



# Student Handbook

## Table of Contents

|  |           |
|--|-----------|
| <b>Welcome to Canadian Tourism College.....</b>                              | <b>5</b>  |
| <b>Who are we? .....</b>   | <b>6</b>  |
| Our History.....   | 6         |
| Our Mission.....   | 6         |
| <b>Campus Life at CTC .....</b>  | <b>7</b>  |
| Contacting CTC .....   | 7         |
| Campus Administrator .....   | 7         |
| Admissions Advisor .....   | 7         |
| Instructor.....  | 7         |
| Campus Director.....   | 8         |
| Work Experience Coordinator.....   | 8         |
| Operating Hours.....   | 8         |
| Schedules .....  | 8         |
| Student Induction Day.....   | 9         |
| Professional Attire Policy .....   | 9         |
| <b>Administration Information.....</b>                                       | <b>12</b> |
| Student Files.....   | 12        |
| Student Forms.....   | 12        |
| Student Training Completion Fund.....  | 12        |
| Withdrawal Procedure .....   | 13        |
| Course Assessments.....  | 13        |
| Exam Rules.....  | 13        |
| Exam Protocol.....   | 14        |
| Rewrite Exams .....  | 14        |
| Rescheduled Exams.....   | 14        |
| Homework and Classroom Assignments.....                                      | 14        |
| Assignment Submissions.....  | 14        |
| Student Marks .....  | 15        |
| Program End Dates & Re-admission .....                                       | 15        |
| Financial Assistance.....  | 16        |
| Scholarship .....  | 16        |
| Tuition Fees.....  | 16        |
| Monthly Service Charges .....  | 16        |
| Late Payments.....   | 16        |
| Returned Cheques .....   | 17        |
| Program Delay/Transfer Fees (Prior to Enrollment Contract Commencement)..... | 17        |
| Program Delay/Transfer Fees (Post Enrollment Contract Commencement).....     | 17        |
| Course Retake.....   | 17        |
| Prior Learning Assessment Policy.....  | 17        |
| Credit Transfer Agreements into Higher Level Institutions.....               | 18        |
| Photocopying Machine .....   | 18        |
| Printer .....  | 18        |

|   |           |
|---|-----------|
| Telephone .....   | 18        |
| Book Replacement Charges.....                                       | 19        |
| Reprinting Replacement Charges .....                                | 19        |
| <b>Student Support Services .....</b>                               | <b>20</b> |
| Employment Opportunities .....                                      | 20        |
| Independent Learning Plan .....                                     | 20        |
| Student Evaluations.....  | 20        |
| Alcohol .....   | 21        |
| Drugs.....  | 21        |
| Smoking.....  | 21        |
| Policy for Sexual Harassment.....                                   | 21        |
| Procedure for Reporting Allegations of Harassment and Bullying..... | 21        |
| <b>Academic Information .....</b>                                   | <b>22</b> |
| Attendance.....   | 22        |
| Leave.....  | 22        |
| Class Expeditions / Field Trips.....                                | 22        |
| Closures – Weather Related .....                                    | 22        |
| Mobile Phones.....  | 22        |
| School Supplies .....   | 23        |
| Allergies.....  | 23        |
| Etiquette .....   | 23        |
| Handouts and Classroom Materials .....                              | 23        |
| Visitors.....   | 23        |
| Employment Preparation.....   | 23        |
| <b>When You Finish Studying .....</b>                               | <b>25</b> |
| Graduation .....  | 25        |
| Qualification and Achievement Certification and Transcript .....    | 25        |
| Grading System.....   | 25        |
| GPA Calculation .....   | 26        |
| Post Placement Support.....   | 27        |
| Alumni .....  | 27        |
| Refresher Courses.....  | 27        |
| Alumni Discounts.....   | 27        |
| Document Re-Issue Fees .....  | 27        |
| Taxes.....  | 27        |
| Reward Incentive Referral Program.....                              | 27        |
| <b>Canadian Tourism College Policies .....</b>                      | <b>28</b> |
| <i>Academic Integrity Policy.....</i>                               | <i>29</i> |
| <i>Academic Probation Policy.....</i>                               | <i>31</i> |
| <i>Admission Policy.....</i>  | <i>33</i> |
| <i>Attendance Policy.....</i>                                       | <i>35</i> |
| <i>Dispute Resolution Policy.....</i>                               | <i>37</i> |
| <i>Health and Safety Policy.....</i>                                | <i>39</i> |
| <i>Mental Healthy Policy.....</i>                                   | <i>41</i> |

|   |           |
|---|-----------|
| <i>Privacy Policy</i> .....                                       | 43        |
| <i>Respectful And Fair Treatment Of Students Policy</i> .....     | 45        |
| <i>Student Dismissal Policy</i> .....                             | 47        |
| <i>Student Internet Use Monitoring And Filtering Policy</i> ..... | 50        |
| <i>Tuition &amp; Fee Refund Policy</i> .....                      | 52        |
| <i>Work Experience Policy</i> .....                               | 55        |
| <b>Appendix - Canadian Tourism College Forms</b> .....            | <b>58</b> |
| <i>Computer Usage</i> .....                                       | 59        |
| <i>Goal of this Training Commitment</i> .....                     | 60        |
| <i>Student Emergency Information</i> .....                        | 61        |
| <i>Release of Information/Photograph Release</i> .....            | 62        |
| <i>Waiver and Release Form</i> .....                              | 63        |

## Welcome to Canadian Tourism College

Dear CTC Student,

At Canadian Tourism College (CTC), we know the difference that quality education can make towards your future career goals. Whether you have just enrolled, or are considering studying with us, you can be assured that the programs offered at CTC will provide the qualifications and training to help you succeed.

The travel, tourism and hospitality industry offers diverse, interesting, fun and challenging opportunities. The rewards are waiting for you. At CTC we know that the secret of our success lies in the success of our graduates. Success is measured in different ways: achieving a good mark, making a new friend, learning about a new city, over-coming adversity or just a good day's work, but most importantly, landing the right position suitable for your personality and interests.

I wish you the very best in your selected studies and look forward to helping you to achieve your goals and sharing your experiences.

Thank you for choosing CTC, we promise to provide you with the best professional quality tourism education.

Sincerely,

A handwritten signature in black ink that reads "Feroz Ali". The signature is stylized with a large, sweeping initial 'F' and a long horizontal line extending to the right.

Feroz Ali  
President

## Who are we?

CTC has been the leader in providing top quality hospitality and tourism education in British Columbia to over 35,000 satisfied students. We are the only specialty college in British Columbia that focuses on all aspects of hospitality and tourism training for in class and online instruction. Our focus is to provide our graduates with the skills to gain positions within our vast industry. Our specialty is helping students launch their new careers in the global hospitality and tourism industry.

With your first visit to CTC, you'll notice something special about us. Here you'll find not only a comfortable learning environment, but something more; a spirit of warmth and friendliness, a positive attitude that is shared by everyone, a sense of genuine caring and mutual respect between students, staff and Instructors alike.

Today, CTC is recognized throughout the travel and tourism industry as the leader in quality training, and remains guided by one basic principle: we put the needs of our students first.

### Our History

Established in 1980, CTC is a fully designated college by the Private Training Institutions Branch (PTIB), formerly known as The Private Career Training Institutions Branch (PCTIA) of British Columbia. In fact, CTC was the first college in the province to earn accreditation in 1995. Being designated is evidence that CTC teaches to a high level, meets quality standards set by the Education Act of BC and operates with a high level of integrity and educational competence.

CTC is the proud recipient of the Education Quality Assurance (EQA) designation earned by public and private post-secondary education institutions that have met or exceeded government recognized quality assurance standards. The Ministry of Advanced Education is responsible for establishing the EQA designation policy, determining whether an institution meets the criteria for EQA designation, and granting permission to use the EQA certification mark. Further, EQA designation is a requirement for the approval process of being listed as a Designated Learning Institute (DLI: O19301323922) with Citizenship and Immigration Canada (CIC). This designation further ensures our students that CTC is dedicated to providing top quality industry validated curriculum.

### Our Mission

*“Creating Career Opportunities in a Changing World”*

CTC recognizes the importance of selecting a college suitable to our students' needs. We strive to enrich and improve our instructional methods, curriculum, qualifications and designations awarded to students to ensure we are the leaders in the industry.

# Campus Life at CTC

## Contacting CTC

Students can contact respective staff at:

Vancouver Campus 604-736-8000

Surrey Campus 604-582-1122

Staff will be available to discuss any issues during the working hours of 8:30am to 5:00pm, Monday to Friday. Instructors are also available via email and will provide those details on your first day of class.

## Campus Administrator

Each campus has a Campus Administrator to support you through your study period at CTC as well as provide on campus assistance. Your Campus Administrator can assist you in the following ways:

- Passing on messages to your Instructor about absences
- Student ID cards and replacement ID cards (a charge applies)
- Making appointments with your Campus Director
- Receiving tuition payments
- General enquiries
- Graduation enquiries
- Providing copies of student forms

## Admissions Advisor

Each campus has one or more Admissions Advisor(s) that ensures prospective students are prepared for their educational experience at CTC. Admissions Advisor(s) are available throughout the enrollment process and are available to assist students in the following ways:

- Program inquiries
- Enrollment Contracts
- Providing program outlines
- Payment plans
- Enrollment in additional programs
- General campus queries

For those who would like to discuss any aspect of the enrollment process, please contact a Campus Administrator to make an appointment.

## Instructor

Your Instructors will support you in developing the knowledge and skills to be successful in your program.

Instructors are available to help you with and provide information relating to:

- Course content and academic support
- Assessment support
- General class issues
- General campus queries
- Post-placement advice

Students may have the opportunity to experience multiple instructors throughout the duration of their program. This will provide students with various classroom and teaching methods, instructor expertise and specialties areas focused by course. Instructors will advise you of any hours outside of class that they are available to support you with your studies.

### Campus Director

Each campus has a respective Campus Director who is available to support students throughout their educational period with aspects related to their study experience, including:

- Conducting Student Induction Day
- Enrollments/Deferment/Campus Transfers/Withdrawals
- Leave applications
- Student loans
- Fees, payments and refund applications
- Complaints processes
- Appeals processes
- Ensuring students have access and information about the following:
  - The work experience Placement Booklet and requirements for eligibility
  - Housing and transportation services
  - Medical insurance, PharmaCare for BC residents program and similar government health care programs
  - Child care services
  - Community and cultural services such as family support, addition and treatment and services for immigrants
  - Academic support such as literacy support and library services
  - Employment resources

Students are welcome to visit their Campus Director at any time with general questions they may have or book an appointment to discuss concerns specific to their enrollment at CTC. To book an appointment, please contact a Campus Administrator.

### Work Experience Coordinator

Students who are eligible for a work experience placement will work directly with their Work Experience Coordinator. Your Work Experience Coordinator can assist you in the following ways:

- Practicum/Co-op placement assistance
- Work experience requirements
- Placement Booklet
- Evaluation and monitoring
- Communications with host organization

Work Experience Coordinators will advise you of the hours outside of class that they are available to support you with your work experience needs.

### Operating Hours

Campus office hours are 8:30am to 5:00pm, Monday to Friday. Class schedules will vary depending on program and campus locations. Your Admissions Advisor will provide you the hours of your program with a schedule outlining the specific course, hours of delivery, and classroom it will be held in. There will be days when the campuses are closed for staff training days, your Instructor will advise you about teacher-only days and self-directed study days.

