



BRAR CAREER TRAINING INSTITUTE - College Policies



The following pages include related College policies prior to enrollment - other policies are contained in the College handbook; available on request.

- Student statement of Rights
- Student Attendance Policy
- Student Grade Appeal Policy
- Dispute Resolution Policy
- Respectful and Fair Treatment of Students Policy
- Sexual Misconduct Policy
- Student Dismissal Policy
- Refund policy

Student Statement of Rights

BRAR Career Training Institute is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution will provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to: <http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

STUDENT ATTENDANCE POLICY

Regular attendance is expected in all courses. Promptness is expected at the beginning of class and after each break.

Program outlines determine required attendance for specific programs.

General Principles

Attendance in classes is necessary and missing classes can affect student learning.

If students are having any issues which may affect their attending class for any reason they should discuss this with the Instructor or the Onsite Administrator.

1. Each instructor will record, monitor and report on the attendance of all students for all of their courses.
2. The clerical staff will keep the students' attendance records.
3. Students will be warned of attendance issues so to resolve the matter.
4. An email will be sent to advise the student of the issue if it continues.

If a student does not maintain an attendance average of at least 80% in general program they may not be permitted to extend the course which they are enrolled in. Program outlines determine required attendance for specific programs.

5. Excusable absences may include: college breaks, medical/ health issues, serious personal issues. Students should discuss the two latter excusable absences as soon as possible with their instructor. A memo should be included in the students file and the matter referred to the SEA if the absence will adversely affect student progress in the program.
6. The program may be extended for the student depending on circumstances. The SEA will review the matter and make a determination based on the situation along with the advice of the Instructor and managing director.

Student Responsibilities

Students are expected to:

1. Report any absence due to illness or other reason to the College's reception desk staff (or leave message) within 2 hours on the first and all subsequent days of absence either by phone or e-mail.
2. Maintain the attendance requirement.
3. Provide a doctor's note to support absences of more than 3 consecutive days.

If unexcused absenteeism is chronic, an 'attendance contract' may be arranged with the student; and if this is breached, relevant sections of the dismissal policy may be followed.

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Note

- A. Some courses must be taken in sequence.
- B. Make-up sessions may need to be completed before the next session starts for some courses.
- C. For some courses make-up assignments and make-up sessions are paid at student's own expense.
- D. Students need to take the initiative and request a make- up session.

COURSE ASSESSMENT + GRADE APPEAL POLICY:

Grades for courses are based on the assessments of student learning and meeting the learning outcomes. The assessments may vary in each course. Assessment criteria are set out in individual program and course outlines. Assessments are based on the learning outcomes of the program/course.

Each course contains formative and summative assessments. Formative determine general progress (for example weekly quizzes) and summative are the assessments used for grading.

Generally, at the College summative grading is based on percentages of each assessment (weighted) leading to a letter Grade reflected the student's transcript:

90-100%	A
75-90%	B
65 – 75%	C
50 – 65%	D
Below 50%	F

Did not complete (i.e. withdraw) DNC

A pass and credit for a course is 65% - "C". Students receiving a D or F will need to do the course again.

For example, a course which has 3 assessments (weighted) may be:

30% - project

30% - paper

40% - final exam.

Some programs have practicum or co-op components – grading for these aspects of any program are contained in specific program / course outlines. Generally, such components receive either a pass/ fail (competent/ not yet competent) based on the learning outcomes.

Grade appeal.

If students receive poor assessments (formative or summative) early in any course they should meet with the instructor and review progress and study habits. The instructor will provide support and direction to the student.

1. Students have a right to appeal final grades. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss the matter with his/her instructor. The instructor will review the grade and, only if warranted, assign a different grade.

2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she can submit a written appeal to the Senior Educational Administrator (Reference: grade appeal form). The basis of an appeal is based on:

- A clerical error has resulted in a miscalculation of the grade
- The grade awarded does not fairly reflect academic performance and/or the stated requirements for the course.

Students have the right to follow the dispute resolution policy for related issues.

Appeals of a grade must be made within 10 business days of the release of the grade.

3. The Senior Educational Administrator will obtain a copy of grade appeal form, the assessments/ assignment (s) in question from the instructor. The SEA may have another qualified instructor conduct a review / re-assessment.

