



Hamptons COLLEGE

Student Policy Handbook

2023-24

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Message from the President

Greetings!

Congratulations on your wise decision to enroll at Hamptons College! Your pursuit of success aligns perfectly with our unwavering dedication. At Hamptons College, we don't just prepare you for a future; we forge your path to it. Our unyielding commitment revolves around maintaining the highest educational standards and arming you with the essential skills demanded by the job market.

Our Education Counsellors are steadfast companions, guiding you to discover the most fitting career trajectory. Behind the scenes, our Campus Administration team tirelessly ensures top-tier student services and unwavering support. Meanwhile, our cadre of expert Instructors imparts not only the expertise needed to thrive in your chosen field but also the invaluable professional acumen essential for securing gainful employment.

Throughout your educational journey, our Employment Specialists will stand by your side, offering unwavering support to realize our shared vision—your triumphant entry into the workforce.

We take immense pride in your choice to be a part of the Hamptons College family, and we pledge to deliver on our promises of your triumph. Anticipate a gratifying learning voyage, and never hesitate to reach out to your local Administration or dedicated instructor if any queries arise.

As you embark on this exciting new career adventure, we extend our warmest wishes for your success!

Saima Shams
President
Hamptons College



Student Handbook Introduction

Our Mission: Empowering students to transform into job-ready graduates.

Our Vision: Elevating lives through the sharing of our knowledge and unwavering commitment to excellence.

Our Values: We uphold these principles in all our interactions.

Integrity: We follow through on our promises.

Dedication: We relentlessly pursue excellence.

Readiness: We embrace change with positivity.

Respect: We treat individuals as they wish to be treated.

Student Services - Campus Administration

At Hamptons College, our Administration team is resolutely dedicated to our students' success. From the moment you apply, throughout your academic journey, and beyond graduation, our staff members are united by a singular objective: to provide efficient, effective, and unwavering support to ensure every student experiences a high level of satisfaction.

Hamptons College upholds best practices in:

Admissions: Academic Consultation
Enrollment Contracts

Financial: Student Loan Applications
Payment Plans
Payment Options
Counselling

Administrative: Attendance
Grades
Transcripts & Progress Reports
Graduation
Diplomas

Career Services: Career Management
Resume and Cover Letter Writing
Field Placement Assistance
Job Search Assistance



This Handbook serves as a comprehensive guide detailing the Policies and Procedures meticulously crafted by Hamptons College to uphold and perpetuate the highest levels of student service and education excellence.

Private Career Colleges (PCC):

Hamptons College operates under the jurisdiction of the Private Career Colleges (PCC), and as such, we diligently adhere to their authoritative rules and regulations.

Specifically, our institution maintains a documented record of the Tuition Refund Policy, an essential component of the legislation concerning fee retention, duly signed by each student.

If you require any clarification or have inquiries, we encourage you to reach out to your dedicated Admissions Representative or the esteemed Vice President for assistance.



Campus Information

Student Lounge:

Our student lounge, situated on the college premises, serves as the designated area for all food and beverage consumption. It is imperative that all students adhere to this rule, refraining from eating or drinking in classrooms and hallways. Let's collectively uphold the cleanliness and respect for this shared space.

Smoking & Smoking Area(s):

Hamptons College maintains a strict no-smoking policy within our campus, which also extends to the use of e-cigarettes. To accommodate those who smoke, a designated smoking area is located on the outer premises of the school.

Emergency Procedures/Health and Safety:

Your safety is of paramount importance to us. Please inform our Administration Department about any medical conditions you may have, such as allergies, epilepsy, or heart conditions.

Rest assured, all provided information will be kept strictly confidential. In case of emergencies, promptly contact Hamptons Administration staff.

We have a readily accessible first-aid kit at our Reception Desk, and evacuation plans are prominently displayed in all classrooms. Regular fire drills are conducted, and fire extinguishers are strategically placed throughout the building.

Personal/Valuable Items:

We strongly advise against leaving personal belongings or valuables unattended. Never leave keys, credit cards, or identifiable receipts in coat or jacket pockets. Hamptons College assumes no responsibility for any lost, damaged, or stolen articles.

Harassment Policy:

Hamptons College is dedicated to providing an environment free from harassment for all employees and students. Any form of harassment, including personal, racial/ethnic, or



otherwise, as defined in the Human Rights Code, will result in appropriate disciplinary measures, including possible dismissal.

Refer to Section V - Student Anti-Violence, Harassment, and Discrimination Policy for detailed information.

Healthy Environment:

Hand sanitizers are conveniently available throughout the building, including hallways, reception areas, student/staff lounges, and outside bathrooms. We encourage regular hand washing and sanitization, especially before meals and after restroom use.