### Schedules

CTC class schedules are provided for each student during Student Induction Day. A class schedule does not constitute a contract between the College and the student, please refer to your Enrollment Contract provided during registration for program details. The College reserves the right to change the sequence of course



delivery prior to and during the student’s study period to accommodate the best interest of all students and CTC. This may be a result in approved academic changes, adjust schedules or classes that do not have sufficient enrollment or to merge existing classes to warrant continuance. CTC will ensure that a program is delivered during the start and end dates outlined on the Enrollment Contract.

Student Induction Day

All students enrolled at CTC are required to attend the induction day prior to program commencement. During the induction day, you’ll have the opportunity to meet the staff, familiarize yourself with the campus facilities and local areas of interest.

You will receive on induction day, or in the first week of study:

- A tour and explanation of the campus layout
- An additional copy of the Student Handbook (originally provided at time of enrollment), highlighting all the CTC policies and procedures
- An introduction to CTC staff
- Student Code of Conduct
- Attendance and class expectations
- Academic expectations
- Information pertaining to your campus
- Work experience requirements and Placement Booklet
- Class schedule
- Materials list
- Course abbreviation list
- Student Login information
- Career Hunters
- Referral program
- Graduation ceremony details

Students will be provided with a student induction date at the time of enrollment.

Professional Attire Policy

It is CTC’s policy that all students must adhere to the college’s Professional Attire Policy. Professional attire is compulsory and will be specified by program, outlined below. In keeping with CTC’s aim in preparing our students for their future career, the students will present themselves in a professional and polished manner. It is expected that students will wear adhere to the policy to and from the college, during the day, and off campus while they are representing the college in an official capacity. Students are also expected to observe the standards of professionalism acceptable by the college.

| Program          | Description  |
|------------------|--|
| Adventure        | <ul style="list-style-type: none"> <li>✓ Waterproof jacket</li> <li>✓ Nylon pants</li> <li>✓ Hiking boots or lightweight camp shoes/runners</li> </ul> <p>(Due to the nature of the program, please consult with an Admission Advisor for the Adventure Equipment List outlining required gear along with suggested items)</p> |
| Flight Attendant | <ul style="list-style-type: none"> <li>✓ Blazer</li> <li>✓ White collar dress shirt (must have sleeves and be a of plain design and fabric, non see-through, and tucked in)</li> </ul>   |

|             |  |
|-------------|--|
| Hospitality | ✓ Skirt (knee length, no shorter than 2" above the knee, no longer than 3" below the knee, hose or tights may be worn during the winter months but must be neutral in colour or black) or, |
|             | ✓ Pants (hemmed at an appropriate length) with plain black belt  |
|             | ✓ Scarf or neck tie  |
|             | ✓ Black dress shoes (heels must be closed toe, shoes with pants must have black dress socks)   |
|             | ✓ Boots are acceptable during the winter months but must be plain black and not above the knee   |
|             | ✓ Visible tattoos and piercings must be concealed at all times (with exception to a maximum of two piercings per ear)  |
| Tourism     | ✓ Blazer   |
|             | ✓ White collar dress shirt (must have sleeves and be a of plain design and fabric, non see-through, and tucked in)   |
|             | ✓ Skirt (knee length, no shorter than 2" above the knee, no longer than 3" below the knee, hose or tights may be worn during the winter months but must be neutral in colour or black) or, |
|             | ✓ Pants (hemmed at an appropriate length) with plain black belt  |
|             | ✓ Scarf or neck tie  |
|             | ✓ Black dress shoes (heels must be closed toe, shoes with pants must have black dress socks)   |
|             | ✓ Boots are acceptable during the winter months but must be plain black and not above the knee   |
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|             | ✓ White collar dress shirt must have sleeves and be a of plain design and fabric, non see-through, and tucked in   |
|             | ✓ Skirt (knee length, no shorter than 2" above the knee, no longer than 3" below the knee, hose or tights may be worn during the winter months but must be neutral in colour or black) or, |
|             | ✓ Pants (hemmed at an appropriate length) with plain black belt  |
|             | ✓ Scarf or neck tie  |
|             | ✓ Black dress shoes (heels must be closed toe, shoes with pants must have black dress socks)   |
|             | ✓ Boots are acceptable during the winter months but must be plain black and not above the knee   |

*\*Professional attire descriptions are subject to change. CTC branded items will be outlined during enrollment.*

Professional attire is to be purchased within the first week of program commencement at the respective campus location. Students who are unable to make arrangements during the first week of class are required to speak with the Campus Director.

It is understood that students will use good taste and judgment with respect to their overall presentation and will avoid wearing garments that are damaged, revealing, or poorly fitted. Garments will be well fitted, in good condition, clean and ironed at all times. CTC makes every effort to encourage students to dress appropriately during attendance at the College. However, it must be recognized by students that their studies are the springboard to their future career, where judgments on grooming and presentation will be made as essential criteria for obtaining employment. Students are expected to meet basic hygiene requirements during regular class hours for the duration of their program, such as but not limited to:

- Maintain personal cleanliness by bathing daily
- Oral hygiene (brushing of teeth)
- Use deodorant / anti-perspirant to minimize body odors
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for others
- Clean and trimmed fingernails (¼ inch long or less)

- Wash hands after eating, or using the restrooms

Students who arrive for a scheduled day of class without professional attire or not representing the college in a professional and polished manner will be required to meet with the Campus Director. The student can expect the following process:

1. First offence, the student will receive a verbal warning from their Campus Director.
2. Second offence, the student will meet with the Campus Director and the occurrence will be documented on the Student Interview Form. The student will be reminded of the importance of the Professional Attire Policy and will be permitted to attend class for the day.
3. Third offence, the student will meet with the Campus Director and the occurrence will be documented on the Student Interview Form. The student will not be permitted to attend class, however, may remain on campus and work independently. The student will be reminded of the importance of the Professional Attire Policy along with the Attendance Policy to ensure success in their educational path.
4. Fourth offence, the student will meet with the Campus Director and it may be determined that the student may be dismissed from the college.

For a student with extenuating circumstances that may prohibit him/her from adhering to the Professional Attire Policy, may meet with the Campus Director to discuss the details and possible accommodations that can be made.

## Administration Information

### Student Files

Student records are governed under The Private Training Institution Branch (PTIB) and the Privacy Act of Canada. As per our compliance with PTIB, CTC is required to maintain student files pertaining to information requested from the student, staff, and Instructors on student enrollment, academic progress, any student disputes or appeals, withdrawals and completions during your time of study with CTC.

Documents and forms held in student files include (where applicable) but are not limited to:

- Enrollment Contract
- Completed Student Handbook forms
- Copy of legal identification
- Proof of entrance requirements
- Payment records
- Copy of student visa or work permit (if applicable)
- Medical insurance (if applicable)
- Marks and attendance
- Transcripts issued and if applicable, copy of the credential granted
- Student Interview Forms
- If applicable, withdrawal or dismissal documentation

Other relevant documents (medical certificates, incident reports, student dispute or appeal, student guidance and support forms etc.) are collected and documented as received using a Student Interview Form, filed in student files for confidential safe keeping. All documents are signed, completed and attached to the student file and stored appropriately.

To view your student file, please make an appointment with the Campus Director and provide your student ID card for verification. Please note that student files cannot leave the campus and can only be viewed in the presence of the Campus Director. Students may request a copy of their file from the Campus Director, at a cost of \$100.00.

### Student Forms

Please ask your Campus Administrator if you require any of the following forms:

- Training Commitment
- Student Emergency
- CTC Waiver & Release
- Release of Information/Photography Release
- Name to appear on documentation
- Student Code of Conduct
- Student Leave Application form
- Computer Usage

### Student Training Completion Fund

The Private Training Institutions Branch requires that all private colleges must protect student fees paid to them. The Student Training Completion Fund (STCF) is made up of contributions from all registered private career-training institutions in BC. The fund belongs to the public and is there to protect true and bona fide student claims.

### Withdrawal Procedure

If a student is considering withdrawal from a program of study, the student is advised to meet with the Campus Director to discuss the reasons behind the decision. At this time, the Campus Director will review the Enrollment Contract that outlines the tuition refund policy. The student is also at this time counselled on the consequences of withdrawal and how it may affect their student loan or alternate source of funding.

If a student withdraws from a program of study, a written request is required from the student. The College will complete a Program Withdrawal form accompanied with a letter confirming the change of student status. The Campus Director will calculate the tuition paid against the tuition penalty to be applied. Details on how this is calculated can be found on the Enrollment Contract under the refund policy section.

Tuition that is to be refunded will be done by cheque, issued to the student or appropriate funding organization that originally paid the tuition. The financial department is responsible for issuing a cheque, should there be a refund, and will do so within 30 days from the date that the written request was received by the institution.

Tuition that is to be collected will be due immediately unless a payment plan is in place and approved by the Campus Director. In the event that tuition continues to be outstanding, the Campus Director will provide the student with the following sequence of letters:

1. First Letter – Provide the student 2 weeks from the date of the letter to contact the Campus Director to discuss repayment of fees owing.
2. Second Letter – Provide the student 2 additional weeks from the date of the second letter to contact the Campus Director to discuss repayment of fees owing.
3. Final Notice Letter – Provide the student 2 final weeks from the date of the final notice letter to contact the Campus Director. If no contact made, the student is placed on collections.

### Course Assessments

Student competency and understanding will be evaluated using a variety of methods. These assessments may include, projects, presentations, quizzes, tests, homework, assignments, mid-term and final exams. In-class participation is required and designated by the course. Please note that an aggregate of 70% must be achieved to pass the course and 70% for each course must be maintained to successfully pass a program.

For students in the Post Graduate Certificate in Nursing Practice and the Post Graduate Certificate in Nursing Practice with Co-op to successfully complete each course, learners must score a minimum of 65% on each of their evaluations. In addition, learners must attend a minimum of 80% of in-class hours.

To achieve honours status, a student must achieve an aggregate of 90% or above on the program (excluding the Flight Attendant program) and maintain a 90% or higher attendance rate. To achieve honours in the Flight Attendant program, a student must achieve 90% or above in each course within the program and attend all seminars.

### Exam Rules

An exam will commence at the scheduled time and complete at the scheduled time. Students who arrive late may sit the exam and will conclude at the scheduled time; no additional time will be allocated for late arrivals.

Exams may be a combination of open and closed book portions, all open or all closed exams, which may vary in duration. Please refer to the distribution of course marks and exam time limit for your program.

During an exam, students must remain in the classroom at all times. A student may leave the classroom in an emergency if it's been discussed with the Instructor and approved. A student who leaves the classroom without consent from the Instructor forgoes the remaining questions and the exam will be concluded.

## Exam Protocol

In concert with other private colleges, community colleges and universities in BC, the following guidelines will apply to final exams at CTC. Historically it has been shown that marks and professionalism remain at a consistently high standard when this system is applied.

- Exams begin at the scheduled time and will end as instructed.
- Exam material will be located at your assigned seat.
- Any other information required will be on the board.
- Washroom trips are to be taken one at a time.
- No cell phones or cell phone calculators are to be used during the exam time.
- Any breach to the Academic Integrity Policy will result in the exam being stopped immediately and the student will be asked to leave the classroom.

Viewing of exams may be carried out by pre-booked individual sessions with the Instructor.

If a student challenges the marking assessment of their exam, the entire exam will be subject to review by the Instructor. Please follow the [Grade Appeal Policy](#) for procedures.

## Rewrite Exams

Students who do not pass an exam will have one opportunity to write a rewrite an exam and may receive a pass mark no higher than 70%. All rewrite examinations are to take place within one month of the original exam results and are to be arranged with your Instructor. A non-refundable re-write exam fee of \$100.00 will apply and must be paid at least one day prior to the makeup exam date.

All the above is subject to discussion with your Instructor or the Campus Director.

