

Fee information for semester programs

Fees listed below are those established for the 2010–11 academic year and are subject to change. The fees below apply to offerings at the Prince George campus, and may differ for other campuses.

For international student fees, please see page 175.

Program	Tuition (per course) (standard lecture –45 hours)	Lab fees (if applicable) (standard lab –45 hours)	Registration fee (per term)	Technology fees (per course)	Students' Union fees
Applied Business Technology	\$237.76	\$116.50	\$15	\$5.20	see below
Business Administration	\$237.76	\$116.50	\$15	\$5.20	see below
Computer Information Systems	\$237.76	\$116.50	\$15	\$5.20	see below
Computer/Network Electronics Technician	\$237.76	\$116.50	\$15	\$5.20	see below
Dental Assisting	\$237.76	\$116.50	\$15	\$5.20	see below
Dental Hygiene	\$237.76	\$116.50	\$15	\$5.20	see below
Fine Arts	\$237.76	\$116.50	\$15	\$5.20	see below
Natural Resources and Environmental Technology	\$237.76	\$116.50	\$15	\$5.20	see below
Social Service Training	\$237.76	\$116.50	\$15	\$5.20	see below
University Credit	\$237.76	\$116.50	\$15	\$520	see below

All fees are payable at the time of registration. Fees are charged by course based on lecture plus lab contact hours. For programs not listed above, check the next page or contact your local CNC campus.

Students' Union fees

- The following Students' Union fees are charged to students (may not apply to all campuses):
 - Union Building Fund Fee—\$6.60 per semester
 - Canadian Federation of Students Fees—\$2.01 per course or month (\$8.04 maximum)
 - Daycare Fee—\$2.50 per semester or term
 - Newspaper Fee —\$3.27 per semester or term
 - Students' Union—\$8.16 per month or \$9.80 per course (\$39.20 per semester maximum)
 - U-Pass — \$12 per month (\$48 per semester)

Note: Courses not offered in standard format will have their fees pro-rated.

Fee information for vocational and other programs

Fees listed below are those established for the 2010–11 academic year and are subject to change. The fees below apply to offerings at the Prince George campus, and may differ for other campuses.

Program	Tuition	Materials fee	Registration fee	Tech fees	Students' Union fees	Total
Applied Business Technology	\$3,281.10	—	\$30	\$52	\$119.22 (+ \$96 U-Pass)	\$3,579.32
Courses at Centre for Student Success	\$207.80 per course	—	\$15 per semester	\$5.20 per course	—	\$228.00
College and Career Prep	No tuition fee	—	\$15 per semester	\$5.20 per course	Variable (see below)	Variable
Early Childhood Education	\$2,858.04	—	\$30	\$52 (max.)	\$113.28	\$3,155.26
ESL (6-month program)	Variable (per course)	—	\$15 (per semester)	\$5 per course	\$11.81 per course	
Foundation-Level trades (5-month programs)	\$1,551.06	\$212.16	\$15	\$52	\$63.22 (+ \$60 U-Pass)	\$2,153.44 (includes \$200 refundable tool deposit)
Foundation-Level trades (7-month programs)	\$1,624.92	\$212.16	\$15	\$52	\$63.22 (+ \$60 U-Pass)	\$2,227.30 (includes \$200 refundable tool deposit)
Foundation-Level trades (30-week programs)	\$2,215.18	\$318.24	\$15	\$52	\$83.56 (+ \$84 U-Pass)	\$2,968.61 (includes \$200 refundable tool deposit)
Health Care Assistant	\$2,952.80	—	\$15	\$26	\$59.61 (+ \$108 U-Pass)	\$3,161.41
Medical Laboratory Technology, Year 1	\$8,456.73	\$150	\$60	\$88.40	\$214.82 (+ \$156 U-Pass)	\$9,125.95
Medical Laboratory Technology, Year 2	\$7,303.62	—	\$15	\$26	—	\$7,344.63
Power Engineering	\$2,954.61	\$106.08	\$15	\$52	\$114.07 (+ \$120 U-Pass)	\$3,361.76
Professional Cook	\$3,028.23	—	\$30	\$52	\$126.48 (+ \$120 U-Pass)	\$3,356.67
Trades Apprentice	\$82.80 per week	—	\$15	\$26	Approx. \$21/week (+ \$12/month U-Pass)	
Welding B & A	Variable – \$331.24 per month	—	\$15 per program – not applied to extensions	\$20 per month	Approx. \$21/week (+ \$12/month U-Pass)	Variable
Welding C—7 month	\$2,317.67	\$318.24	\$15	\$52	\$83.57 (+ \$84 U-Pass)	\$3,070.47 (includes \$200 refundable tool deposit)

Students' Union fees

- The following Students' Union fees are charged to students (may not apply to all campuses):
 - Annual Students' Union Building Fund fee—\$6.60 per semester
 - Canadian Federation of Students fees—\$2.01 per course or month (\$8.04 maximum)
 - Daycare fee—\$2.50 per semester or term
 - Newspaper fee —\$3.27 per semester or term
 - Students' Union fee—\$8.16 per month or \$9.80 per course (\$39.20 per semester maximum)
 - U-Pass—\$12 per month; \$48 per semester

Calculation of course fees

Individual course fees include both lecture fees and lab fees (if applicable), and are calculated by the following formula:

$$[\text{Duration (in weeks)}] \times [\text{contact hours per week}] \times [\text{\$ per contact hour}]$$

Refund policy for Continuing Education courses

A full refund of fees will be given if:

1. A course is cancelled by the College, or
2. A student withdraws from a course/program one or more days prior to the advertised course registration deadline.