Posters illustrating proper hand-washing techniques are displayed throughout the campus. Please observe proper hygiene when coughing or sneezing to prevent the spread of illness, using your arm or elbow as a shield and following up with proper hand washing.

Sterile wipes are provided in every classroom for sanitizing computer keyboards and mice. Despite these precautions, staff and students may encounter viruses during flu season. If you experience flu-like symptoms, stay home until you are symptom-free and able to resume normal activities. Avoid close contact with others and seek medical attention if symptoms worsen.

Personal Counselling:

Our Administrative staff and Instructors are available for on-campus financial, employment, and academic counseling at any time. Additionally, we can connect you with government-approved agencies and professionals for assistance with issues outside our expertise.

Personal Relationships:

We expect all relationships between staff, faculty, and students to maintain a professional demeanor.

Dress Code & Uniforms:

Hamptons College promotes a professional environment, requiring students to maintain a clean and neat personal appearance. The dress code is "business casual" unless specific programs mandate uniforms. Unacceptable attire includes clothing with holes,



fringes, studs, offensive graphics, low-cut tops, spaghetti straps, muscle shirts, short shorts, short skirts, and facial jewelry for Personal Support Worker students. Violations of the Dress Code may result in disciplinary actions.

Scent Sensitivity:

Hamptons College is a scent-sensitive environment. To ensure a comfortable experience for all, we request that students and staff refrain from wearing perfumes or scented products while on campus property. Non-compliance may result in being asked to leave.

Graduation:

We celebrate the achievements of our graduates annually at a special ceremony. Only academically and financially complete students will be eligible to attend. Invitations with details will be sent out before graduation.

Code of Conduct:

Hamptons College is committed to providing a safe and conducive learning and working environment free from discrimination, harassment, disruptive behavior, and inappropriate conduct. Students not aligned with our academic and ethical goals may face penalties, including expulsion.

Student Privacy:

We prioritize your privacy and do not disclose your attendance at Hamptons College without your written permission. If you anticipate personal calls, please provide written permission to the Administration to acknowledge your student status. We cannot discuss information about fellow students with you or share program-related details with family or friends without your written consent. Request a Release of Personal Information Form from Campus Administration if you wish to authorize us to speak with a third party on your behalf.

Access to Internet:

Students have access to the college's computer network WiFi. The front desk can provide you with the login details.



FINANCIAL AID OFFICE

Maintaining Student Loan Eligibility:

When you accept a Student Loan, you assume the responsibility of upholding your eligibility for the entirety of your program. This entails focusing on three key areas:

1. Attendance:

You must meet or exceed the minimum attendance requirements set for your program.

2. Active Participation:

Actively engage in your studies, which includes attending all scheduled sessions and classes, arriving on time, staying for the full duration, and completing assigned tasks.

3. Academic Progress:

Maintain satisfactory academic progress, which involves regular assessments through quizzes, assignments, tests, and exams. This feedback helps you track your progress and make necessary adjustments for academic success.

Falling short in your active participation obligations could jeopardize further funding and may lead to your dismissal from the College. All students must demonstrate a strong commitment to their studies and make satisfactory progress through their programs.

Should you have any concerns about meeting these obligations, it is essential to discuss them with your Vice President (Finance). The College may place a student on probation if they believe the student has violated these policies. If the issues persist after probation, a student may face dismissal. However, prior to dismissal, both verbal and written warnings will be issued, giving the student an opportunity to rectify their situation. Campuses are obligated to inform funding agencies when a student falls short of academic and attendance requirements, potentially resulting in a loss of funding.

Academic Progress:

You are responsible for maintaining satisfactory academic progress, with regular feedback provided through quizzes, assignments, tests, and exams. This feedback helps you monitor your progress and make necessary adjustments to ensure academic success. Hamptons College routinely monitors student academic progress, and any student found to be non-compliant with academic progress policies or not meeting minimum requirements will be required to attend a meeting with the Program Director. Non-compliance may result in students losing their student loan.



Student Loan Repayment:

Remember that a Student Loan is indeed a loan, and loan payments typically commence six months after your last day of attendance, unless alternative arrangements are made with your lender. Repaying your loan within the prescribed guidelines is vital to maintain a favorable credit rating. For further information on loan repayment, please contact Alberta Student Aid.

Managing Your Student Loan:

While you are a full-time student, your loan remains interest-free. However, once you cease attending school, you are granted a six-month "grace period" before you must begin repaying your loan. It's important to note that interest accrues during this grace period. You generally have a decade to repay your Student Loan.