## Rescheduled Exams

If a student requests to write an exam at a time other than the scheduled seating due to medical reasons or exceptional circumstances, they will have one opportunity to reschedule with the ability to earn full credit and will consequently forfeit the opportunity of being eligible to do a rewrite of the exam in that subject. Exceptional circumstances can be discussed with their Instructor and must be arranged prior to the exam date. Medical issues with a supporting doctor's note, exceptional circumstances or other pre-arranged circumstances that have been approved by the Campus Director of the respective campus may provide the opportunity for a rewrite. All fees are owing and payable as per the contract.

## Homework and Classroom Assignments

These are required to be submitted on the assigned date and time. Late submission will be subject to a mark reduction as defined below. Work produced during your course at CTC remains the property of CTC at all times and may be used for instruction or promotional aspects of future courses.

The late submission of homework, assignments, quizzes, or tests outlined above will receive a pass mark no higher than 70% (or 65% in the Post Graduate Certificate in Nursing Practice or Post Graduate Certificate in Nursing Practice with Co-op programs) and, at the Instructors discretion, must be submitted before the final exam of the specific course. If students would like to submit homework, assignments, quizzes or tests after the scheduled due date, a \$100.00 resubmit fee per assignment will apply.

## Assignment Submissions

Assignments for submission are required to be submitted in the American Psychological Association (APA) format. This is the most commonly used style to cite sources including in-text citations, endnotes/footnotes, and the reference page. Students may refer to [APAStyle.org](http://APAStyle.org) or to the CTC's "APA Research Writing Reference

Guide” that was presented at the time of orientation.

Modifications on assignment submissions may be made however this is at the discretion of the Instructor. These changes will be made clear at the time the assignment is announced.

### Student Marks

Confirmation of marks: marks achieved in a course will be returned to the student as follows:

- Assignments – 2 weeks from the assignment due date, as issued by the Instructor
- Short answer assignments – 1 week
- Essays – 2 weeks
- Tourism Research Project – 4 weeks
- Quizzes – 1 week
- Exams – 2 weeks
- Final exams – 2 weeks

Please see your Instructor for the process of advising marks. Marks may also be accessible through the Student Login portal, among other resources such as attendance and financials. Exams and quizzes remain the property of CTC and may not be removed from the campus.

### Program End Dates & Re-admission

The program end date is discussed during the enrollment process and is located on your Enrollment Contract. If you have any questions your Campus Administrator or Campus Director will be able to assist.

This date is the final date for completion of all required components of your program, including any work experience component such as a practicum or co-op. The completion includes all outstanding work such as examinations, projects, presentations, quizzes or any other assessment as determined by the Instructor and as is deemed relevant to the program completion.

\*Students enrolled in the Post Graduate Certificate in Nursing Practice or the Post Graduate Certificate in Nursing Practice with Co-op program, in consideration of the time there may be between a student's completion date and the next available examination date, CTC provides all students of this program the opportunity to continue to refresh/audit the program at any point for no additional fees. Subject to space availability.

Once the end date has been exceeded, the student file will be closed and a final transcript will be issued.

Further outstanding work as outlined above cannot be submitted as the student is now in the position of re-admission and fees will apply.

For a student file to be re-opened, an appointment with the Campus Director will determine the terms of a new Enrollment Contract. Both parties will agree upon these terms and the applicable fees must be submitted prior to the acceptance of any assignments. An Independent Learning Plan will be created outlining the required items for completion with applicable due dates.

Re-admission charges are \$250.00 for Domestic Students and \$350.00 for International Students in addition to a grad and archive fee of \$75.00.

Resubmission fees will apply and be outlined by the Campus Director. This information will be included and detailed in an Enrollment Contract.

Should the above-mentioned contract details not be met, CTC will issue a transcript showing incomplete.

There will be no negotiation relating to the dates set in the contract once both parties have agreed and signed.

## Financial Assistance

Students enrolled in full-time programs may be eligible for Canada and Provincial Student Loans and Awards. Student Loan forms are to be completed online via Student Aid BC's website. Students who apply for loan funding should be completed and submitted a minimum of 4 weeks prior to their program start date. If funding has not been approved prior to the program start date, an initial payment is required before commencement of studies. Students should note that any adjustments to their training program might affect their financial obligations with Student Loans. For information on eligibility, maintaining your loan, program requirements such as attendance and marks, repayment details and your loan responsibilities, visit [www.studentaidbc.ca](http://www.studentaidbc.ca).

Many banking institutions offer reasonable educational loans for CTC students. Please note that a co-signer may be required for these financing options.

## Scholarship

CTC has scholarships available for those who qualify. For high school applications, the submission deadline is April 30<sup>th</sup> in their current graduation year. For all other applications, the scholarship submissions must be made on or before the day of registration.

## Tuition Fees

Students will be given a fee payment schedule prior to the first day of classes or during the first week of classes. Students are responsible for ensuring that all fees are paid to the College according to the fee schedule. Making scheduled payments before or on the scheduled payment date is the responsibility of the student.

Non-Student Aid BC funded students are required to have all program fees paid in full a minimum of 8 weeks prior to a work experience practicum or co-op. Students with outstanding fees will not be eligible to attend practicum or co-op work experiences. Students registered in a program that does not have a work experience component or the program duration is 3 months or less, are required to have all program fees paid in full a minimum of 4 weeks prior to the program end date.

## Monthly Service Charges

A \$15.00 per month service charge will apply for students that choose to make tuition payments monthly.

## Late Payments

Students who do not pay by the date outlined in their fee payment schedule may be given 2 days' grace, but will be subject to a \$15.00 late fee. If you are experiencing financial difficulty and are unable to pay your fees on time, you may request a promissory note which must be approved by the Campus Director. The due date for payment of fees may be extended by one week. This is only done in extenuating circumstances and must be negotiated prior to the date fees are due.

Should a student not make a fee payment after the 2-day grace period or date negotiated and approved by the Campus Director, the following will transpire:

1. The Campus Director will issue a warning letter with a period of 4 weeks to finalize the outstanding balance outlined in the fee payment schedule. In class participation during the 4 week period may be limited or excluded pending arrangements with the Campus Director.
2. Should a student not make payment after the 4-week period, the student may be dismissed from the College and consequently, be placed on collections. Please refer to the Dismissal Policy.



### Returned Cheques

These will be subject to a \$25.00 charge.

### Program Delay/Transfer Fees (Prior to Enrollment Contract Commencement)

A delay of start date or transfer of program to an alternate campus is possible as long as it is before the start date on the original Enrollment Contract. Students who do so will be charged all fees due under their registration contract at the time. If the student would like to re-enroll for a future start date or transfer of programs, re-admission fees of \$250.00 for domestic students and \$350.00 for international students will apply, a new Enrollment Contract will be required and if applicable, CTC may move tuition and fees already paid on account over to the new start date or transfer program. Please note: transfer from one program to another may result in cancellation penalties being applied to the first program.

### Program Delay/Transfer Fees (Post Enrollment Contract Commencement)

Changes to a current program (during the start and end date on the Enrollment Contract) such as rescheduling a course or changing campus, will be reviewed and require approval by the Campus Director. Payment of \$250.00 change fee, due at the time of the request. No requests will be reviewed or considered until the fee has been received and this fee does not guarantee that the request can be accommodated.

The Campus Director will review each course or campus transfer on an individual basis. Factors that may prohibit a course or campus transfer may include (not exclusive):

- College scheduling: location, availability, class size
- Instructor availability
- Preference of Instructor
- Attempt to transfer midway through a course
- Documentation issues relating a study visa or work permit
- Students who have altered their program and have any type of delay or break in training
- Students on Student Loan funding are not permitted to have a delay or break in their training and may risk withdrawal status. This may result in an over-award situation, requiring the repayment dates to move forward by 6 months from the withdrawal date (the last day in class)

### Course Retake

If during the period of study on a registered program a student is unsuccessful at achieving the 70% pass rate (or 65% in the Post Graduate Certificate in Nursing Practice or Post Graduate Certificate in Nursing Practice with Co-op programs) for any course that makes up their program, there are two options available. The first option is that the student may retake the course during their period of study and before their end date at a cost of \$15 per hour, please note that each course varies in hours so the costs will vary. The second option is if the student chooses to retake the course outside their period of study dates then a re-admission charge of \$250.00 for domestic students / \$350.00 for international students will apply, plus the cost of the course.

If the student retakes the course, the student is eligible to receive full marks, however, please note that all work submitted must be new and original. Previously submitted or graded work may not be used as a basis for evaluation and will not be accepted or used as a basis for competency.

### Prior Learning Assessment Policy

CTC will consider prior learning assessment applications from students that have attended other recognized training institutions. To submit an application, CTC requires:

1. Students must present all the required documentation a minimum of 4 weeks prior to the program start date to the Admissions Advisor. Documents required are:

- a. Course outline
  - b. Transcript of marks showing successful completion
  - c. Prior Learning Assessment form (PLA) fee of \$250.00. Payment of the PLA fee will ensure a thorough review of material submitted however does not guarantee that any or all of the submitted courses for review will be recognized.
  - d. Determining equivalency will be based on factors such as:
    - i. Learning outcomes
    - ii. Subject matter
    - iii. Textbooks and support material
    - iv. Assessment methods and standard
    - v. Course length and credits associated
2. Following a complete submission package and further review by the Senior Education Administrator, CTC will outline the course(s) that receive a PLA credit (not exceeding 50% of the total in-class training period of the program) and the tuition credited on the Enrollment Contract.

PLA courses taken more than five years ago may be considered and will be reviewed in more detail to ensure curriculum transferability. In addition, PLA will not be considered for Career Development, Practicum or Co-op Work Experiences.

#### Credit Transfer Agreements into Higher Level Institutions

CTC is pleased to offer transfer credits toward higher level Diplomas or Bachelor Degrees in Hospitality or Tourism Management in both private and public universities and colleges worldwide. It must be noted that students wishing to transfer into receiving institutions must meet the entry requirements of that particular institution. Having successfully completed a program or programs at CTC does not offer automatic acceptance of the receiving institution. CTC is proud to offer transfer articulation, please visit [tourismcollege.com](http://tourismcollege.com) for current agreements.

Completion of CTC Diploma Programs does not constitute direct enrollment into the mentioned colleges or universities. Each college and university program has specific requirements. CTC graduates must meet the entrance requirements of the receiving institution.

If CTC can assist in any way, please contact us.

#### Photocopying Machine

Photocopying is not available for students. If your request is related to homework assignments, please refer to your Instructor.

#### Printer

Printers are not available to students on campus. CTC is moving toward a paperless environment wherever possible. Assignments can be emailed to your respective Instructor. This will create an electronic record of your documents for ease of use and revisions if necessary. Should an Instructor request that an assignment or any other form of documentation be in print form, this is the responsibility of the student to produce.

#### Telephone

If emergency phone calls are needed, please see Campus Administration. College telephones are not available for use during business hours, except in an emergency. Emergency long distance telephone calls will be charged at current long distance rates.

### Book Replacement Charges

Students will be liable for the full replacement value of any books not returned or damaged during the duration of their course.

### Reprinting Replacement Charges

Students will be responsible for the cost incurred of reprinting materials that have already been previously provided by the college. It is recommended that students retain all material provided during the program, should it be required for reference at a later date.

### Additional Charges May Include

- Tutorial fees \$25.00 per hour
- Student ID card replacement \$10.00

## Student Support Services

### Employment Opportunities

During studies, opportunities sometimes arise for students to gain part-time employment from various industries that CTC has networks with. Students will be notified of any relevant employment opportunities via on campus notice boards, CTC's online job board (Career Hunters), emails, and verbally by CTC staff.

