



Student Handbook

Table of Contents

Queenly's Mission, Vision, and Values.....	3
Queenly College Policies.....	4
Refund Policy.....	4
Dispute Resolution Policy.....	7
Grade Appeal Policy	8
Respectful and Fair Treatment of Students Policy	9
Student Attendance Policy	11
Student Statement of Rights Policy	12
Dismissal Policy.....	13
Camera Policy	14
Admissions Policy	15
Enrollment Contract Process Policy	17
Records Management Policy	18
Prior Learning Assessment Policy	18
Exam Deferral Policy.....	19
Program Interruption Policy	20
Program Change Policy	21
Graduation Policy	22
Work Experience Policy	23
Student Support.....	25
Emergency Contact Information.....	26
Crisis Line.....	26
Mental Health Support Line.....	26
Accommodations	26
Daily Life Information.....	28

Queenly's Mission, Vision, and Values

Queenly College is driven by community and learning in the community. We thrive on creating a culture of learning that is grounded in culture, society, and community development. Without community, we lose support, guidance, and mentorship. Queenly College takes pride in developing and mentoring communities of learning.

Queenly College is devoted to empowering all students, no matter their ability or disability. We are grounded in understanding the needs of support and accommodations because we are advocates of learning without barriers.

Queenly College values....

- **Diversity:** we do not see differences but rather we see what strengthens a community of learning
- **Community:** to develop and grow members of society/ community
- **Experiential Learning:** Learning through action learning that is hands on in real time
- **Indigenization:** growing the understanding of our land's history through curriculum and community
- **Artificial Intelligence Integration:** growing with technology with an ethical practice

Queenly College Policies

Refund Policy

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before the program start date, the institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> • No later than seven days after the student signed the enrolment contract, and • Before the program start date. 	100% of tuition and all related fees, other than the application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
<ul style="list-style-type: none"> • More than seven days after the student signed the enrolment contract, and • Before the program start date. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> • No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal 	An institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	An institution may retain up to 10% of tuition paid or payable under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
<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. 	An institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	An institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 50% of instruction hours have been provided. 	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> A student does not attend the first 30% of the program. 	An institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of a 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 the application fee.

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before the program start date, the institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> No later than seven days after the student signed the enrolment contract, and Before the program start date. 	100% of tuition and all related fees, other than the application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
	materials, and aircraft utilization fees.
<ul style="list-style-type: none"> • More than seven days after the student signed the enrolment contract, and • Before the program start date. 	An institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies only to approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> • No later than seven days after the program start date 	An institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> • Student has <u>completed</u> no more than 10% of the program 	An institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> • Student has <u>completed</u> no more than 10% but less than 30% of the program 	An institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> • Student has <u>completed</u> more than 30% but less than 50% of the program 	An institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> • Student has <u>completed</u> 50% or more of the program 	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	

Approved Programs – All Delivery Methods	Refund Due
<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
The institution does not provide 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, other than application fees

Refund of Aircraft Utilization Fees
<p>The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:</p> <ul style="list-style-type: none"> Student provides notice of withdrawal Institution provides notice of dismissal Student completes the program Student does not attend any of the first 30% of the hours of instruction of the program

The 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).

Dispute Resolution Policy

Policy

The Queenly College. is committed to ensuring that its learning environment promotes respectful and fair treatment of all students. While at Queenly College. premises or an online environment, or during activities or events hosted by Queenly College. the following activities are prohibited:

The Dispute Resolution Process:

Disclosure

- A disclosure without a complaint will not initiate a process to investigate the incident or engage in any resolution process.

- Students and Employees who make a disclosure will be provided support and accommodated where appropriate.

Formal Complaint

1. The student is responsible for informing the college, but if a resolution is not found then the student will file a complaint in writing with the campus director.
2. A meeting will be scheduled **within 2 days**
3. The campus director conducts an investigation **within 14 days**
4. Discusses results with the student
5. A second meeting is scheduled **within 5 days** if the student is not satisfied.

If the student is still not satisfied with the results, then the student has the right to file a complaint with PTIRU **within 7**

Grade Appeal Policy

Policy

This policy outlines the governing procedures for student appeals of individual marks and final grades. If appealing a final grade, students have the right to appeal when they believe the stated evaluation criteria for the course have not been properly or consistently applied, the evaluation criteria were unclear or were not specified, the grade was assigned on a basis other than the evaluation of the student's required coursework or the final grade was miscalculated. All parties to an appeal have the right to a timely, fair, and equitable process for resolving concerns over grades.

The Grade Appeal Process:

The process by which a student may appeal a grade received in a course at Queenly College is as follows:

1. **Within 3 days**, request to resolve the grade concern with the instructor
2. If the student is dissatisfied with the results of the informal resolution, **within 3 days** of being notified of the results, the student may then follow the steps outlined in the Dispute Resolution Policy.
 - This process begins with a written statement to the Campus Director regarding the nature of the appeal,
 - an appropriate rationale for the appeal,
 - a summary of events that resulted in the appeal
 - as well as the reasons why the mark/grade should be changed

A student may also appeal the grades for the previous four-week period to the Instructor **within 10 days of the interim transcripts** being generated.

