



IBT COLLEGE POLICIES AND PROCEDURES

At IBT College we are committed to helping our students complete their programs in a timely manner while surrounded by a professional, respectful and inclusive college atmosphere.

In order to achieve this goal and to ensure a productive learning time, it is crucial that all students (domestic and international) and administrative staff adhere to the following Policies and Procedures concerning all aspects of the daily activity of the campus.

Professional Environment

- I. There is no smoking area at the campus.
- II. No food or beverages are to be brought into the computer rooms.
- III. Respect of fellow students and the learning environment must be demonstrated by minimizing noise levels.
- IV. Work areas are to be kept clean and thus, ready for use by others when one has completed their tasks.

Code of Conduct, Ethics and Appearance

I. In keeping with professional standards, IBT College applies the same code of conduct, ethics and appearance as one would find on the job. At IBT College, practices and principles are designed to reflect the work environment as closely as possible. As a result, IBT College considers each student's learning period at the College to be an "**on-the-job training experience**" thus, appearance and behaviour should always be reflective of the professionalism found in the industry.

II. All students are required to behave in a businesslike and professional manner whilst on the premises of IBT College. The College is committed to ensuring that all students are treated in a fair and equitable manner. Students who do not support or share in the goals of the College for themselves or other students may be subject to penalties up to and including expulsion.

- A student who behaves aggressively towards staff and other students will be verbally warned after the first offence.
- Should the offence occur again the student will be immediately suspended.
- At the discretion of the Campus Managing Director and based on the severity of the behaviour and aggressiveness the suspension can be permanent (expulsion) or temporary. Please refer to the "Expulsion Policy" for details about such cases.



- If suspended, in order to be allowed to return to IBT College to complete the program the student will be required to provide a letter of apology with a promissory note advising that the aggressive behaviour will be discontinued.
- III.** All students are required to be clean and dressed in a neat and tidy manner. No extreme dress apparel, extremely short shorts or flip-flops in the summer months. Flight Attendant students should be professionally dressed i.e. business casual, at all times unless otherwise specified by administrative staff.

Academic Progress

- I.** IBT College modules are marked on a scale from 0 (zero) to 100.
- II.** The minimum mark to pass a module is **70**
- III.** A module report will be shown to the students no later than 10 business days after the end of the module. The students are required to sign the module report, acknowledging the mark they were granted. No marked exam is shown to the student along with the module report.
- IV.** Students interested in exam revision must book an appointment with the instructor in hours that do not interfere with their regular school hours.
- V.** Students who failed a module and attended at least 70 of the time of the module will be given the opportunity to take a "**Re-write**" in order obtain a passing mark.
- VI.** The re-write test is different from the final exam and it's marked without factoring in the marks granted for attendance, quizzes or projects during the regular module time.
- VI.** The re-write must be taken no later than 20 business days after the completion of the module and it must be booked on a schedule that does not conflict with the student's regular school hours. Failure to taking a rewrite within the 20-business day limit will result in losing the right to the rewrite. In such cases, in order to obtain a passing mark, the student will need to re-take the module.
- VIII.** In order to pass a module on a re-write, the student must achieve a minimum mark of 70 and the assigned mark for that module in the transcript will appear as 70, regardless of the actual score on the re-written exam.
- IX.** If a student fails a re-write exam, the module must be re-taken. A meeting with the Campus Managing Director will be necessary in order to discuss an action plan for the re-taking of the module.
- X.** At any module completion, no student should have more than two failed modules. Students with three failed modules are not allowed to continue with the program and a meeting with the Campus Managing Director must be booked. The director may choose to invite the instructor(s) to the meeting. Termination, repetition or sustainability of the program will be discussed during the meeting.



XI. Upon reaching 50% of the time of the program, the students will be asked to sign a "Mid Term Report" where the marks of all the modules taken up to that point are shown.

Attendance Procedures

I. Students are expected to arrive on time and remain "on-task" at the college for their entire scheduled hours of study. A student attending less than 50% of the time of a lesson will be marked as absent.

II. Instructors may verify attendance at any time during the shift of study.

III. Students must attend a minimum of **70%** of the time of a module in order to have the right to take the final exam.

A student who exceeds the absences limit described on the table below loses the right to take the final exam **and** the re-write exam of such module. The limit applies both for consecutive or non-consecutive days.

Module Duration	Absences limit
1 week	1 day
2 weeks	3 days
3 weeks	4 days
4 weeks	6 days
6 weeks	9 days

IV. An exam not taken as a result of exceeding the absences limit or due to being absent on the day of the exam will be marked with zero and the mark for the module will be the result of adding up the other accumulative points of the module, such as projects and quizzes.

V. IBT College views illness or personal emergencies as incidental absenteeism; IBT College will not adjust a contractual fee schedule or a course completion date based on incidental absences. A student can choose to submit a doctor's note when incurring on prolonged incidental absenteeism; however, a doctor's note does not delete the absence count on the student's record.

VI. IBT College views and extended absence of three **(3)** or more consecutive days as "Prolonged Absence", even if it is of incidental nature.

