unless legally permitted).
- Disorderly conduct, including lewd behaviour, fighting, profanity, or aiding others in misconduct.
- Unauthorized use of equipment or facilities outside scheduled hours.
- Visitors are not allowed without prior approval. Students are responsible for guest conduct.
- Children are not permitted in class at any time.
- Unexcused absences exceeding 3 days without medical documentation may result in suspension or expulsion.
- Missed exams without valid documentation result in a zero and potential suspension.
- Negligent damage to College property will result in financial penalties.

Depending on the severity, the following disciplinary actions may be taken:

- Grade reduction
- Verbal warning (meeting with instructor or manager)
- Written warning
- Suspension (up to 5 days and/or financial penalty)
- Dismissal (permanent expulsion from the College)

f. Disciplinary Procedures and Consequences

Violations of the Code of Conduct may result in:

- Verbal or written warning
- Probation
- Suspension
- Expulsion

Students may appeal decisions in writing to the Campus Manager. Appeals must be submitted within 5 business days of the disciplinary notice.

16. Code of Ethics for Professional Skin Care Therapists

ETHICS deals with the study and philosophy of human conduct with emphasis on the determination of right and wrong.

Professional Aestheticians are aware of and practice the principles of proper conduct and observe these principles in business practices and in relations with clients, co-workers and employers. Financial and professional success is based upon the following rules and professional standards:

1. Do no harm knowingly and when in doubt, do not use or perform a treatment.

2. Adhere to all laws and regulations.
3. Use accurate representation of your education, training and experience.
4. Support, practice and promote this Code of Ethics.
5. Maintain high standards of competence in your work. Keep up with techniques and innovations in the field and make a concerted effort to continue education.
6. Promote integrity. Be honest, fair and respectful of others, both inside and out of the work environment. Do not degrade fellow Aestheticians.
7. Maintain accurate records: follow all protocols with respect to charting and documentation.
8. Work within licensure and scope. Refer to a physician for all diagnostic measures.
9. Maintain confidentiality and privacy at all junctures. Do not share information about a client or patient with anyone other than medical personnel at an appropriate time and place on a need-to-know basis.
10. Aestheticians/Medical Aestheticians will obtain appropriate informed consent (signed agreement) from the client prior to treatment or procedure.
11. Disclosure: Skin Care Professionals will disclose information to their supervisor if such information would deem important to the health of that individual.
12. Consultations: All consultations with the client or patient are directed toward assisting them with their goals whether the Skin Care Professional performs the treatment or refers them to another practitioner.
13. Honour commitments. Follow through on all promises made to clients, patients and co-workers. Under promise and over deliver.
14. All products and services shall be truthfully represented in regards to price, grade and availability.
15. Warranties and guarantees: fully and promptly offer all guarantees and warranties on products according to the terms outlined by the clinic supervisor.
16. Responsibilities and duties: if a client is dissatisfied with a product or service, the Skin Care Professional will attend to the matter promptly and fairly according to clinic protocol and policy.
17. Conduct outside the establishment: Skin Care Professionals will not behave outside of the establishment in a manner that is inappropriate or that would bring undue ridicule or hardship to the practice.
18. Service to Community: always give something back to the community whether it is through volunteering, publishing or other services.

17. Recording and Electronic Device Policy

“Recording” means a video or audio replication or photographic image recorded on devices including but not limited to audio recorders, video recorders, cell phones, smartphones, digital cameras, computers, media players or other devices which record images or sound;

“Uploading” means the action or process of transferring data to another computer system; “Downloading” means receiving and saving data;

“Lectures or classroom lectures” conversations between staff and students or student to student means any representation no matter what form including but not limited to audio, video, documentary shared in the context of a classroom lecture or conversation between students to student or student to staff.

a. Rules for Recording on Campus

Students are not permitted to audio or video record any portion of a lecture, demonstration, or class activity without prior written consent from the instructor and anyone being recorded.

- Unauthorized recordings may violate privacy laws and College policy
- Any approved recordings are for personal academic use only and must be done in a way to respect fellow students and models privacy
- Students who have obtained permission to record a lecture shall respect all related intellectual property rights in accordance with applicable laws and the Policy
- Students shall not make any recordings (audio or video) of any conversations that have taken place on the campus with any staff, student, or client without their written permission.
- Students shall not make any recordings (audio or video) of phone conversations that have taken place via the campus phone line.

b. Use of Recordings

- Recordings of lectures made by students shall not be shared, reproduced or uploaded to any publicly accessible web environment or used for any purpose not specifically authorized by the instructor.
- Recordings of lectures shall not be made, used, distributed for any commercial purposes or compensation.
- Students who have access to authorized recorded lectures may use such recordings only for personal or group study and shall not reproduce, share or upload the recording to any publicly accessible web environment.
- Any violation of this Policy shall be treated as a violation of the applicable College policy, such as the Code of Rights and Responsibilities and the Academic Code of Conduct.

c. Use of Cell Phones During Class

Cell phones must be turned off or on silent mode during class.

- Use is only permitted during scheduled breaks or if approved as part of an accommodation plan.
- Taking calls or texting during practical or theory sessions is disruptive and unprofessional

- IBI does not accept responsibility for relaying any phone calls received by the campus for students. In cases of extreme emergencies we will relay the message as soon as we can.

Repeat violations may result in loss of participation marks or removal from the classroom.

d. Privacy and Intellectual Property Considerations

All learning materials, lesson content, and instructor-created documents are the intellectual property of IBI.

- Students are not allowed to reproduce, post, or distribute these materials online or elsewhere without permission
- Violation of this policy may lead to disciplinary action, including dismissal

18. Campus Policies and General Expectations

a. Food and Beverage Policy

Food and drinks are not allowed in classrooms during class

- Bottled water with a secure lid is permitted.
- Lunch is to be eaten in the designated area outlined during your first day of class.
- Students are responsible for cleaning up after themselves.

b. Class Break Schedule

Unless otherwise posted by the Instructor, classes are scheduled with one 30 minute break. Failure to return to class on time following a scheduled break creates a disturbance for the rest of the class.

c. Visitor and Child Policy

- Students are not permitted to bring visitors, children, or pets to class areas.
- Models are only permitted to enter the classroom for their practical treatment, exceptions may be granted only with written approval from the Campus Manager.
- Visitors/Models may not observe classes or treatments unless authorized as part of an academic activity. If they arrive early for their appointment they must wait in the reception area.

d. After-Class Use of Equipment and Facilities

- Students are not permitted to use equipment, tools, or classrooms outside of their scheduled class time.
- All practical work must be supervised by an instructor.
- Unauthorized after-hours use may result in disciplinary action.

e. Parking and Transportation

- Each campus has different parking availability, please contact your local campus for information on parking
- Students are responsible for adhering to all local traffic laws and posted signs.
- IBI is not liable for any parking tickets, theft, or vehicle damage.

f. Emergency Procedures

- Emergency evacuation procedures are posted at each campus.
- Students must follow staff instructions during fire drills or emergencies.
- In any emergency, dial 911, then alert campus staff as soon as it is safe to do so.