For other job opportunities, you can look at local newspapers, online job sites such as Craigslist/Monster/Indeed, and community notice boards. Please remember it is important to balance work, study and personal time.

Alumni students of CTC will have access to job placement assistance, ongoing support for upgrading resumes and access to tourism job leads through the CTC website.

This service is available to all graduates requesting information and support in their job search. Assistance includes resume and cover letter preparation, job lead emails, career trends, and general support. Students are able to log in at the CTC's Career Hunter on [www.tourismcollege.com](http://www.tourismcollege.com) for current jobs available.

### Independent Learning Plan

Students are encouraged to notify their Admissions Advisor regarding any educational issues, barriers to learning or concerns prior to enrollment in a program. Students will meet with the Senior Education Administrator to discuss how the College can support them and may also create an Individual Learning Plan (ILP) in order to accommodate these needs. ILP's can be modified to meet student needs based on student and Senior Education Administrator's input.

An ILP identifies educational barriers or learning concerns prior to enrollment. Additionally, an ILP may be created to address other learning concerns that develop during a program of study. Examples may include (not exclusive to) academic or attendance concerns, behavioral concerns, an approved Leave Application between the student and Campus Director, or a student who's been placed on Academic Probation.

The ILP identifies academic outcomes accompanied by the needs and activities needed to undertake the process. A weekly record outlining activities is created and a completion date that is agreed upon by the student, Instructor and Senior Education Administrator.

### Student Evaluations

Students will have several opportunities to evaluate all facets of CTC during their program duration, through online evaluations completed during class time and one-on-one meetings. The Senior Education Administrator will be available to answer any questions regarding definitions of terms used in the evaluations to ensure that all evaluations have been submitted.

All online evaluations at CTC are anonymous, however you are able to put your name on the evaluation if you wish to be contacted to discuss the evaluation in more detail.

Online student evaluations:

- Instructor & Course Evaluation are completed in two month intervals
- College evaluations are completed on a quarterly basis

One-on-one meetings are conducted monthly with the student and the Instructor. This provides a private opportunity for both parties to discuss the student's academic path at CTC, progress, marks, attendance and more.

### Alcohol

Students may not attend College or field trips while under the influence of alcohol or bring intoxicating beverages / liquor onto CTC premises at any time. Any student found in an intoxicated state will be requested to leave the College (supervised by CTC staff) and will be subject to disciplinary action.

From time to time, CTC will use alcohol as a method for demonstration and instruction. Students must be over the age of 19 to participate in these demonstrations.

### Drugs

CTC forbids the use of illegal substances at any time during classes or field trips. This also includes the ownership of drug taking equipment. Any student found possessing, using or being under the influence of illegal substances will be removed from the College (supervised by CTC staff) and the proper authorities will be informed. Consumption of illegal substances will result in disciplinary action.

### Smoking

Smoking is strictly prohibited on campus or at the building entrance as per provincial laws.

### Policy for Sexual Harassment

Harassment and bullying are defined as, unwelcome advances, requests for sexual favours and other verbal or physical conduct of an inappropriate nature by anyone in a position of power or influence and/or student body.

When such conduct is directed towards an individual and has the purpose or effect of a) creating an intimidating hostile or offensive work or academic environment, or b) unreasonably interfering with another's work or academic performance, it must be reported to the Campus Director. All reports will be documented.

### Procedure for Reporting Allegations of Harassment and Bullying

Any individual or individuals that believe they have been victims of this type of harassment should report the incident to their Campus Director. It is preferable that incidents of this nature be reported as soon as possible.

CTC will do all in its power to protect the privacy of the individuals involved and ensure that the complainant and accused are both treated fairly. Information about individual complaints is considered confidential and will be shared only if the complainant signs a written release form.

## Academic Information

### Attendance

In the event you are unable to attend your class or work experience for any reason it is required that you call or email your Instructor before the start time and leave a message detailing your name, class, and reason for absence. Where appropriate please also call any work experience provider to advise them of your absence. In all other circumstances speak to the Campus Director.

Further details can be found towards the end of this handbook, under CTC's [Attendance Policy](#).

### Leave

Canadian Tourism College understands that there are unforeseen circumstances and would strongly recommend where possible, advanced communication regarding leave requirements. Any student wishing to be absent for any period during the course of delivery must obtain prior approval for this absence from the Campus Director and Instructor. Any break in study will result in a significant delay in a student's ability to complete their courses due to class scheduling. Additionally, a break in study may void the requirements for the practicum or co-op work experience policy. Further documentation such as medical reports, travel documents or other supporting evidence may be requested to support a student's leave application.

Students are requested to make appointments and holiday arrangements during College holidays or after class hours where applicable, in order to avoid breaching attendance requirements and falling behind class delivery.

Where prior approval is sought, and granted, every effort will be made to assist the student to develop an Independent Learning Plan to make up missed assignment(s) and class work. Applications for leave will not be considered if the course has already been delivered. An application fee of \$250.00 is due at the time of submission, no applications will be accepted until paid. Students who are funded by Student Loans are not eligible for a break in study as per the loan agreement. Students who are sponsored must provide documented support from their funding agency with their application.

For more details, please visit [Program Delay/Transfer Fees \(Post Enrollment Contract Commencement\)](#) located within this handbook.

### Class Expeditions / Field Trips

It is the expectation of CTC that all students behave in a professional and organized manner. Dress will be business attire or as appropriate for the event, Instructors will advise.

Timekeeping will be agreed prior to trip and will be adhered to without exception. Field trips are a critical part of the learning process and must be taken seriously. If you miss a departure it will be your responsibility to join the group on route.

### Closures – Weather Related

In the result of severe weather conditions please make sure you check our website for College closure, rescheduling of classes, or any other announcements that may be made.

### Mobile Phones

Mobile phones are permitted on campus but must be turned off prior to entering a learning and practice setting. Students are required to turn mobile phones and other audio devices off during class. Your Instructors will accommodate emergency calls. All emergency calls must be taken outside the classroom environment. Failure

to comply could result in a warning letter and/or further disciplinary action.

### School Supplies

While in attendance at CTC students are responsible for supplies as required. Typically, the following items may be required: pens, pencils, binders, loose leaf lined paper, white out, basic four function calculator (phones are not permitted in exams), highlighters, ruler, and a flash drive.

Students should have a computer or regular access to one to conduct research and complete assignments. Please inquire with an Admission Advisor for software specifications and requirements.

### Allergies

With respect for others, CTC is a scent-free zone.

### Etiquette

It is understood that while in class, all students will listen intently to their Instructor. Should a student have to leave or enter the class during scheduled class times, please do so in a quiet and non-disruptive manner.

Etiquette includes no eating or drinking while on a host's premises. Cell phones must be switched off. Please extend basic courtesy while hosts are giving tours and speeches.

If you enter a class late, closing the door can make a lot of noise and disturb other students, as well as your Instructor – try to guide the door closed, and turn the door handle to avoid any loud noises from the door lock.

- Please be considerate to your classmates and Instructors – please don't talk in class.
- Make sure to turn off cell phones.

### Food & Drink

In an effort to provide students and visitors with a well-kept, clean and tidy campus environment, consumption of food and beverages must take place in the designated eating areas as it is not permitted in the classrooms. However, water that is kept in an enclosed and sealable container is acceptable.

### Handouts and Classroom Materials

If you should be absent from a classroom session, handouts may be collected from the Instructor.

### Visitors

Visitors are defined as any person or persons not registered with CTC. Visitors must have authorization from the Instructor or CTC representative to attend classroom sessions. Students must accept all responsibilities for their conduct.

### Employment Preparation

Students are required to complete the Career Development course which outlines expectations for gaining employment, preparation of resumes both hard copy as well as electronic, interview preparation along with role playing, job search techniques as well as coaching from our Instructors. Students are required (if applicable to the program) to complete a mandatory, unpaid 160-hour practicum or a co-op work experience (with exception to the Travel & Tourism or Hospitality & Resort Management Diploma that include 155 hours of placement); this in itself is excellent experience to help prepare for the next step in gaining employment. Students have access to weekly job posting updates on our website in the Student Services link to Career Hunters.

Expectations, eligibility for placement, and requirements for successful completion of the work-experience components are outlined in the policy section of this handbook for both practicum and co-op's.



## When You Finish Studying

### Graduation

CTC will offer all students completing a qualification the opportunity to be publicly awarded at the graduation ceremony. Graduation ceremonies are typically held in May and November for the Surrey and Vancouver campus locations.

A Campus Administrator will notify students when they are eligible for graduation. Eligible students will be graduates of their program (including respective work experience, if applicable) or scheduled to graduate within 4 weeks of the event. All students should note that only those who have applied and been invited will be eligible to graduate in CTC graduation ceremonies.

Please note that these occasions require a formal dress code unless otherwise stated. Formal regalia (grad gowns) are required and will be provided by CTC on the day of the ceremony.

CTC will host graduation fees for all graduating CTC students including a cap and gown ceremony. Fees for guests of the graduate will be available at College reception when graduation dates are announced.

### Qualification and Achievement Certification and Transcript

All students are provided with a copy of their qualification and achievement certification (certificate or diploma) and transcript. Final transcripts, certificate(s) and/or diploma achieved will be available 60 days after completion of the program. Students will be notified via email that their completion documents will be available for pick up at the respective Surrey or Vancouver campus location.

All documentation will be provided to students based on the academic progress, 60 days from the date of program completion as per the Enrollment Contract, withdrawal or dismissal date.

To ensure receipt of these documents, students must meet the following requirements:

1. All course work, assignments, exams, quizzes and other methods of assessments are submitted by the scheduled date, prior to the end date on the Enrollment Contract.
2. All work experience components (practicum or co-op if applicable) to be completed with proper documentation and log hours submitted.
3. Account balance to be paid in full.

Students or graduates requiring extra copies of their certification or transcript will be required to complete the [Document Request Form](#) found on the CTC website under Student Services. Please note, fees will apply.

### Grading System

CTC Instructors will evaluate student performance that will formalize a student's success within a course and/or program. The college is responsible for ensuring that students are evaluated in a consistent and equitable manner that is clear and communicated to ensure student success. The purpose of outlining CTC's grading system is to establish these responsibilities of both the student and college. For students who may be dissatisfied with a grade, please follow the appeal policy located in the [Dispute Resolution Policy](#).