If you anticipate difficulties in repaying your loan, please reach out to Alberta Student Aid or the National Student Loans Service Centre (NSLSC) before missing any payments. They can provide guidance on available repayment assistance options.

Student Loan Default:

It's crucial to understand that a Student Loan is borrowed money from federal and provincial student loan programs, and each student is solely responsible for repaying the loan with interest upon program completion or withdrawal, even if employment has not yet been secured. Defaulting on your student loan can result in additional interest charges, the loss of future Student Loans and income tax refunds, dealings with collection agencies, potential legal action, and a negative impact on your credit rating. It is imperative to contact Alberta Student Aid or the National Student Loans Service Center (NSLSC) immediately upon leaving the college to make suitable arrangements.

For further information on Student Loan Repayment or Default, please consult your Financial Aid Officer.

**Repayment Assistance:**

Several options are available for students facing challenges in starting to repay their Student Loans. We strongly encourage attending all Student Loan webinars conducted by the school or Student Aid.

Student Fees:

Students are responsible for all tuition, books, materials, and other fees. Adherence to payment schedules established with their Financial Aid Officer (FAO) at the time of enrollment is crucial. Any funding received from the Government Student Financial Assistance Program will be applied to outstanding course fees unless other specific arrangements have been made. Tuition refunds are issued in accordance with provincial licensing authority regulations. The policy relevant to your provincial jurisdiction can be found in Appendix A - Tuition Refund Policy.

Income Tax:

Hamptons College tuition fees may be eligible for income tax deductions for the student. Eligible students will receive a T2202A form for tax deduction each February. Duplicates of T2202As can be produced at a cost of \$10. Ensuring the college has your current address at all times is your responsibility.

Confidentiality & Privacy:

The College strictly adheres to a "Confidentiality Agreement" signed by its employees, which covers every student who enrolls. It respects the provisions, including confidentiality, set out by the Freedom of Information and Protection of Privacy Act. In the administration of Student Loans and student records management, the College commits to safeguarding personal information and complying with the Act's terms and conditions. If you wish for the College to speak with a third party on your behalf, you must complete and sign a Release of Personal Information Form.

Student Privacy Policy:

Hamptons College is bound by federal laws to protect student privacy, collecting information in accordance with the Freedom of Information Protection Act, Alberta government, and federal tax regulations. The College respects students' privacy rights and is committed to safeguarding personal information. It will not disclose a student's personal information without prior written consent from the student.

The College takes measures to protect personal information, including employee training and control systems to ensure responsible use of personal information accessible to College employees during work-related duties. Access to personal



information is restricted to individuals accessing their own data, College employees with authorized access based on academic or business needs, individuals or entities authorized by the student to receive the information, authorized legal agents or government bodies under circumstances where the College complies with the release of personal information.

For more information about Hamptons College's Privacy Policy, please speak with your President & CEO.

Active Participation Policy:

Active participation in your studies encompasses various aspects, including:

- **Attending classes for a minimum of 20 hours per week**
- Arriving on time
- Staying for the full duration
- Being prepared
- Actively engaging in learning
- Completing tasks, and
- Seeking help when needed for academic, financial, budgeting, and career guidance.

ATTENDANCE POLICY:

1. Student Responsibility:

Hamptons College places the responsibility for learning squarely on the shoulders of its students. To maximize the benefits of their courses, students are expected to attend all classes, labs, and tutorials.

2. Punctuality and Regular Attendance:

Punctuality and regular attendance in class are mandatory to create an optimal learning environment. The College's classes are designed to be interactive and participative.

3. Reporting Absences:

In cases of extenuating circumstances leading to a student's absence, the instructor or office staff should be promptly notified. It is the student's duty to review course material



before class to grasp the background knowledge relevant to the current curriculum. Students are accountable for learning any missed material due to absence(s) and must develop a learning plan in consultation with their respective instructors. These learning plans require approval from the Program Coordinators and Campus Director before implementation.

4. Leave of Absence:

If students intend to temporarily leave the program for reasons such as vacation, family matters, or other personal circumstances, they must complete a leave of absence form available at the reception. This leave must receive approval from the instructor, Program Coordinator, or the Campus Director. A learning plan must accompany the leave application.

5. Assignment Completion:

Students are expected to complete assignments within the timeframes specified by instructors. Assignments must be individual efforts. Hamptons College maintains a zero-tolerance policy concerning plagiarism and academic dishonesty. Violations of this policy may result in a zero score for the assignment or exam and could lead to suspension or program termination.

