

# **KEYIN COLLEGE**



## **Student Policies and Procedures**

**2016/17**

## ***Mission Statement***

The Keyin College team of faculty and staff is committed to being a leading independent educator by continuing to deliver industry-driven programs in a comfortable learning environment.

## ***Our Philosophy***

Keyin College strives to design its programs so that each student receives industry-driven training and to ensure that students are equipped with both the knowledge and practical skill necessary to enter the workforce. The students' work term placement enhances the education received at Keyin by reinforcing and applying the skills that they have acquired during their programs. In addition, the low student to instructor ratio allows for more individualized attention.

## ***Partnership with Cape Breton University (CBU)***

Keyin College is the first independent college in Newfoundland and Labrador to announce a partnership with Cape Breton University enabling Keyin graduates to obtain 50% of the required credits towards a CBU degree. Graduates of Keyin's Business Management and Hospitality Management programs will be awarded half of the required credits towards their Bachelor of Business Administration (BBA) and Bachelor of Tourism and Hospitality Management (BTHM) degrees.

In June 2012, Keyin College and Cape Breton University signed a second articulation agreement. The new agreement will see students who have completed Keyin College's 2-year Occupational Health and Safety (OHS) Diploma program qualify to receive credits towards the Cape Breton University Bachelor of Health Sciences (Public Health) Degree.

In addition to the formal articulation agreement, Keyin College and Cape Breton University have signed a supplementary agreement which we anticipate providing further options for our graduates. In this agreement, CBU will, pending sufficient enrolment, deliver the core courses locally that are required to receive your BBA or General Degree. Through a combination of online courses and locally taught courses, students have the potential to receive their degree without leaving Newfoundland and Labrador. Please contact a Keyin College near you for more details.

Cape Breton University is home to more than 3,200 students offering a range of academic programs that assist students in meeting educational, cultural and economic goals. CBU's education, training and discovery models have helped shape the progress of the Atlantic Canadian region and its people for 30 years.

For more information about Cape Breton University, contact the campus by mail: P.O. Box 5300, 1250 Grand Lake Road, Sydney, Nova Scotia Canada B1P 6L2; by phone, toll free: 1-800-474-7212, locally at (902) 563-1136 or online at [www.cbu4u.ca](http://www.cbu4u.ca), [www.cbu.ca](http://www.cbu.ca) or [www.cbu.ca/contacts](http://www.cbu.ca/contacts).

## ***Partnership with Dublin Business School***

On May 13, 2016, Keyin College and Dublin Business School signed a Memorandum of Understanding providing students, who have completed Keyin's 2-year Business Management or Business Information Technology programs, an opportunity to enter and study the third year of the following three-year Honours Bachelor Degree programs in Dublin, Ireland:

- BA (Honours) in Business Information Systems
- BA (Honours) in Business\* *{General, Management or HRM Stream only}*

**Dublin Business School** has a reputation as Ireland's leading independent college and is Ireland's largest independent third level college. With over 9,000 students, DBS provides a comprehensive range of full-time and part-time undergraduate, postgraduate, professional and executive education programs.

Established in 1975, the college quickly became known as having an excellent reputation for teaching quality and standards, offering flexible and innovative learning opportunities that reflect and match the needs of students and employers.

Over the last 45 years, DBS has established a considerable international reputation for the quality of its programs. This recognition has been achieved both at government level and on an individual student basis. The College has created a unique learning environment with students from over 70 countries participating in its programs.

For more information on Dublin Business School or the above degree programs, please visit:

<http://www.dbs.ie/> or contact DBS Admissions Department at [admissions@dbs.ie](mailto:admissions@dbs.ie)

**Keyin College** has a reputation of being a leading independent educator by continuing to deliver industry-driven programs in a comfortable learning environment for more than 36 years.

Our curriculum is designed to offer skills training that prepares students for the demands of today's competitive marketplace. With such a focus, it is easy to see why Keyin has been producing graduates who are prepared to meet the demands and challenges of the ever-changing business world.

Keyin's faculty and staff are very excited to offer graduates an opportunity to work toward a degree at Dublin Business School, located in the heart of Dublin's city centre. DBS aims to ensure that students will have a rewarding and challenging experience while being immersed in the culture and sights of the vibrant capital city of Ireland.