19. Statement of Student Rights and Responsibilities

Please see page 46-52 for the Statement of Student Rights and Responsibilities Document

20. Student Records and Confidentiality

a. Accessing Transcripts and Diplomas

Students who have successfully completed their program and cleared all financial obligations will receive a diploma and final transcript.

- Additional copies may be requested for a \$25 fee. Processing times may vary by campus.
- Registered Diplomas (Vocational) are issued within 30 days of completion. A fee of \$25 will be levied for replacement of lost or damaged diplomas.
- Diploma students will receive one diploma for their designated program upon successful completion. If a student wishes to obtain a certificate for a specific program or module completed within their diploma, they may request one for a fee of \$25 per certificate. All certificate requests are subject to verification and approval.
- Unregistered Certificates (Non Vocational Programs) will be awarded within 30 days upon successful completion of any modules provided the final grade achieved is equal to or greater than 70%, and all financial obligations have been met.
- Any lost certificate/diploma or requested reprint is available at \$25 per diploma or certificate

b. Updating Contact and Personal Information

Students are required to keep their personal information up to date.

- Any changes to name, address, phone number, or emergency contact must be changed in the student portal or submitted to the Admissions Office.

- Failure to update contact information may result in missed communications or delays in financial aid.

c. Confidentiality and Privacy Policy

All student records are handled in accordance with applicable privacy legislation.

- Records will not be shared with third parties without written consent, unless required by law.
- In the event of a suspected privacy breach, students must report it to the Campus Manager
- Access to student files can be requested in writing through the Campus Manager.
- Where a student has an agreement with an agency, a copy of the agreement or release must be obtained before information is given.
- The College will cooperate, where it deems appropriate, with police or other government agencies in the investigation of a crime. The College will, upon presentation of a subpoena, release a student's file (or copies of the contents, paper or electronic) to the Court.

d. Disclosure of Personal Information

IBI will not sell or rent your Personal Information to third parties. We will only disclose your Personal Information to third parties:

- Where you have specifically given us your consent to disclose your Personal Information for a designated purpose;
- Who are acting on our behalf as our agents, suppliers or service providers, solely to enable us to more efficiently provide you with the training and other services that you have requested; to facilitate the provision of training and services that you have requested; or as required by law, including by any order of any court, institution or body with authority to compel the production of information
- To facilitate KPI research. Forum Research contacts graduates on behalf of the Ministry of Colleges and Universities.
- Please review the Consent to the Use of Personal Information Contract attached to your student contract for more information

e. Privacy Breach Procedure

If a student suspects a privacy breach, they must notify the Campus Manager immediately.

1. IBI will assess the situation and determine the scope of the breach.
2. If personal data has been exposed, the affected student(s) will be notified promptly.
3. A record of the incident will be created and appropriate steps taken to prevent recurrence.

4. Any breach involving sensitive data may be reported to relevant oversight bodies in accordance with legal requirements.

f. Access to Personal Information

For access to your Personal Information, please contact the Campus Manager. A request should be in writing and should include specific information so that we can expeditiously locate your Personal Information.

21. Sexual Violence Policy

IBI is committed to providing a safe, respectful, and inclusive environment for all students and staff. We do not tolerate discrimination, harassment, or any behaviour that creates a hostile or inequitable space.

We actively support those impacted by sexual violence and work with campus and community partners to maintain a culture of safety, dignity, and equality. This handbook includes our Sexual Assault and Sexual Violence Policy and Protocol, outlining the procedures and resources available to anyone affected.

We encourage all members of IBI community to review the policy and help foster a campus where everyone can learn, work, and express themselves in a safe and respectful environment.

This Policy applies to: All members of the College community including: all employees, governors, students, contractors, suppliers of services, individuals who are directly connected to any College initiatives, volunteers, and visitors.

a. Definitions

Sexual assault: A criminal offence under the Criminal Code of Canada. Sexual assault is any type of unwanted sexual act done by one person to another that violates the sexual integrity of the victim and involves a range of behaviours from any unwanted touching to penetration. Sexual assault is characterized by a broad range of behaviours that involve the use of force, threats, or control towards a person, which makes that person feel uncomfortable, distressed, frightened, threatened, or that is carried out in circumstances in which the person has not freely agreed, consented to, or is incapable of consenting to.

Sexual violence: A broad term that describes any violence, physical or psychological, carried out through sexual means or by targeting sexuality. This violence takes different forms including sexual abuse and sexual assault.

Consent: The voluntary and explicit agreement to engage in the sexual activity in question. It is the act of willingly agreeing to engage in specific sexual behaviour, and

requires that a person is able to freely choose between two options: yes and no. This means that there must be an understandable exchange of affirmative words, which indicates a willingness to participate in mutually agreed upon sexual activity. It is also imperative that everyone understands the following:

- Silence or non-communication must never be interpreted as consent and a person in a state of diminished judgment cannot consent.
- A person is incapable of giving consent if they are asleep, unconscious or otherwise unable to communicate.
- A person who has been threatened or coerced (i.e. is not agreeing voluntarily) into engaging in the sexual activity is not consenting to it.
- A person who is drugged is unable to consent.
- A person is usually unable to give consent when under the influence of alcohol and/or drugs.
- A person may be unable to give consent if they have a mental disability preventing them from fully understanding the sexual acts.
- The fact that consent was given in the past to a sexual or dating relationship does not mean that consent is deemed to exist for all future sexual activity.
- A person can withdraw consent at any time during the course of a sexual encounter.
- A person is incapable of giving consent to a person in a position of trust, power or authority, such as, a faculty member initiating a relationship with a student who they teach, an administrator in a relationship with anyone who reports to that position.
- Consent cannot be given on behalf of another person.