6. Daily Attendance Records:

Instructors keep daily attendance records, including student arrival and departure times. Hamptons College takes student absences seriously. Absences lasting more than three consecutive days must be supported by a valid reason and appropriate documentation.

A valid excuse must detail the circumstances necessitating the student's absence, such as medical issues or family emergencies. Failure to provide valid documentation may result in course or program failure or even expulsion from the College. Hamptons College strives to apply consistent and reasonable judgment when assessing the validity of reasons for absences. Instructors have the authority to deduct marks from student assignments and exams for chronic absenteeism.

7. Alberta Student Enrolment Contract (AEC):

Section 13(1) of the Alberta Student Enrolment Contract for Vocational Training mandates that educational institutions consider students with student loans as withdrawn if they have not attended class for five consecutive days without a valid excused absence.



Hamptons College must recognize the student as withdrawn for the purposes of student funding starting on the first day of their absence and must notify the College accordingly.



Learning Management System (LMS):

All programs at Hamptons College will be conducted through our Learning Management System (LMS). Students are required to regularly log in to the LMS portal to attend classes, access assignments, classwork, homework, and other important project work. To successfully complete the program, students must fulfill all the required tasks, including dedicating a minimum of 20 hours per week to their studies. It is crucial for students to take full accountability for all core activities. Sharing access credentials with others is strictly prohibited, and failure to comply with this policy may result in expulsion from the program.

College Program Hours:

While every effort is made to schedule classes in the morning and afternoon, there may be instances where it becomes necessary to alter the course delivery time. In such cases, the Administration will strive to provide advance notice of any shift or schedule changes.

Inclement Weather Policy:

Hamptons College aims to prepare students for the professional world and aligns its policies and procedures with those of the business community. Therefore, regarding inclement weather, the College will remain open unless extreme weather conditions prevail, leading to the closure of the general business community. Any such decision will be communicated through local radio stations.

Students are encouraged to monitor their local radio and TV stations (including their websites) to determine whether the school has been closed or if classes have been canceled due to weather conditions. Unless a student receives an email from Hamptons College Administrative staff or sees a closure notice posted on local radio or TV (or their websites), they should assume that all classes will proceed as scheduled.

Despite this policy, it remains the personal decision of each student to assess whether it is safe to travel to and from the College during adverse weather conditions.

Employment Status Survey:

Hamptons College takes immense pride in our commitment to positive student outcomes. Our entire organization functions as a cohesive team dedicated not only to preparing you to be "Job Ready" but also to actively identifying job opportunities in your chosen field.



Throughout your time on campus, you will engage in a variety of Career Services activities, including but not limited to:

1. **Orientation Workshops:** Designed to acclimate you to our career-focused environment.
2. **Career Management Course:** Equips you with essential skills for managing your career effectively.
3. **1-on-1 Sessions with Employment Specialists:** These sessions aim to ensure that you possess an up-to-date, impactful resume, exemplary interviewing skills, and effective job search techniques.

Our overarching goal is to equip you with the skills and confidence to be "Job Ready" and enable you to capitalize on future career opportunities within your field.

After you graduate, expect to be contacted by your dedicated Employment Specialist(s) to verify your employment status. This allows Hamptons College to measure graduate employment outcomes accurately and ensure your successful transition into the workforce.

Student Surveys:

Student feedback plays a pivotal role in shaping the support provided by our College Administration team to our student community. We value your input and believe it is essential for continuous improvement. Therefore, we provide students with opportunities to formally evaluate the institution, program, and instructors at least once per semester. Your feedback is instrumental in enhancing our services and ensuring a positive learning experience for all.

ACADEMIC POLICIES AND PROCEDURES

Program Information:

All information pertaining to start and finish dates, program outlines, and entrance requirements is discussed with the Admissions Representative during the enrollment process. Entrance requirements are clearly defined in our Academic Calendar and on the College website.

- Students will be given a copy of the *Terms and Conditions* which further describe Hamptons College policies and regulations.
- The Terms and Conditions are clearly mentioned in the Admissions Form. It is the responsibility of the student to read, understand and sign the consent.



- Field Placements, where included in the program, are mandatory for program completion and graduation. Please refer to program outlines for the required number of weeks for each program. Field Placements for all programs are unpaid.
- Course/module outlines are provided to students during the first week of classes and will include, a course summary, prerequisites and evaluation criteria. Students will have access to review completed exams for 30 days.

Age of Admission:

Students must be at least 17 years of age to enroll at the Hamptons College.

Procedure for Deferred Examinations

Deferred examinations are available to students who are not able to write a scheduled examination.