No refund of fees will be given if a student cancels their enrolment on or after the advertised course registration deadline.

Note:

1. The registration deadline date for all Continuing Education courses is one week prior to the course start date unless otherwise stated.
2. Registrations are welcome after the advertised course deadline, based on seat availability.
3. Non-attendance does not constitute a formal withdrawal.
4. The original receipt is required when requesting a refund.

International student fees

Tuition (in Canadian funds)

- English Language Training \$4,700 per semester
- College and Career Preparation \$4,700 per semester
- University-level classes and other career programs \$1,149 per course
- Labs \$150 each
- Trades Contact the International Education department

CNC reserves the right to change fees without notice.

Additional fees

In addition to tuition fees, international students will also be charged fees for the CNC Students' Union and other applicable fees, which are payable at the time of registration. Likewise, international students will also pay for such expenses as their textbooks, housing, food, transportation, and medical insurance costs. For more information and sample fee assessments, please visit www.cnc.bc.ca/ined

Medical insurance

All international students must purchase temporary medical insurance through the College of New Caledonia if they are not already enrolled with BC Medical. Students studying for more than 4 months in Canada must apply for the BC Medical Services Plan. Students must have approved medical coverage before registering for classes.

Refund policy

The refund policy for international students is as follows:

- 50% refund if a student withdraws from CNC before classes start
- 25% refund if a student withdraws from CNC during the first or second week of classes
- No refund after the second week of classes
- Student Union and activity fees are not refundable

There is a \$100 administrative fee for all international student refunds. Students who are unable to obtain a study permit must send verification that the application was declined. A full refund, less the \$100 administrative fee, will then be provided to the student.

Status change

If a student's status changes from requiring a student authorization, or study permit, to a landed immigrant, after the first day of classes in any given semester, the change in tuition fees will occur the following semester. Students must show proof of the status change.

Fees for senior citizens

It is CNC policy to waive tuition, registration, and Students' Union fees for senior citizens (over the age of 65). This exemption applies to credit courses and non-credit courses, provided that the tuition fee is not required to cost-recover the course.

Service fees and other charges

Prices include HST.

- Application fee: \$15 per program
- Registration fee: \$15 per term
- Transcripts: \$11.20 per copy
- Courier fee: \$9.50
- Faxing documents: \$10
- External typing tests: \$28
- Rush service — official transcripts: \$21
- EMAT (English & Math Achievement Test): \$15
- College and Career Preparation (formerly ABE) placement test: \$5
- ID Replacement: \$15
- Prior Learning Assessment (PLA) fee: Equivalent to course tuition
- Invigilation of external exams: \$28
- Exam re-write fee: \$56 per rewrite

Fees for sponsored students

A number of agencies, such as Human Resources and Social Development Canada (HRSDC), sponsor students by purchasing spaces in some programs or by paying tuition fees. Students who have been admitted as sponsored students may be required to pay Students' Union and other fees not covered by the sponsorship and must present written confirmation of sponsorship prior to registration.

Course withdrawal and refund policy

International students — please see information under "International student fees."

Policy

The College of New Caledonia is a comprehensive community college that provides access to lifelong learning and facilitates the achievement of personal and educational goals. It is recognized that there are circumstances where a student may wish to withdraw from a course(s) and/or a College program and will do so by completing a Change of Enrolment Status form and submitting this form to the Admissions Department. The following are the general parameters that apply to withdrawals:

- **Prior to sixty per cent** of the course being conducted, a student may withdraw from courses without academic penalty.
- **After sixty per cent** of the course has been conducted, a student who withdraws will be assigned an “F” grade which has a grade point value of zero which will be used in the calculation of the student’s grade point average (GPA). A Change of Enrolment Status form signed by both the student and a counsellor will be submitted to the Admissions Department.

Medical and personal withdrawals

The College recognizes that there can be medical reasons and/or extenuating personal circumstances that could result in student withdrawal from course(s) and/or a program.

Medical Withdrawal

All Change of Enrolment Status forms for **medical reasons** must be signed by a counsellor and the student and be accompanied by a medical certificate/doctor’s note. The Admissions Department will not accept medical notes across the counter from students or process a withdrawal/refund without this documentation.