4. If the re-assessment achieves a higher grade, the SEA will consult with both the original instructor and the re-grading instructor to review the reasons for the higher grade assessment. If a higher grade is determined accurate, the higher grade will be assigned to the student.

5. Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

6. The decision on the grade appeal will be provided to students within 30 business days of receipt of the written appeal request.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS – NON-DISCRIMINATION

The College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and policy of non-discrimination.

The core values that guide the College's internal and external interactions with each other and the community are:

- We believe cultural and social diversity is essential to our long-term success
- We strive for fairness in all decisions

While on College premises or in the course of activities, learning or events hosted by College the following activities are prohibited:

- Any degree of bullying, harassment, discrimination.
- Violence, real or perceived.
- Theft, willful damage to student property or College property.
- Any illegal activity.

If under any circumstances, a prohibited activity occurs, and acknowledging that every situation and concern is different, the following steps should be taken:

- 1 The student (s) should contact the on-site administrator or Senior Education Administrator (SEA) verbally and provide written information as soon as possible.
- 2 There will be confidential meeting with the SEA or Director within 4 days.
- 3 Following the meeting with the student (s) or witnesses, the Onsite Administrator or SEA will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- 4 Any necessary inquiries or investigations shall be completed within 15 business days of the initial meeting with the student (s). This timeline can be extended with approval of the Managing Director if the concern is deemed complicated and require additional time.
- 5 The Senior Educational Administrator will prepare a written summary of the concerns, determination and a report of what action (s) are recommended. This summary and report will be reviewed and approved by the managing director. This step should be completed in a timely manner and within 30 days of the initial complaint.
- 6 If urgent (for example violence) , the student should approach any employee of the College who will assess the urgency of the situation and act accordingly (for example, call the police) and, as needed, refer the matter immediately to the onsite administrator or SEA.

Employees can also file a concern on behalf of a student if they witness or become aware of related issues. Every member of the College community has the right to file a complaint of discrimination/harassment

Sexual Misconduct Policy

1. BRAR Career Training Institute is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - A The individual should contact a college administrator or instructor in person, through email, or phone.
 - B The complaint will be filed in writing and include a request for action to the Director; or the SEA in the case of one being absent or having been named in the complaint. The alternate person is the on site administrator.**
 - C Upon receipt of a complaint, the Director or SEA (if appropriate) will conduct an initial review to determine whether the allegations in the complaint fall within the scope of the policy. This review will occur within four business days. The complaint

may be dismissed if it is not within the policy and the student will be advised of the the reasons on writing. Alternatively the complaint will be investigated further.

6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:

A The institution will acknowledge receipt of the complaint within 4 business days

B The complaint will be investigated if it falls within this policy.

C The institution will review the complaint within a reasonable time frame and confirm next steps in writing within 10 business days of receipt of the report.

D The investigation will gather and review all related evidence.

E The investigation will determine what action should be taken. A student making a complaint will be provided with resolution options.

F Except in exceptional circumstances, a response to the complaint will provided in writing within 30 days.

7. The process for making a **Report** of sexual misconduct involving a student is as follows:

A The individual should contact a college administrator or instructor in person, through email, or phone.

B A report will be filed in writing including a request for action to the Director; or the SEA in the case of one being absent or having been named in the report. The alternate person is the on site administrator.**

C Upon receipt of a report, the Director or SEA (if appropriate) will conduct an initial review to determine whether the allegations in the report fall within the scope of the policy. This review will conclude within four calendar days. The report may be dismissed if it is not within the policy and the student will be advised of the the reasons on writing. Alternatively the report will be investigated further.

8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:

A The institution will acknowledge receipt of the report within 4 business days

B The report will be investigated if it falls within this policy.

C The institution will review the report within a reasonable time frame and confirm next steps in writing within 10 business days of receipt of the report.