To qualify for a deferred examination, a student must supply one of the following:

- A Doctor's certificate stating that an examination was missed for medical reasons.
- Documentation of hospitalization.
- Documentation of a court case.
- Acceptable documentation of other extenuating circumstances must be provided to the Administration and will be accepted at the discretion of the Administration.

A student who misses an examination will write the deferred examination on the first day of return. If the student does not write on their return date, a zero (0) is given for the examination. A student may apply no more than three (3) times during their program for the right to be given a deferred examination while a continuous student at Hamptons College. After writing deferred examinations three times, all future deferred exams will be scheduled at the discretion of the Administration and will be considered a supplemental exam.

Procedure for Supplemental Examinations (2nd Chance Policy)

Students who do not achieve a passing grade of 70% but receive a mark above 60% in a course have the option to write a supplemental exam rather than retake the course. Students must achieve a minimum of 70% grade on the supplemental exam. The maximum recorded final grade in a course in which a supplemental exam was written is 70%.

Note: The passing grades may be different for specific program. Refer to the "Course Evaluation Method" section for exceptions.



Supplemental exams will be scheduled within the first two weeks after the failed grade has been recorded. Arrangements to write a supplemental exam are the student's responsibility and arrangements should be made with the student's instructor. If the student does not arrange to write the supplemental exam within the allotted time, or fails the supplemental exam, he or she must retake the course. In situations where a course must be retaken, an additional fee may be charged.

Students who receive a grade below 50% in a course will be required to retake the course. The maximum recorded final grade for a repeated course will be 70%. Repeating of courses within contracted dates is subject to schedule availability and seating capacity. If a student fails a repeat course, the full course fee will be charged each time the course is repeated thereafter. The course must be paid for in full prior to beginning the course. Students who require an updated text to repeat a course will be expected to purchase the updated text prior to retaking the course.

A student may take a supplemental exam no more than three times during their program. After this, the student may be terminated upon receiving their next failed grade.

Quizzes

No rewrites are allowed for missed quizzes. Missed quizzes will be marked as 0%. An instructor may add the weight of the quiz to the final exam provided the student is in good academic standing.

Appealing Grades

Hamptons College has established a re-checking or re-marking process for students who may disagree with their assigned grades. This process is in place to ensure fairness, accuracy and confidentiality of the student.

Students have one week after the original grade has been provided to appeal the mark. An appeal must be requested in writing to the Administration. If a student appeals a grade.

After receiving the written request from the students, the program coordinator will contact the student and walk through the students the following process:

1. Conduct an interview with the program counselor.
2. Complete the [rechecking form](#) and ensure it is signed.
3. Provide the original transcript issued by the school.
4. Ensure payment of any necessary fees associated with the rechecking process, \$ 50 to have a quiz, test, exam or project remarked.

Note: The rechecking process is a final step and it is possible that they may end up with a lower mark than the original grades. There is a \$50 fee to have a quiz, test, exam or project remarked.

Assessment Methods

Hamptons College Instructors are strongly committed to seeing each and every student achieve the learning objectives of each course within a program.



In general, our instructors:

- Encourage contact between students and faculty.
- Develop reciprocity and cooperation among students.
- Encourage active learning.
- Give prompt feedback.
- Emphasize time on task.
- Communicate high expectations, and
- Respect diverse talents and ways of learning.



Hamptons College takes pride in its high standards for assessment and testing.

During each course, students may be tested through any or all the following methods:

1. Daily testing based on assigned reading.
2. Review quizzes given at intervals throughout the course to determine progress.
3. End-of-course diploma/certificate exam.
4. Presentations and/or performance demonstrations.
5. Team/role playing assignments.

Students are required to participate in all methods of testing as scheduled. No exemptions will be accepted. No quizzes or exam papers are returned to students. Please discuss any exam results with your instructor within one week of the mark being provided. Final diploma or certificate exams are kept on file no longer than two (2) weeks after the exam is written. Academic Integrity Academic integrity is the core value at the Hamptons College.

The five values most often associated with academic integrity include honesty, trust, fairness, respect and responsibility. Academic integrity is the commitment to support these five values, even in the face of adversity. Just as your personal sense of integrity makes a statement about you as an individual, how you approach learning defines you as a person.

Good students do not cheat or cut corners. They take responsibility for managing their own learning so that they become lifelong learners. The level of academic integrity that a student demonstrates is measured by the amount of energy, effort and focus that a student is willing to put into their learning. It is about attitude – how a student approaches their responsibility for learning. Academic Dishonesty Academic dishonesty includes, but is not limited to:

- Cheating on assignments, quizzes and exams evidenced by copying another student's work or by unauthorized resources during a quiz or exam
- Plagiarism. This is the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work.
- Purchasing, selling, or sharing quizzes, exams, projects and assignments; use of unlicensed software.
- Talking during exams will not be tolerated and will be considered cheating.
- Development projects must not plagiarize code outside any frameworks and codereuse approved by the instructor.

