



East Coast International College Policies Continuing Care Assistant Certificate Program

Print Student Applicant's Name _____

Signature of Student Applicant _____

Dated at _____ this _____ day of _____ in the year _____

Print Name of ECIC Representative _____

Signature of ECIC Representative _____

Dated at _____ this _____ day of _____ in the year _____

1. Tuition Refund if Student Does Not Secure Employment

Initials: _____

Oxford International North America and ECIC will refund the CCA tuition fees (less initial registration fee) if all listed conditions are met and verified by ECIC and the CCA program supervisor. The student:

- Maintained the required attendance during the 10-month CCA program including co-op
- Received passing grades in all areas of the CCA program (written and practical)
- Received satisfactory reports from the placement provider
- Respectfully and professionally worked with male and female Senior residents from varied ethnic backgrounds
- Attended and positively participated in the job and interview skills classes
- Have attended at least 3 interviews with a potential employer in addition to their work placement provider and demonstrated a strong desire to attain the position
- Have successfully passed the provincial licensing exam (able to be taken up to a maximum of 3 times)

2. COVID 19 Policies

Initials: _____

Disclosure related to COVID 19:

The College advises all students that potential delays or interruption of any program delivery components (theory, clinical placements, and/ or mentorships) may (re) -occur if and when restrictions or orders are imposed or re-imposed by NS Chief Medical Officer of Health or under Emergency Management Act.

Restrictions and/or Orders, due to COVID – 19, may result in education provider (ECIC) not being able to continue the delivery of any/all program components, as scheduled. Any imposed or re-imposed restrictions may also result in program timeline extensions as well as the alteration of modes of delivery (virtual vs classroom), placement locations, and the placement structure.

Student services, activities, or facilities that may not be available or limited under COVID-19 response measures:

- Placement sites such as NS Health Authority – Acute Care Facilities
- Shared travel with Mentors during Home Care Mentorship placements
- Shared travel to/from placement sites
- Non-essential/exploratory educational tours
- Access to 1:1 academic counselling and/or other student support services/advising sessions

Learners are further advised that:

If Public Health and/or Chief Medical Officer of Health, NS restrictions and orders are imposed that would necessitate the implementation of “virtual, on-line, program delivery, ECIC will utilize a web-based, remote-delivery platform that allows for live, ‘real-time’ delivery of instruction. ECIC reserves the right to determine which program content is deemed suitable for virtual delivery and to alter the delivery schedule of virtual programming.

If/when virtual program delivery is necessary and implemented, ECIC will:

- Maintain and grant controlled learner access to an appropriate video conferencing platform or Learning Management System
- Notify learners of the transition to a virtual learning environment.
- Provide learners with a delivery schedule for programming.
- Notify learners of program delivery alterations, including assessment methodologies.
- Advise learners of alternate, accessible learning spaces.
- Advise learners of alternate program options (including deferred program continuation) available to them.
- Advise students if and when Public Health Measures, NS PCC or NS Chief Medical Officer of Health orders and restrictions are lifted, facilities are re-opened and return to regular programming is possible, at which time any remaining course/program hours would transition back to standard classroom/program delivery.

Learner Responsibilities:

- Learners that access/participate in virtual learning sessions, in their home environment, are responsible to ensure they can secure and maintain a private learning space, for the duration of any virtual learning sessions.
- Obtain and maintain reliable high-speed internet access.
- Secure, maintain any computer technology resources.
- Abide by program requirements/policies (attendance, conduct, submission of assignments) as set out in the “Learner Handbook” and/or as disclosed, by ECIC, as part of virtual delivery protocols.

Students are also advised that if program deliveries are delayed or interrupted due to any restrictions (which may be imposed or re-imposed by the NS Chief Medical Officer of Health or under the Emergency Management Act) 3rd party funders, including the Provincial or Federal Governments, may not provide/continue bridge funding or other supports for additional student living or program expenses.

3. Tuition Refund Policy

Initials: _____

(Pursuant to section 34 of the *Private Career Colleges Operational Regulations*)

- To withdraw from the course, I must first provide my Program Manager with a written letter including my reason for withdrawing.
- The application fee is non-refundable. Please see the table below for amounts and timelines related to refunds in accordance with the Private Career Colleges Act of Nova Scotia.