- A medical withdrawal from an entire **program** or a **full semester** will result in “W’s” for the course grade and a seventy-five per cent refund of tuition only. There is no refund of student fees, application fees, or registration fees.
- Medical withdrawals from **courses** (i.e., a partial program withdrawal)

will result in “W’s” for the course grade but **no tuition refund** unless approved by a counsellor **and** the vice-president Student Services/Regional Director or their designate.

- Program or course withdrawals **after the final withdrawal date**, for other than **personal** reasons, will result in an “F” grade unless indicated otherwise by the appropriate Divisional Dean/Regional Director’s signature on the Change of Enrolment Status form. In this case, the counsellor’s signature on the form indicates that the options and ramifications of a withdrawal after the final withdrawal date have been discussed with the student.

Personal Withdrawal

On all campuses, program and/or course withdrawals for **extenuating personal reasons** require completion of a Change of Enrolment Status form and the signature of the student and a counsellor.

- Prior to the final withdrawal date, withdrawal for **extenuating personal reasons** will result in “W’s” for the course grade and no tuition refund unless approved by a counsellor **and** the vice-president Student Services/Regional Director or designate. On regional campuses that do not have a counsellor, tuition refunds can be approved by the Regional Director/designate. Consultation with a counsellor will be offered. There is no refund of student fees, application fees, or registration fees.
- After the final withdrawal date, withdrawals made for **extenuating personal reasons** at the Prince George campus are subject to review by the Counselling and Advising Department. The Co-ordinator of Counselling will consult with the appropriate administrator before signing off the withdrawal form.

Refunds

A complete refund of fees is made only when a course or program is cancelled. In those cases where a student elects to withdraw, the following scale of refunds applies:

- a) The \$100 tuition deposit will be fully refunded if a student withdraws before the final fee payment deadline. There is no refund of student fees, application fees, or registration fees.
- b) A sixty per cent refund of tuition fees will be made if the student withdraws before the end of the first week of classes or prior to completion of seven per cent of the course in courses/programs less than four months in length. There is no refund of student fees, application fees, or registration fees.
- c) A forty per cent refund of tuition fees will be made if the student withdraws before the end of the second week of classes or prior to completion of fourteen per cent of the course in course/programs less than four months in length. There is no refund of student fees, application fees, or registration fees.
- d) Complete **program withdrawals for medical** and/or **extenuating personal reasons** may result in refunds up to one hundred per cent of the tuition fees when approved by a counsellor **and** the vice-president Student Services/Regional Director or designate. There is no refund of student fees, application fees, or registration fees.
- e) Complete **program withdrawals for medical** and/or **extenuating personal reasons** may result in refunds up to one hundred per cent of tuition fees when approved by the Regional Director or designate. There is no refund of student fees, application fees, or registration fees.

No refund will be made if the student withdraws more than two weeks after commencement of classes or after fourteen per cent of the content has been completed in courses/programs less than four months in length.

Students enrolled in English 155 and/or Math 155 and who complete the program in less than 15 weeks will have their tuition fees refunded on a pro-rata basis.

Appeals, complaints, and discipline

Repeating courses

If a student has received three failures in a University Credit Arts or Science course, he/she must apply to the appropriate Dean for special permission to take the course again.

Grade appeals

The purpose of this policy is to provide a process for students who have reason to believe that they have grounds to appeal their final grade. The appeal must be of sufficient substance to warrant a review of a final grade. The grounds for appeal are limited to:

- a. The course objectives have not been followed by the instructor and/or;
- b. The evaluation criteria have not been applied according to the Grading Policy and/or;
- c. The evaluation criteria have not been applied in a reasonable, fair and just manner.

Scope/limits

This policy applies to all students enrolled in College of New Caledonia courses and programs. This policy applies to final grades only.

Principles

1. The College is committed to the provision of a fair and timely appeal process through which student concerns regarding final grades can be addressed.
2. Students shall have access to a multi-stage process for appealing a decision regarding a final grade.
3. A final stage of appeal may be provided if, in the assessment of the Executive vice-president academic, sufficient grounds for an appeal have been demonstrated.
4. A student can withdraw his or her appeal at any stage of the appeal

process. If the student withdraws the appeal, the matter will be considered closed and no further appeal shall be allowed with respect to the same matter.

Multi-Level Resolution Process

Instructor-Level Resolution

1. The appeal process for a final grade begins with a student-initiated discussion with the instructor. These discussions must be initiated by the student **within ten working days** of the last day of the official exam period or the last official day of a program. If the student is unable to reach the instructor, assistance should be sought through the appropriate Dean/Director.
2. The student and the instructor should attempt informal resolution by discussing the assigned grade. These discussions must be concluded **within five working days** of being initiated. The instructor must complete the Instructor-Level Resolution Form and a copy of the form shall be provided to the appropriate Dean/Director.

Dean/Director-Level Resolution

1. Failing satisfactory resolution at the Instructor Level, the student must provide a written submission of his or her concerns **within five working days** to the Dean/Director. A full discussion between the Dean/Director and student will conclude **within five working days** of receipt of the written submission. The Dean/Director and student shall complete the Dean/Director-Level Resolution Form and a copy of the form shall be provided to the Executive vice-president academic **and Faculty**.