- Grades are compared first to the attendance/markings sheet to eliminate input errors.
- If an error is identified, the instructor will immediately change the mark/final grade on the attendance/markings sheet to properly calculate the final grade.
- Within 24 hours to the Administrative Assistant to update the mark/grade.

LETTER GRADES

Letter grades are also used to calculate the student's GPA (Grade Point Average) Letter grade equivalents are:

%	Letter	GPA
90 – 100	A+	4.33
85 – 89	A	4.00
80 – 84	A–	3.67
76 – 79	B+	3.33
72 – 75	B	3.00
68 – 71	B–	2.67
64 – 67	C+	2.33
60 – 63	C	2.00 (2.00 + needed for graduation)
0 – 59	Fail	0.00 (part of

Respectful and Fair Treatment of Students Policy

Policy

The Queenly College. is committed to ensuring that its learning environment promotes respectful and fair treatment of all students. While on Queenly College. premises or an online environment, or during activities or events hosted by Queenly College. the following activities are prohibited:

DISCRIMINATION

Discrimination occurs when a person, or group of people, is treated less favorably than another person or group, based on a person's race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, age, sex, sexual orientation, gender identity or expression, or any other protected classification in accordance with applicable legislation.

HARASSMENT AND BULLYING

Harassment and bullying are repeated, and unreasonable behaviors directed toward a person or group of people that creates a risk to health and safety, and/or creates a toxic environment. Repeated behavior refers to the persistent nature of the behavior and can involve a range of behaviors over time. Unreasonable behavior will be considered to have taken place if a reasonable person, having considered the circumstances, ought to have known that such behavior was unwelcome. A toxic environment refers to behavior that intimidates, humiliates, isolates, victimizes, threatens, and/or discriminates against a student or an employee.

VIOLENCE

Violence is any threatened, attempted, or actual conduct that causes or could cause physical injury. It includes any threatening statement or behavior that gives an individual reasonable cause to believe that s/he may be at risk of injury.

SEXUAL HARASSMENT

The college recognizes and adheres to the provisions of British Columbia's Human Rights Code and is committed to providing a safe and respectful environment free from harassment and discrimination. The College is committed to a zero-tolerance policy for sexual harassment or discrimination in any of the administrative, academic, or work experience environments. For purposes of this policy, members of the College community include students, staff, faculty, visiting faculty, clients, contractors, work experience host site supervisors and employees, and volunteers.

CONFIDENTIALITY AND PRIVACY

To protect the integrity, fairness, and effectiveness of complaint mechanisms and to ensure compliance with the Freedom of Information and Protection of Privacy Act (FIPPA), all participants in an investigation or procedure under this policy must act in accordance with the requirements set out below.

Individuals, including the Complainant and the Respondent, who has obtained information about an identifiable individual through their participation in an informal or formal process must not disclose this information to anybody except their advisors or representatives, or as required by law.

IMPLEMENTATION

The College will ensure that this policy is disseminated to all members of the College community. All new employees will be given an orientation that includes becoming familiar with the content of this policy. Contractors will be required to adhere to this policy as a condition of their contractual arrangement with the College.

REPORTING PROCESS

The Dispute Resolution Process:

Disclosure

- A disclosure without a complaint will not initiate a process to investigate the incident or engage in any resolution process.
- Students and Employees who make a disclosure will be provided support and accommodated where appropriate.

Formal Complaint

- The student is responsible for informing the college, but if a resolution is not found then the student will file a complaint in writing with the campus director.
- A meeting will be scheduled **within 2 days**
- The campus director conducts an investigation **within 14 days**
- Discusses results with the student
- A second meeting is scheduled **within 5 days** if the student is not satisfied.
- If the student is still not satisfied with the results, then the student has the right to file a complaint with PTIRU **within 7 days**.

Queenly College may put interim measures in place to address a report of discrimination, harassment, bullying or violence while matters are under investigation or review by police or RCMP.

DISCIPLINARY MEASURES

These measures are specific to this policy. Any College community member who has been found to have committed acts of discrimination, harassment, bullying or violence is subject to one or more of the following sanctions:

- A verbal or written warning
- An adverse performance evaluation
- If an employee: a demotion, suspension, or dismissal
- If a student or other member of the College community: be subject to a temporary or permanent suspension from participation in any or all of the College's academic programs
- Other such disciplines, as appropriate in the circumstances, include the gravity and seriousness of the found behaviour and its impact on the Complainant and/or on the environment of the College's academic programs up to and including expulsion from the program or the College or dismissal from employment.

APPEAL PROCESS

The decision of the Campus Director or designate is final. If an individual wishes to appeal the decision, then the Dispute Resolution Policy may be initiated by the individual with the timelines given.

Student Attendance Policy

Policy

Students are expected to attend all program classes that they are enrolled in unless they have a valid explanation for their absence. The College may require a doctor's note from students who cite illness. Instructors and the College have the right to bar students from writing the final examination of a course if students have missed 20% or more of the course. Satisfactory attendance is required and is therefore taken into consideration when calculating the student's final mark for the program of instruction.