- c. A disagreement between the college and student with respect to the calculation of a tuition refund must be referred to the Director [of the Private Career Colleges Division] for a final decision.

Percentage of Hours of Program delivered to End of Enrollment	Refund (Minus any registration fee credited to tuition under subsection 51(2))
Program 12 weeks or longer	
0-25%	Any tuition paid for the 2 nd , 3 rd , or 4 th quarters of the program
>25%-50%	Any tuition paid for the 3 rd or 4 th quarters of the program
>50%-75%	Any tuition paid for the 4 th quarter of the program
>75%	None

4. Privacy and Distribution Policy

Initials: _____

- When applicable, East Coast International College will collect, use, and disclose information to Citizenship and Immigration Canada, Canada Border Services Agency, and the Nova Scotia Department of Labour and Advanced Education only to the extent that such disclosure is necessary for the operation, implementation, and administration of the program for which the information has been originally collected as required by the Private Career Colleges Act and associated regulations.
- Information contained in student may be shared with the work placement provider. In addition, this information may be used internally by ECIC's registrar to generate our own transcripts and certificates.
- Student files will be disclosed to students who submit written requests for a copy of their student files within three business days after receiving a student's request. A photocopy fee may be charged for copy.

5. Student Expulsion Policy (Conditions)

Initials: _____

- ECIC is committed to offering quality programs and ensuring that our students have the opportunity to successfully complete their programs. Policies are in place to ensure that all students are treated fairly and equally. Any student actions that contravene the academic, behavioural, and ethical policies in place may be subject to penalties, up to and including expulsion from the Continuing Care Assistant Certificate Program.
- In general, ECIC will make attempts to resolve situations without expulsion. A verbal warning, written warning, or suspension may precede the final act of expulsion. Should the safety or well being of staff, students, or guests be in jeopardy, expulsion may be applied at the school's discretion without prior warning.
- It is the school's responsibility to ensure that all students are aware of situations or actions in which expulsion may result. The following outlines the conditions in which a student may be expelled from the course with cause:

Academic Dishonesty—Students may be subject to expulsion at our discretion for academic dishonesty. Academic dishonesty is any action performed alone or with others with the purpose of providing an unfair advantage to oneself and/or others including the following: cheating, plagiarism, unapproved collaboration, alteration of records, lying or misrepresentation.

Outstanding Fees—Students who fail to remit outstanding fees may be expelled after written warning has been provided and the student fails to comply within the parameters stated in this warning.

Omissions or Errors in Admissions Documentation—ECIC has a responsibility to ensure students have been admitted to the course in accordance with the registration requirements for the course. Students who misrepresent themselves on their applications, whether knowingly or in error, are subject to immediate expulsion.

Attendance—As stated in the Attendance Policy, certification is contingent upon attending minimum of 90% of the classes. Students who are absent for more than 10 hours (10%) of classes without sufficient cause may be automatically expelled. Students who are absent for more than 10 hours of class with sufficient cause must provide a written explanation for their absences with supporting documentation and discuss available options with the Program Manager.

Misuse of Property—Students who damage, misuse, steal, or otherwise use the school's property in a way that is prohibited may be expelled and required to make restitution.

Endangerment of Staff, Students, or Guests—Students who endanger the safety of themselves, staff, other students, or guests, either by action or neglect, which contributes to a hostile working or learning environment, may be expelled.

Harassment or Discrimination—ECIC will not condone harassment or discrimination of any student, staff member, or guest. Students participating in harassing or discriminatory activities will be immediately suspended pending investigation. Expulsion will be mandatory for any student who has been deemed by the investigation to have engaged in harassing or discriminatory activities. This policy is in place in order to ensure that the rights and responsibilities of staff and students contribute to a respectful workplace and safe learning environment.

Definitions of Terms

Discrimination is defined as behaviour that excludes individuals or treats them unfairly because they are members of specific groups. According to the Nova Scotia Human Rights Code, individuals cannot be discriminated against in services and facilities based on their race, color, creed, ethnic, national or aboriginal origin; religion; mental or physical disability; age; sex (including pregnancy); sexual orientation; marital or family status; political affiliation, belief, or activity; irrational fear of contracting an illness or disease; association with protected groups or individuals, political belief, affiliation, or activity; and source of income.