It is the responsibility of the initiator of sexual activity to ensure clear and affirmative responses are communicated at all stages of sexual engagement. It is also the initiator's responsibility to know if the person they are engaging with sexually is a minor.

Note: For information purposes only, the Criminal Code defines "consent" as follows:

Consent: The voluntary agreement to engage in the sexual activity in question. No consent is obtained, where:

- The agreement is expressed by the words or conduct of a person other than the complainant;
- The complainant is incapable of consenting to the activity;
- The accused induces the complainant to engage in the activity by abusing a position of trust, power or authority;
- The complainant expresses, by words or conduct, a lack of agreement to engage in the activity; or
- The complainant, having consented to engage in sexual activity, expresses, by words or conduct, a lack of agreement to continue to engage in the activity.

Other Relevant Terms

Acquaintance sexual assault: Sexual contact that is forced, manipulated, or coerced by a partner, friend or acquaintance.

Age of consent for sexual activity: The age at which a person can legally consent to sexual activity. In Canada, children under 12 can never legally consent to sexual acts. Sixteen is the legal age of consent for sexual acts. There are variations on the age of consent for adolescents who are close in age between the ages of 12 and 16. Twelve and 13 year-olds can consent to have sex with other youth who are less than 2 years older than themselves. Youth who are 14 and 15 years old may consent to sexual involvement that is mutual with a person who is less than 5 years older. Youths 16 and 17 years old may legally consent to sexual acts with someone who is not in a position of trust or authority. Coercion: In the context of sexual violence, coercion is unreasonable and persistent pressure for sexual activity.

Coercion is the use of emotional manipulation, blackmail, threats to family or friends, or the promise of rewards or special treatment, to persuade someone to do something they do not wish to do, such as being sexual or performing particular sexual acts.

Drug-facilitated sexual assault: The use of alcohol and/or drugs (prescription or non-prescription) by a perpetrator to control, overpower or subdue a victim for purposes of sexual assault.

Stalking: A form of criminal harassment prohibited by the Criminal Code of Canada. It involves behaviours that occur on more than one occasion and which collectively instill fear in the victim or threaten the victim/target's safety or mental health. Stalking can also include threats of harm to the target's friends and/or family. These behaviours include, but are not limited to non-consensual communications (face to face, phone, email, social media); threatening or obscene gestures; surveillance; sending unsolicited gifts; "creeping" via social media/cyber-stalking; and uttering threats.

Survivor: Some who have experienced sexual violence may choose to identify as a survivor. Individuals might be more familiar with the term "victim". We use the term survivor throughout this policy where relevant because some who have experienced sexual assault believe they have overcome the violent experience and do not wish to identify with the victimization. It is the prerogative of the person who has experienced these circumstances to determine how they wish to identify.

b. Purpose and Intent of the Policy

All members of IBI's community have a right to a work and study in an environment that is free from any form of sexual violence. This document sets out our policy and response protocol to sexual violence and ensures that those who experience sexual violence are believed and their rights respected, that the College has a process of investigation that

protects the rights of individuals and holds individuals who have committed an act of sexual violence accountable.

c. Policy Statement

Sexual assault and sexual violence are unacceptable and will not be tolerated. We are committed to challenging and preventing sexual violence and creating a safe environment for anyone in our College community who has experienced sexual violence. The College is expected to be a safe and positive space where members of the College community feel able to work, learn and express themselves in an environment free from sexual violence.

All reported incidents of sexual violence will be investigated to the best of the administration's ability and in a manner that ensures due process. It is this policy's intention to make individuals feel comfortable about making a report in good faith about sexual violence that they have experienced or witnessed.

We recognize that sexual violence can occur between individuals regardless of sexual orientation, gender, and gender identity or relationship status as articulated in the Ontario Human Rights Code. We also recognize that individuals who have experienced sexual violence may experience emotional, academic or other difficulties.

We are committed to:

- 3.1. assisting those who have experienced sexual violence by providing choices, including detailed information and support, such as provision of and/or referral to counselling and medical care, information about legal options, and appropriate academic and other accommodation;
- 3.2. ensuring that those who disclose that they have been sexually assaulted are believed, and that their right to dignity and respect is protected throughout the process of disclosure, investigation and institutional response;
- 3.3. addressing harmful attitudes and behaviours (e.g., adhering to myths of sexual violence) that reinforce that the person who experienced sexual violence is somehow to blame for what happened;
- 3.4. treating individuals who disclose sexual violence with compassion recognizing that they are the final decision-makers about their own best interests;
- 3.5. ensuring that on-campus (internal) investigation procedures are available in the case of sexual violence, even when the individual chooses not to make a report to the police;

3.6. engaging in appropriate procedures for investigation and adjudication of a complaint which are in accordance with College policies, standards and applicable collective agreements, and that ensure fairness and due process;

3.7. ensuring coordination and communication among the various departments who are most likely to be involved in the response to sexual violence on campus;

3.8. engaging in public education and prevention activities;

3.9. providing information to the College community about our sexual violence policies and protocols;

3.10. providing appropriate education and training to the College community about responding to the disclosure of sexual violence;

3.11. contributing to the creation of a campus atmosphere in which sexual violence is not tolerated; and

3.12. monitoring and updating our policies and protocols to ensure that they remain effective and in line with other existing policies and best practices.

d. Reporting and Responding to Sexual Violence

4.1. Members of the College community should immediately report sexual violence incidents they witness or have knowledge of, or where they have reason to believe that sexual violence has occurred or may occur. Members who have experienced sexual violence are encouraged to come forward to report as soon as they are able to do so.

4.2. Persons in a position of authority, including persons directing the activities of others, shall take immediate action to respond to or to prevent sexual violence from occurring.

4.3. Where the College becomes aware of incidents of sexual violence by a member of the College community or against a member of the College community, which occur on or off College property and that pose a risk to the safety of members of the College community, the College shall take all reasonable steps to ensure the safety of the College community.

e. Complaint Process and Investigation

A complaint of sexual assault or any other kind of sexual violence can be filed under this Policy by any member of the College community.

The College will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and/or disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this Policy. Respondents

will be given reasonable notice, with full detail of the allegations and provided with an opportunity to answer to the allegations made against them.