## 1.0 CAMPUS INFORMATION

### 1.1 Campus Locations / Contact Information

|   |  |
|---|--|
| <p><b>Burin Campus</b><br/> P.O. Box 160<br/> Creston, NL A0E 1K0<br/> Ph. 709-279-5090   Fax 709-279-5091<br/> Career Counselor: <a href="mailto:wlewis@keyin.ca">wlewis@keyin.ca</a></p>  | <p><b>Lewisporte Adult Learning Centre</b><br/> 395 Main Street<br/> Lewisporte, NL A0G 3A0<br/> Ph. 709-535-3946   Fax 709-535-3946<br/> Career Counselor: <a href="mailto:thayden@keyincentral.nf.ca">thayden@keyincentral.nf.ca</a></p>   |
| <p><b>Carbonear Campus</b><br/> 81 LeMarchant Street<br/> Carbonear, NL A1Y 1A9<br/> Ph. 709-596-6472   Fax 709-596-0217<br/> Career Counselor: <a href="mailto:dpenney@keyin.ca">dpenney@keyin.ca</a></p>  | <p><b>Fortune Adult Learning Centre</b><br/> P.O. Box 1327<br/> Marystown, NL A0E 2M0<br/> Ph. 709-279-5090   Fax 709-279-5091<br/> Career Counselor: <a href="mailto:wlewis@keyin.ca">wlewis@keyin.ca</a></p>   |
| <p><b>Carbonear Trade School</b><br/> 35 Goff Avenue<br/> Carbonear, NL A1Y 1A6<br/> Ph. 709-596-4555   Fax 709-596-0217<br/> Career Counselor: <a href="mailto:dpenney@keyin.ca">dpenney@keyin.ca</a></p>  | <p><b>St. Lawrence Adult Learning Centre</b><br/> P.O. Box 1327<br/> Marystown, NL A0E 2M0<br/> Ph. 709-279-5090   Fax 709-279-5091<br/> Career Counselor: <a href="mailto:wlewis@keyin.ca">wlewis@keyin.ca</a></p>  |
| <p><b>Marystown Campus</b><br/> P.O. Box 1327<br/> Marystown, NL A0E 2M0<br/> Ph. 709-279-5090   Fax 709-279-5091<br/> Career Counselor: <a href="mailto:wlewis@keyin.ca">wlewis@keyin.ca</a></p>   | <p><b>Springdale Adult Learning Centre</b><br/> The College Group Inc. Building<br/> 83 Little Bay Road<br/> Springdale, NL A0J 1T0<br/> Ph. 709-673-2809   Fax 709-673-2748<br/> Career Counselor: <a href="mailto:thayden@keyincentral.nf.ca">thayden@keyincentral.nf.ca</a></p> |
| <p><b>Gander Campus</b><br/> 175 Airport Blvd.<br/> Gander, NL A1V 1K6<br/> Ph. 709-651-8560   Fax 709-651-8565<br/> Career Counselor: <a href="mailto:thayden@keyincentral.nf.ca">thayden@keyincentral.nf.ca</a></p>   | <p><b>Stephenville Adult Learning Centre</b><br/> 70 Main Street<br/> Stephenville, NL A2N 1H8<br/> Ph. 709-643-6444   Fax 709-643-6467<br/> Career Counselor: <a href="mailto:jklassen@keyin.ca">jklassen@keyin.ca</a></p>  |
| <p><b>St. John's Campus</b><br/> P.O. Box 13609, Station A<br/> 44 Austin Street<br/> St. John's, NL A1B 4G1<br/> Ph. 709-579-1061   Fax 709-579-6002<br/> Career Counselor: <a href="mailto:shannon@keyin.com">shannon@keyin.com</a></p>   | <p><b>Port aux Basques Adult Learning Centre</b><br/> 4-10 High Street, Suite B<br/> Port aux Basques, NL A0M 1C0<br/> Ph. 709-695-5555   Fax 709-695-7161<br/> Career Counselor: <a href="mailto:dpower@keyin.ca">dpower@keyin.ca</a></p>   |
| <p><b>Grand Falls-Windsor Campus</b><br/> 3 Hardy Avenue<br/> Grand Falls-Windsor, NL A2A 2P8<br/> Ph. 709-489-8083   Fax 709-489-8565<br/> 60 Hardy Avenue<br/> Grand Falls-Windsor, NL A2A 2P7<br/> Ph. 709-489-8560   Fax 709-489-2535<br/> Career Counselor: <a href="mailto:thayden@keyincentral.nf.ca">thayden@keyincentral.nf.ca</a></p> | <p><b>Stephenville Campus</b><br/> 128 Carolina Avenue<br/> Stephenville, NL A2N 2S5<br/> Ph. 709-643-6444   Fax 709-643-6083<br/> Career Counselor: <a href="mailto:chall@keyin.ca">chall@keyin.ca</a></p>  |

## 1.2 Hours of Operation

Each campus will post the hours of operation at the beginning of each term along with the holidays for that 16-week period. Most campuses are open between 8:00 a.m. and 5:00 p.m., however, times may vary among campuses. For more information on hours of operation please check with your campus administration.