Procedure:

1. Hourly attendance records are kept for each course in a program of instruction.
2. Three late arrivals or early departures will be the equivalent of one absence. Absence, late arrival, and/or early departure will count against their total attendance requirement.
3. If the student is absent for the first two courses of the program, they may be removed from the class list and will have to reschedule the course.
4. Attendance is recorded from the first day of the program, not the first day of a student's attendance. If for any reason a student begins the course late, any and all classes he or she has missed will be considered absences.
5. When unable to attend, the student must contact the College before the program class start time and leave a message for the instructor. It is the student's decision and responsibility if he/she decides to miss any class time and they are required to discuss it in advance with their instructor. It is also the student's responsibility to maintain constant progress in the program.

6. When students are unable to attend a program course, they must demonstrate that there have been unanticipated and extenuating circumstances that prevented their attendance. These circumstances generally involve illnesses, personal emergencies, and death in their immediate family. Absences based on illness must be accompanied by a doctor's note without exception.
7. All absences are recorded, regardless of the reason. Students who miss over 20% of the course, even due to illness, may be barred from sitting the final exam.
8. If a student continues to demonstrate poor attendance after receiving a written warning from the College, the student will be put on probation, possibly leading to dismissal, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Leave of Absence

1. If a student is going to be absent for more than three consecutive days due to such extenuating circumstances as a family emergency or serious illness, they must immediately notify the Student Services Coordinator.
2. The Campus Director will review each request and decisions will be made on a case-by-case basis. The student, upon returning to studies, is responsible for fulfilling all of the program requirements before receiving a certificate/diploma. The College cannot guarantee that the course a student needs to complete their program
3. will be available directly upon the student's return to study.

College Program Breaks

- Queenly College recognizes a two-week Winter Holiday Break during the month of December. Should students require program breaks at any time in their program, they are required to fill out a Status Change/Contract Amendment Form which is available from Student Services. The fee for the first request will be waived; however, any subsequent requests will have an administrative fee applied.

Postponements

- Students may postpone their program only once. The College's refund policy will be applied and enforced if students are withdrawn due to multiple postponements.

Student Statement of Rights Policy

[Queenly College](#) is certified with the [Private Training Institutions Regulatory Unit](#) (PTIRU) 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.

1. You have the right to be treated **fairly** and **respectfully** by the institution.
2. 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 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 PTIRU or does not require approval.

3. Make sure you read the contract before signing. The institution must provide you with a signed copy.
4. You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.
5. You have the right to make a **claim** to PTIRU 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 PTIRU and how to be an informed student, go to:
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

Dismissal Policy

Policy

Queenly College may dismiss a student from a program or course on any of the following grounds:

- Non-attendance for more than two weeks
- Unprofessional misconduct in program courses, in practicum, among staff, and among students.
- Cheating and plagiarism
- Non-payment of tuition

The process by which a student may be dismissed from a program is as follows:

1. If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent.
 - a. The decision of dismissal may take place as a probation or suspension before a dismissal is decided.
2. If a student wishes to withdraw from study,
 - a. they must either meet with the Campus Director (or designee), OR
 - b. submit a letter of withdrawal delivered personally or by email or registered mail to the Campus Director stating the reason for withdrawal and withdrawal date. The student's administrative file will retain a copy of the letter. The student may implement the College's tuition refund policy.
3. If the student disagrees with the dismissal decision, they may implement the Dispute Resolution Policy process.

The Dispute Resolution Process:

Disclosure

- A disclosure without a complaint will not initiate a process to investigate the incident or engage in any resolution process.
- Students and Employees who make a disclosure will be provided support and accommodated where appropriate.

Formal Complaint

- The student is responsible for informing the college, but if a resolution is not found then the student will file a complaint in writing with the campus director.
- A meeting will be scheduled **within 2 days**
- The campus director conducts an investigation **within 14 days**
- Discusses results with the student
- A second meeting is scheduled **within 5 days** if the student is not satisfied.
- If the student is still not satisfied with the results, then the student has the right to file a complaint with PTIRU **within 7 days**.

Camera Policy

Policy

Queenly College requires the students to be on camera under the following circumstances and requires the following rules to be implemented. It is the student's responsibility to select and secure their own virtual study space that has good internet connection, is away from family/friends, and has minimal distractions.

Why have cameras on?

It is mandatory that students keep their cameras on during the lecture as this assists the instructor to gauge student engagement, interact with the class, judge their own effectiveness, and it is generally an unnatural process to passionately engage with a blank screen. In addition, being able to see the students improves general participation and allows the instructor to see if students are expressing fatigue - a regular occurrence for any classroom situation. With the camera on, the students tend to focus on the screen and are not distracted by other activities. Finally, this is the primary source in the virtual classroom for the students' *Participation Assessment* as part of their final program grade.