If a student is caught cheating, the following steps will be taken:



1. On the first occurrence, the quiz or exam will be taken away and a mark of '0' will be recorded for the quiz or exam. The student will be suspended for 2 days, and the rewrite policy takes effect, with the maximum grade the student can receive being 70% (some program exceptions may apply). The student must attend an interview with the Administration prior to returning to class.
2. On the second occurrence, the student will be expelled from school.

Notification will be placed in the student file indicating the student has been caught cheating.

An appeal must be filed within one business day via e-mail. The appeal must be sent to the Program Director and the Instructor.

Books & Materials:

Books and materials are determined by the program that the student is enrolled in. Hamptons College does not charge the students for the books or materials. We use the latest teaching methodologies that are current in the market and provide the student the most up-to-date knowledge required.

Diploma at Graduation:

Definition of Academic Study Period

A student's academic study period is defined as the stated calendar period as indicated on the Hamptons College Enrolment Contract, signed by the student and authorized by campus staff.

Diploma with Honors

Where an overall average of 90% is maintained and a student meets all standards related to contract hours, the student is eligible for "Honors" status upon graduation and such status will be recorded on his/her Diploma.

Diploma with Distinction

Where an overall average of 80% is maintained and a student meets all standards related to contract hours, the student is eligible for "Distinction" status upon graduation and such status will be recorded on his/her Diploma.



Issuing of Diplomas:

A student who achieves the required academic standards for their Hamptons College Diploma program, will receive (1) a formal transcript of marks and (2) an official Hamptons College Diploma, provided they have completed all academic and financial contractual agreements with Hamptons College. Diplomas will be issued within 30 days of the contracted completion date and must be picked up in person at the campus.

Issuing of Certificates:

Students enrolled in any non-diploma program will receive (1) a formal transcript of marks and (2) an official Hamptons College Certificate, provided they have completed all academic and financial contractual agreements with Hamptons College.

Note: Individual course certificates are not issued unless requested.

Transcripts/Diplomas:

Should you wish to receive a copy of your transcript, please contact your campus. Future productions of transcripts and diplomas, sent to employers or other academic institutions will be issued and sent upon receipt of a \$25.00 payment for each transcript/diploma from the requesting student.

Maximum Timeframe for Program Completion:

A 12-month extension may be granted for any outstanding course completions. The 12-month grace period will begin on the contracted end date. Please note that a student who has been terminated may not request a program extension. Terminated students will only be granted a 12-month extension from their official date of termination to reapply to complete their program. Students who require an updated text to repeat a course will be expected to purchase the updated text prior to retaking the course. All arrangements for completion of outstanding courses must be made with the Administration.

Scheduling of courses is based on course and seat availability. A maximum grade of 70% (see Procedure for Supplemental Examinations, for more information) will be recorded on the students' transcript. Any exceptions to the final grade posting are at the discretion of the Administration.

Change of Address/Information

Hamptons College maintains contact with all current students and alumni. Please make sure we have your current address on file. If you have a change of address or phone number, please notify Administration immediately.



Withdrawal Policy:

Any student wishing to withdraw from the College must provide a written termination letter and meet with the Campus Director. You will be considered a full-time student – and charged for each day – until your written termination notice is received. Should you withdraw from Hamptons College, and you have received any type of student loan, you are responsible for its repayment as required by your bank, the Government, and/or Hamptons College. Refunds for any overpayment to Hamptons College will be made in strict compliance.

The contract is considered terminated on the date that the written notice is received by the College. You should be aware that the College may also terminate your enrollment in the program in case of any incompliance or failure to attend 5 consecutive classes without any notification..

With the Tuition Refund Guidelines specified in the provincial Acts and Regulations (see *Appendix A – Tuition Refund Policy*).

Photocopying and Printing Procedures

Realizing that some students may not possess a home printer, student printing may be accessible on limited basis. Only relevant documents that are school administration related may be permitted at the approval of the college administration.

A charge of 10 cents per copy will be charged per print. Students are not permitted to photocopy or print any curriculum, courseware, copyrighted material, cram exams, cheat sheets, etc.

Equipment

The equipment that Hamptons College uses to train students is high quality and is expensive to replace. Hamptons College equipment is never to be removed from the premises and should always be handled with the utmost care and caution. In short, students need to treat the training equipment as if it were their own.