Passing mark for all courses is 70% (with exception of the nursing programs which is 65%). All weighted courses must be passed in order to earn a certificate or diploma. Please refer to your program outline and Campus Administrator for more clarification if required.

| Grade | %             | GPA  |
|-------|---------------|------|
| A+    | 94.00-100.00% | 4    |
| A     | 90.00-93.99%  | 3.75 |
| A-    | 86.00-89.99%  | 3.5  |
| B+    | 82.00-85.99%  | 3.25 |
| B     | 78.00-81.99%  | 3    |
| B-    | 74.00-77.99%  | 2.75 |
| C+    | 70.00-73.99%  | 2.5  |
| C     | 66.00-69.99%  | 2.25 |
| C-    | 62.00-65.99%  | 2    |
| D+    | 58.00-61.99%  | 1.75 |
| D     | 54.00-57.99%  | 1.5  |
| D-    | 50.00-53.99%  | 1.25 |
| F     | 0.00-49.99%   | 1    |

### GPA Calculation

Grade point average (GPA) for each course and program is calculated by the logic below.

| Courses       | Course Code | Credits Attempted | Credits Earned | Final Mark (%) | Final Mark (GPA) | Points Earned |
|---------------|-------------|-------------------|----------------|----------------|------------------|---------------|
| Course Name 1 | CC1         | 2                 | 2              | 77%            | 2.75             | 5.5           |
| Course Name 2 | CC2         | 4                 | 4              | 68%            | 2.25             | 9             |
| Course Name 3 | CC3         | 3                 | 3              | 65%            | 2                | 6             |
| Course Name 4 | CC4         | 3                 | 3              | 70%            | 2.5              | 7.5           |
| Course Name 5 | CC5         | 3                 | 3              | 66%            | 2.25             | 6.75          |
| Course Name 6 | CC6         | 3                 | 3              | 78%            | 3                | 9             |
| Course Name 7 | CC7         | 3                 | 0              | 52%            | 1.25             | 3.75          |
| Course Name 8 | CC8         | 1                 | 1              | 82%            | 3.25             | 3.25          |
| Course Name 9 | CC9         | 2                 | 2              | 87%            | 3.5              | 7             |
|               |             | 24                | 21             |                | 22.75            | 57.75         |

### **Logic Breakdown**

### **GPA**

2.75

| Column Name       | Logic  |
|-------------------|--|
| Credits Attempted | These are the number of credits (weighting) associated to the course.  |
| Credits Earned    | These are the number of credits (weighting) associated to the course.  |
| Final Mark (%)    | This is the grade that was entered for the course.   |
| Final Mark (GPA)  | This is the grade converted to a GPA, using the GPA grade map outlined in the <a href="#">Grading System</a> . |
| Points Earned     | This is the Final Mark (GPA) multiplied by the Credits Attempted.  |
| GPA               | This is the Points Earned divided by the Credits Earned.   |

### Post Placement Support

All students exiting CTC through course completion, end of program or withdrawal or dismissal date must have an appointment with a Campus Director or a relevant staff member to discuss what you will do after your studies at CTC. All students are required to complete the final student evaluation in order to give supporting staff an indication on how we can best advise and assist you with your next step.

Please provide us with as much honest feedback so that we can assist you in achieving positive outcomes. This information can also be used to keep in touch with our Alumni students.

### Alumni

When you graduate, you can join our alumni database and receive the latest news and share your success stories. To join after graduation, please email [alumni@tourismcollege.com](mailto:alumni@tourismcollege.com).

### Refresher Courses

Alumni are eligible to attend up to a maximum of three courses at no cost, to refresh their skills. As a part of ongoing support and job placement assistance, it's important that alumni be current within their skill sets. It is quite common as industry changes, technology advances,

Alumni will be required to follow the enrollment process and may participate in class however there will be no formal assessment or credit awarded.

### Alumni Discounts

A \$250 discount is available to all CTC Alumni when registering for a second diploma program.

### Document Re-Issue Fees

- There will be a charge of \$40.00 for re-issuing a transcript, certificate, or diploma. Records requiring retrieval that are archived at CTC's offsite facility are subject to additional fees.

### Taxes

Students may access their T2202A tax receipt electronically through the Student Login portal. Tax receipts are provided for each on-campus, full-time student. There will be an administration fee of \$10.00 to create a paper copy or an additional copy from a non-current-year receipt.

Students of our online programs are not eligible for a tax receipt.

For more information, please refer to *Students & Income Tax*, and *Eligible Tuition Fees* on the CRA website.

In order to ensure accuracy on the T2202A tax receipt, please update your mailing address through the Student Login portal.

### Reward Incentive Referral Program

If a referral is made by an alumni or current student and leads to a registered full time student at CTC, the student will be eligible for a \$150.00 referral gift for diploma programs and \$75.00 referral gift for certificate programs.

## Canadian Tourism College Policies

Canadian Tourism College:

### **Academic Integrity**

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Name of Policy

**All employees are responsible for administering this policy.**

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Position(s) Responsible

### **Policy:**

Academic integrity refers to any form of cheating that occurs in relation to a formal submission of student work (this may include research papers, essays, homework, assignments, quizzes, exams etc.). Forms of cheating are listed below, but not exclusive:

1. Plagiarism – the use of words, ideas, distortion of the truth, or improper use of another’s work without crediting the original source to obtain an academic advantage. Work that is considered to be either of direct text copy, copy and paste, not cited, cited incorrectly, has been previously submitted for marks, or any other variation will be returned to the student and marked as incomplete. This may range from an entire assignment or specific passages within an assignment, taken without appropriate acknowledgment.
2. Cheating – attempts to gain or give assistance without appropriate acknowledgement.
3. Impersonation – using a student’s identity to gain academic advancement for said student, or outsourcing work to either an organization or a person for academic advancement and claiming it as original work.
4. Deception – providing false information regarding a formal submission. For example, this could include false reasoning for not submitting an assignment or claiming an assignment was submitted.
5. Bribery or paid services – providing or receiving information for academic advancement with monetary value or some other non-monetary exchange is involved and has altered the behavior of the recipient or influenced the action of a College employee.

Students are responsible for ensuring that they understand the Academic Integrity policy among other policies outlined in the Student Handbook. Each student is responsible for the work they produce, should they have doubts regarding the work they intend to submit, they should consult their Instructor.

Breach of the Academic Integrity policy is considered an academic offense and is outlined as grounds for dismissal. A student’s academic future with the College will be reviewed on an individual basis. Should the College offer leniency; a student will be placed on Academic Probation, which is outlined in the policy section of the Student Handbook.

Plagiarism software may be used in the determination of plagiarism; however, its use is at the discretion of the College.

**Procedure:**

1. A meeting between the student, Instructor and Campus Director will take place within 10 days of said alleged conduct.
2. An investigation will take place to further determine whether the alleged conduct is true, please refer to the procedures outlined in the [Student Dismissal Policy](#), found in the Student Handbook.
3. As a result of the investigation, the student may be dismissed from the College or placed on academic probation.
  - a. [Student Dismissal](#) – please refer to the policy.
  - b. [Academic Probation](#) – please refer to the policy. Should the student be placed on academic probation, the student will receive a mark of zero and will be required to retake for a maximum of 70% (or 65% in the Post Graduate Certificate in Nursing Practice or Post Graduate Certificate in Nursing Practice with Co-op programs), fees will apply.

Canadian Tourism College:

### **Academic Probation**

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Name of Policy

### **All employees are responsible for administering this policy.**

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Position(s) Responsible

### **Policy:**

Academic Probation will be assigned to a student who, while not falling under the grounds of immediate dismissal, has:

- Earned a cumulative average of less than 70% (or 65% in the Post Graduate Certificate in Nursing Practice or Post Graduate Certificate in Nursing Practice with Co-op programs) of any three modules, at any given point during the program.
- Earned a cumulative attendance average throughout the duration of the program of less than 90%. Excluding medical issues with a supporting doctor's note, exceptional circumstances or other pre-arranged circumstances that have been approved by the Campus Director. All fees are owing and payable as per the contract.
- Has not upheld the terms outlined in the Respectful and Fair Treatment of Students Policy, Dismissal Policy, and Academic Integrity Policy.

A student placed on Academic Probation will have one month from the infraction to complete any outstanding assignments, projects, quizzes, exams or assessment methods outlined by the Instructor. Students will be placed on an Independent Learning Plan, written and agreed upon by the College and student. The Independent Learning Plan will outline what's outstanding, when the outstanding items are to be completed and submitted, any associated fees, with a maximum percentage attainable of 70% (or 65% in the Post Graduate Certificate in Nursing Practice or Post Graduate Certificate in Nursing Practice with Co-op programs). Each case will be reviewed on an individual basis. Please note, fees may apply. Some conditions may apply.

A student placed on Academic Probation is unable to register for further programs until they are placed in to good standing. This restriction may be waived at the discretion of Campus Directors of the College.

Academic Probation will be changed to good standing if the student's cumulative average raises above 70% (or 65% in the Post Graduate Certificate in Nursing Practice or Post Graduate Certificate in Nursing Practice with Co-op programs), the course has been retaken successfully, or the outstanding terms are reconciled.

Students who do not enter in to good standing after one month from being placed on Academic Probation, may be dismissed from the program.

Any further violation while under Academic Probation will result in immediate dismissal (please refer to our dismissal policy).



Canadian Tourism College

**Admission Policy**

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Name of Policy

**Admissions Advisor**

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Position(s) Responsible

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**Policy:**

CTC is committed to enrolling students who meet all of our program admission criteria and who are likely to succeed in meeting their education and career goals.

General Requirements

Students are requested to have one of the following pre-requisites to qualify for enrolment into a Canadian Tourism College Diploma or Certificate program:

1. Grade 12 graduation from a Canadian High School or an equivalent level institution Worldwide;
2. Successful completion of the Government Equivalency Diploma (G.E.D);
3. Apply as a mature student, be over 19 years of age and successfully complete the Canadian Tourism College Entrance Exam with a passing grade of 65%.
4. Have completed a tourism or hospitality related program at CTC, or another institution.

If English is not the first language of the student, one of the following pre-requisites is required to be admitted into this program:

5. IELTS score of 5.5 or higher or equivalent English language benchmark verified by the institution.
6. TOEFL score CBT 163, IBT 57 or equivalent verified by the institution.
7. Level 5 ESL training from Vancouver International College or equivalent from another ESL school, or a minimum of 2 semesters full-time of non-ESL studies at an English speaking secondary or post-secondary institution.
8. Canadian Tourism College English Assessment (written onsite) with a score of 65%
9. Canadian Tourism College online English assessment with a score of 70%

In addition, CTC recommends the following personal attributes: enjoy working with people, have a positive attitude, be enthusiastic, be responsible, be willing to learn and be ready to take on new challenges and ideas.

For domestic students, Canadian citizenship or landed immigrant status is required. International students are required to possess a valid study visa, for programs longer than 6 months and prior to the program start date. International students are also required to have sufficient accident and medical insurance coverage to cover any injuries or illnesses that may occur during the educational term.

**Procedure:**

1. The institution's Campus Administrator refers all inquiries to the Admissions Advisor.
2. The Admissions Advisor meets with the prospective student to discuss the program of interest. If the student is undecided about a program of study, the Admissions Advisor provides the prospective student information about a number of programs so that the student can make a decision.
3. Once the student has decided on a program of study, the Admissions Advisor reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
4. The Admissions Advisor obtains evidence (e.g. transcript, proof of age, etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file.
5. After receiving evidence that the prospective student meets all of the admission criteria, the Admissions Advisor will prepare or assist in the preparation of the Enrollment Contract and meets with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the student agrees on a financial arrangement, they sign the contract and the admission representative provides a copy of the signed contract, along with a copy of all student policies to the student.

Canadian Tourism College

**Attendance Policy**

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Name of Policy

**Campus Director**

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Position(s) Responsible

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**Policy:**Absence

Due to the interactive nature of the programs at CTC and professional conduct requirements, all students are required to maintain a minimum of 80% attendance of the courses in which they are enrolled. Students, who fail to maintain the 80% attendance requirement may result in dismissal from the program, please refer to the Dismissal Policy for procedures.

Students will be required to provide explanations for absences however this does not equal an 'excused absence'. Absence to be marked as 'excused absence' and be exempt from the 80% attendance requirement must be approved by the Campus Director.

Students, who have absence from class due to illness for more than one day, are required to submit a medical certificate to the Campus Director. This document must include the name of the physician, address, telephone number, verbiage affirming the medical issue along with dates that support the period of time the student was absent.

Excessive Absence

Students are expected to be in attendance as per the Enrollment Contract. Each student is provided a program schedule on induction day, outlining his or her day-to-day sessions throughout the educational period at CTC. Depending on the program, a student may have one session or two sessions per day (morning or afternoon), delivered in four-hour intervals.