Rules pertaining to cameras for online training:

1. Cameras must be on while attendance is taken.
2. Students provide a verbal acknowledgement of attendance on camera.
3. Cameras are to be switched on during all lectures, readings, group discussions, course tests, quizzes, and examinations. The instructor may check with the student (via camera) on their surrounding environment to ensure no books, aides, or people are evident during exams.
4. During breakout sessions with fellow students, cameras must be turned on for the duration of the breakout room period.
5. When a student is asked a direct question by the instructor, the student is to have their camera on to answer the question.
6. To ensure student environment privacy, the student can elect to engage a virtual background.
7. Should there be no camera response from a student during attendance, the student will be marked absent. The same will apply on a second roll call if so desired by the instructor, and if the student is still non-responsive, they will be marked as absent.
 - A student will be marked as absent if they do not respond to a question from the instructor during the lecture, where the instructor will verify by repeating the question or calling the person's name. Should a student require to leave the lecture, the student is to notify the instructor using the text area/chat box.
 - During examinations, the instructor will not respond to student questions placed in the text area/chat box.

Exceptions to the rules - all of which require prior notification at the beginning or, preferably, before the class starts:

1. The student does not have sufficient internet bandwidth.
2. The student is ill but would like to attend off-camera.
3. The student has another valid reason that has been discussed with the instructor at the start of the program (such as anxiety, fear of cyberbullying, visual sensitivity/illness, etc.)

Admissions Policy

Policy

Queenly College is committed to enrolling students who meet all the admission criteria of their respective programs and exhibit the potential to 'Excel' in reaching their educational and career objectives.

English Language Proficiency Assessment Policy

English is the language of instruction for all certificate and diploma programs at Queenly. If a prospective student's native language is not English, they must demonstrate English language proficiency through the assessment criteria of his or her chosen program:

For all programs:

Grade 12 or Mature Student Status (19 years of age or more). Students will need to submit proof of English Language Proficiency by any one of the following options:

Prior to acceptance applicants must meet at least one of the following language proficiency requirements:

1. *Completion of grades 9-11, including English 11 with a grade of 'C' or higher from a country where English is one of the principal languages, or*
2. *Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of instruction, or*
3. *Provide verified results for one of the English language proficiency tests listed below.*

English Language Assessment/ Test	Minimum Score/ Level
<i>IELTS</i>	<i>5.5 overall</i>
<i>Cambridge English Scale</i>	<i>B2 First: Minimum overall score of 162 C1 Advanced: Minimum overall score of 169</i>
<i>Cambridge English: C1 Advanced</i>	<i>Grade C</i>
<i>Cambridge Linguaskill</i>	<i>B2 overall</i>
<i>Lanugacert Academic</i>	<i>B2 overall</i>
<i>CELPiP</i>	<i>Listening 6, Speaking 6,</i>

	<i>Reading 5, Writing 5</i>
<i>TOEFL IBT</i>	<i>46</i>
<i>Pearson Test of English (PTE)</i>	<i>46</i>
<i>CAEL</i>	<i>40</i>
<i>Duolingo English test</i>	<i>95 or higher</i>
<i>The Michigan English Test</i>	<i>B2 overall</i>
<i>ITEP Academic</i>	<i>3.5 overall</i>
<i>EIKEN</i>	<i>Grade pre-1</i>

Admissions:

Queenly College is committed to enrolling students who meet specific program admission criteria, including all academic standards and course requirements. The College is dedicated to helping students succeed in achieving their education and career goals.

1. The Admissions Representative will meet with the prospective student to discuss the program of interest and financial responsibilities with respect to tuition and fees (and, in the case of international students, their housing and living requirements during their studies). Interviews are to be conducted in person or through a virtual meeting. In addition to program and prerequisite information, students are provided with:
 - Information on the earning potential of graduates from the chosen field of study (evidenced by current job postings, experience of recent graduates, and government statistics)
 - Locally available scholarships, grants, and bursaries
 - Student loan information (domestic students) – pertaining to application, utilization of funds, and repayment – all focused on the contractual obligations of the loan
2. Once a prospective student has decided on a program of study, the Admissions Representative will review the admission criteria with the student and gather all pertinent and required documentation evidencing the student has met all admission requirements. A copy of each document will be placed on the student's file.
3. For domestic students, the admissions representative will review the student loan process again if the student intends to apply to SABC. For international students coming directly to the college (without an agent), the admissions representative will review the study permit process and expectations, including the issuance of a Letter of Acceptance. Queenly's refund policy will also be discussed.
4. Once it is established the student has met all admission criteria, the Registrar will:
 - a. prepare and review the enrolment contract, along with all relevant policies, with the student. Students under the age of majority must have a parent or legal guardian in attendance for this review.
 - b. discuss financial arrangements for payment of tuition and other fees.
5. Once the student and a representative of the College have signed the enrolment contract, the student will receive the following:

- a. A fully signed copy of the enrollment contract.
 - b. Copies of the following policies, as outlined in the student handbook:
 - i. Tuition Refund Policy
 - ii. Dispute Resolution Policy
 - iii. Grade Appeal Policy
 - iv. Dismissal Policy
 - v. Attendance Policy
 - vi. Work Experience/Co-Op Policy (if applicable)
 - vii. Respectful and Fair Treatment Policy
 - viii. Statement of Student Rights
6. Where necessary, for both international and domestic students, electronic signatures will be accepted using one of the following:
- a. Adobe
 - b. DocuSign
 - c. Panda Docs

Enrollment Contract Process Policy

Policy

Queenly College is an interim-designated institution registered with the Private Career Training Institutions Branch (PTIRU).