## 1.3 Holidays

Semester breaks are posted and all public holidays are observed. The standard statutory holidays recognized by the college are as follows:

|                |  |                  |
|----------------|--|------------------|
| Boxing Day     | Good Friday  | Remembrance Day  |
| Canada Day     | Labour Day   | Thanksgiving Day |
| Christmas Day  | Local Community Day                                  | Victoria Day     |
| New Year's Day | Easter Monday ( <i>Confirm with Administration</i> ) |                  |

## 1.4 Unscheduled Closures

For unscheduled school closures (i.e. weather conditions) notification will be given on local radio stations between 7:00 a.m. and 8:00 a.m. and between 5:00 p.m. and 6:00 p.m. for evening classes and labs. You can also go to Keyin's website and check for updated information on the twitter feed section [www.keyin.ca](http://www.keyin.ca).

## 2.0 STUDENT SERVICES

### 2.1 Student Services Coordinator / Employment Counselor

A number of services are available to students and can be accessed through the Student Services Coordinator or appropriate college personnel. These services include referral counseling, tutoring, support with the organization of social events, assistance with job finding and housing, student aid, faxing resumes, general orientation to the college and the local community, and providing out-of-province information regarding Newfoundland and Labrador Apprenticeship. A Program Development Officer (PDO) from the Division of Apprenticeship and Trade Certification, Department of Advanced Education and Skills visits the campus.

### 2.2 Student Council

The Student Council is an active and integral association at all Keyin campuses. Its purpose is to serve and represent the student body on internal and external affairs and can only be effective with your participation and commitment.

*Please note: Keyin College Stephenville campus does not currently have a student council.*

### 2.3 Tutoring

Tutoring is provided at no cost to students who receive approval from the designated College Administrator. Students seeking such assistance should see the Student Services Coordinator or appropriate College Personnel. Students should also note that a **maximum number of hours** per student per semester are available.

## 2.4 Copies of Transcripts and Diplomas

Students will receive a transcript of marks upon completion of each semester. However, in the final semester no documents will be released until the following conditions have been met:

- Completion of academic credits
- Completion of work term training
- Submission and approval of the final work term evaluation
- Submission and approval of the work term report
- All accounts are paid in full

Should students require extra copies of either, there will be a **fee determined by the college**. We will require **two (2) working days** for a request to be processed and all requests should be made at the Administration Office.

## 2.5 Official Tax Receipts

Any course which exceeds \$100 is income tax deductible. An official tax receipt will automatically be forwarded by February 28 of the following year. The college should be notified of any change of address to ensure there is no disruption in receiving this tax receipt.

## 2.6 Refund Policy

**Refunds are available in accordance with Sections 17 to 23 of the Private Training Institutions Regulations.** The refund policy is outlined in detail on your **Official Application Form** and the reverse side of your **Program of Study and Tuition Contract**.

## 2.7 Computer Labs

Students are asked to respect all property and equipment belonging to the school and are responsible for keeping their work stations in the classrooms and lab areas neat and tidy at all times. When your class period is over, you are responsible for putting all scrap paper in the garbage and putting your chairs back in place. Food and drink are not permitted in the labs. Lab time is made available to students during evenings where scheduling permits and student participation warrants it.

## 2.8 Internet Access and Responsibility

Where available, students will be required to complete an application form for internet access. This application will outline the student's responsibility and conditions of the internet account. It should be noted that the college reserves the right to terminate student accounts for inappropriate internet use as deemed by the college.

## 2.9 Graduation Requirements

To receive a diploma, the student must:

- Successfully complete all course work; and
- Successfully complete the prescribed work placement, if applicable.

At the time of graduation, special achievement awards will be given for the following:

**Perfect Attendance:** An award given to each student with 100% attendance for his/her program.

**Highest Academic Standing:** An award given to the student with the highest overall class average and to the student with the highest overall average in each academic program.

**Honours Diploma:** An award given to each student who achieves a minimum of 80% per course in his/her academic program, with an overall average of 85%, provided all courses have been successfully completed without having to repeat a course and/or write a supplementary examination, and who has satisfied all requirements for his/her diploma. In the event a student is in violation of any academic policy they will automatically have his/her honours status withdrawn.

**Honours with Distinction:** An award given to each student who achieves a minimum of 90% per course in his/her academic program, provided all courses have been successfully completed without having to repeat a course and/or write a supplementary examination, and who has satisfied all requirements for his/her diploma. In the event a student is in violation of any academic policy, they will automatically have his/her honours status withdrawn.

*Please note: In order to maintain Honours or Honours with Distinction, students must achieve the required words per minute per semester.*

Graduation ceremonies are held at least twice per year. This event is organized by the Student Services Coordinator with input from the graduating classes.

## **2.10 Fire Safety**

Students should be aware of the various fire exits throughout the campus. The location of fire exits and fire escape routes are posted in each room.