5.1. Right to Withdraw a Complaint

A complainant has the right to withdraw a complaint at any stage of the process. However, the College may continue to act on the issue identified in the complaint in order to comply with its obligation under this Policy and/or its legal obligations.

5.2. Protection from Reprisals, Retaliation or Threats

It is contrary to this Policy for anyone to retaliate, engage in reprisals or threaten to retaliate against a complainant or other individual for:

- having pursued rights under this Policy or the Ontario Human Rights Code;
- having participated or co-operated in an investigation under this Policy or the Ontario Human Rights Code; or
- having been associated with someone who has pursued rights under this Policy or the Ontario Human Rights Code. Anyone engaged in such conduct may be subject to sanctions and/or discipline.

5.3. Unsubstantiated or Vexatious Complaints

If a person, in good faith, discloses or files a sexual violence complaint that is not supported by evidence gathered during an investigation, that complaint will be dismissed.

Disclosures or complaints that are found following investigation to be frivolous, vexatious or bad faith complaints, that is, made to purposely annoy, embarrass or harm the respondent, may result in sanctions and/or discipline against the complainant.

f. Confidentiality

Confidentiality is particularly important to those who have disclosed sexual violence. The confidentiality of all persons involved in a report of sexual violence must be strictly observed, and the College does its best to respect the confidentiality of all persons, including the complainant, respondent, and witnesses.

However, confidentiality cannot be assured in the following circumstances:

- an individual is at imminent risk of self-harm;
- an individual is at imminent risk of harming another; and/or
- there are reasonable grounds to believe that others in the College or wider community may be at risk of harm.

In such circumstances, information would only be shared with necessary services to prevent harm, and the name of the survivor would not be released to the public.

Where the College becomes aware of an allegation of sexual violence by a member of the College community against another member of the College community, the College

may also have an obligation to take steps to ensure that the matter is dealt with in order to comply with the College's legal obligation and/or its policies to investigate such allegations. In such cases, certain College administrators will be informed about the reported incident on a "need to know" and confidential basis, but not necessarily of the identities of the persons involved.

g. If You Have Experience Sexual Violence

If you have experienced sexual violence, please contact your Instructor or Campus Manager, and we will assist you by providing the resources and support you need. If you want to speak to someone directly, please go to: <http://www.vspeel.org/> or call 905.568.1068. It is often difficult to disclose and report incidents of sexual violence. It is entirely up to you if you choose to report the incident; however, we strongly encourage you to do so. A number of other resources are available to you, including:

- <http://www.vspeel.org/>
- <https://www.peelregion.ca/health/sexual-assault/help.htm>
- <https://hamiltonpolice.on.ca/prevention/sexual-assault>

Anyone who has experienced sexual violence has the right to:

- be treated with dignity and respect,
- be believed,
- be informed about on- and off-campus services and resources,
- decide whether or not to access available services and to choose those services they feel will be most beneficial,
- decide whether to report to campus security and/or local police,
- have an on-campus investigation with the institution's full cooperation,
- have a safety plan, and
- have reasonable and necessary actions taken to prevent further unwanted contact with the alleged perpetrator(s).

h. If You Would Like to File a Formal Complaint

Lydia Villmann listed above can also assist you with filing a complaint. If the alleged perpetrator is another member of the College community, you may file a complaint under this Policy. Individuals who have experienced sexual violence may also wish to press charges under the Criminal Code. Lydia Villmann can also assist you with contacting the local Police.

Please contact: contact@intlbeautyinstitute.com

i. What to Do if You Witness Sexual Violence

If you witness sexual violence, please call Lydia Villmann at: 905-624-2700, and we will assist you by providing all the resources and necessary support. If you want to speak to someone directly, please go to: <http://www.vspeel.org/> or call 905.568.1068.

A number of other resources are available to you, including:

- <http://www.peelpolice.on.ca>

If a member of faculty or staff of the College becomes aware of an allegation of sexual violence against another member of the College community, the faculty or staff is required to report the alleged incident to Lydia Villmann immediately.

j. What to do if Someone Discloses Allegations of Sexual Violence

A person may choose to confide in someone about an act of sexual violence, such as a student, instructor, teaching assistant, coach, or staff from housing, health, counselling or security. An individual who has experienced sexual violence may also disclose to staff or faculty members when seeking support and/or academic accommodation. A supportive response involves:

- listening without judgement and accepting the disclosure as true;
- communicating that sexual violence is never the responsibility of the survivor
- helping the individual identify and/or access available on or off campus services, including emergency medical care and counselling;
- respecting the individual's right to choose the services they feel are most appropriate and to decide whether to report to the police and/or Lydia Villmann at 905-624-2700.
- recognizing that disclosing can be traumatic and an individual's ability to recall the events may be limited;
- respecting the individual's choices as to what and how much they disclose about their experience; and
- making every effort to respect confidentiality and anonymity.

If disclosure is made to faculty or staff by a student seeking support or academic accommodation, the faculty or staff should refer the student to the Campus Director/Manager, and work with the Dean to ensure that the student receives all necessary academic and other accommodations.

As indicated above, if faculty or staff of the College becomes aware of an allegation of sexual violence against another member of the College community, the faculty or staff is required to report the alleged incident to Lydia Villmann immediately.

k. How Will the College Respond to a Report of Sexual Violence?

Where a complaint of sexual violence has been reported to the College, the College will exercise care to protect and respect the rights of both the complainant and the respondent. The College understands that individuals who have experienced sexual violence may wish to control whether and how their experience will be dealt with by the police and/or the College. In most circumstances, the person will retain this control. However, in certain circumstances, the College may be required to initiate an internal

investigation and/or inform the police of the need for a criminal investigation, even without the person's consent, if the College believes that the safety of other members of the College community is at risk. The confidentiality and anonymity of the person(s) affected will be prioritized in these circumstances.

A report of sexual violence may also be referred to the police, or to other community resources at the complainant's request, where the persons involved are not members of the College community or in circumstances where the College is unable to initiate an internal investigation under this Policy.

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 the private career college's 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 the private career college's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

5.1. Where the Respondent is a Student

Sexual violence is a violation of IBI. It is considered a serious offence and will be addressed in a manner which is consistent with other serious offences.