When a student enrolls in our institution, we must ensure all steps in the administration of the enrollment contract are adhered to and meet compliance standards.

On completion of the enrollment process:

Students will be given a copy of the following documentation:

- ☐ Fully executed Enrollment Contract
- ☐ Program Outline (in the EC)
- ☐ Reviewed and Signed Policies
 - Dispute Resolution
 - Dismissal
 - Grade Appeal
 - Attendance
 - Respectful and Fair Treatment
 - Student Statement of Rights
- ☐ Receipt of full payment and or copy of the payment plan contract

Records Management Policy

Policy

Queenly College is committed to maintaining records in accordance with generally accepted recordkeeping principles and PTIRU regulations. This document describes what student records should include and the “cradle to grave” procedures for each type of record.

These regulations dictate the type of records and procedures:

- Student Administration and financial records
- Student education file
- Storage of active records
- Storage of inactive records
- Long term archiving

Prior Learning Assessment Policy

Policy

Queenly College offers prospective students the opportunity to be credited with prior learning for a course or courses within a program of study, subject to the ability of the prospective student to provide sufficient evidence of their competency level in the course area in which they are applying for prior learning credits.

Procedures:

1. All requests for prior learning consideration must be made in writing by email to the Senior Education Administrator or Campus Director prior to enrolment into the program. Requests received after the program has started, will be considered at the discretion of the Senior Education Administrator or Campus Director.
2. Any Student applying for a prior learning credit must attend an interview with the Senior Education Administrator or Campus Director prior to enrolling in a program of study. During that interview, the Student must either agree to challenge the final assessment/exam for that program or provide the Senior Education Administrator or Campus Director with:
 - a. a copy of a transcript of marks which demonstrates the student has achieved no less than 60% in a course equivalent to the one being assessed for prior learning credits, together with a copy of the course outline. OR
 - b. provide a portfolio demonstrating that the skills and knowledge required in a specific course has been attained by the student. Students may also be asked to demonstrate a particular skill in order for the Senior Education Administrator or Campus Administrator to confirm portfolio information and to determine the student’s level of competency.
3. Upon completion of the Student’s interview and/or completion of the challenge assessment/exam, the Senior Education Administrator or Campus Director will provide the student with their determination as to whether or not a prior learning credit will be given.

4. Students may not apply for, or receive, prior learning credits for more than 50% of the content of the program of study.
5. Tuition costs may be adjusted by the Senior Education Administrator or Campus Administrator to reflect prior learning credits.
6. A fee of \$50 will be charged for assessing prior learning.

Exam Deferral Policy

Policy

Queenly College is accredited with the Private Career Training Institutions Agency. When a student enrolls in our institution, we must ensure students adhere to our attendance and program requirements.

If there is a need for an exam deferral there are only two reasons accepted:

1. International students traveling from offshore (home country) to onshore (BC) residency. You must provide evidence of travel.
 - Travel documents accepted: e-ticket or receipt of payment for flights
 - Notice is given to Student Services 48hrs before departure
 - Notice is given to the instructor 48 hours before departure
 - Deferral to be given: to write the exam within 48 hours of arrival and written on campus
2. Medical, where a student cannot be present in class to write an exam due to a health reason.
 - Student must provide a doctor's note with the date, doctor's address and doctor's signature stating why the student cannot write the exam and show the date of return.
 - Notice is given to Student Services
 - Notice is given to the instructor
 - Deferral to be given: to write the exam within 48 hours of Doctor's note and written on campus

Queenly College will work with you to help you successfully complete your program of study. If you have any concerns about your attendance, workload, or completion status, please do not hesitate to discuss your concerns with us.

Program Interruption Policy

Policy

The purpose of this policy is to provide guidelines for students who need to temporarily interrupt their studies due to various circumstances, ensuring a clear process for re-entry and continuity of education. This policy applies to all enrolled students at Queenly College who are applying to interrupt their program of study.

Definition

- **Program Interruption:** A temporary break in a student's academic program, with the intention to resume studies at a later date. This break cannot exceed 150 days for international students.

Eligibility for Program Interruption

Students may apply for a program interruption under the following circumstances, supported by documentation:

- Medical reasons
- Personal or family emergencies

Process

1. **Consultation:** The student must submit a written request to the Student Services department
2. **Application Submission:** The student must complete a Program Interruption Form and submit it to Student Services department, along with supporting documentation.
3. **Approval Process:** The request will be reviewed by the Campus Director. Approval or denial will be communicated to the student within 7 working days.

Duration of Interruption

- The maximum duration for a program interruption is 150 days.

Conditions and Responsibilities

- Students must settle any outstanding fees or obligations before the interruption is approved.
- During the interruption, students are not entitled to access college facilities or resources including the LMS available to actively enrolled students.
- International students are not allowed to work while on a program interruption.
- Students are responsible for understanding the implications of an interruption on their academic progress, immigration status and other related matters.

Return to Study

- Students must be compliant with the date of return listed on the program interruption form.