Personal Listening/Communication Devices

Personal listening devices such as portable MP3, iPod, CD or DVD players as well as communication devices such as cellular phones or recording/other handheld devices must not be enabled in the classrooms or in the labs. No recording of any kind can take place within the campus without written consent from the student or staff member being recorded.



During a quiz or exam all cell phones must be turned off and placed on your desk or in your student bag.

Student Complaint Procedure

The following is the Student Complaint Procedure that needs to be followed:

- All **formal** complaints to administration must be in writing. Anonymous complaints will not be considered.
- Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- Student complaint policies and procedures apply to individual or group complaints
- All formal written complaints should be addressed to the registrar listed below.
- Complaints must be initiated within 14 days of the event that led to the complaint.
- The student should first approach the instructor with an informal verbal complaint.
 - If the concern(s) cannot be resolved the student can then escalate the informal verbal complaint to the Program Coordinator. If no resolution is accomplished at the Program Coordinator level the student will be required to submit a formal complaint in writing to the Registrar of Hamptons College.
- Within 10 days of receiving the complaint, a meeting will be arranged between the student, instructor, Program Coordinator and the Registrar of Hamptons College. (This meeting may also be attended by the Program Director if it involves Academics, and by HR Representative if it is of a HR nature). The student may be accompanied by an advocate of their choice at all stages of the complaint process and this person may take oral submissions on behalf of the student.
- The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. The proceedings and outcome will be documented.
- Upon review of the complaint and any other relevant information, the Registrar will make a decision. The decision will be communicated to the student in writing within 21 business days following the meeting and will contain the reasons for the decision.
- Hamptons College will maintain a record of all students at their campus for a period of three years from the date of the decision. This record will include a copy of the written student complaint, any submissions filed and the written decision.



Expulsion Policy

Hamptons College is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their programs. **Hamptons College has a zero-tolerance policy regarding academic dishonesty, the non-payment of tuition fees, harassment and /or discrimination of any form.**

Hamptons College has a commitment to ensure that within this general framework all students are treated fairly and equitably. Students who do not support the academic and ethical goals of Hamptons College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, we will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where Hamptons College deems the integrity, safety or well-being of our school, students, staff, clients, visitors and other guests are in danger, then expulsion may be applied at our discretion at any point in the process.

The following outlines the conditions under which a student, who is in-school or on a field placement, may be expelled with cause:

1. Academic Dishonesty:

Students may be subject to expulsion at the discretion of the College for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:

- a. Cheating
- b. Plagiarism
- c. Unapproved collaboration
- d. Alteration of records
- e. Bribery
- f. Lying
- g. Misrepresentations

2. Outstanding Fees:

Failure to pay tuition or other fees due to Hamptons College is considered to put a student in default. If a student's account is in arrears, a student will be notified in person or via their student email, requesting a meeting with the Financial Aid Officer to make arrangements to repay the outstanding amount. If the account is not brought up to date after the meeting, the student will be notified in person or via student email that they may be expelled if they fail to bring their account up-to-date.



3. Code of Conduct:

All students will be required to adhere to the following Code of Conduct. Students are expected to dress and act in a business-like manner while attending classes. Your time at the College is considered to be job readiness training.

In keeping with this objective, we do not allow students to wear clothing that is not considered to be professional, such as: short shorts, tank tops, etc. Clothing needs to be clean and properly mended.

Where applicable, uniforms must be worn every day. At the discretion of the school administration, a student may be suspended or terminated from school for serious or repeated incidence of any of the following:

- Intoxicated or drugged state of behavior,
- Possession of drugs or alcohol upon school premises,
- Possession of weapons upon school premises,
- Behavior through the act(s) (or omission of) creating a safety hazard to student(s) or other persons including a client/resident or fellow employee while on a field placement or on school premises.
- Disrespectful behavior to other students, an administrator, faculty member of the school or a supervisor, client/resident or fellow employee while on a field placement or school premises, and
- Failure to confirm college policies or any other stated or determined infractions of conduct.

4. Significant Omissions or Errors in Admissions Documentation:

Hamptons College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly, or in error, misrepresent their applications are subject to immediate expulsion.

5. Academic Failure:

Students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may, at its discretion, based on the program of study, offer alternatives to a student. These options are outlined in the Academic Policies and Procedures in this Student Handbook. Re-test are available for some courses. Please refer to your course syllabus regarding academic failure and re-write requirements. Programs offering re-test will only award the passing mark (70%) on the final transcript regardless of mark attained on the exam.

6. Attendance:

Students who do not achieve the required attendance as stated in our Attendance Policy in our Student Handbook are subject to expulsion. Students who are absent from class for more than five consecutive days without sufficient cause and supporting documentation may be expelled.