## **2.11 Dressing for Success**

All students are expected to appear neatly groomed while in attendance. Office dress is compulsory for all students on designated college "Professional Day(s)". Proper dress is also required for class presentations and when guest speakers are present. There are specific dress code requirements for Health Care programs. (Dress codes will be given to students on orientation day(s)).

## **2.12 Accommodations for Students with Disabilities**

Keyin College will endeavor to provide accommodations for an individual who has been formally diagnosed with a disability. Consultation would have to occur between the student and Keyin Administration in order to determine what accommodations are necessary and/or supported by the college. Examples of typical accommodations include:

- Testing in a distraction free environment
- Provision of notes
- Adapted schedules
- Extended time to complete a program of study

Please Note: Students identifying with disabilities will be expected to complete the regular curriculum. Based on the regular curriculum, decisions will be made concerning supports identified as a result of a formal diagnosis providing they do not mean adding, deleting, or altering course objectives or changing the curriculum. The duration of the program may be extended to accommodate students with disabilities by allowing for a reduced course load in any given semester.\*

*\*Given the layout of course offerings, it is important that students taking a reduced course load consult with the college administration concerning which courses are to be completed in each semester in order to allow for the most reasonable time line to complete the program and to ensure that courses deferred will be available to allow for continued progression to completing the program.*

## 3.0 ADMISSION POLICIES

### 3.1 Academic Requirements

- **High school diploma** or **high school equivalency** (Transcript and/or diploma to be forwarded to the College); or
- **Mature students** who do not meet the educational prerequisites may be considered for admission on an individual basis provided the following conditions are met:
  - Applicants are at least 19 years of age at the time of application;
  - Applicants have been out of school for at least one year;
  - Applicants complete the standardized assessment instrument and obtain the result of high school equivalence on all subtests;
  - Applicants present a certified copy of grades for the highest educational level attained.

### 3.2 Additional Entrance Requirements

A number of Keyin College's programs have additional entrance requirements. For more information, please refer to the documents received with your student contract or speak with a Career Counselor for more details.

### 3.3 Administration Requirements

- Completion of Keyin College's official application form;
- Application fee of \$50 (non-refundable). It must be noted that this is an additional cost for the processing of your application.
- International applications are subject to a \$250 application processing fee (non-refundable).
- Student fee of \$75 for trades programs.

### International Learners

- Application processing fee is non-refundable;
- In the event a learner has paid tuition fees in advance and he/she is not granted a visa by the Canadian Embassy and cannot attend the college as a result, any tuition paid will be fully refunded;
- In the event that a learner formally withdraws their acceptance to the college 30 days prior to the program registration date, a \$1000 administration fee will be deducted and the remaining tuition fees will be refunded to the learner;
- Once a learner is registered in his/her program of study, he/she is **not eligible for any refund of tuition for the semester in which he/she is registered or any prior semesters**. If the learner has paid tuition fees for more than the current semester in which he/she is registered, tuition fees for subsequent semesters will be refunded.

### 3.4 Conditional Acceptance

When a potential student applies to Keyin College they are provided with a letter of Conditional Acceptance notifying them they are accepted for enrolment **pending receipt of documentation** that demonstrates meeting the defined entrance requirements. Prior to students receiving confirmation of seat availability, all documents must be submitted and a student contract must be signed.

### 3.5 Course Exemptions/Transfer Credits

Students requesting course exemptions/transfer credits must make a formal application to the Principal/Director of Operations who will determine the approval status of any such request. This request must be made within **two (2) weeks of the day of registration** for the semester in which the course in question is being offered and must be accompanied by an official transcript stating the mark received for the course, a course outline, and a letter from the applicant stating the rationale for the request.



**Please note:** In order to receive an exemption for previous courses completed, the learning outcomes of that completed course should be at least 80% equivalent to Keyin College's course outline, you must have a passing grade from the institution where the credit was obtained. Additionally, although exemption/credit transfer is determined on an individual course basis, the general rule applied is that the course should have been completed not more than (4) four years prior to application for the exemption/transfer credit.

### **3.6 Prior Learning Assessment and Recognition**

Keyin College's Prior Learning Assessment and Recognition (PLAR) is a process whereby candidates may provide evidence of knowledge and/or skills, for review by the administration of the college, in order to have previous learning recognized and credited. A challenge exam and/or practical assessment testing will be scheduled depending on the course in question with a required overall 70% of the objectives achieved in any given course. Evidence of knowledge is specific to each course; however, may include but not limited to certifications, skills resume, validation letters from previous employers and work samples. In the case of an apprenticeship trades course, a candidate must have mastered at least 70% of each theory or practical components of a course.

## **4.0 FINANCIAL SERVICES**

### **4.1 Student Accounts**

All accounts must be paid in full or a signed payment arrangement must be made with administration within 30 days of the start of any given semester. Failure to do so may result in immediate cancellation of registration, ineligibility to write final exams, and/or ineligibility to register for the subsequent semester.