- Should an international student's visa expire prior to the program completion date, they must apply for an extension and provide a submission confirmation to the College during their first week back to studies.
- Queenly College cannot guarantee the extension approval as the process is conducted by Immigration, Refugees and Citizenship Canada (IRCC).

Consequences of Non-compliance

- Failure to return within the approved period without an extension may result in an automatic withdrawal from the program.
- Students who do not return to study or successfully complete all components of program completion understand that they will not receive a credential and/or may be dismissed from the College.

Contact Information

For more information or assistance with the program interruption process, students should contact:

- Student Services Office
- Campus Director

Program Change Policy

Policy

The purpose of this policy is to provide a structured and transparent process for students wishing to change their program of study. This policy ensures that all program changes are handled consistently and in a manner that supports the academic success and goals of students. Queenly College is committed to supporting students in their academic endeavors and ensuring that program changes are made in the best interest of the student's academic progress and career goals.

Scope: This policy applies to all enrolled students at Queenly College who wish to change their program of study.

Process:

1. **Application**
 - Students must complete the Program Change Request Form, available from the Student Services Office or students can submit a written request to Student Services to change their program. The advisor will provide a program change form for the student to fill out.
2. **Approval Process:**
 - The Student Services Office will review the request for completeness.
 - The request will be forwarded to the Campus Director
 - Final approval will be granted by the Campus Director.
3. **Notification:**

- Students will be notified of the decision within 7 days after submitting the request.
- If approved, students will be notified of the details of the new program.
- 4. **Transition:**
 - Students must sign a new enrollment contract prior to the start of the new program.
 - Student must review the new program outline
 - Student must review the new program schedule of courses
 - Student must review the new program tuition payments

For more information or assistance with the program change process, students should contact:

- Student Services Office
- Campus Director

Graduation Policy

Policy

For a student to be eligible for graduation from their program and receive a diploma and transcript, all requirements must be met:

1. Students must achieve the minimum final mark required in each module of their program. Their minimum final program mark as listed on the program outline must also be met, which includes an average of module marks along with a percentage of their mark on attendance, professionalism, and conduct.
2. Students are required to maintain acceptable attendance. Attendance requirements are clearly outlined in this handbook.
3. Students are required to successfully complete a practicum component. Successful completion of practical training and/or a practicum component requires an acceptable attendance rate, good punctuality, demonstration of excellent conduct and professionalism, and a positive evaluation.
4. Students are required to have demonstrated excellent Conduct and Professionalism throughout their program and practicum component.
5. Students are required to honour their financial responsibilities. All fees as outlined in their enrollment contract with the college must be paid in full, on or before graduation day to be awarded their diploma and transcript.

If a student does not meet all requirements of graduation, they are not issued a diploma of graduation or a transcript.

*Transcripts will be issued to students within 30 days from the completion of the course.

Checklist for graduation requirements:

All course work successfully completed



All marks are on file	<input type="checkbox"/>
If applicable, work experience placement successfully completed	<input type="checkbox"/>
All fees and tuition under Enrollment Contract paid	<input type="checkbox"/>
All borrowed items have been returned	<input type="checkbox"/>
All fines or late fees paid	<input type="checkbox"/>
Updated contact information is on file	<input type="checkbox"/>
Transcript has been prepared and signed	<input type="checkbox"/>
Credential has been prepared and signed	<input type="checkbox"/>
Attendance has been printed and placed on the student file	<input type="checkbox"/>
Copies of Transcript and Credential placed on student file	<input type="checkbox"/>
Copy of Contract, Transcript and Credential sent to long term storage provider	<input type="checkbox"/>
Hard file placed in inactive storage	<input type="checkbox"/>

Work Experience Policy

Policy

Queenly College refers to the practicum placement as the Work Experience Program (WEP). Queenly College provides work experience to students who have satisfactorily met the requirements for work experience placement. The work experience is provided at no additional cost, in appropriate facilities, and within a reasonable distance from the institution. It is supervised by both the instructor and an appropriately qualified individual from the host employer. The work experience is clearly integrated with program learning outcomes. Although students may participate in the search for a placement, it is Queenly College's responsibility to provide the student with their work experience placement. Student attendance is mandatory and will be recorded. Together with other work experience documents, a copy of the evaluation and attendance record is kept in the student's record.

The work experience is an integral part of the program and will allow the student to develop and practice the skills needed for success in their future careers. The duration of work experience is indicated in each program outline.

Procedure:

1. The College provides work experience orientation to the new students within the first week of their program.
2. Before placement, the College ensures the students successfully complete the mandatory academic requirements required for the practicum.