5.2. Where the Respondent is an Employee

Sexual violence is a violation of IBI. Allegations against employees will be addressed in accordance with the procedures set out in this Policy, and in any applicable collective agreement, and/or other College policies. If the complaint is sustained following an investigation, the College will decide on the appropriate disciplinary actions consistent with any applicable collective agreement and/or policies regarding discipline.

5.3. Where the Respondent is not a Student or Employee

Contractors, suppliers, volunteers or visitors who attend on campus will be subject to complaints if they engage in prohibited conduct. Where a complaint against the respondent is substantiated, the College will take appropriate action. All contractual relationships entered into by the College will be governed by a standard contract compliance clause stating that contractors must comply with this Policy and the Ontario Human Rights Code, including co-operating in investigations. Breach of the clause may result in penalties, cancellation, or other sanctions.

5.4. Multiple Proceedings

Where criminal and/or civil proceedings are commenced in respect of the allegations of sexual violence, the College shall conduct its own independent investigation into such

allegations, and will make its own determination in accordance with its policies and procedures. Where there is an ongoing criminal investigation, the College will cooperate with the local police.

I. Appendix

Use of the term “Rape” in the context of Sexual Violence

This policy refers to the offence of sexual assault to align with the current offence contained in the Criminal Code. The word “rape” is no longer used in criminal statutes in Canada. The term was replaced many years ago to acknowledge that sexual violence is not about sex but is about acts of psychological and physical violence. The term “sexual assault” provides a much broader definition and criminalizes unwanted behaviour such as touching and kissing as well as unwanted oral sex and vaginal and anal intercourse. Although the term no longer has a legal meaning in Canada, the term rape is still commonly used.

Dispelling the Myths and Misconceptions About Sexual Assaults

Myth	Fact
It wasn't rape, so it wasn't sexual violence.	Sexual assault and sexual violence encompasses a broad range of unwanted sexual activity. Any unwanted sexual contact is considered to be sexual violence. A survivor can be severely affected by all forms of sexual violence, including unwanted fondling, rubbing, kissing, or other sexual acts. Many forms of sexual violence involve no physical contact, such as stalking or distributing intimate visual recordings. All of these acts are serious and can be damaging.
Sexual assault can't happen to me or anyone I know.	Sexual assault can and does happen to anyone. People of all socioeconomic and ethnic backgrounds are victims of sexual assault, but the vast majority of sexual assaults happen to women and girls. Young women, Aboriginal women and women with disabilities are at greater risk of experiencing sexual assault.
Sexual assault is most often committed by strangers.	Someone known to the victim, including acquaintances, dating partners, and common-law or married partners, commit approximately 75 per cent of sexual assaults.
Sexual assault is most likely to happen outside in dark, dangerous places.	The majority of sexual assaults happen in private spaces like a residence or private home.

If an individual doesn't report to the police, it wasn't sexual assault.	Just because a victim doesn't report the assault doesn't mean it didn't happen. Fewer than one in ten victims report the crime to the police.
It's not a big deal to have sex with someone while they are drunk, stoned or passed out.	If a person is unconscious or incapable of consenting due to the use of alcohol/drugs, they cannot legally give consent. Without consent, it is sexual assault.
If the person chose to drink or use drugs, then it isn't considered sexual assault.	This is a prominent misconception about sexual assault. No one can consent while drunk or incapacitated.
If the victim didn't scream or fight back, it probably wasn't sexual assault. If the victim does not fight back, the sexual assault is their fault.	When an individual is sexually assaulted they may become paralyzed with fear and be unable to fight back. The person may be fearful that if they struggle, the perpetrator will become more violent.
If you didn't say no, it must be your fault.	People who commit sexual assault/abuse are trying to gain power and control over their victim. They want to make it extremely difficult, if not impossible, for their victim to say no. A person does not need to actually say the word "no" to make it clear that they did not want to participate. The focus in consent is on hearing a "yes".
If a woman isn't crying or visibly upset, it probably wasn't a serious sexual assault.	Every woman responds to the trauma of sexual assault differently. She may cry or she may be calm. She may be silent or very angry. Her behaviour is not an indicator of her experience. It is important not to judge a woman by how she responds to the assault.
If someone does not have obvious physical injuries, like cuts or bruises, they probably were not sexually assaulted.	Lack of physical injury does not mean that a person wasn't sexually assaulted. An offender may use threats, weapons, or other coercive actions that do not leave physical marks. The person may have been unconscious or been otherwise incapacitated.
If it really happened, the victim would be able to easily recount all the facts in the proper order.	Shock, fear, embarrassment and distress can impair memory. Many survivors attempt to minimize or forget the details of the assault as a way to cope with trauma. Memory loss is common when alcohol and/or drugs are involved.
Individuals lie and make up stories about being sexually assaulted; and most reports of sexual assault turn out to be false.	According to Stats Canada, fewer than 1 in 10 sexual assault victims report the crime to the police. Approx. 2% of sexual assault reports are false. The number of false reports for sexual assault is very low. Sexual assault carries such a stigma that many people prefer not to report.
Persons with disabilities don't get sexually assaulted.	Individuals with disabilities are at a high risk of

	experiencing sexual violence or assault. Those who live with activity limitations are over two times more likely to be victims of sexual assault than those who are able-bodied.
A spouse or significant other cannot sexually assault their partner.	Sexual assault can occur in a married or other intimate partner relationship. The truth is, sexual assault occurs ANY TIME there is not consent for sexual activity of any kind. Being in a relationship does not exclude the possibility of, or justify, sexual assault. A person has the right to say “no” at ANY point.
People who are sexually assaulted “ask for it” by their provocative behaviour or dress.	This statement couldn’t be more hurtful or wrong. Nobody deserves to be sexually assaulted. Someone has deliberately chosen to be violent toward someone else; to not get consent. Nobody asks to be assaulted. Ever. No mode of dress, no amount of alcohol or drugs ingested, no matter what the relationship is between the survivor and the perpetrator or what the survivor’s occupation is, sexual assault is always wrong.
Sexual assault only happens to women	Not true. The majority of sexual assaults are committed against women by men, but people of all genders, from all backgrounds have been/can be assaulted.
Sexual abuse of males is rare.	Sexual abuse of males is rare.
If you got aroused or got an erection or ejaculated you must have enjoyed it.	It is normal for your body to react to physical stimulation. Just because you became physically aroused does not mean that you liked it, or wanted it or consented in any way. If you experienced some physical pleasure, this does not take away the fact that sexual abuse happened or the effects or feelings of abuse.