### **4.2 Recognizing Your Rewarding Work**

Scholarships are a great way to help finance your education at Keyin College. Each Keyin College campus offers an annual \$500 scholarship to one high school student located within the geographical boundaries of the campus. To be eligible for this scholarship, students must make application to Keyin College on or before registration day. **Please contact Keyin College directly to receive an application.**

Each campus offers the following additional scholarships annually:

#### **St. John's**

Loretta Quirke-Dwyer Memorial Scholarship  
Dental Supplies Award  
NLDA Award for Professionalism  
Dr. R. Kavanagh Memorial Scholarship

#### **Grand Falls-Windsor**

Trevor Moore Memorial Award/Scholarship  
Batesville Casket Company Bursary  
(*\$500 for a grad with each class of Funeral Director  
And Embalmer Program*)

#### **Gander**

Trevor Moore Memorial Award/Scholarship

#### **Stephenville**

High School Scholarship  
Bank of Nova Scotia Student of the Year  
Bay St. George Folk Arts Scholarship

#### **Marystown and Burin**

John P. Coady Memorial Scholarship  
Academic Achievement Scholarship  
Marina Day Scholarship  
Burch Nash Scholarship  
Randy Pike Scholarship  
Carl Strang Scholarship

#### **Carbonear**

John Champion Memorial Scholarship  
Margaret Winters Scholarship

#### **Carbonear Trade School**

Bren Short Memorial Scholarship

### **4.3 Board of Canadian Registered Safety Professionals (BCRSP) Scholarship**

BCRSP Scholarships may be applied for by any full-time or part-time student in a two, three or four year Occupational Health and Safety Program at the undergraduate level. The student should have better than average grades (80% or better with no failing grades) entering the final year of their program. *For more information on how to apply, please visit <http://www.bcrsp.ca/scholarship.html> or speak with your Career Counselor.*

### **4.4 Canadian Centre for Occupational Health and Safety – Dick Martin Scholarship**

Awarded annually, this \$3000 national scholarship is available to any student enrolled, either full-time or part-time, in an occupational health and safety related course or program leading to an occupational health and safety certificate, diploma or degree at an accredited college or university in Canada. Programs include mine safety, occupational or industrial health and safety, industrial hygiene, safety management or other related safety degree program.

*For more information on how to apply, please visit <http://www.ccohs.ca/scholarship/entries/> or speak with your Career Counselor.*

### **4.5 Canada – Newfoundland and Labrador Student Financial Assistance Program**

The Government of Canada and the Government of Newfoundland and Labrador work together to provide student financial assistance. Both loans and grants are available to help you access and pay for post-secondary education. With one application you will be assessed for both federal and provincial student loans as well as most student grants.

#### **AVAILABLE GRANTS**

##### **Provincial**

Provincial Study Grant

Debt Reduction Grant

Early Childhood Education Grant

##### **Federal**

Grant for Students from Low-Income Families

Grant for Students from Middle-Income Families

Grant for Full-Time Students with Dependents

Grant for Students with Permanent Disabilities

Grant for Services and Equipment for Students with Permanent Disabilities

### **4.6 Financial Assistance for Full-Time Students**

The provincial government provides 40% of your assessed financial need to a maximum of \$140 per week of study (non-repayable to those who qualify); the federal government provides the remaining 60% to a maximum of \$210 in loans per week of study. Additional funding may be available in the form of non-repayable Canada Student Grants.

### **4.7 Financial Assistance for Part-Time Students**

The Government of Canada offers loans and grants for part-time studies to students taking between 20% and 59% of a full course load. If you are a student with a permanent disability and you are studying between 40 to 59% of a full course load, you can choose to be considered a full or part-time student.

## 4.8 Department of Advanced Education and Skills

AES can provide students with several forms of funding. Selection is based on criteria set by AES and is dependent on the availability of funding.

### *Are you eligible for financial assistance under one of AES's Programs?*

If you meet any or all of the following criteria, you may be eligible for funding into a post-secondary program:

#### **Unemployed Individuals:**

- Who have established a claim for Employment Insurance (EI) benefits;
- Individuals whose EI benefit period ended within the last THREE years;
- Any persons who have established a claim for EI maternity or parental benefits within the past FIVE years and are re-entering the workforce after having left to care for a newborn or newly adopted children.

## 4.9 Repayment Assistance Program

The Repayment Assistance Plan (RAP) was created to help if you have difficulty repaying your student loan. This program gives you available repayment options to help you manage your payments and avoid defaulting on your loan. If you have any questions regarding this program, please speak with the Student Financial Assistance Officer at your campus or contact the National Student Loans Service Centre (NSLSC) at 1-888-815-4514, visit [www.CanLearn.ca](http://www.CanLearn.ca) or <http://www.aes.gov.nl.ca/studentaid/debt/index.html>.