Executive vice-president academic-Level Resolution

1. If the student is not satisfied with the decision of the Dean/Director, the student may apply to the Executive vice-president academic to advance the appeal.
2. The student in all occurrences shall submit a completed **Final Appeal Request Form** and all supporting

documentation to the Executive vice-president academic **within five working days** of receiving the Dean/Director written decision.

3. The Executive vice-president academic shall evaluate the **Final Appeal Request Form** and supporting documentation and shall determine if there are sufficient grounds for an appeal. The Executive vice-president academic may seek further information and/or clarification from any person involved in the appeal.
4. The Executive vice-president academic shall **within five working days**:
 - a. Direct that the Grade Appeal Committee be convened or;
 - b. Direct that the Grade Appeal Committee not be convened or;
 - c. Direct that some but not all of the issues raised in the Appeal be presented to the Grade Appeal Committee.

The Grade Appeal Committee

1. If the Executive vice-president academic determines that sufficient grounds for an appeal have been demonstrated, he/she shall communicate to the student the details related to the process, timing and location of the Grade Appeal Committee.
2. The vice -president Community and Student Services shall form a Standing Appeal Committee and it shall be comprised as follows:
 - a. The President of the Faculty Association shall in September of each year appoint five (5) of its members to the Committee. Clinical faculty shall be appointed on an as-needed basis.
 - b. The Chair of the Student Union shall in September of each year, appoint five (5) registered students to the Committee, Clinical students shall be appointed on an as-needed basis.
3. The Grade Appeal Committee will be comprised of the vice-president Community and Student Services

- (Chair) or designate, two students, and two faculty.
- For Clinical Grade Appeals, faculty and students shall be from clinical areas, and as well a community member of that program profession shall sit on the Grade Appeal Committee.
 - The Chair will have a vote and will be responsible for ensuring that the members of the Grade Appeal Committee are free of conflict of interest related to the case being heard. Every attempt will be made to hear the appeal in a timely manner.
 - The decision of the Grade Appeal Committee shall be final and binding and shall be communicated to the parties in writing. A copy of the decision shall be provided to the appropriate Dean/Director and instructor.

Grade Appeal Committee Procedure

- Each student and instructor may bring one support person to the Grade Appeal Hearing. Support persons **may** participate in the appeal **if** called on by the Chair to do so.
- Participation of witnesses shall be limited to providing evidence and responding to questions from the Grade Appeal Committee. Witnesses may be present at the hearing only when providing evidence or responding to questions from the Grade Appeal Committee.
- The Grade Appeal Hearing shall proceed as follows:
 - An initial briefing and review of the case by the Committee members;
 - Presentation of the case by the student;
 - Presentation of information by the instructor(s);
 - Subsequent re-examination of either party or any witnesses if required.
- There shall be no representation by legal counsel during any stage of the appeal process.

- The Grade Appeal Committee Chair shall be responsible for keeping official records of appeal proceedings (i.e., minutes of meetings, correspondence between the parties).
- Following a decision by the Grade Appeal Committee, the Chair shall notify the parties in writing of the decision, including a brief rationale for the decision.
- The vice-president Community and Student Services shall retain for seven years a permanent appeal file, containing the official record of proceedings, all referenced documents and a copy of the letter notifying the parties of the Grade Appeal Committee decision. Students' documentation shall be returned to the student. Committee members' copies shall be returned to the College at the end of the hearing and shall be destroyed.

Guidelines for the Grade Appeal Committee

- The appeal shall be conducted in a fair and impartial manner.
- Each appeal shall be considered independently and decided on its merits.
- The Grade Appeal Committee shall only consider matters and evidence relevant to the grounds of appeal set out in the Final Appeal Request Form.
- All information reviewed and discussed during an appeal shall remain confidential.
- The Grade Appeal Committee may direct the parties to provide and produce additional material or witnesses directly related to the appeal.
- The Grade Appeal Committee shall render its decision **within five working days** of the hearing.
- The Grade Appeal Committee may in its discretion offer recommendations to any of the instructors, or the student, or the College to enhance learning, practice and the application of policy in the future.

Rewriting final examinations

If the grade of a final examination results in a failing grade for the course, a student may apply to rewrite his or her final examination if

- He/she has written the final examination in the course; and
- The final examination is worth 40% or more of the final course grade; and
- He/she has received a passing average in all other work in the course.

Only one rewrite of a final examination is permitted in any one course, to a maximum of three rewrites per academic year.

The rewrite examination will be structured as per the final examination outlined in the course description.

The maximum final grade for the course, after successful completion of the rewrite examination, will be the minimum passing grade allowed to proceed to the next level course.

The rewrite of the final examination will normally be within 15 working days following the last day of the examination week.

A fee of **\$50 plus HST** will be charged for each rewrite.

In those circumstances where programs are governed by external bodies, the policies/procedures of those external bodies will prevail.

