

## Rhodes Wellness College Policies

Lorem ipsum dolor sit amet, ne posse pertinax eum, id nam quas percipit. Id sumo partiendo gloriatur sed, nam legere facilisi oportere ut. Pericula suscipiantur has ad, deleniti pertinacia cu eos. Eum illum nostrud constituto ex. Maiestatis interpretaris ne qui. Enim error inermis per in, porro consequat mei ei, pri ut diam viris.

Saepe omittam detraxit nam eu. Et vix tation altera. Rebum facete et duo. Eu vim dico nostro, qui alii praesent repudiandae et, eu noluisse indoctum vim.

### ACADEMIC PROBATION POLICY

Where a student fails to demonstrate skills or academic competency in one or more courses such that there is a reasonable risk the student may not meet the grading standard or threshold required to successfully pass the course, Rhodes Wellness College may place the student on academic probation.

Academic probation is a formal written warning from Rhodes Wellness College establishing minimum criteria that the student must achieve in order to continue studies beyond the semester in which academic probation is delivered.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

### ADMISSION POLICY

Rhodes Wellness College is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals. Students must meet the following criteria to be admitted to Rhodes Wellness College:

- Successful completion of admissions assessment process, including at least one interview to determine student's overall suitability for the program.
- Written personal statement regarding interest in program.
- Successful personal and/or professional reference check(s).
- Grade 12 or equivalent or mature student status - 19 years or older with an established work history or relevant experience and demonstrates competence at the appropriate level of literacy, numeracy, comprehension and/or written skills to enable success in the program.
- Age of majority or obtained parental/guardian consent.
- Copy of international study permit/student visa (if applicable).

*If a potential student does not meet our minimum admission requirements, the requirements cannot be waived by either the institution or the student.*

Published: 23-06-2015 Last Revision: (23-06-2015)

---

### ASSIGNMENT COMPLETION POLICY

#### Assignments:

Late assignments will have 5% per day deducted from the final assignment mark (eg. If an assignment is out of 10 marks, and it is handed in late by one day, there will be 0.5 mark deducted from the total mark given by the instructor). An assignment will be considered late if it is handed in past the time established by the instructor, or if no time is established, then 5pm on the day it is due. All assignments must be submitted in order to complete and pass each course at Rhodes Wellness College. Students, who are unable to complete the course requirements due to medical or personal circumstances, are responsible for making alternate arrangements with their instructor or the Senior Education Administrator and provide any supporting evidence that may be requested by Rhodes Wellness College.

#### Final Practicum Completion Date:

All practicums must be completed by the program end date as indicated on the student's acceptance letter. Students, who are unable to complete their practicum within this time frame due to medical or personal circumstances, are responsible for making alternate arrangements with the Program Coordinator or the Senior Education Administrator and provide any supporting evidence that may be requested by Rhodes Wellness College.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

### ATTENDANCE POLICY

The minimum attendance required of all students is 80%, meaning students must not miss more than 20% of their enrolled classes, calculated by instruction unit and in aggregate. Attendance is measured and calculated in ¼ day increments.

If a student provides reasonable proof of medical illness, family or personal emergency, an absence may be deemed as an excused absence by Rhodes Wellness College. It is the responsibility of the student to request that an absence be treated as excused and to provide evidence in support of this request.

Where a student's attendance drops below 80% due to one or more excused absences, the student must make arrangements with their instructor(s) or the Senior Educational Administrator to ensure that the student meets the class learning objectives and meets all class requirements.

Students who obtain funding from a person, body or agency with minimum attendance or evidence documentation standards that differ from Rhodes Wellness College must also comply with funding body attendance policies.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## CREDIT TRANSFER POLICY

Rhodes Wellness College does not issue transferrable credits for courses completed during studies.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## DISMISSAL AND CODE OF CONDUCT POLICY

Rhodes Wellness College expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Senior Educational Administrator or President if they have any questions.

"Student" is defined as including prospective students as well as those currently registered or enrolled in any of Rhodes Wellness College programs or activity.

### The Code of Conduct

Expectations for Students:

1. Attend school in accordance with the Attendance Policy.
2. Treat all students and staff with respect.
3. Dress according to the school's dress code as outlined in the Student Handbook.
4. Treat school property with respect.
5. Complete all assignments and examinations on the scheduled completion dates.
6. The institution forbids: disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to school; bringing any alcohol or any prohibited mood altering substances 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.
7. Abusive behavior, which includes bullying or any other form of intimidation, will not be tolerated. Abusive behavior includes, but is not limited to, physical, emotional or verbal abuse.
8. Students must not become involved in sexual relationships with other students for the duration of their program.
9. Each class may collectively create additional rules of conduct for their class.

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

1. Sexual assault or harassment.
2. Physical assault or other violent acts committed on campus against any student or staff.
3. Vandalism of school property.
4. Theft.

Concerns related to a student's conduct shall be referred to the Senior Educational Administrator or President to process in accordance with this Policy.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## DISPUTE RESOLUTION AND GRADE APPEAL POLICY

Rhodes Wellness College provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. The policy applies to all Rhodes Wellness College students who are currently enrolled or were enrolled 30 days prior to submitting their concern to the Vice President or Senior Education Administrator.

### Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Vice President or Senior Education Administrator.
2. The Vice President or Senior Education Administrator will arrange to meet with the student to discuss their concern and desired resolution as soon as possible or within five school days of receiving the student's written concern.
3. Following the meeting with the student, the Vice President or Senior Education Administrator will conduct whatever enquiries and/or investigations 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 Rhodes Wellness College personnel.
4. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than twenty school days following the receipt of the student's written concerns.