### **How does RAP work?**

Depending on your financial circumstances, the RAP has two (2) stages to help you to fully repay your student loan within fifteen (15) years.

#### **Stage 1: This stage applies to the first five (5) years of the plan.**

- Borrowers who qualify will make affordable payment (or no payment) toward the principal of the student loan: paying the principal first reduces the total debt.
- Borrowers will not make payments exceeding 20% of their income towards loans covered by RAP. In the case where a borrower has a very low income, no payments are required.
- The Government of Canada will cover the amount of interest owing that the borrower's payment do not cover.

#### **Stage 2: This stage starts once the borrower has completed stage 1 or after the borrower has been repaying the loan for ten (10) years.**

- The Government of Canada will continue to cover interest and both the governments of Canada and Newfoundland and Labrador will begin to cover the portion of the principal of the loan not met by the borrower's affordable payment.
- The balance of the loan should be gradually paid off so that no student loan debt remains after fifteen (15) years.
- Borrowers will need to meet the same eligibility criteria and will continue to make affordable payments.

### **Am I eligible?**

To be eligible for repayment assistance, you must:

- Be a Canadian citizen.
- Have signed and returned your Consolidation Student Loan Agreement to the NSLSC.
- Meet the financial eligibility criteria.

### How do I apply?

You need to apply for the RAP: enrollment is not automatic.

- Call the NSLSC at 1-888-815-4514 to request an application form or to get more information on the plan.
- Complete the application form and submit it, along with all required supporting documentation, to the NSLSC.
- RAP is approved in six (6) month intervals: you must reapply after each six (6) month approved period.
- Applications are also available through your NSLSC Online Services at [www.CanLearn.ca](http://www.CanLearn.ca).
- Repayment Assistance Plan for borrowers with Permanent Disability can also be found at [www.CanLearn.ca](http://www.CanLearn.ca).

## 5.0 PROGRAM / COURSE INFORMATION

### 5.1 Program of Study and Tuition Contract / Registration

For all students in their first semester of study, registration is held on or prior to the first day of classes. Students must complete the **Semesterly Registration Form** and a **Program of Study and Tuition Contract** which may be obtained at Registration. Please note that all required official signatures must accompany this form before a student is officially registered for the academic semester in question.

Students will find program start and finish dates, as well as, the program costs in their letter of acceptance and tuition contract. The list of all courses in a program of study is printed in the College Calendar, the website, and also provided for each student upon acceptance into a program. There is also a list of program courses attached to the student's tuition contract.

Students registering for subsequent terms must complete a re-registration form prior to the beginning of the next semester. This time will be determined by school administration.

### 5.2 Course Outlines

Course outlines stating the course summary, pre-requisites, evaluation procedures and pass marks are distributed to students on the first day of classes. Most courses have a pass mark of 65%. However, students should consult the course outlines as there are some exceptions.

### 5.3 Dropping and Adding Courses

Students who wish to drop and/or add courses can only do so once they have completed the first semester of a program unless the student has been granted course exemptions and/or transfer credits. Drop and add forms are available from the Administration Office, and all necessary signatures must be obtained by the student. **THE LAST DAY TO ADD OR DROP COURSES IS TWO WEEKS (2) AFTER THE BEGINNING OF THE SEMESTER.**

***Please Note:** Keyin College Stephenville campus does not currently abide by this policy due to the nature of the modularized system of training.*

### 5.4 Challenge Exams

If a student is not successful in meeting the requirements for an exemption, or has not actually completed the applicable course in the past, he/she may be granted permission to write a challenge exam for a fee of \$25.00 plus HST. This exam is equivalent to a final exam issued at the end of the course and requires a passing grade of 80%. Upon completion, the student will receive a letter indicating whether or not an exemption from the applicable course has been granted. It should be noted that the student's transcript would have the

letter "E" across from the applicable course instead of a grade percentage. This letter "E" denotes that the student has been granted an exemption/equivalency credit for the course in question.

## 5.5 Course Repeats

It is important for students to note that **there is a cost to repeat courses**. For students who must repeat courses, the exact fee can be obtained from the Accounting Office. For students completing **80% or more** of a normal workload, full semester fees will be charged. Courses are not offered every semester; therefore, we cannot guarantee course availability for those students who need to repeat courses.

## 5.6 Termination/Withdrawal

Should a student wish to withdraw from their program of study, they must notify the College in writing and complete a Termination Form. Refunds, if applicable, will be calculated as per the Program of Study and Tuition Contract in accordance with the Private Training Institutions Act and Regulations.

## 6.0 ACADEMIC POLICIES

### 6.1 Examinations/Assignments

There are no exam re-writes. The late writing of final examinations will be considered in exceptional circumstances (for medical or compassionate reasons) at the discretion of the administration.