If the student meets these criteria, he/she should advise the Dean/Regional Manager, who will make the appropriate arrangements and apply to the Registrar to rewrite.

Student responsibility and accountability

The College of New Caledonia, as a comprehensive community college, provides access to lifelong learning, and facilitates the achievement of personal and educational goals. In order to promote student success, the College of New Caledonia has established standards of conduct which contribute to a successful learning environment.

All College students, operational staff, faculty and administrators are expected

to interact with colleagues, other students and operational staff in a mature, honest and respectful manner. Academic integrity and honesty, as well as personal accountability and responsibility, are expected and valued.

Students, operational staff, faculty and administrators are encouraged to seek mutual resolution to problems that arise within the context of their College experience. Disregard for personal responsibility, accountability and academic honesty are viewed as jeopardizing the effectiveness of the learning environment and the mission of the College and may be considered academic misconduct and/or personal misconduct.

Academic misconduct

Academic misconduct includes, but is not limited to, cheating and plagiarism.

Cheating includes, but is not limited to, a student or group of students using or attempting to use unauthorized aids, electronic devices, assistance, materials, or methods in tests, assignments, projects, presentations, labs, examinations or any other evaluation method used.

Plagiarism is the presentation of someone else's work, words or ideas as if they were one's own. Plagiarism can take the following forms:

- **Deliberate plagiarism** is where an idea, phrase, sentence or longer passage is submitted as one's own work; where one hands in someone else's partial or entire paper, whether bought, stolen or acquired on the Internet, as one's own; or where ideas are summarized or paraphrased without acknowledgment in text citations, footnotes/endnotes or by other accepted academic practices. This includes all sources of thought and writing obtained from all sources including the electronic.
- **Accidental plagiarism** is where, through carelessness, quotation marks are not placed around another writer's words or where a source reference has been omitted when summarizing another's idea.

Other forms of Academic Dishonesty may include, but are not limited to:

- Submitting the same or substantially the same essay, project or research paper for credit in more than one course without faculty permission, whether the earlier submission was at CNC or another institution.
- Consenting to having one's work copied by another. The individual consenting is considered as guilty of academic dishonesty as the one who copies the work of others.

Sanctions

Sanctions for academic misconduct include:

- **Level 1** — For most first offences, the instructor will assign a grade of zero for the affected assignment, test, paper, project, lab, etc.;
- **Level 2** — For most second offences, the instructor will assign a failing grade in the affected course;
- **Level 3** — Depending on the circumstances surrounding the first or second offence, a more severe level of discipline may be imposed by the College, including denial of admission or re-admission to a course and/or a program;
- **Level 4** — For any third offence, the matter must be referred to the Executive vice-president academic for assignment of a sanction, which may include suspension or expulsion from the College.

Level 1 and Level 2 sanctions imposed for academic misconduct will be made by the course instructor who will ensure that the appropriate Dean/Director is made aware of the situation. If there is any documentation related to a Level 1 or Level 2 sanction, it shall be retained by the course instructor.

Level 3 and Level 4 sanctions imposed for academic misconduct will be made by the Executive vice-president academic.

Proposed **Level 3 and Level 4** sanctions for academic misconduct shall be transmitted to the student in writing, outlining the sanction being imposed, the reasons for the sanction, the right to appeal and the procedure for appeal. The sanction assigned will depend on (a) whether the academic misconduct

was accidental or deliberate and (b) the seriousness of the offence.

Students will be provided with the opportunity for a personal interview with the person authorized to impose the sanction, prior to any sanction being imposed. During this interview the student will have the opportunity to present arguments/interpretations as to the circumstances that gave rise to the sanction and as to the severity of the sanction being considered. The exception to this will be in those cases where the continued presence of the student on campus may pose a safety hazard to others or themselves. Under those circumstances immediate action may be taken without the interview.

After consideration of the arguments/interpretations presented by the student in the personal interview, the person authorized to impose the sanction will notify the student in writing within five (5) working days as to the disposition of the sanction proceedings.

Academic misconduct sanction appeal process

With the exception of Level 3 and 4 sanctions involving the denial of admission or re-admission, suspension or expulsion, the student has the right to appeal a sanction for Academic Misconduct to the appropriate Dean/Director **within five working days** of the receipt of the sanction. The appeal must be in writing. The Dean/Director will undertake appropriate review procedures to explore the appeal. The decision of the Dean/Director shall be final and communicated to the student and instructor in writing **within five working days** of the receipt of the written student appeal.

Information on **Level 3 and Level 4** sanctions is in the **Suspension or Expulsion Appeal Process** section of this calendar (page 181).

Personal misconduct

Personal misconduct includes, but is not limited to:

- Damage to property;
- Assault on individuals and threatening or dangerous behaviour;
- Misrepresentation;

- Disruptive behaviour;
- Verbal or non-verbal harassment.

Offences covered by the Criminal Code of Canada shall also be dealt with through the courts of law.