Excessive absence includes but is not limited to:

1. Unscheduled, unexplained absences
2. Tardiness including late arrivals or early departures
3. Attending a morning session and not the afternoon session, or vice versa

Students with excessive, erratic, unexplained attendance may face the following consequences:

1. A verbal warning for regular unexplained absences
2. A first warning letter for three days of unexplained consecutive absences and/or for sporadic attendance resulting in falling below 80% attendance requirement

3. A final warning letter for four days of unexplained consecutive absences and/or for no improvement after the agreed time frame stated in the student's Independent Learning Plan
4. A dismissal letter after five days of unexplained consecutive absences and/or failure to improve attendance after one verbal warning and two written warnings

Commitment to study is one that should not be considered lightly. Absent students will be missing out on important material during class delivery time that can be very difficult to repeat. This will make completing assessments very challenging. Please make full use of the delivery time your Instructors provide to enhance your learning experience with CTC.

Attendance and punctuality are very important and are recorded on a daily basis. Attendance is tracked by the hour and may be used in reporting purposes to the following organizations; Student Loans, Citizenship and Immigration Canada, Workers Compensation Board, Employment and Social Development Canada and more. Additionally, these records are used when calculating participation marks, practicum or co-op work experience. In order to guarantee the work experience placement, it is required that attendance is 90% or higher. Attendance to all aspects of your program is mandatory.

For those on [Student Loans](#), please familiarize yourself with the requirements to maintain your loan and continue you in your studies.

Canadian Tourism College:

**Dispute Resolution Policy**

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Name of Policy

**Campus Director**

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Position(s) Responsible

**Policy:**

CTC provides an opportunity for students to resolve disputes of a serious nature and grade appeals in a fair and equitable manner. This policy governs complaints from students respecting Canadian Tourism College and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

The policy applies to all current students and former students who are within 1 year of their graduation, withdrawal, or dismissal date. Students wishing to appeal marks must submit their dispute 30 days from the date the mark was received to submit their concern in writing to the Campus Director.

Grades on the following assessment methods may be appealed; assignments, projects, and exams.

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

If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (<http://www.privatetraininginstitutionsbranch.bc.ca>).

**Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing.
2. The student must provide the written complaint to the Campus Director who is responsible for making determinations in respect of complaints. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
3. The Campus Director will arrange to meet with the student to discuss the concern and desired resolution within 5 College days of receiving the student's written concern, or as soon as practicable.

4. Following the meeting with the student, the Campus Director will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate CTC personnel.
5. The necessary enquiries and/or investigations shall be completed no later than 10 College days following the receipt of the student's written concerns. The Campus Director will do one of the following within 10 days of receiving the student's written concerns:
  - a. Determine that the student's concerns are not substantiated; or
  - b. Determine that the student's concerns are substantiated in whole or in part;
6. The student and the institution's personnel involved shall receive a written summary of the above determination. All parties should sign a copy of all documentation relating to every student's complaint. A copy shall be given to the student, and the original will be placed in the student file.
7. If it has been determined that the student's concerns are substantiated in whole or in part the Campus Director shall include a proposed resolution of the substantiated concern(s).
8. If the student is not satisfied with the determination of the Campus Director, the student must advise the Campus Director within 48 hours of being informed of the determination. The Campus Director will immediately refer the matter to the Senior Education Administrator who will review the matter and meet with the student within 5 College days.
9. The Senior Education Administrator of the institution shall either confirm or vary the determination of the Campus Director. At this point the College's Dispute Resolution Process will be considered exhausted.
10. If the issue is of a serious nature the Senior Education Administrator of the College may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted, he/she should discuss with his/her Instructor. The Instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the Instructor, he/she should submit a written appeal to the Senior Education Administrator.
3. The Senior Education Administrator will obtain a copy of the assessment from the Instructor and will have the assessment re-marked by another Instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If the Senior Education Administrator reviews the grade appeal, the grade assigned following the re-mark and review will be final and cannot be appealed further.

Canadian Tourism College:

**Health and Safety Policy**


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Name of Policy

**All employees are responsible for administering this policy.**


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Position(s) Responsible

**Policy:**

CTC is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all CTC employees and students.

**Procedure for Fire Safety:**

1. The Campus Director ensures that adequate fire suppression equipment is available as needed throughout the campus and a qualified inspector inspects all fire suppression equipment at least annually.
2. The Campus Director ensures that all employees receive training in the operation of the fire suppression equipment and in the College fire evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the Campus Director will dial 911 and advise the fire department of the location of the College. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The Campus Director will advise all employees to evacuate the campus.
6. Instructors will escort their students to the rear parking lot on the east side of the building ensuring that he or she takes the class list with them. At the rear parking lot on the east side of the building, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the Campus Director if anyone is missing.
7. The Campus Director will act as a liaison between fire officials and students/employees during the emergency. If necessary, the Campus Director will authorize College closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

**Procedure for Earthquake Safety:**

1. The Campus Director ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.

2. The Campus Director ensures that all employees receive training in the College earthquake evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the Campus Director will advise all employees to evacuate the campus.
6. Instructors will escort their students to the rear parking lot on the east side of the building ensuring that he or she takes the class list with them. The Instructor will check the students present against the list of students in attendance that day and will immediately advise the Campus Director if anyone is missing.
7. The Campus Director will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the Campus Director will authorize College closure.

No student or employee will re-enter the campus until the rescue officials have authorized re-entry.



Canadian Tourism College

### **Mental Health Policy**

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Name of Policy

### **Campus Director**

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Position(s) Responsible

### **Policy:**

CTC is committed to the success of all its students including those with mental health difficulties or a mental health condition. This policy is designed to provide advice or guidance to:

1. Students who are experiencing mental health difficulties or a mental health condition;
2. CTC faculty who have a role in advising and supporting students with mental health difficulties or a mental health condition;
3. Students who may have a concern regarding another student's mental health.

It's CTC's belief that no student should be disadvantaged from successful completion of their program due to mental health. CTC is committed to providing support to students to facilitate their success using an Independent Learning Plan along with ensuring other college policies are adhered to, for example, the Attendance Policy.

*\*It is important to note that while CTC faculty are not certified counsellors, nor do they specialize in treatment of mental health difficulties or mental health conditions. CTC staff will be available to support students within the scope of completion of the program. Additionally, CTC staff will be a resource for suggestions on outreach support services within our respective communities for the student.*

CTC will:

- Create a stigma-free environment
- All personal information is kept private and confidential
- Encourage students to seek help
- Work with the student to create an Independent Learning Plan while keeping their education as normal as possible and adhering to the programs requirements
- Ensure that the physical and mental health of our students a priority

Procedure

1. Students who are experiencing difficulties are encouraged speak, when possible, to a CTC staff member at his/her earliest convenience. It should be noted that students are not obligated to disclose a mental health condition however in order to receive assistance, it is encouraged to be brought to CTC's attention sooner rather than later.
2. A student who has spoken to a CTC staff member will be referred to the Campus Director (if they haven't been already) at which point, CTC will:
  - a. Refer the student to appropriate counseling services or mental health services.
  - b. Work together to create an Independent Learning Plan to help accommodate the needs of the student while ensuring academic standards are met. Accommodations may include:

- i. A review of course load or complete alternative assignments
    - ii. Allowing a student to postpone an assignment, project, exam
    - iii. Reschedule a course
    - iv. Allowing a student to complete an online version of the course if CTC has one comparable to the in class version
  - c. Discuss medical leave and/or re-entry to CTC.
  - d. Respond to “at-risk” behaviour
  - e. CTC has a responsibility to disseminate the information and guidance relating to the Mental Health Policy to relevant staff members (those who interact on a daily basis and are responsible with facilitating the student’s success in the program) and provide training and updates where appropriate.
  - f. Any accommodation made by CTC must be compliant with related organizations such as The Private Training Institutions Branch (PTIB), Student Aid BC (SABC), Citizen and Immigration Canada (CIC), various funding organizations and others that may apply.
- 3. Staff and students, who observe a student who is exhibiting “at-risk” behavior, academic, behavioral or other difficulties, and a suicidal gesture or know to have contemplated suicide will be referred to the Campus Director.
- 4. All services provided by CTC are on a voluntary basis and it remains the student’s decision whether or not to seek the services. If a student does not seek services through the college or outside service, CTC will make efforts to reach out to the student to encourage him/her to do so.
- 5. In the event of a medical emergency, first aid may be administered and 911 may be called if required. A first aid kit is available at each campus reception.
  - a. In the event that a student is sent to the hospital or medical center, the students emergency contact provided at enrollment will be notified.

Canadian Tourism College

### **Privacy Policy**

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Name of Policy

### **Campus Director**

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Position(s) Responsible

### **Policy:**

CTC collects students' personal information for the following reasons:

- To maintain student records as required by PTIB
- To maintain student records as required by SABC (accredited schools)
- To keep students/graduates informed of activities of the College
- To issue T2202As in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

For students enrolled in a full program of study, CTC retains a student file for a period of seven (7) years and are accessible to PTIB upon request. These must include the enrollment contract, results of any entrance examinations, evidence of having met admission requirements, the student's transcripts, and financial records including payment records, any refund, student dispute and/or dismissal information and a copy of any study permits where applicable.

A student record must be stored with a vendor within 60 days of completion of a student's full program of study or the withdrawal or dismissal of the student. CTC uploads an electronic copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor. CTC provides a copy of a signed contract with a vendor acceptable to PTIB, providing secure off-site storage

A full student record is not required for students registering in a short duration program. Rather, the following must be kept for the duration of the program and 8 months beyond:

1. Enrollment Contract
2. Financial Records including payment and refund records
3. Documentation of any disputes, grade appeals, or dismissal

Student records for short duration programs are not required to be archived following completion of the program.

### **Procedure for maintaining student files:**

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Campus Director, and the Senior Education Administrator.
3. When a student leaves the College either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has

- completed all courses within the program of study, a program credential is also prepared. The Campus Director signs these documents and copies of the signed documents are placed in the student file.
4. Within 60 days of the student leaving College, student records are uploaded electronically to a third-party vendor and the hard copies are sent an additional third-party vendor for long-term storage.

**Procedure for student access to the information on file:**

1. Students wishing to access the information in the student file must make the request in writing.
2. Students wishing to have copies of their transcripts or credential must prepay in advance.

**Procedure for authorizing release of information:**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The College will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation. Please note, fees will apply.

Canadian Tourism College

### **Respectful and Fair Treatment of Students Policy**

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Name of Policy

### **Campus Director**

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Position(s) Responsible

### **Policy:**

Canadian Tourism College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. This policy reflects an understanding of the contribution needed to ensure the successful achievement of the students desired goals and promotes respectful and fair treatment for both students and staff.

#### **CTC Commitment to the Student:**

- Work with you on an individual basis with respect for your needs and abilities.
- Facilitate your learning in an interesting, safe, supportive and positive manner.
- To fairly and impartially grade and evaluate your performance.
- To rapidly report your grades on tests and projects.
- Clearly state information relating to the assessment process, assignment requirements, timetable and textbooks.
- To start all classes on time with prepared faculty.
- Provide access to appropriate members of staff to discuss related concerns.
- Respect for personal dignity, which includes sensitivity towards cultural needs and freedom from any form of harassment or coercion from others.
- Official policies and processes are put in place by CTC and are widely available and accessible to all students.

