



STUDENT TUITION REFUND POLICY

-- Students must make a written request to the college Vice President or Academic Manager for a refund before any refund can be processed.

VOCATIONAL PROGRAMS: (Approved as a vocational program under the *Private Career College Act*.)

FULL REFUND:

- Student gives written notice of withdrawal from contract within 48hrs of signing AND the program has not yet commenced.
- College discontinues program before student completes program.
- International student is unable to obtain a temporary resident visa as a member of the student class under the immigration and refugee protection act.

FULL REFUND MINUS \$500 (before program commences):

- Student gives written notice of withdrawal before program commences.
- Student fails to meet conditional admission requirements.

PARTIAL REFUND (after program commences):

- Student gives written notice of withdrawal on or after the program commencement date and before the first half of the program is completed.
- Student is expelled under school policy prior to completing at least 50% of the program.
*** REFUND will be the total tuition paid MINUS \$500 AND MINUS the portion of the period elapsed at the time of withdrawal.*

NO REFUND:

- Student withdraws from program after the 50% of the program duration has elapsed.
- Student is expelled under school policy after 50% of the program duration has elapsed.

NON-VOCATIONAL PROGRAMS:

Pre-MBA:

- No refunds unless:
 - 1) a local students gives a written notice for a refund was made prior to program commencement. (full refund)
 - 2) an international student is unable to obtain a temporary resident visa as a member of the student class under the immigration and refugee protection act. (full refund)

EPI:

- No refunds unless:
 - 1) an international student is unable to obtain a temporary resident visa as a member of the student class under the immigration and refugee protection act. (full refund)
 - 2) student obtains a TOEFL score of 550 for the paper based test or 213 for the computer based test or 79 for the internet based test; or IELTS score of 6.5 or higher with no band scored lower than 6.0; or CIST English Assessment test of 65% or higher. (full refund)
 - 3) CIST English Assessment test score between 50 and 64.5%. (50% refund)

STUDENT COMPLAINTS PROCEDURE

All formal student complaints must be made in writing and must include: Student's full name, student number, date, and student signature.

All complaint must be forwarded to the Admissions officer at the receptions desk. Admissions officer will note the date they receive the complaint, initial, and provide the student with a copy of the original.

All complaints must be reviewed by the Vice President and/or President of the college, and a final decision must be delivered to the student in writing within 30 days. All further appeals or comments to the decision will be documented and treated on a case-by-case basis.

If a student enrolled in a vocational program is not satisfied with a private career college's resolution of his or her complaint in accordance with the set procedures, the student may refer the matter to the Superintendent and shall include in his or her application to the Superintendent a copy of the record. O. Reg. 415/06, s. 36 (2).

Sample Complaint form:

Student Name: _____

Student ID#: _____

Date: _____

Signature: _____

Comments:

Requires response or resolution

Received by:

Date:

STUDENT CODE OF CONDUCT

** Failure to follow the rules stated in the code of conduct are grounds for expulsion

Introduction

Cambridge Institute of Science and Technology is a place of research, teaching and learning where people value civility, diversity, equality and respect in their interactions with one another. Freedom of speech, freedom of association, freedom to study and to learn, freedom to engage in research, and the freedom to write and to publish are all recognized as central to the mission of the institution. It is acknowledged that these values can only be meaningful, and these freedoms fully realized, in an atmosphere of safety and security.

Reason for a Student Code of Conduct

This Student Code of Conduct identifies those behaviours which, if left unchallenged and unchecked, would disrupt the academic purposes of the college, make the campus less safe, diminish the dignity of individuals and groups, or erode essential freedoms. It applies specifically to students because the behaviours of non-student members of the University community are held to comparable standards of account by other statutes, policies, and contracts.

Nothing in this Code is intended as a method or excuse to suppress peaceful protest, civil debate, or lawful conduct, so long as that conduct is not prohibited by this Code.

Standard of Student Conduct

Students are expected to conduct themselves in a way that supports research, teaching and learning, and that promotes an atmosphere of civility, diversity, equality and respect in their interactions with others. They should strive to make the campus safe, to support the dignity of individuals and groups, and to uphold essential freedoms.

The following behaviours are prohibited. This list is not exhaustive but provides examples of breaches of the standard of conduct. The college views all complaints made under the provisions of this Code as serious.

1. **Breaking federal, provincial or municipal law, such as:** breaking into College premises; vandalism; trespassing; unauthorized use of keys to space on campus; unauthorized possession or use of firearms, explosives, or incendiary devices; possession or consumption of, or dealing in, illegal drugs; smoking of legal substances outside designated areas; illegal gambling; cruelty to animals; theft of College or private property including intellectual property; unauthorized copying of documents; possession of stolen property.
2. **Threats of harm, or actual harm, to a person's physical or mental well-being, such as:** assault; verbal and non-verbal aggression; physical abuse; verbal abuse; intimidation; sexual assault; harassment; stalking; hazing.
3. **Disruption of, or interference with, College activities such as:** causing a substantial disorder; bomb threats; creating dangerous situations; making or causing excessive noise; proffering false identification; or documentation; intentional misrepresentation; setting off false fire alarms; blocking exit routes.
4. **Damage to the property of the College or its members such as:** damaging or defacing College or another person's property including computer systems and intellectual property; tampering with College fire extinguishing or prevention equipment.
5. **Violation of College Policies, Procedures, or rules, such as:** In-Class rules: cheating during examinations and unnecessary disruptive behaviour. Campus rules: parking policies, use of campus facilities.
6. **Abuse of, or disrespect for, the processes of this Code, such as:** bringing unfounded complaints with malicious, frivolous, or vexatious intent; failure to comply with the reasonable requests of a College representative; failure to attend meetings or hearings regarding alleged breaches of this Code; retaliation against any participant in the process; failure to comply with Code sanctions.

As a general principle, impairment by alcohol or illegal drugs is not a defense for prohibited behaviours.