3. The College starts to work with the students two months prior to their WEP start date and will continue to follow up with the students until the completion of the practicum:

- The students will review and complete the Queenly College WEP Policy, which includes students' information, and the work experience terms and conditions.
- When a potential practicum host is identified by the College, the College contacts the proposed host to assess the suitability and commitment of the WEP host for an optimal learning environment.
- If the host is approved to accept students, the College contacts the students and arranges an interview if needed.
- The "Host-Student-College Agreement" is signed by the student, the Host, and the College. The agreement lists the program-related activities that the student will undertake, as well as the respective responsibilities of the Host, the College, and the student.
 - Demonstrate positive and respectful communication practices and attitudes in guiding children's behavior.
 - Be able to integrate assistive technology into the learning patterns of special learners.
 - Be able to implement strategies to enhance learning among children with ASD.
 - Demonstrate responsible use of applied behavior analysis techniques.
 - Demonstrate professional communication and teamwork.
- The students start the practicum.
- During the placement, the College maintains contact with the host and the student, monitoring the student's attendance and ensuring that the learning objectives of the program are met. Monitoring of the student will be each week of the practicum, however in week 2 and week 4, both the student and host will be part of the evaluation discussion.
- During the midway point of the placement, the College conducts a midway evaluation via site visit, email, or phone call and/or completes the Midway Evaluation Report.
- Upon the completion of the practicum, a Joint Evaluation is completed by both the host and the student.
- A copy of attendance records is required to be completed and confirmed by the host.

For students completing the program through distance delivery:

- Same procedure as regular in-class students, but communication mainly via email, video meetings, and phone calls, to manage placement, monitoring, and evaluating of the work experience. The method of evaluation is indicated in the relevant form.
- If hosts are situated outside the lower mainland area, before placement, the program training activities are discussed and confirmed by the hosts to ensure the students will be provided the appropriate work experience that is relevant to their program learning objectives. Email, phone calls, and/or video meetings are adapted to manage placement and monitoring of the work experience.

Requirements for work experience participation:

- Students must have successfully completed the required theoretical portion of their program, relevant to the practicum training plan, with a minimum grade of 60% academically and 80% attendance for each course.
- Students are required to have all applicable immigration authorizations prior to starting their work experience. A copy of this documentation is required to be in the student's file.
- Students must satisfy all financial obligations to the College.
- Students will submit all necessary work experience-related documents, if applicable, by the due date given. A checklist of Work Experience Required Documentation will be contained in the Host-Student-College agreement.

To participate in work experience which is required for the program graduation, the student agrees to the following guidelines:

- I will attend the training place on an unpaid basis to complete the 150 hours outlined by the host.
- I consider and am responsible for transportation, location, travel time, costs, and type of business.
- I will maintain a record of tasks completed during the work experience placement and will immediately report any concerns to the college.
- I acknowledge that I shall, under no circumstances, disclose any host information or its client's information to a third party.
- I also understand to forward the work experience paperwork including but not limited to Evaluations and Timesheets to the college upon completion of my placement term.

If a student declines a work experience placement the student must indicate their decision in writing to the campus director and sign this letter acknowledging their refusal prior to the scheduled start date of the work experience. This will be placed in the student's administrative file. Students who do not choose to attend the work experience portion of their program will not be eligible to receive their diploma and/or certificate; instead, only a copy of their transcript of marks with the work experience indicated as 'incomplete' will be issued.

Dispute:

- At the advent of the problem, the student must take a proactive approach and discuss the conflict with their Host. If the student is not able to resolve the issue, they must then contact the College at their earliest opportunity. All disputes must be filed according to the Dispute Resolution Policy found in the Student Handbook.

Grading:

- The WEP is graded on a Pass/Fail basis. The grade will be determined by the WEP Jointed Evaluation, timesheets, and (or) Midway Evaluation.

Student Support

Emergency Contact Information

Call 9-1-1 if you are in an emergency. This number will direct you to the police, ambulance, or nonemergency line.

Crisis Line

Call 1 800 784 2433 or dial 9-8-8 if you are experiencing feelings of distress or despair, including thoughts of suicide.

Mental Health Support Line

Queenly College is dedicated to ensuring students have access to essential healthcare, safety, and mental health support. Below is a list of recommended healthcare providers, walk-in clinics, hospitals, and other support services available near 120th Street in Surrey, British Columbia.

1. Hospitals & Emergency Services

For urgent medical care or emergencies, students can visit the nearest hospital or call 911 for immediate assistance.

- **Surrey Memorial Hospital**
 - Address: 13750 96 Avenue, Surrey, BC V3V 1Z2
 - Phone: (604) 581-2211 [CityMed+1CityMed+1](#)
 - Website: www.fraserhealth.ca/Service-Directory/Locations/Surrey/surrey-memorial-hospital

2. Mental Health & Counseling Services

Queenly College encourages students to prioritize their mental well-being. Below are mental health support services available:

- **Surrey Mental Health and Substance Use Urgent Care Response Centre**
 - Address: 13750 96 Avenue, Surrey, BC V3V 1Z2
 - Phone: (604) 953-6200 [CityMed+2Home+2CityMed+2](#)
 - Website: www.fraserhealth.ca/Service-Directory/Service-at-Location/9/5/surrey-mental-health-and-substance-use-urgent-care-response-centre
find.healthlinkbc.ca+2Home+2Home+2
- **Here2Talk**
 - Provides free, 24/7 mental health support for BC post-secondary students.
 - Phone: 1-877-857-3397
 - Website: here2talk.ca
- **310 6789** (no area code needed)

These resources are provided to ensure students have access to the necessary health and mental health services during their time at Queenly College.