Sexual Assault Centres in Ontario

Region in Ontario	Sexual Assault	Centre 24-hr Crisis	Line Office Phone
Algoma (Sault Ste. Marie)	Women In Crisis Algoma	1-877-759-1230	705-759-1230
Belleville-Quinte	Sexual Assault Centre for Quinte & District	1-877-544-6424	613-967-6300
Brant	Sexual Assault Centre of Brant	519-751-3471	519-751-1164
Bruce County	Women's House Serving Bruce and	1-866-578-5566	519-372-1113

	Grey: Sexual Assault Services		
Chatham-Kent	Chatham-Kent Sexual Assault Crisis Centre	519-354-8688	519-354-8908
Cornwall	Sexual Assault Support Services for Women, Cornwall	Eng: 613-932-1603 Fr: 613-932-1705	613-932-1755
East Algoma (Elliot Lake)	Counselling Centre of East Algoma	1-800-721-0077	705-848-2585
Guelph-Wellington	Guelph-Wellington Women in Crisis	519-836-5710 / 1-800-265-7233	519-836-1110
Halton (Oakville)	Sexual Assault & Violence Intervention Services of Halton	905-875-1555	906-825-3622
Hamilton	Sexual Assault Centre Hamilton & Area (SACHA)	905-525-4162	905-525-4573
Kawartha (Peterborough)	Kawartha Sexual Assault Centre	705-741-0260	705-748-5901
Kenora	Kenora Sexual Assault Centre	807-468-7233 / 1-800-565-6161	807-468-7958
Kingston	Sexual Assault Centre Kingston	613-544-6424 / 1-877-544-6424	613-545-0762
Waterloo	Sexual Assault Support Centre of Waterloo Region	519-741-8633	519-571-0121
London-Middlesex	Sexual Assault Centre London	519-438-2272 / 1-877-529-2272	519-439-0844
Muskoka	Athena's Sexual Assault Counselling & Advocacy Centre	705-737-2008 / 1-800-987-0799	705-737-2884
Niagara	Niagara Region Sexual Assault Centre	905-682-4584	905-682-7258
Nipissing	Amelia Rising Sexual Assault Centre of Nipissing	705-476-3355	705-840-2403
Oshawa-Durham	Oshawa-Durham Rape Crisis Centre	905-668-9200	905-444-9672
Ottawa SASC	Sexual Assault Support Centre of Ottawa	613-234-2266	613-725-2160
Ottawa RCC	Ottawa Rape Crisis Centre	613-562-2333	613-562-2334
Peel	Hope 24/7: Sexual Assault Centre of Peel	1-800-810-0180	905-792-0821
Renfrew	Women's Sexual Assault Centre of Renfrew County	1-800-663-3060	613-735-5551
Sarnia-Lambton	Sexual Assault Survivors' Centre Sarnia-Lambton	519-337-3320	519-337-3154
Sudbury	Voices for Women Sudbury	705-523-7100 ext. 2647	—
Thunder Bay	Thunder Bay Sexual Abuse & Sexual Assault Counselling & Crisis Centre	807-344-4502	807-345-0894
Timmins	Timmins and Area Women in Crisis	1-877-268-8380	705-268-8381

Toronto	Multicultural Women Against Rape / Toronto Rape Crisis Centre	(416) 597-8808	416-597-1171
Windsor-Essex	Sexual Assault Crisis Centre of Essex County	519-253-9667	519-253-3100
York	Women's Support Network of York Region	1-800-263-6734	905-895-7313

Pour le support francophone aux femmes victimes d'agression sexuelle: CALACS (Francophone Sexual Assault Centres) in Ontario

Centre Passerelle pour femmes: CALACS du Nord de l'Ontario

www.centrepasserelle.ca

C.P. 849 Timmins (Ontario) P4N 7G7

705 360-5657 905-895-3646

Centre francophone d'aide et de lutte contre les agressions à caractère sexuel d'Ottawa

www.calacs.ca

40, rue Cobourg

Ottawa (Ontario) K1N 8Z6 613 789-8096

calacs@calacs.ca

Centre Novas : Centre francophone d'aide et de lutte contre les agressions à caractère sexuel de Prescott-Russell

www.centrenovas.ca

C.P. 410 Casselman (ON) K0A 1M0

613 764-5700

1 866 772-9922 poste 221

administration@centrenovas.ca

Carrefour des femmes du Sud-Ouest de l'Ontario: CALACS de la région du Sud-Ouest

www.carrefourfemmes.on.ca

Casier Postal 774, London (ON) N6A 4Y8 519 858-0954

1 888 858-0954

bienvenue@carrefourfemmes.on.ca

Centre Victoria pour femmes

www.centrevictoria.ca

C.P. 308

Sudbury (ON) P3E 4P2

705 670-2517

info@centrevictoria.ca

Centr'Elles, centre des Femmes Francophones du Nord-Ouest de l'Ontario

www.centrelles.com

P.O. Box 26058

Thunder Bay (Ontario) P7B 0B2

807 684-1955

1 888 415-4156

admin@centrelles.com

Oasis Centre des femmes

www.oasisfemmes.org

465 Yonge Street PO Box 73022 Wood Street PO

Toronto ON M4Y 2W5 Toronto

416 591-6565

services@oasisfemmes.org

Colibri - Centre des femmes francophones du comté de Simcoe

www.centrecolibri.ca

80, rue Bradford, bureau 340

Barrie (ON) L4N 6S7

705 797-2060

1 877 797-2050

admin@centrecolibri.ca

Centre de santé communautaire Hamilton/Niagara - Espace entre Elles

www.centredeasantecommunautaire.com

1320 rue Barton Est

Hamilton (Ontario) L8H 2W1

905 528-0163

1 866 437-7606

cschn@cschn.ca

Pour le support francophone aux femmes victimes d'agression sexuelle, se il vous plaît visitez (for French-language support to women victims of sexual assault, please also visit): Action ontarienne contre la violence faite aux femmes.