Should you miss a quiz/exam/presentation during an absence or are late with the submission of an assignment, you must provide a doctor's note within 24 hours of returning to school. The following policies will be applied **at the discretion of the Principal and/or Managing Coordinator**:

**Chapter Quizzes** ó The marks may be allocated to the final exam at the discretion of the Principal and/or Managing Coordinator; otherwise, a grade of zero will be given.

**Mid-Term/Final Exam** ó Students may be permitted to write at the discretion of the Principal and/or Managing Coordinator.

**Assignments** ó Students are required to back-up on a USB Drive. Should a problem be detected during correcting, the student will be contacted to submit the back-up drive within 24 hours. All assignments will be scored as follows:

|             |                                |
|-------------|--------------------------------|
| 1 day late  | 10% deducted                   |
| 2 days late | 15% deducted                   |
| 3 days late | 20% deducted                   |
| 4 days late | 0% will be given on assignment |

**Computer Exams** ó If a USB Drive problem is detected during correcting, the student will be permitted to re-write a mid-term or final exam. Students are reminded to back up all computer exams on their hard drive.

**Presentations** ó Should you miss a scheduled presentation; you will be required to meet with the Principal and/or Managing Coordinator upon returning to school. Your presentation will be rescheduled in consultation with your instructor and at the discretion of the Principal and/or Managing Coordinator.

**NOTE:** *These policies will be strictly enforced. Failure to adhere to these policies will result in a zero grade.*

## 6.2 Supplementary Exams

The supplementary exam policy at Keyin has been established to help a student in a situation where he/she fails a course. Students must achieve at least 50% on their final grade to be eligible to write supplementary exams. A maximum of two supplementary exams may be written during a term (Only one supplementary per course). Students are required to register for supplementary exams and a fee of \$25.00 plus HST is applied for each supplementary examination written. *(NOTE: Supplementary exams must be written on the day for which they are scheduled)* **The highest mark will be used when compiling the student's final grade. If the student is unsuccessful in passing the course, the course repeat policy will apply.**

## 6.3 Re-Read/Final Exam Mark Policy

Final exams and marks will not be released to any student. If a student requests the re-read of a final exam, a \$25 plus HST fee will apply. This request must be processed no later than one week after the release of term marks for the exam in question. Appropriate application forms may be obtained from the Administration Office.

## 6.4 Academic Probation/Conditional Re-Admission

Students who fail in semester one, or any other semester, to meet the academic standards as outlined in the curriculum, may be considered for conditional re-admission to the next semester if the following conditions are met:

- The student has passed all prerequisite courses required in the current semester to advance to course offerings which require those prerequisites in the following semester;
- The student has maintained a pass in at least fifty percent (50%) of the course load for the current semester and obtained a grade not less than 10% below the passing grade in the remaining courses (which were not prerequisites) delivered in that semester.
- The student has a record of attendance in at least 80% of classes scheduled in any given week of a semester unless otherwise excused by the Principal and/or Director of the Campus.
- Students who are deficient in two or more courses upon completion of the academic portion of their program will not be granted a work placement. Once these courses are successfully completed, the student will be assigned a work placement.

### **Students granted conditional re-admission to any given semester must:**

- Attend at least 80% of classes scheduled in a given week except where approved absence is otherwise granted by the Principal and/or Director of the Campus;
- Maintain a passing grade on all tests, assignments and other evaluations conducted by the instructor.

***Failure to meet the above noted conditions will result in dismissal from the program.***

## 7.0 ATTENDANCE POLICIES

### 7.1 Attendance

**Attendance of all students enrolled will be recorded.** Keyin College is an adult, post-secondary training institution and as such wishes to treat all individuals enrolling in their program with respect. Students of the college are encouraged to aspire to 100% attendance for all training and instruction available. Failure to attend training and instruction will have a negative impact on a student's ability to be successful with the program. A measure of accountability is expected from all students.

Attendance is required. Students who are unsuccessful with the program of study in a given semester will have their attendance reviewed prior to obtaining conditional readmission. Where a review of attendance demonstrates absenteeism for more than one (1) day per week, readmission will be decided at the discretion of the Principal and/or Director of the Campus.

Instructional staff have no obligation to review or repeat instruction missed by students who are absent. Where a student's funding contract requires reporting of attendance, the College will report monthly on your attendance and it is the discretion of the funding agency if your absenteeism warrants excused absence. It is advised students consult with their funding counselors regarding any missed time.

## 7.2 Reporting/Requesting Absence from Class

Students requiring time away from class may be granted permission to do so. In order to have an excused absence from class a student must:

- ✓ Make a verbal request to the instructor or principal as soon as is reasonably possible to be granted the excused absence
- ✓ In the case of illness, contact the principal and/ or managing coordinator

It will be the responsibility of the student to ensure he/she keeps up with instruction missed as a result of excused absence. **The instructor has no obligation to review or repeat instruction missed as a result of excused absence.**

## 8.0 CODE OF CONDUCT

If a student is observed with food and/or beverages in classrooms housing computers and other equipment, a verbal warning will be given with written documentation placed in the student file. Obscene language, showing disrespect to any member of the student body or college staff is strictly prohibited. Students shall not discriminate against any individual or group for any reason.