One of the following may happen:

- a. If it is determined that the student's concerns are not substantiated the institution will provide a written explanation of the decision and

deny the complaint; or

b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

The response should specify that the student has five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's Student Conduct File, and the original will be placed in the student file.

5. If the student is not satisfied with the determination of the Vice President or Senior Education Administrator the student must advise the Vice President or Senior Education Administrator as soon as possible but within five school days of being informed of the determination. The Vice President or Senior Education Administrator will immediately refer the matter to the President of the Institution.
6. The President of the institution will review the matter and may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
7. The original decision will either be confirmed or varied by the President in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered complete.

The student, once the dispute resolution process is complete, may file a complaint with PCTIA ([www.pctia.ca](http://www.pctia.ca)) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

#### **Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received 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 may submit a written appeal to the Senior Educational Administrator if the grade in question forms part of an assignment, exam or other course component equal to at least 15% of the course grade or if the outcome of the appeal will determine whether the student will pass the course.
3. Where applicable, the Senior Educational Administrator will obtain from the instructor a copy of the assignment/test in question and a copy of assignments/tests from other students representing the highest and lowest marks obtained, and will have another instructor conduct a review.
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 lower grade will be assigned to the student.
5. If the grade in questions involves a behavioral test or course component other than an assignment or test, the Senior Educational Administrator may re-test the student or review the student's evidence presented for appeal and dismiss the appeal or assess and assign a higher or lower grade.
6. Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
7. The decisions on the grade appeal will be provided to the student within 30 school days of Rhodes Wellness College's receipt of the written complaint.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## **LANGUAGE PROFICIENCY ASSESSMENT POLICY**

Instruction at Rhodes Wellness College is conducted in English. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements for all programs at Rhodes Wellness College and may not be waived by either the institution or the student.

#### **Procedure:**

Each student is required to have a face to face interview with a member of the admissions team, either in person or via Skype, as well as provide supporting documentation of one of the following:

- Test of English as a Foreign Language (TOEFL) with a minimum score of 150 computer based, 450 paper based score, or 60 internet based
- Test of English for International Communication (TOEIC) with a minimum score of 500
- Canadian Academic English Language Assessment Test (CAEL) with a minimum score of 70
- International English Language Testing (IELTS) with a minimum score of 4.5 overall, and no one score less than 4
- Two years of high school in Canada, including English 12 with a final mark of C+ or higher

#### **Exemptions:**

Three years of full-time education in Canada or the equivalent in another country where English is the principle language of instructions which excludes ESL English studies.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## **PRIOR LEARNING ASSESSMENT POLICY**

Currently enrolled students who can provide documentation that they have had formal training in and a thorough knowledge of the facts, ideas and concepts of a Rhodes Wellness College course may request the opportunity to challenge that course.

#### **Procedure:**

1. The student must submit a written request to challenge a course to the Operations Manager or Vice President not less than 2 weeks prior to the start date of the course. The student must provide supporting documentation in the form of course outlines and transcripts.
2. The supporting documentation will be reviewed by the Senior Educational Administrator who may request further information or a meeting with the

student prior to making a decision.

3. A written decision will be provided to the student and a copy placed in their student file within 2 weeks of receiving the request to challenge the course.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## REFUND AND WITHDRAWAL POLICY

Based on feedback from the Private Career Training Institutions Agency of British Columbia (PCTIA), Rhodes Wellness College has changed its refund policy to match that found in the PCTIA Bylaws, as revised and in force October 1, 2012.

1. Where students have signed a contract containing a different refund policy, the refund policy in the student contract shall prevail where the refund policies conflict.
2. A student may be entitled to a refund of tuition fees in the event that:
  1. The student provides written notice to the institution that he or she is withdrawing from the program; or
  2. The institution provides written notice to the student advising that the student has been dismissed from the program.
3. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
4. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
5. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
6. If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
7. Refund policy for students:
  1. Refunds before the program of study begins:
    2. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
    3. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
    4. Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
  8. Refunds after the program of study starts:
    1. If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
    2. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
    3. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
9. Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
10. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
11. Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
  1. The student must return the equipment unopened or as issued within 14 calendar days; and
  2. If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.

Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## SPECIAL NEEDS ACCOMMODATION POLICY

Where a student self-identifies as having special physical, medical or academic needs, students are strongly encouraged to identify these needs prior to entering into a student contract with Rhodes Wellness College. This will allow the student and the institution to assess whether the student's needs can reasonably be accommodated within the experiential and academic programs offered by the institution.

Where a student identifies as having special needs, the student has an obligation to:

- Meet admission requirements
- Self-identify in a timely manner

- Provide sufficient and necessary medical documentation
- Provide details regarding abilities and impacts of disability
- Cooperate in the accommodation process
- Be prepared to consider reasonable requests and proposals
- Accept reasonable accommodation

Where a student identifies as having special needs, Rhodes Wellness College will:

- Seek appropriate medical information
- Seek to remove barriers to access
- Act in good faith and make every reasonable effort to find suitable accommodation
- Be innovative yet practical
- Ensure academic standards are maintained
- Assess the effect on rights and morale of other students as well as learning outcomes
- Develop accommodation plan
- Document the accommodation process

Published: 23-06-2015 Last Revision: (23-06-2015)

---

## **WORK EXPERIENCE AND FIELD PLACEMENT POLICY**

Rhodes Wellness College works with students to assist them to obtain work experience placements. We ensure that work experience placements provide an opportunity for students to enhance the skills learned throughout completion of a program of study.

Rhodes Wellness College works with work experience placement hosts to evaluate the student's performance during a work experience placement. Work experience placements are sought through networking and direct contact by students and College staff.

Published: 23-06-2015 Last Revision: (23-06-2015)

---