#### **Student Commitment to the College:**

- Complete the enrollment process and make arrangements for the payment of any applicable fees before attending classes.
- Acknowledge that the programs delivered at CTC are provided in English and therefore I will also speak in English only while in class.
- Attend punctually to all scheduled classes in which you are enrolled.
- Complete all homework assignments on time and to a designated standard.
- Demonstrate integrity in all transactions of admission, enrollment and course of study, and not to engage in false information-giving, cheating or plagiarism.
- Follow standards of hygiene and dress appropriate to the profession of study.
- Request assistance when necessary.
- Speak with Instructors over any issues I may have.
- Understand that my behaviour shown in the College will reflect how I will perform in the

industry.

- Turn mobile phones and other audio devices off during class.
- Have a positive attitude, to show respect and consideration toward the College, other students, the faculty, and staff.
- Take a professional approach while engaging in all assignments, projects, team work, and work experience components.
- Comply with expectations for completion of assessments.
- Seek solutions and opportunities.
- Manage conflicts effectively (with mediation, if necessary).
- Refrain from harassment of, abuse of, or discrimination against any person or group of people.
- Observe particular regulations governing the use and misuse of computing equipment including software piracy, emailing, accessing or downloading any prohibited or offensive material.
- Return all CTC College property, including books upon completion of study (books vary by program).
- Observe current legislation that prohibits the use or possession of illegal drugs or other methods that alter a student's state of mind. Any student suspected of carrying illegal drugs or other methods that alter a student's state of mind on CTC property will be reported to the police and will be subject to the Student Dismissal policy.
- Refrain from bringing alcohol on to CTC property, and not to attend any class under the influence of alcohol.
- Adhere to all policies outlined in the Student Handbook.

While on campus premises or during activities or events hosted by Canadian Tourism College, the student is required to behave in a professional manner, outlined in the commitments noted above. Activities that are prohibited and are grounds for dismissal are either commitments not upheld listed above or are identified expectations of students that are outlined in the Student Dismissal Policy.

If under any circumstances, a prohibited activity occurs, please refer to the [Student Dismissal Policy](#) that outlines the process for addressing such activities.

Canadian Tourism College

### **Student Dismissal Policy**

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Name of Policy

### **Campus Director**

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Position(s) Responsible

### **Policy:**

CTC expects students to meet and adhere to an expected level of professionalism while completing their program of study. The list below outlines the expectations that all students are required to follow. If needed, students should request clarification from the Campus Director if they have any questions.

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

Expectations for Student and grounds for dismissal:

- Abide by all policies outlined in the Student Handbook.
- Treat all students and staff with respect.
- Dress in accordance to the College’s Professional Attire Policy outlined in the Student Handbook.
- Treat College property with respect.
- Complete all forms of assessment on the scheduled completion dates.
- Attend classes as per the attendance policy.
- Falsification of any documents used in determining suitability for admission to CTC
- Failing to maintain satisfactory scholastic standing in the program
- Violation of Internet rules
- Moral turpitude
- Lack of professional demeanor toward staff, other students or host work experience company
- Repetitive interruption of the educational process at CTC
- Any other conduct, which is determined to be detrimental or damaging to the other students, staff members or the Institution, is prohibited.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Conviction of a criminal act while in attendance at the College
- Verbal abuse or threats.
- Vandalism of College property.

- Theft.
- Cheating in any form, as outlined in the Academic Integrity Policy.
- Under the influence or in possession of any illegal drugs, alcohol or any other mood altering substance at the institution.
- Infraction of Academic Probation.
- The institution forbids; disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to College; bringing any alcohol or any prohibited mood altering substances to the institution, bringing any drugs to the institution, making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.

Students who do not meet the expectations above will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Concerns related to a student's conduct should be referred to the Campus Director to process, in accordance with this policy.

### **Dismissal Procedure:**

1. All concerns relating to student misconduct shall be directed to the Campus Director. Staff, students or the public may bring concerns.
2. The Campus Director will arrange to meet with the student to discuss the concern(s) within 5 College days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the CTC will meet with the student as soon as possible and follow the procedures under Immediate Dismissal Procedure listed below.
3. Following the meeting with the student, the Campus Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 5 College days of the initial meeting with the student.
5. The Campus Director will meet with the student and do one of the following:
  - a. Determine that the concern(s) were not substantiated;
  - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
    - i. Give the student a warning setting out the consequences of further misconduct;
    - ii. Set a probationary period with appropriate conditions; or
    - iii. Recommend that the student be dismissed from the Institution.
6. The Campus Director will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the institutions complaint file, and the original will be placed in the student file.
7. If the student is issued a warning or placed on probation, the Campus and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
8. If the recommendation is to dismiss the student, the Campus Director of the College will meet with the student to dismiss him/her from study at the College. The Campus Director of the College will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the College.
9. If a refund is due to the student, the head of College will ensure that a cheque is forwarded to the student within 30 days of the dismissal.



10. If the student owes tuition or other fees to the College, the head of the College may undertake the collection of the amount owing.

**Immediate Dismissal Procedure:**

1. All concerns relating to student misconduct shall be directed to the Campus Director. Staff, students or the public may bring concerns.
2. The Campus Director will immediately remove the student from class and conduct a meeting to discuss the misconduct brought forward.
3. Following the meeting with the student, the Campus Director will conduct further enquiry or investigation if necessary, to determine whether the concerns are substantiated.
4. If the misconduct is substantiated, the Campus Director of the College will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the College.
5. If a refund is due to the student, the head of College will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
6. If the student owes tuition or other fees to the College, the head of the College may undertake the collection of the amount owing.

Canadian Tourism College:

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**Student Internet Use Monitoring and Filtering Policy**

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Name of Policy

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**Campus Director**

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Position(s) Responsible

**1.0 Purpose**

The purpose of this policy is to define standards for systems that monitor and limit web use from any host within CTC's network. These standards are designed to ensure students use the Internet in a safe and responsible manner, and ensure that student web use can be monitored or researched during an incident.

**2.0 Scope**

This policy applies to all CTC students, customers, guests and vendors with a CTC-owned or personally owned computer or devices connected to the CTC student network.

This policy applies to all end user initiated communications between CTC network and the Internet, including web browsing, instant messaging, file transfer, file sharing, and other standard and proprietary protocols.

**3.0 Policy****3.1 Web Site Monitoring**

CTC shall monitor Internet use from all computers and devices connected to the student network. For all traffic the monitoring system will record the source IP Address, the date, the time, the protocol, and the destination site or server. Where possible, the system will record the User ID of the person or account initiating the traffic. Internet Use records will be preserved for 180 days.

**3.2 Access to Web Site Monitoring Reports**

General trending and activity reports will be made available to any user as needed upon request to CTC. CTC members may access all reports and data if necessary to respond to a security incident.

**3.3 Internet Use Filtering System**

CTC shall block access to Internet websites and protocols that are deemed inappropriate for the College environment. The following protocols and categories of websites will be blocked:

- Adult/Sexually Explicit Material
- Advertisements & Pop-Ups
- Chat and Instant Messaging
- Gambling
- Hacking
- Illegal Drugs
- Intimate Apparel and Swimwear
- Peer to Peer File Sharing

- Personals and Dating
- Social Network Services
- SPAM, Phishing and Fraud
- Spyware
- Tasteless and Offensive Content
- Violence, Intolerance and Hate
- Web Based Email

### **3.4 Internet Use Filtering Rule Changes**

CTC shall periodically review and recommend changes to web and protocol filtering rules. Changes to web and protocol filtering rules will be recorded in the Internet Use Monitoring and Filtering Policy.

### **3.5 Internet Use Filtering Exceptions**

If a site is mis-categorized, students may request the site be un-blocked by submitting request to the College. CTC will review the request and un-block the site if it is mis-categorized.

Students may access blocked sites with permission if appropriate and necessary for academic purposes. If a student requires access to a site that is blocked and appropriately categorized, they must submit a request to CTC. CTC will unblock that site or category for that student only.

### **4.0 Enforcement**

CTC will periodically review Internet use monitoring and filtering systems and processes to ensure they are in compliance with this policy. Any student found to have violated this policy may be subject to disciplinary action, up to and including withdrawal from their program.

### **5.0 Definitions**

Internet Filtering – Using technology that monitors each instance of communication between devices on the corporate network and the Internet and blocks traffic that matches specific rules.

- User ID – User Name or other identifier used when an associate logs into the student network.
- IP Address – Unique network address assigned to each device to allow it to communicate with other devices on the network or Internet.
- SMTP – Simple Mail Transfer Protocol. The Internet Protocol that facilitates the exchange of mail messages between Internet mail servers.
- Peer to Peer File Sharing – Services or protocols such as BitTorrent and Kazaa that allow Internet connected hosts to make files available to or download files from other hosts.
- Social Networking Services – Internet sites such as Twitter and Facebook that allow users to post content, chat, and interact in online communities.
- SPAM – Unsolicited Internet Email. SPAM sites are websites link to from unsolicited Internet mail messages.
- Phishing – attempting to fraudulently acquire sensitive information by masquerading as a trusted entity in an electronic communication.
- Hacking – Sites that provide content about breaking or subverting computer security controls.

Canadian Tourism College:

**Tuition & Fee Refund Policy**

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Name of Policy

**Campus Director**

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Position(s) Responsible

**Policy:**

Canadian Tourism College's tuition & fee refund policy has been established in compliance with the Private Training Institutions Branch's (PTIB) established policy. This policy is included as a mandatory requirement and found within all enrolment contracts for Canadian Tourism College.

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
  - (a) more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - (b) after the contract start date
    - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
  - (a) before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
  - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
  - (a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
  - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
  - (a) of the date the institution receives a student's notice of withdrawal,
  - (b) of the date the institution provides a notice of dismissal to the student,
  - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
  - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.
9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
  - (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
  - (b) the program is provided solely through distance education.

Canadian Tourism College

## **Work Experience Policy**

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Name of Policy

## **Work Experience Coordinator**

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Position(s) Responsible

As part of its programs, CTC will arrange (where applicable) industry-based learning experiences which will enable students to be assessed in the workplace and provide practical experience. Work experience placements are defined as:

### Practicum

- Consists of no more or less than 160 hours of placement, (with exception to the Travel & Tourism or Hospitality & Resort Management Diploma that include 155 hours of placement) and
- For which a student is not paid.

### Co-op

- Consists of no more than 50% of the total hours of instruction, and
- For which a student is paid.

Tourism constitutes a wide variety of sectors that provide diverse products and services to visitors. The five sectors outlined by [go2HR](#) are: Accommodation, Food and Beverage Services, Recreation and Entertainment, Transportation, and Travel Services. Students that qualify for a work experience will be placed with a host organization that is approved by PTIB and identifies with one of these sectors.

Nursing encompasses a variety of co-op opportunities. Students can expect to be placed in (however not exclusive) working within a community, facility, a hospital setting as a support working, care aid, LPN or RN.

### **Policy:**

1. CTC provides a work experience placement (only within Canada) for students who have successfully completed the on-site portion of a program of study and met the 90% or higher attendance requirement. The work experience is included in the training period. Students are required to return to the College to complete an exit interview and return all required documentation prior to their program end date.
2. CTC ensures that work experience placements provide an opportunity for students to enhance the skills learned throughout completion of a program of study.
3. CTC seeks work experience placements for its students with employers who are committed to introducing students to work in the field of study.

4. CTC works with host organizations to evaluate the student's performance during a work experience placement.
5. The duration of training varies between programs. Students are directed to the program outline provided at time of registration for required work experience hours and must complete these hours, and no more. Length of the workday and days of the week are open to negotiation between the work experience company and the individual student.
6. In the event of a placement being cancelled due to a student's unprofessional conduct, or a student quits the placement, it will then be the responsibility of the student to find and complete the required placement time.
7. Professional and proper business attire is required at all times during the work experience. Please be aware of the host organizations dress code.
8. Time Sheets – Students will maintain a log of work experience hours and must be completed and forwarded to the College on a monthly basis.
9. Monthly Time Sheets are the responsibility of the student to complete and send in at the end of each month. Should the student not comply with this process, a mark of incomplete will be issued, the employer will be contacted and if necessary, a call to Citizenship and Immigration Canada (CIC) will be made informing them that the international student is not complying to their work permit requirements.
10. CTC will contact the host organization on a monthly basis to ensure that the work experience is running smoothly.
11. CTC requires the student to contact the Work Experience Coordinator on a monthly basis to discuss progress and any concerns that may arise.