Damage to property includes, but is not limited to, behaviour leading to vandalism of College, staff or student property, websites and computer files.

Assault on individuals and threatening and dangerous behaviour includes, but is not limited to, assault, subjecting or threatening to subject any student or College employee to physical, mental or emotional harm, injury, indignity, written or spoken abuse, stalking, physical intimidation and action that deliberately endangers students or employees. Personal and/or sexual harassment can also be considered personal misconduct.

Misrepresentation includes, but is not limited to, the fraudulent representation of information, the falsification of documents and academic records and the impersonation of others.

Disruptive behaviour includes, but is not limited to, speech, action, electronic messaging or cell phone behaviour that seriously detracts from the task at hand and is not part of the learning process and creates an atmosphere of hostility, intimidation, ridicule or anxiety among other students or employees. This can also include action that impedes the delivery of College services, that abuses College property and services by using them for unauthorized purposes, excessive or unreasonable demands for attention or special treatment from faculty or staff to the detriment of other students or hindrance of other's work by failure to complete one's own work.

Sanctions

Sanctions for personal misconduct may include:

- **Miscellaneous consequences** — may include a required apology, payment for recovery of damaged property and/or restorative College community service;
- **Denial of admission or re-admission** to a specific program or class;
- **Official warning** — a review and explanation of the relevant guidelines

for responsible and accountable behaviour accompanied by a written warning that future violations would likely result in official sanctions. This can also include a personal conduct/performance contract. A record is kept by the vice-president of Student Services;

- **Probation** — the student remains enrolled with the understanding that further violations would likely result in suspension. Probation impacts participation on athletic teams and may also include a personal conduct/performance contract, denial of access to specific College areas, facilities or services and forfeiture of College scholarships and/or bursaries. A record is kept by the vice-president of Student Services.
- **Suspension** — an involuntary separation of the student from the College for a specified length of time. This usually includes awarding a failing grade in the relevant course or program. A written record is kept in the student's file in the Admissions Department and the student's file is flagged.
- **Expulsion** — a permanent separation of the student from the College with a permanent notation on the student's file. This usually includes awarding a failing grade in the relevant course and/or program. A written record is kept in the student's file in the Admissions Department and the student's file is flagged.

Although each situation is considered on an individual basis, repeated violations of the policies and guidelines of the College are taken into consideration when consequences for personal misconduct are determined. As well, because the College represents a community of people, the welfare of the community will be balanced against the rights of the individual when sanctions are imposed. The sanction assigned will also depend on (a) whether the personal misconduct was accidental or deliberate, (b) the seriousness of the offence, and (c) whether a student has committed a previous offence.

Formal complaint process

Formal complaints pertaining to personal misconduct shall be made to the vice-president Student Services or Regional Director. The vice-president Student Services or Regional Director may undertake such measures as deemed appropriate to resolve the complaint informally. If the informal measures are unsuccessful or if the vice-president Student Services or Regional Director determined that the complaint is of sufficient merit in the first instance, an immediate sanction may be imposed.

Proposed sanctions for personal misconduct shall be transmitted to the student in writing, outlining the sanction being imposed, the reasons for the sanction, the right to appeal and the procedure for appeal. Students will be provided with the opportunity for a personal interview with the person authorized to impose the sanction, prior to any sanction being imposed. During this interview the student will have the opportunity to present arguments/interpretations as to the circumstances that gave rise to the sanction and as to the severity of the sanction being considered. The exception to this will be in those cases where the continued presence of the student on campus may pose a safety hazard to others or themselves. Under those circumstances immediate action may be taken without the interview.

After consideration of the arguments/interpretations presented by the student in the personal interview, the person authorized to impose the sanction will notify the student in writing **within five working days** as to the disposition of the sanction proceedings.

Personal misconduct sanction appeal process

With the exception of sanctions involving the denial of admission or re-admission, suspension or expulsion (**see below**), the student has the right to appeal a sanction for Personal Misconduct to the Executive vice-president Academic **within five working days** of the receipt of the sanction. The appeal must be in writing. The Executive Vice President Academic will undertake appropriate review procedures to explore the appeal. The decision of the

Executive vice-president academic shall be final and communicated to the student, instructor and appropriate Dean/Director in writing **within five working days** from receipt of the written student appeal.

Suspension or expulsion appeal process

A student may be denied admission or re-admission, suspended or expelled from the College for disciplinary reasons. A student who feels the decision is unjust has the right to appeal the decision.