Harassment and sexual harassment include behaviour that is unwelcome, offensive, or intimidating. Harassment can be in verbal or written form. Harassment is often a behaviour that offends someone such as unwelcome remarks, jokes, slurs, innuendo or taunting towards an individual relating to any of the above mentioned areas; distribution or display of derogatory, offensive, racist, or sexist pictures, graffiti, or materials; threatening comments or conduct; and verbal, written, or physical assault.

Complainant is defined as a person who has an issue and is making a formal complaint against another in order to remedy an alleged wrong. (... formal charge that someone has done something wrong.)

Hostile Work or Learning Environment is created when a person feels uncomfortable or scared to be in his work or learning space due to offensive behaviour, intimidation or abuse of a peer or superior.

6. Student Expulsion Policy (Notifications/Refunds)

Initials: _____

- a. Students who are subject to expulsion for any reason will be notified in writing, which will be either

hand delivered or delivered by registered mail. We are not responsible for non-delivery of this notification if the student has not provided a valid home address where the student currently resides.

- b. The notification will contain a description of the basis for expulsion and the effective date. Students may appeal the decision within three days of the notification following the Student Complaint Policy and must provide sufficient proof to support why the expulsion should be revoked.
- c. Students who file an appeal and are unsuccessful will officially be withdrawn from the course. Further appeals must be filed with the Department of Labour and Advanced Education.
- d. A student expelled from the course will be considered withdrawn on the effective date of the expulsion. Any refunds owed under the Refund Policy will be issued to the student.
- e. A student who is expelled is responsible for the return of any property in his or her possession belonging to ECIC and will be held financially responsible for any property not returned in good condition within 10 days of the notice of expulsion. However, ECIC may not deduct any amount owing from the refund entitled to the student with respect to such property.
- f. This contract will end on the date set, on the date that the student has been dismissed in accordance with the Continuing Care Assistant Certificate Program Policies and/or ECIC's policies, or once notice is given as required by the school's refund policy.

7. Student Complaint Policy

Initials: _____

- a. All student complaints must be made in writing and will remain confidential.
- b. Please follow procedure steps outlined below. A staff member presented with a verbal complaint will ask the complainant to follow the procedure below and will remind the student of the written complaint requirement. The Program Manager will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure. Arrangements for meetings and written responses from the complainant about whom the complaint is lodged (if applicable) will be made in a timely and professional fashion. No complaint will go unanswered. Records of complaints will be maintained in the college for a period of at least three years.

Step 1: The complainant will request a meeting with a trainer responsible for the course to discuss the complaint verbally. If the complaint is not resolved at this level, the student will proceed to *Step 2*.

Step 2: The complainant will submit a completed written complaint to the Program Manager, using the following contact information:

Katie Christie, Academic Director

Tel: (902) 491-1526 ext. 201

Email: kchristie@oxfordinternational.com

The Program Manager will arrange a meeting with the complainant within seven days of receipt of the written complaint. The complainant will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or to have another person make the oral presentation on his/her behalf. The Program Manager will keep minutes of this meeting.

The Program Manager will provide a written response to the complainant, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If the complaint is not resolved at this level, the complainant will proceed to *Step 3*.

Step 3: The complainant will submit a completed written complaint to School Director using the following

contact information:

Justin Poupart, School Director

Tel: (902) 491-1526 ext.208

Email: jpoupart@oxfordinternational.com

The School Director will arrange a meeting, either in person or on the phone, with the complainant within 14 days of receipt of the written complaint and the report from the Program Manager with recommended solutions and the student's objections or comments regarding these solutions. The complainant will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or to have another person make the oral presentation on his/her behalf. The School Director will keep minutes of this meeting.

The School Director will provide a written response to the complainant outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting and minutes of meetings held.

If not resolved at this level, the complainant will proceed to contact the Director of Private Career Colleges Division of Nova Scotia, using the following contact information:

Jeffrey Reed, Director of Private Career Colleges Division

Phone: (902) 424-8392

Department of Labour and Advanced Education

Fax: (902) 424-6656

Postal: PO BOX 697 Stn Central

Civic: Maritime Centre Building

Halifax, NS B3J 2T8

Mailing: 1505 Barrington Street, 3rd Floor

Halifax, NS B3J 1A1