### **Work Experience Requirements:**

1. Successful completion of on-site courses delivered within the program. Assessments of all programs must meet CTC's level of competency.
2. Attendance must be 90% or higher.
3. All course fees paid, including but not limited to; tuition, textbooks, materials, and other items outlined in the Enrollment Contract or accrued throughout the educational period of study.
4. The student submits a resume and cover letter (hard copy and by email), for approval to the Work Experience Coordinator.
5. Students are not eligible to take breaks in study during the in class component or during the work experience. Should a student suspend their studies at any point during their program, they will be responsible for finding their own placement following their return to studies.
6. International Student Work / Entry Visa – International students wishing to complete a work experience must possess a valid study and work permit for the duration of their entire work experience.

### **Placement and Evaluation:**

1. Placements within the industry are provided for students who satisfy the work experience requirements.
2. Students will be required to attend a work experience orientation and consultation.
3. Students will be provided with interview coaching and preparation, resume feedback and revisions.
4. Students will be placed with a host organization approved by CTC, and required notification by PTIB. Each host organization is screened and aware of the work experience policies.
  - a. Students interested in a host organization that is not on the PTIB list may submit a request to the Work Experience Coordinator. This request must be completed 3



months prior to the scheduled work experience placement and include the following details:

- 1) Proof of confirmation that the host organization is willing to accommodate the work experience.
- 2) Provide host organization contact information:
  1. Business Name
  2. Contact Name
  3. Phone and fax number, email address and business address
  4. Type of work experience placement
- b. A complete request will be reviewed by the Work Experience Coordinator however it should be noted that while the student has indicated a location that may support placement, the College will have final discretion in determining if the site is an appropriate host for a work experience.
5. Placement will be arranged once the student has completed their on-site portion of their program and will conclude prior to their program end date.
6. Students are provided with a Work Experience Training Plan that outlines the following items:
  - a. The process by which the student is evaluated.
  - b. The intervals at which the work experience will be monitored.
  - c. Requirements for participation in the work experience.
  - d. Identification of the type of work experience; Practicum or Co-op.
  - e. A signed agreement for the host organization and the student that describes:
    - 1) The respective responsibilities of the host organization, the institution and the student
    - 2) The work experience activities the student will undertake
7. The Work Experience Coordinator will ensure that the work experience:
  - a. Is supervised by someone qualified in a relevant career occupation and employed or retained by the host organization.
  - b. Includes activities directly related to the learning objectives of the program or meets the requirements of a regulatory body for that career occupation.
  - c. Consists of no more than the hours of instruction for cooperative placement and 160 hours for practicum placement (with exception to the Travel & Tourism or Hospitality & Resort Management Diploma that include 155 hours of placement).
  - d. Includes monthly evaluations with a minimum of 1 follow up made by the Work Experience Coordinator.
  - e. Ongoing host company management and communications.
  - f. Work experience activity tracking and collection of required documents.
  - g. An exit review/evaluation is completed.
  - h. The work experience is provided before the program end date.

\*Students enrolled in the Post Graduate Certificate in Nursing Practice or the Post Graduate Certificate in Nursing Practice with Co-op program, in consideration of the time there may be between a student's completion date and the next available examination date, CTC provides all students of this program the opportunity to continue to refresh/audit the program at any point for no additional fees. Subject to space availability.

Please note that if a student does not complete one of the items outlined above, the student may be in void of completing the work experience placement.

## **Appendix - Canadian Tourism College Forms**

Please read and sign the forms following this page and hand in on student induction day.

## COMPUTER USAGE

Computer facilities and Internet access is available at the College for course related work. Inappropriate use of computers or Internet use can significantly affect the speed of the network and, for this reason, we're asking all students to understand and accept the following policies. This applies to the College's computers as well as personal laptop, tablets, and other mobile devices:

1. To be used primarily for your studies and class exercises. During class sessions, students are not permitted to access the Internet or e-mail unless expressly requested by the Instructor. This includes access on personal laptop, tablets, and other mobile devices.
2. The College provides wireless access for such devices for the express purposes of completing College related work. Please talk to your Instructor to gain access to the wireless domain.
3. During breaks or outside of class time, students may use computers as well as personal laptop, tablets, and other mobile devices for checking personal e-mail but this access must be suspended during class time. All forms of social networking programs are not permitted while class is in session. If College faculty discovers the use one of these programs, it may result in further disciplinary action.
4. Viewing video files or downloading files takes a significant amount of network resources and is not permitted unless expressly permitted by an Instructor.
5. Failure to comply with these policies may result in computer access being denied or suspension from the program.
6. During a presentation or lecture, students are asked to have their laptops in the closed position unless otherwise stated by the Instructor.
7. Do not personalize CTC's computers, for example:
  - a. Downloading or installing screensavers from the Internet
  - b. Changing the desktop background
  - c. Changing the video and audio settings
  - d. Changing the language or keyboard settings
  - e. Adding, changing or moving the icons on the desktop
  - f. Unauthorized deleting, manipulating or damaging of programs or files is strictly prohibited
8. No uploading any material, which might be deemed pornographic, obscene, sexually explicit, indecent or vulgar. This includes transmitting, accessing, printing, downloading or uploading any material, which might be deemed abusive, hateful, degrading, demeaning, derogatory or defamatory.
9. Playing online games.
10. To follow the guidelines of the Student Internet Use Monitoring and Filtering Policy.

Project or resume files must be saved on USB flash drive.

Violation of the above rules will be dealt with according to the [Student Internet Use Monitoring and Filtering Policy](#) and could lead to suspension or cancellation of access to College computers or Internet.

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Print Name

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Date

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Student Signature

## GOAL OF THIS TRAINING COMMITMENT

To ensure continuation of support during training, your responsibilities include:

1. Attending College on a regular basis, including arriving on time and staying the full-designated class time.
2. Completing and handing in all assignments on time.
3. Calling Surrey 604-582-1122 or Vancouver 604-736-8000 campus prior to class start time when you absolutely cannot attend class. Please advise us of the reason for your absence (sickness/family emergency).
4. Arranging your personal schedule so that the entire day can be spent at College. We suggest that arrangements for medical, dental or other personal appointments be done outside of classroom hours.
5. Scheduling your time to allow for home study – 2 hours or more a night.
6. Discussing your concerns with your Instructor when you are experiencing difficulties during the training.
7. Actively participating in any networking component of your program.
8. Realizing that CTC will make every attempt to provide a work experience in my area of choice, CTC cannot guarantee a work experience request in the sector or company of this choice. Work experience placements are based on availability and/or seasonality.
9. Understanding that CTC promotes student employment, it is against government regulations to guarantee a job.
10. Students will assume all responsibility for any personal belongings used or left at the College. CTC is not responsible for any belongings that may be lost or stolen. The College encourages all students to ask Instructors or administrative staff to lock classroom doors on breaks.
11. Have a thorough understanding of the Student Handbook and to follow direction, policies and procedures that are outlined within it.

I hereby authorize CTC to release information regarding my progress, attendance and attitude for the purpose of practicum or co-op work experience placement, sponsor or funding agencies.

I agree with the responsibilities outlined above and realize that CTC will do it's best to make this a comfortable and educational period of time.

By signing below, I confirm that I have read and understand the policies outlined in the Student Handbook; and that I will follow the rules and regulations set by Canadian Tourism College.

I am aware that a current version of the Student Handbook is available on CTC's website and an e-copy will be provided upon my request.

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Print Name

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Date

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Student Signature

STUDENT EMERGENCY INFORMATION

PLEASE PRINT CLEARLY

**Please advise us immediately regarding any change of address or telephone number.**

Name: \_\_\_\_\_ Student ID# \_\_\_\_\_

British Columbia Health Care Number: \_\_\_\_\_

Parent/Guardian Name(s): \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: Business: \_\_\_\_\_ Residence \_\_\_\_\_

Emergency Contact

**In case of accident or serious illness, I request that the College contact:**

1<sup>st</sup> Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Telephone (Bus): \_\_\_\_\_ (Res) \_\_\_\_\_

2<sup>nd</sup> Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Telephone (Bus): \_\_\_\_\_ (Res) \_\_\_\_\_

Physician's Name \_\_\_\_\_ Telephone: \_\_\_\_\_

Known allergies or any medical condition that you are comfortable to share with us (optional response).

\_\_\_\_\_

**If contacts are unavailable, I hereby authorize the College to take whatever action is deemed necessary.**

Student's Signature: \_\_\_\_\_

**Or**

**In case of emergency regarding myself, I do not wish to have anyone contacted on my behalf and I will not hold the College responsible in any way for the outcome of this action.**

Student's Signature: \_\_\_\_\_

*This information contained herein is personal and confidential.  
This information will be retained in your student file for emergency use only.  
This information document will be shredded upon completion of your program.*

## RELEASE OF INFORMATION/PHOTOGRAPH RELEASE

I have agreed to allow Canadian Tourism College to use my photograph and/or testimonial comments in any marketing and publications, including the Canadian Tourism College web site.

I hereby consent to and authorize the use and reproduction by you, or anyone authorized by you, of any and all photographs that have been taken of me. I give authorization for the use of the photographs for all purposes whatsoever, including without limit, television, publications any trade or advertising purposes.

The College may transfer his/her rights in these photographs to others, and they may rely on this consent.

I agree to the above terms stated by Canadian Tourism College:

Yes \_\_\_\_\_ No \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

I am under the age of 19 years old: \_\_\_\_\_ Yes \_\_\_\_\_ No

Signature of Parent or Legal Guardian: \_\_\_\_\_

**If you answer "No" to the above request, please be aware that it is your responsibility to remove yourself from any College photos. Thank you.**

## WAIVER AND RELEASE FORM

In consideration of acceptance of my application for a course of studies at Canadian Tourism College, which may include field trips and excursions off campus, I, for myself, my heirs, executors, administrators and other personal representatives hereby WAIVE any and all rights and claims arising by any cause whatsoever, including negligence, which I have or may have against Canadian Tourism College, its servants, employees and agents and the organizers involving off campus activities, not limited to the Province of British Columbia or field trips or excursions into the United States, which would be considered part of my training program and without limiting the generality thereof, tours of cruise ships, tour operator facilities, airport and risk of injury and loss, including negligence, whether prior to, during, or after any off campus excursion or activities, and hereby RELEASE Canadian Tourism College, a division of Canadian Tourism Business Schools Ltd., its servants and agents and the organizers from any and all liability for damages sustained due to or as a result of any participation in this or any course of study at the College.

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Date

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Name

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Signature

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Consent of Parent or Guardian (if under 19 years of age)

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Witness

## Campus Contact Details

### Vancouver Campus

Address:

200 – 1111 Melville St  
Vancouver, BC  
Canada  
V6E 3V6

Phone: 1-604-736-8000

Toll Free Phone: 1-877-731-9810

Fax: 1-604-731-9819

### Surrey Campus

Address:

#320 – 10362 King George Blvd  
Surrey, BC  
Canada  
V3T 2W5

Phone: 1-604-582-1122

Toll Free Phone: 1-800-668-9301

Fax: 1-604-583-4092