1. The student must initiate the appeal process **within five working days** of the receipt of the sanction by notifying the President of his or her intention to appeal. This notification must be in writing. **Electronic notification via e-mail or instant messaging will not be considered.**
2. The President will establish an ad hoc Suspension or Expulsion Appeal Committee to hear the appeal **within five working days** of receipt of the student's written notification. This committee will consist of one Student named by the Student Union, one Counsellor named by the vice-president of Student Services, one Faculty Member named by the Executive vice-president academic and one Administrator named by the President. The President will name the Chair of the Committee.
3. The ad hoc Suspension or Expulsion Appeal Committee will conduct hearings **within five working days** of the establishment of the Committee. The Committee will interview and do such other research as it feels necessary to fully explore the appeal.
4. The Chair of the ad hoc Suspension or Expulsion Appeal Committee will advise the President **within two working days** following any hearings of the Committee's recommendation. The President will review the recommendation and make a final judgment on the appeal.
5. If the student finds the final judgment to be unsatisfactory, he or

she may appeal to the College Board. The College Board will ensure that the proper procedures have been followed and may recommend a procedural review if such has not been the case.

Before being considered for re-admission, students who have been denied admission or re-admission, suspended or expelled for **Academic Misconduct** must have the prior written approval of the Executive vice-president academic. If the student were to be re-admitted, the Executive vice-president academic may impose such restrictions and conditions as are deemed necessary to ensure appropriate academic conduct.

Students who have been denied admission or re-admission, suspended or expelled for **Personal Misconduct**, must have the prior written approval of the President before being considered for re-admission. The President may impose such restrictions and conditions as are deemed necessary to ensure appropriate personal conduct if a student were to be re-admitted.

Academic probation and dismissal Programs where grade point average applies

A student registered in any number of credit hours who receives less than a 1.0 Grade Point Average (GPA) in a term will be placed on probation in the next term or when the student next registers. A student placed on probationary status will be required to see a counsellor to discuss his/her academic progress.

To have probationary status removed a student must obtain a GPA of 1.0 or greater at the end of the probationary term.

If a student's GPA is below 1.0 at the end of the probationary term, the student will be prohibited from re-registering in the same program in the next term. Probationary status continues upon registering in an alternate program.

A student who achieves a GPA of less than 1.0 in more than two consecutive terms will be required to withdraw from the College for one term.

In the case of dismissal on the basis of failure to meet the requirements of academic probation, the appropriate Dean or Regional Manager may dismiss the student.

Credit programs where grade point average does not apply

In programs where Grade Point Average (GPA) does not apply, a student whose performance is at an unsatisfactory level may be placed on probation for a specified period. If his/her performance continues to be unsatisfactory beyond a specified period, the student may be suspended from the program.

Re-admission will be subject to program policy. Where specific divisional policies exist for students on Academic Probation, these will supersede the general policy.

In the case of dismissal on the basis of failure to meet the requirements of academic probation, the appropriate Dean or Regional Manager may dismiss the student.

Appeal

Students dismissed for failure to meet the requirements of academic probation may appeal to the vice-president, academic within two (2) working days of the receipt of the dismissal notice. This appeal must be in writing. The vice-president academic will undertake appropriate review procedures to explore the appeal. The decision of the vice-president academic shall be final. Students dismissed for failure to meet the requirements of academic probation do not have recourse to the Suspension or Termination Appeal process.

Human Rights

All members of the College community have the responsibility to respect the rights of others. The College does not condone and will not tolerate discrimination or harassment, which undermines the dignity, self-esteem, or productivity of any student or employee.

The College considers any form of harassment or discrimination of any member of the College community to be a serious violation of that individual's

fundamental rights. Complaints of harassment or discrimination must pertain to College-related activities.

Harassment is a form of discrimination that adversely affects the recipient on one or more of the prohibited grounds under the BC Human Rights Code:

age, race, colour, ancestry, place of origin, political belief, religion, marital status, physical or mental disability, sex, sexual orientation, and in the case of employment, unrelated criminal convictions.

Any student who perceives that s/he may have been harassed has recourse to the following steps:

- Attempt to address her/his problem directly with the individual concerned or consult with a counsellor, a supervisor, Human Resources, or a representative from the CNC Students' Union.
- If the complainant is uncomfortable doing so, or if the complainant is unsuccessful dealing directly with the respondent, s/he may take the complaint to the Human Resources Director who acts as the Human Rights Officer.
- The Human Resources Director will listen to the complainant's concerns to understand the origins of the problem, the current situation, and the impact on the complainant. The Human Resources Director, with the complainant, will review the Human Rights Policy and the options available for addressing a concern.

Student complaint procedure

This policy is to be followed in the event of a student-initiated complaint regarding instruction, services or application of a policy or procedure at the College of New Caledonia. A student may wish to seek advice from a Counsellor or Regional Director/Designate on campuses without a Counsellor to ensure that this policy is appropriate to the concern being raised. The goal of the Student Complaint policy is the timely and successful resolution of the complaint.

The College of New Caledonia has a commitment to providing quality edu-

cation and service to its students. However, in a community of people as diverse as a college, problems may arise. The College is committed to an open, collaborative approach to dealing with student concerns and we will endeavour to resolve complaints at an informal level wherever possible. Complaints that are anonymous, frivolous or vexatious shall not be considered. Should informal resolution not be successful, students have the option of initiating a formal complaint.