Acknowledgements: A number of resources contributed to the development of this document, including the sexual assault policies and procedures from several colleges and universities in Ontario, notably, Durham College, University of Guelph and Lakehead University, as well as the METRAC discussion paper on sexual assault policies on campuses. The Ontario Women's Directorate resource, "Developing a Response to Sexual Violence: A Resource Guide for Ontario's Colleges and Universities" served as a reference and the "Dispelling Myths and Misconceptions About Sexual Assault" chart is based on it. In addition, the Ontario Coalition of Rape Crisis Centres provided a list of sexual assault centres in Ontario and their hotline numbers.

22. Complaints and Appeals

a. Student Complaint Process

IBI encourages open communication and aims to resolve concerns informally when possible.

- Students should first discuss concerns with their instructor or Campus Supervisor
- If unresolved students should then contact their Campus Manager.
- If unresolved, students may submit a formal written complaint including:
 - Name and program
 - Description of the issue
 - Steps already taken to resolve the concern
 - Desired outcome

It is recommended to observe a 24-hour cooling-off period before submitting a formal complaint. Formal complaints should be emailed to contact@intlbeautyinstitute.com and are reviewed by the Campus Director and will receive a written response within 10 business days. All complaints are handled confidentially.

b. Support Person and Representation

Students may bring a support person (e.g., peer, family member, community representative) to meetings related to complaints or appeals. The student is also allowed to have another person make oral submissions on the student's behalf.

c. OSAP Appeals and Ministry Contact

If the concern involves OSAP or a matter governed by the Ministry of Colleges and Universities (MCU), students may also contact:

- Ministry of Colleges and Universities – Private Career Colleges Branch
 Website: www.ontario.ca/pcc
 Toll-Free: 1-866-330-3395

23. Media Waiver and Release

By enrolling at IBI, students acknowledge and agree to the following media release terms:

- The College may photograph, film, or otherwise record students during classes, campus events, or practical activities for educational, promotional, or marketing purposes.
- These images or recordings may be used in printed materials, social media, advertising, website content, and other official communications.
- No compensation will be provided for the use of such media.

Opt-Out Option:

If a student does not wish to appear in any photos or videos:

- They must notify the Campus Manager in writing at the time of enrollment or during orientation.
- The College will make reasonable efforts to exclude that student from promotional materials.

Signing the Student Handbook Acknowledgment Form signifies acceptance of the media release terms unless an opt-out request is submitted in writing.

24. Disclaimer and Policy Updates

The policies, procedures, and information outlined in this handbook are subject to change at the discretion of IBI. Updates may be made to reflect:

- Changes in Ministry of Colleges and Universities (MCU) regulations
- Adjustments to program delivery or schedules
- Updates to student services, fees, or institutional operations

How You'll Be Notified:

Students will be informed of any changes through one or more of the following:

- Email from the College
- Announcements on the student portal
- Notices posted on campus bulletin boards
- Verbal announcements in class

It is the student's responsibility to stay informed and review all communications from the College.

The most up-to-date version of this Student Handbook is always available at www.intlbeautyinstitute.com and through reception upon request.

For questions, clarification, or support, please contact your Campus Manager.

We're proud to support you on your journey to a successful and rewarding career in the beauty and medical aesthetics industry.

25. Acknowledgment and Consent

a. Student Handbook Acknowledgment Form

All students are required to sign an acknowledgment form confirming that they:

- Have received and reviewed the Student Handbook
- Understand the policies, procedures, and expectations outlined
- Agree to abide by the terms of enrollment

- Understand that failure to comply may result in disciplinary action, including dismissal

Signed acknowledgment forms are retained in the student's file as part of required documentation.

b. Consent for Policies and Procedures

By signing the acknowledgment form, students also consent to:

- Participate in hands-on learning activities
- Allow photos/videos to be taken for academic or marketing purposes (unless opt-out is requested)
- Permit the College to share academic progress or attendance with funding bodies (e.g., OSAP, Better Jobs Ontario, WSIB)
- Receive official communication from the College regarding academic, financial, and policy updates

To revoke any portion of this consent, students must submit a written request to the Campus Manager.

APPENDIX
Statement of Students' Rights and Responsibilities



Ministry of Training, Colleges and Universities

Statement of Students' Rights and Responsibilities

September 9 2015

Private Career Colleges Act, 2005

Ministry of Training, Colleges and Universities

Private career colleges in Ontario are regulated under the *Private Career Colleges Act, 2005*, which is administered by the Superintendent of Private Career Colleges. Prior to offering vocational programs to the public, private career colleges must be registered and have their programs approved under the Act. For a list of registered private career colleges and approved programs, please go to the ServiceOntario website at www.serviceontario.ca/pcc.

Dealing With Your Private Career College

There may be times when you need to communicate formally with your private career college, for example, giving 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 this is the case, you should do so in writing and the document should be delivered personally to the college, sent by courier or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

Contract

When you enrol in a program, you must sign and receive a written contract. The college is not allowed to require you to obtain a product or service from a particular person as a condition of admission into the program.

The written contract must contain all of the following terms:

- the approved program name;
- your address, telephone number and, if applicable, e-mail address;
- the start and expected end date;
- the language of instruction;
- the admission requirements;
- a schedule of hours of instruction;
- the location of any practicum (e.g., work placement);
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- 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 Private Career Colleges,
 - the college's fee refund policy, and
 - for contracts entered after January 1, 2007,
 - the college's student complaint procedure, and
 - the college's policy relating to the expulsion of students;
- a consent section for the collection and use of your private information; and • statements, in bold, that:
 - the contract is subject to the *Private Career Colleges Act, 2005* and the regulations made under the Act, and
 - the private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college.

Fee Collection

A private career college is only allowed to charge or collect fees for a program in Canadian

dollars. Furthermore, the college is not allowed to charge or collect any compulsory fee for a program that is not published on the ServiceOntario website or that is higher than what is published. The college is also not allowed to charge or collect any optional fee for a program that is not approved by the Superintendent of Private Career Colleges.

Before a contract is signed, a private career college is prohibited from collecting any fees from you, except 20% of the total fees for the program or \$500, whichever is less. These fees must be in relation to processing your application or conducting any admission tests or assessments.

A private career college is required to issue you a receipt every time you pay a fee. You should keep all receipts on file.

Sale of Students' Goods and Services

A private career college is only permitted to sell goods you produce or create, provide your services to the public or arrange for the delivery of such services if the sale is part of completing your program. The college cannot profit from these sales; it can only charge an amount that allows the college to recover its cost.