- D The investigation will gather and review all related evidence.
- E The investigation will determine what action should be taken.
- F Except in exceptional circumstances, a response to the report and recommendations will be provided in writing within 30 days.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
- If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

	Name	email
SEA	Dr. Kristophe Kubinski	brar1600@gmail.com
Managing Director	Jaswinder Brar	brar1600@gmail.com
Alternate On-site administrator or Instructor	Amritpal Brar	brar1600@gmail.com

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

STUDENT DISPUTE RESOLUTION POLICY

1. This policy governs complaints from students respecting the College and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing within 15 days of the alleged dispute / concerns.
3. The student must provide the written complaint to the onsite administrator who is responsible for making an initial determination in respect to the complaint. If the onsite administrator is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
4. The Senior Education Administrator* will review any complaints and consult with the Managing Director** if deemed necessary.
5. The process by which the student complaint will be handled is as follows:

Step one

- a. Within 5 business days of receiving the complaint, the Onsite Administrator or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).
- b. Following the meeting with the student, the Onsite Administrator or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- c. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the student. This timeline can be extended with approval of the Managing Director if the complaint is deemed complicated and requires additional time.
- d. As required, the Onsite Administrator or Senior Educational Administrator will meet with the student and or other persons and do one of the following:
 - Determine that the concern(s) were not substantiated; or
 - Determine that the concern(s) were substantiated, in whole or in part.

Step two

- e. The Senior Educational Administrator will prepare a written summary of the investigation, determination and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the Managing director.

- f. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file.
- g. Written reasons for the determination will be provided to the student within 30 days from the date on which the complaint was made.

6. The student making the complaint may be represented by an agent or a lawyer.

If the student is dissatisfied with the determination, and believes they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]

	Name	email
SEA	Dr. Kristophe Kubinski	brar1600@gmail.com
Managing Director	Jaswinder Brar	brar1600@gmail.com
Alternate On-site administrator or Instructor	Amritpal Brar	brar1600@gmail.com

Student Dismissal Policy

The College expects students to meet and adhere to a code of conduct while completing their program of study both at campus and work experience. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Onsite Administrator.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any programs or activity at the College.

The Code of Conduct

Expectations for Students:

- Attend the College in accordance with the Attendance Policy and course policies.
- Adhere to College policies.
- Treat all students and staff with respect.
- Treat College property and other people’s property with respect.
- Complete all assignments and examinations on the scheduled completion dates.

More serious issues which apply to students :

- Sexual assault or a breach of policies or law.
- Physical assault or other violent acts committed against any student.
- Verbal abuse or threats.
- Vandalism of College property.
- Theft.
- Use of alcohol or illegal drugs on Campus or during College activities (i.e. practicums /field trips etc)
- Any other illegal activity

If substantiated, a serious issue may result in immediate suspension/ investigation /possible dismissal (any illegal activity will be reported to the police):

Consequences are on a case by case basis and may range from academic warning, suspension and/or dismissal. Only the Director is empowered to dismiss a student in accordance with this policy.

Procedure:

- 1) All related concerns regarding student behaviour and conduct shall be directed to the Onsite Administrator in the first instance. Concerns may be brought by staff, students, work experience hosts or the public.
- 2) Within 5 business days the Onsite Administrator or Senior Educational Administrator will arrange to meet with the student to discuss the concern (s).

- 3) Following the meeting with the student, the Onsite Administrator or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
 - 4) Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
 - 5) The Onsite Administrator or Senior Educational Administrator will meet with the student and do one of the following within 15 days:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning, setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the College.
 - 6) The Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the College's complaint file, and the original will be placed in the student's file.
 - 7) If the student is issued a warning or placed on probation, the Senior Educational Administrator or Director and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed on the student's file.
 - 8) If the recommendation is to dismiss the student, the College will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing.
 - 9) If a refund is due to the student, the Onsite Administrator will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
 - 10) If the student owes tuition or other fees to the College, the Onsite Administrator may undertake the collection of the amount owing.
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Refund Policy (approved programs)

See student contracts for “notification only programs”

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid

Circumstances when Refund Payable	Amount of Refund
	for course materials if not provided to the student.

Institution receives a refusal of study permit (applies to international students requiring a study permit):

<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
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After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):

<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>

Student enrolled in a program without having met the admission requirements for the program

<ul style="list-style-type: none"> • If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
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Circumstances when Refund Payable	Amount of Refund
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Institution does not provide a work experience

<ul style="list-style-type: none"> • The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, including application fees
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Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).