- For modules that last **3 weeks** or more a Prolong Absence could be cause for module suspension if coupled with poor academic performance. The student will need to meet with the Campus Managing Director in order to continue with the module.
- For modules that last **2 weeks** a Prolonged Absence will result in immediate module suspension.



- For modules that last **1 week**, two (**2**) absences will result in module suspension either if the absences are consecutive or not.

VII. A Prolonged Absence of five (**5**) consecutive days will be cause for academic suspension, regardless of the academic performance of the student. The student will need to meet with the Campus Managing Director in order to continue with the program.

Program Deferral

If a program deferral results in a program withdrawal or cancellation for any reason, the refunds calculation will be based on the original start date. Study permit refusals are exempted.

Withdrawal

I. Any student who wishes to withdraw from the college must first notify the Admissions Department in order to make them aware of the intended date of withdrawal. Subsequently, the student must forward a letter or email of intent to the College Director confirming this intent. This letter will be retained in the student's administrative file as formal documentation for the agreed upon last date of training.

II. A student who withdraws from the college without a formal notification will be considered absent during the five days following the last day of attendance. At the end of the fifth day the student will be sent a warning letter with a reminder of the possibility of dismissal. After ten business days of absence, the student will be formally expelled from the College, in absentia.

III. In either of the two cases above, the Financial Department will adjust the student's financial record according to the withdrawal date on the written notification or the tenth day of absence.

IV. A student who intends to complete a program after having withdrawn, must submit an appeal letter to the college, to the attention of the Campus Managing Director, explaining the reasons for the withdrawal and the changing factors that guarantee a completion of the program should the re-entry is granted.

Health Insurance

I. It is the responsibility of the student to engage the services of a health insurance company with coverage during the entire academic period.

II. All students must submit a copy of their health insurance contract no later than Friday of their first week of lessons. Failure to do so will result in a temporary suspension that will extend for as long as the document is not submitted. This suspension could result in a failed module and a change on the end date of the program.

Tuition Fees

I. All tuition fees must be paid according to the payment schedule set up by the



College in co-operation with the student.

II. A penalty of **2%** of the scheduled payment will be charged to the student if the payment is made more than 4 calendar days after the due date.

III. A student cannot start a new module if a schedule payment is past due.

IV. All tuition fees must be paid **in full** by the program mid-term. A student whose tuition has not been paid in full by program mid-term will be suspended from the college until the receivable is settled. Such suspension may result in a delay in the completion of the program that could extend to several months.

V. For all NSF Cheques returned by the bank, no matter what the reason, there is a \$25.00 service charge which is payable by the student.

Transfers of Credits

I. Students who intend to transfer IBT College credits to another Educational Institution (i.e. College or University) should verify the course credit transfer policy with the Institution they are planning to attend. If required, IBT College will send a student's Official Transcript of Marks directly to the Registrar's Office of the Institution that the student is planning to attend.

II. Students should make written request for transcripts to the Admissions Department of IBT College, allowing approximately **two weeks** between the time of request and the receipt of transcripts by the Institute to which they are applying.

School Closure

I. IBT College Instructors are not allowed to make unilateral decisions regarding the suspension of classes due to extreme weather conditions. If the Campus Managing Director deems necessary to close the school due to extreme weather conditions, timely information will be posted at IBT College Facebook profile and e-mailed to the student's e-mail address on file.

Co-op Module

I. Upon registration, students can choose to extend their program by adding a Co-op module to their programs. (Flight Attendants excepted)

II. If the duration of the program is between 20 to 28 weeks, the duration of the co-op module is the same as the duration of the program itself. For programs longer than 28 weeks, the duration of the co-op module is the number of weeks necessary to reach a total of 52 weeks.

III. The student is responsible for finding an employer for the co-op module. Upon the student's request, IBT College will offer support and counseling during the process of co-op job search.

IV. Any student's verifiable worked hours count as co-op accrued time provided that



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the student has achieved full completion of the program's academic workload. No working



time performed before the completion of the academic period will be counted against the time of the co-op module.

Issuance of Diplomas or Transcripts

- I. A diploma will be issued to a student who meets the following criteria:
 - All modules included in the program have been marked as passed
 - All tuition and book fees have been paid in full.
 - All Co-op hours have been completed (if applicable)

- II. **One** Diploma will be issued at the time of graduation. If a duplicate Diploma is required due to loss or destruction, an affidavit must be provided to IBT College requesting a replacement copy. A charge of \$50.00 will apply.

- III. **One** transcript will be issued at the time of graduation. Should a replacement transcript be required, there will be a charge of \$25.00.

- IV. Upon receiving notification from the college, the diploma must be picked up by the students themselves. IBT College won't submit a diploma to a third party unless written authorization from the student is received.

Confidentiality of Student Records Policy

- I. IBT College complies with the federal and provincial “privacy of information” laws. A student’s personal information cannot be disclosed to a third party without the student’s written consent, regardless of the relationship between the student and the third party.