Fee Refund

A private career college is required to issue a fee refund within 30 days of you giving a written notice of cancellation or withdrawal or 30 days of you receiving a written notice of expulsion from the college. If you do not meet the admission requirements at the time the program begins, the college is required to issue you a refund of fees within 30 days of the start of the program. If you do not attend the first 14 days of classes, the college can cancel the contract and must issue a refund within 45 days of the start of the program.

Only the compulsory fees published on the ServiceOntario website or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. You must return any goods you received under a contract in the same state they were in when supplied to you within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

A private career college is prohibited from deducting any monies owed by you for other services or non-vocational programs offered by the college from a refund that you are entitled to for a vocational program.

The same refund policy applies when you withdraw from a program or are expelled from a private career college in accordance with the college's expulsion policy.

Cooling Off Period

You can cancel a contract within two days of signing it if you deliver a written notice to a private career college at the address shown on the contract. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

Full Refund

In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and

continuing your training with the private career college:

- the college collects any fees for the program before the college is registered or before the program is approved under the *Private Career Colleges Act, 2005*;
- you are expelled from the college in a manner or for reasons that are not permitted under the college's expulsion policy;
- the college collects more than 20% of the total fees for the program to a maximum of \$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); or
- the college, while still operating, discontinues the program before you can complete the program.

In addition, you also may seek a full refund if a private career college or its representative makes certain types of 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, employment after graduation or the right to enter Canada or receive a student visa.

If you do not make a request for a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to make a claim for a refund.

If a private career college charges or collects any compulsory fee that is not published on the ServiceOntario website 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 approved by the Superintendent of Private Career Colleges.

Partial Refund Before a Program Begins

You are entitled to a refund of fees paid for a program, except that a private career college is allowed to retain 20% of the total fees for the program or \$500, whichever is less if:

- you withdraw from the program before it begins;
- you do not meet the program's admission requirements before the program begins; or
- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

Partial Refund After a Program Begins

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 has been delivered by a private career college. In most cases, the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.

Transcript

You have the right to access your transcript for 25 years after you leave a private

career college. You may request a copy of your transcript by contacting your college.

After September 18, 2007, in the event of a private career college closure, you will be able to access your transcript from an approved third party transcript issuer. It is suggested that you ask your college for the name of the third party issuer when you graduate.

Credential

A private career college is required to issue you a credential (diploma or certificate) within 60 days of completing a program. The college does not have to issue your credential until you have paid your fees in full.

Student Complaint Procedure

Effective January 1, 2007, all private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students.

You must first go through a private career college's student complaint procedure before filing a complaint with the Superintendent of Private Career Colleges. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the ServiceOntario website at www.forms.ssb.gov.on.ca.

International Students

If you are attending or planning to attend a private 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. A private career college is allowed to charge special international student fees in relation to a vocational program but these fees cannot be higher than what are published on the ServiceOntario website. Only the compulsory fees published on the ServiceOntario website or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy.

Effective October 18, 2006, after you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins.

Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

Fee Refund

You can cancel a contract with a private career college or withdraw from a program for any reason. The same refund policy for domestic students also applies to you and any written notice of cancellation or withdrawal is acceptable.

In addition, a special rule applies to international students if you are unable to obtain a student visa to enter Canada. As long as you deliver a written notice of this fact to a private

career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less.

Insurance

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

Midway Evaluation

If you enrol in a program that is 12 months or shorter or that is delivered over an undefined period of time (e.g., trucking), a private career college is required to provide you with the result of at least one evaluation of your progress **before** you complete half of the total length of the program. If your program is 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 of the period, i.e., 6 months.

Qualified Instructors

You are entitled to be taught by an instructor who holds the required combination of academic, practical and teaching experience. In case of emergency, a private career college is allowed to use a substitute instructor who is not fully qualified. However, the college is not allowed to use unqualified instructors to teach a total of more than 10% of a program.

Closure

Special rules apply when a private career college closes. If your college closes before you finish your program, efforts will be made to arrange for you to complete your program. Instead of participating in a training completion, you may choose to receive a refund of fees paid for the portion of the program that has not been delivered.

It's Never Okay : An Action Plan to Stop Sexual Violence and Harassment

On March 8, 2015, International Women's Day, Ontario issued an Action Plan against Sexual Violence and Harassment

(www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment) calling, among other things, for increased safety on Ontario's postsecondary campuses.

Every private career college student who experiences sexual violence or harassment has the right to be treated with dignity, compassion, and respect. In addition, every student has the right to choose among any available options for addressing incidents of sexual violence or harassment, whether these options are provided on campus or off. Except in extreme situations, where there is an imminent threat to the campus or broader community, the choice of options (including the choice not to exercise any option) always remains with you, the student.

- If you experience sexual violence or harassment at your private career college, you may: Request information about any counselling, health services, or other supports that are

- available at your private career college from your campus administrator;
- Engage the services of an off-campus organization, such as a crisis and counselling centre, in your community;
- Contact the Human Rights Tribunal of Ontario; and/or
- Report the incident to the police.

For information about resources in your community, visit draw-the-line.ca and tracons-les limites.ca. These websites list services available throughout Ontario.

Should you witness an incident of sexual violence or harassment at your private career college, you may bring your concerns directly to the attention of the campus administrator or another staff member at the private career college.

As a student at a private career college, you also have a role to play in creating safe campuses for everyone. Private career colleges will welcome your suggestions and ideas.

This document is provided for your information and convenience only. It is not a legal document. For further information and the exact wording please refer to the *Private Career Colleges Act, 2005* and regulations.

Need More Information?

You can find more detailed information about student protection measures in the *Private Career Colleges Act, 2005* Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Training, Colleges and Universities website at www.tcu.gov.on.ca/pepg/audiences/pcc/.

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

Private Career Colleges Branch
Ministry of Training, Colleges and Universities
77 Wellesley Street West
Box 977
Toronto (Ontario) M7A 1N3
Telephone: (416) 314-0500 or 1-866-330-3395
Fax: (416) 314-0499
Email: pcc@ontario.ca

OR

Visit our website at: www.tcu.gov.on.ca/pepg/audiences/pcc/

The full text of the act and regulations can also be downloaded from the Ontario government E-Laws website at: www.ontario.ca/laws