Procedure

All parties are encouraged to review related policies such as the College of New Caledonia's Human Rights Policy (HR 5017) and to seek advice if required. It is expected that information-sharing between the student, the complainant, and the employee, the respondent, in the complaint resolution process will occur in a respectful and professional manner. Electronic notification of a student complaint via e-mail or instant messaging is not acceptable.

Clarification of the steps in the student complaint resolution process and/or assistance with articulation of the complaint can be sought from a Counsellor or the relevant Regional Director/Designate/Dean.

Informal resolution stage

Step 1

- The student shall first communicate directly with the individual involved.
- In their discussion the student shall outline the nature of the complaint including a brief description of what occurred, when and where it took place and who was involved.
- The respondent shall consider the student's concerns and outline his/her understanding of the situation.
- Both parties are encouraged and expected to clarify their perspectives.
- Students and employees are encouraged to pursue this dialogue to reach a successful resolution.

If a student is having difficulty attempting to resolve the complaint, the student should contact a Counsellor or the

Regional Director/Designate on campuses without a Counsellor. The role of this individual is to clarify the steps in the process, explore options to assist the student in their efforts to resolve any concerns and, where appropriate, suggest sources of support for the student. If the student's complaint is with the Counsellor/Advisor or the Dean/Regional Director, the student should contact the appropriate Administrator, the vice-president of Community and Student Services or the Executive vice-president academic.

Students are encouraged to attempt resolution of his/her complaint as soon as possible; informal resolution procedures shall be initiated **within ten working days** of the incident which led to the complaint.

Step 2

If the complaint involves a student and an instructor and they are unable to resolve the issue themselves, either party can request mediation from the appropriate Dean/Regional Director. In addition, the Executive vice-president academic shall be notified by the Dean/Regional Director that mediation is being undertaken. Upon receipt of a request for mediation, the Dean/Regional Director shall schedule a mediation meeting **within ten working days**.

If the complaint involves a College employee other than an instructor, then either party can request mediation from the employee's immediate supervisor. Upon receipt of a request for mediation, the Supervisor shall schedule a mediation meeting **within ten working days**.

If mediation satisfactorily resolves the complaint, the Dean/Regional Director/Supervisor shall provide **within ten working days** from the date of the mediation meeting, a brief written summary of the resolution to the complaint to each party involved in the mediation process.

Formal resolution stage

If mediation does not satisfactorily resolve the complaint, the student may pursue the complaint.

1. The student shall provide a written submission to the President **within five working days** of the mediation meeting. This submission will include a summary of the information discussed in both Step 1 and Step 2 of the Informal Resolution Stage. **Electronic notification via e-mail or instant messaging will not be considered.**
2. The President will establish an ad hoc Student Complaint Resolution Committee to hear the complaint **within five working days** of receipt of the student's written notification. This committee will consist of one Student named by the Student Union, one Counsellor named by the vice-president of Community and Student Services, one Faculty Member named by the vice-president academic and one Administrator named by the President. The President will name the Chair of the Committee.
3. The ad hoc Student Complaint Resolution Committee will conduct hearings **within five working days** of the establishment of the Committee. The Committee will interview and do such other research as it feels necessary to fully explore the appeal.
4. The Chair of the ad hoc Student Complaint Resolution Committee will advise the President **within two working days** following any hearings of the Committee's recommendation. The President will review the recommendation and make a final judgment on the appeal.

Student Complaint Resolution Committee Procedure

1. Each student may bring one support person to the Student Complaint Resolution Hearing. Support persons shall not participate in the proceedings unless called on by the Chair to do so.
2. Participation of witnesses shall be limited to providing evidence and responding to questions from the Student Complaint Resolution Committee. Witnesses may be



present only when providing evidence or responding to questions from the Student Complaint Resolution Committee.

3. The Student Complaint Resolution Hearing shall proceed as follows:
 - a. An initial briefing and review of the complaint by the Committee members;
 - b. Presentation of the complaint by the student;
 - c. Presentation of information by the respondent;
 - d. Subsequent re-examination of either party or any witnesses if required.
4. There shall be no representation by legal counsel during any stage of the Student Complaint Resolution process.
5. The vice president Community Initiatives and Student Services shall be responsible to retain for seven years a permanent Student Complaint Resolution file, containing the official record of proceedings, all referenced documents and a copy of the recommendation(s) made to the President. Students' documentation shall be returned to the student. Committee members' copies shall be

returned to the College at the end of the hearing and shall be destroyed.

Guidelines for the Student Complaint Resolution Committee

1. The hearing shall be conducted in a fair and impartial manner.
2. Each complaint shall be considered independently and decided on its merits.
3. The Student Complaint Resolution Committee shall only consider matters and evidence relevant to the grounds of the complaint as set out in the student's written submission to the President.
4. All information reviewed and discussed during an appeal shall remain confidential.
5. The Student Complaint Resolution Committee may direct the parties to provide and produce additional material or witnesses directly related to the complaint.
6. The Student Complaint Resolution Committee may in its discretion offer recommendations to the President to enhance learning, practice, provision of services and the application of policy/procedure in the future.