Accommodations

Queenly College is committed to assisting international students in finding suitable housing options near 120th Street in Surrey, British Columbia. Below is a list of recommended rental accommodations and student housing options in the vicinity:

1. Apartment Complexes

- **Salus at 6688 120 Street**
 - Located conveniently near 120th Street, Salus offers 2-bedroom, 2-bathroom apartments with modern amenities. [Rentals.ca+1Liv Rent+1](#)
 - Address: 6688 120 Street, Surrey, BC V3W 1T8 [Zillow+2Apartments+2Liv Rent+2](#)
 - Website: [Salus ApartmentsLiv Rent+3Rentals.ca+3Rentals.ca+3](#)

- **Winsome Place Apartments**
 - Offers 1 to 2-bedroom units ranging from 800 to 838 square feet, providing comfortable living spaces for students. [Zumper - Apartments for Rent & Houses+1Zillow+1](#)
 - Address: 7760 120 Street, Surrey, BC V3W 1L1 [Zumper - Apartments for Rent & Houses+1Rentals.ca+1](#)
 - Website: [Winsome Place ApartmentsZumper - Apartments for Rent & Houses+1Zumper - Apartments for Rent & Houses+1](#)

- **6628 120 Street Apartments**
 - Features well-maintained units in a convenient location bordering Surrey and Delta, suitable for student living. [Zumper - Apartments for Rent & Houses](#)
 - Address: 6628 120 Street, Surrey, BC V3W 1T7 [Zillow](#)
 - Website: [6628 120 Street ApartmentsZumper - Apartments for Rent & Houses+1Zumper - Apartments for Rent & Houses+1](#)

2. Online Rental Platforms

- **Apartments.com**
 - Provides a comprehensive listing of student apartments for rent in Surrey, including options near 120th Street. [Liv Rent](#)
 - Website: [Surrey Student ApartmentsApartments+3Apartments+3Rentals.ca+3](#)
- **Zillow**
 - Offers listings of apartments for rent with utilities included in Surrey, which can be beneficial for budgeting. [Zillow](#)
 - Website: [Surrey Apartments with Utilities IncludedZillow](#)
- **Rentals.ca**
 - Features various rental listings in Surrey, including apartments, condos, and houses suitable for students.
 - Website: [Surrey RentalsRentals.ca+2Rentals.ca+2Rentals.ca+2](#)

3. Student Housing Services

- **University Living**
 - Assists students in finding and comparing student accommodations in Surrey, offering options like private apartments and shared housing. [University Living+1uhomes+1](#)
 - Website: [University Living - SurreyUniversity Living+1uhomes+1](#)
- **uhomes.com**

- Provides listings of student housing in Surrey, including private apartments and shared accommodations tailored for students. [Apartments+4uhomes+4Apartments+4](#)
- Website: [uhomes.com - Surreyuhomes](#)

4. Community Resources

- **Facebook Group: Rentals in Surrey, British Columbia**
 - A community group where members post available rentals in Surrey, which can be a valuable resource for finding accommodations. [Log in or sign up to view](#)
 - Website: [Rentals in Surrey Facebook Group](#) [Log in or sign up to view](#)

Please note that Queenly College does not directly endorse any specific accommodation but provides these resources to assist students in their housing search. It's recommended to contact the property managers or landlords directly for the most current availability and to arrange viewings. Additionally, consider factors such as proximity to campus, public transportation options, and personal budget when selecting housing

Daily Life Information

Queenly College provides students with essential resources to navigate daily life efficiently. Below are guides and services related to transportation, childcare, and financial literacy.

1. Transportation Guide

Students can access public transportation services in Surrey and the surrounding areas through TransLink, which operates buses, SkyTrain, and SeaBus services.

- **TransLink (Metro Vancouver Public Transit)**
 - Website: [www.translink.ca](#)
 - Trip Planner: Plan Your Trip
 - Compass Card (Student Discounts Available): [Compass Card Info](#)
 - Contact: 604-953-3333

2. Childcare Resources

For students with children, several licensed childcare providers and support services are available near Queenly College.

- **YMCA Child Care (Multiple Locations)**
 - Offers daycare and after-school programs.
 - Website: YMCA Child Care
- **Surrey Child Care Resource & Referral (CCRR)**

- Helps families find licensed childcare services in Surrey.
- Website: [CCRR Surrey](#)
- Contact: 604-572-8032
- **City of Surrey Licensed Childcare Programs**
 - Provides access to affordable and government-licensed childcare options.
 - Website: Licensed Childcare

3. Financial Literacy Workshops

Queenly College collaborates with financial experts to offer workshops on budgeting, banking, credit management, and financial planning for students.

- **Financial Literacy Workshops at Queenly College**
 - Topics: Budgeting, student banking, financial planning, credit & debt management.
 - Conducted in partnership with local financial advisors and banking institutions.
 - Dates and registration details available through the Student Services Office.
- **Government of Canada Financial Literacy Resources**
 - Free online guides and budgeting tools for students.
 - Website: Financial Literacy Hub
- **Credit Counselling Society**
 - Free workshops on managing student debt and improving financial wellness.
 - Website: www.nomoredebts.org
 - Contact: 1-888-527-8999

These resources ensure that students have access to affordable transportation, reliable childcare services, and financial education to help them successfully manage their daily lives while studying at Queenly College.