### **Immediate suspension/expulsion may follow:**

- Tampering, duplicating or altering academic records in any way
- Cheating or plagiarism on any exam, assignment, or project
- Stealing/distributing/selling of confidential materials such as exams, assignments, or other confidential material; equipment, supplies, personal or school property
- Malicious damage to property or equipment
- Disrupting and/or interfering with studies, lectures, work or other activities required in the training program
- Consumption of alcohol, drugs and other restricted substances on the college's premises
- Sexual or other forms of harassment
- Verbal and/or physical abuse
- Gambling

While on college property, any student who commits an offence punishable under the Criminal Code of Canada shall be identified to the proper authorities in terms of name, residential address and the nature of the crime committed.

The college also reserves the right to dismiss any student who does not adhere to any school policy or who engages in activities prejudicial to the best interests of the college. Finally, the college is not responsible for the loss or theft of personal property.

## 9.0 COMPLAINT/CONFLICT RESOLUTION PROCESS

The Student Advisory Committee is an ad hoc committee formed to address inquiries, and/or student concerns that have not been resolved at the faculty level. If the instructor is not able to resolve the situation or if it is not an academic concern, please see the Faculty Supervisor, the Principal or the Director of Operations. **Concerns should be addressed in writing to the Student Advisory Committee, who will respond within five (5) business days.**

The Chair of the Student Advisory Committee is the Principal or Campus Director of Operations - unless the Principal/Director of Operations is to be directly or indirectly part of the complaint. In a case such as this,

the President of Keyin College will be asked to be the replacement. The Committee Composition is composed of three members who will be appointed by the Principal/Director of Operations. These individuals should in no way have a personal interest in or involvement with the issue.

Should the matter not be resolved, the Student Advisory Committee or the student may contact the Department of Advanced Education and Skills in writing and attach all documentation relating to the issue.

## 10.0 WORK TERM INFORMATION

- The College will arrange the opportunity for students to be interviewed to secure a work term placement for each student who has met the academic program requirements **ó unpaid unless otherwise offered by the work term host.**
- Students must attend all arranged interviews.
- The potential work term host will select the candidate of their choice.
- Where the pool of potential work term host employers has been exhausted and the student has not been chosen for a placement, the student has the option of securing his/her own work term approved by the College.
- Where a student is unsuccessful in either being chosen for a placement or securing a placement on their own, the College may arrange for the skill set to be reviewed in an alternate manner.
- Students will be provided with a complete work term package for him/her as well as the work term host outlining the evaluation process.
- The work term training generally takes place at the end of the academic training; however, in certain programs, there may be two work term placements, one at the midway point and one at the end.
- A work term training agreement is to be signed by the faculty supervisor, work term host and the student outlining the duties expected of the host, the College and the student during the placement.
- Work terms must be completed to meet graduation requirements. Consideration may be given to students whose work term is interrupted by employment opportunities or by circumstances deemed unusual by the Administration of the College.
- **All accounts must be paid in full** or arrangements must be made with administration to bring accounts up to date prior to the student commencing the work term placement.
- Students who are deficient in two or more courses upon completion of the academic portion of their program will not be granted a work placement. Once these courses are successfully completed, the student will be assigned a work placement.
- The College will liaise with the work term host/student either through email or telephone conversations to address progress as per the agreement.
- The work term host will complete an Evaluation Report at the end of each placement; included in this report is an attendance record to be completed by the host. Attendance is mandatory. Please refer to Keyin's Attendance Policy as this will apply not only to the academic portion of the program but also to the work term placement portion.
- All required journal writing and reports must be submitted by a date determined by the College to receive credit.
- The student must show the ability to demonstrate entry level skills as determined by the host. Failure to do so will result in a meeting between all parties involved; if a solution cannot be reached, the placement may be terminated. An opportunity for remedial work may be arranged with a second work term initiated after the student has proven the entry level skills to the College.
- Employers/Work Term Hosts have the discretion to dismiss a work term student due to lack of attendance. If dismissed for attendance, no other work term will be set up by the College. There will be no obligation on behalf of the College.

**PLEASE NOTE:** Any student requesting further information or clarification of the enclosed policies should contact the College Administration.

1-800-563-8989 | [www.keyin.ca](http://www.keyin.ca)  
[www.twitter.com/KeyinCollege](http://www.twitter.com/KeyinCollege) | [www.facebook.com/KeyinCollege](http://www.facebook.com/KeyinCollege)