7. Harassment or Discrimination:

The safety of our students, staff and visitors is important and we take pride in ensuring that everyone is secure and safe while attending our college. Hamptons College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.

In determining what constitutes harassment or discrimination, please refer to provincial Human Rights Code.

8. Misuse of College Property – College property is for the provision of College services. Students who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and required to make restitution.

9. Endangerment of Staff or Students – Hamptons College is committed to the right of all College staff, students, clients and visitors to be safe. Students, who by action or neglect, in any way endanger the safety of themselves or others, while in-school or on an external work placement, may be expelled.

Prior to expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:

- a. Verbal warning – Depending on the severity of the occurrence, the student and a Campus Administrator will meet within one (1) business day to discuss the situation and provide a resolution.
- b. Written warning – Depending on the severity of the occurrence, or if a resolution is not forthcoming during the initial meeting, a written warning will be given to the student within one business day of the occurrence, or the meeting. This warning will become part of the student's academic file. It will refer to any previous occurrences of the same behavior/incidents (where related).
- c. Suspension – Depending on the severity of the occurrence, students may face a suspension of up to five (5) days. A written notice of suspension, outlining the details and the length of the suspension will be hand delivered to the student or will be sent by mail. The suspension will take effect based on the date of the occurrence. This written notice of suspension will become part of the student's academic file.
- d. Expulsion – Based on the above conditions, a student may be expelled. A student who is subject to expulsion for any reason will be notified in writing, either hand delivered or by mail. Hamptons College is not responsible for non-delivery by mail if the student has not provided a valid home address where the student currently resides.

Notification of expulsion will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision, in writing, to the Administration within **two (2) business days** of the date of the



written notification of expulsion. The Administration will set up a meeting within five (5) days after receiving the complaint form.

Students who file an appeal and are unsuccessful are considered terminated from the College. A student who wishes to further appeal their termination may submit a student complaint to the Department of Advanced Education, Skills and Labor.

Fees for Expelled Students:

A student who is expelled by Hamptons College will be considered terminated from their program on the effective date of the expulsion. Upon expulsion, a student will be officially withdrawn from their program and a settlement of their account will be completed under our *Tuition Refund Policy, Appendix A*.

Return of Property:

A student who is expelled is responsible for the return of any College property in his/her own possession within five (5) days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

Career Services

The Hamptons College Career Planning and Preparation Course, Part I and II is included in your program to guide and educate you about the importance of career planning, work placement, current job search methods, and interview techniques, resume writing and creating an effective cover letter.

All students are required to complete the course, submit a personal resume, and set up an appointment with their campus Employment Specialist team.

While Hamptons College offers career services geared to facilitating and fostering contacts between students and possible employers, Hamptons College does not guarantee any job offers to any student. It is the responsibility of the student to work in partnership with their Employment Specialist team to partake in their own job search and choose their own potential employment opportunities.

Procedure for Mandatory Field Placement (Practicum, Internship, Clinical Placement)

In most programs, a field placement is a diploma requirement and is designed to provide the student with on-the-job experience and an opportunity to utilize their newly acquired skills. The internship, field placement or practicum must be conducted in a legitimate, industry-related and supervised environment. Field placement is unpaid and placements are at the end of a program.



Career Services staff act as a liaison between qualified students and employers to find the right field placement experience for each student and host. Upon completion of the field placement, the host employer will complete an evaluation which assesses the student's skills, professional conduct and ability to handle the work assigned. This evaluation form will be given to the student and it is the student's responsibility to ensure that it is submitted to Hamptons College. A student cannot graduate without a signed evaluation by the practicum provider being submitted.

All students enrolled in a program that includes a field placement must attend a mandatory one-hour orientation, as scheduled.

All students will work in partnership with the Employment Specialist team to aid in the search for a field placement. It is the responsibility of the Employment Specialist to present one (1) field or practicum placement to a student. Should the student decline this one (1) field placement offer, the student fully agrees to sign a waiver and is wholly responsible for finding their own field placement.

If the student is dismissed from his/her field placement it is the responsibility of the student to find another internship, field placement or practicum host.

Placement hosts are expected to provide a respectful and appropriate environment in which the student can learn a range of skills associated with their program of study. They are required to provide guidance, correct inappropriate behavior, report attendance, and complete all necessary evaluation forms. The campus will provide additional information as your placement draws near.

General Policy on Completion of Field Placement

Students must be academically in good standing in order to participate in a field placement. However, some exceptions may apply at the sole discretion of the Administration. Attendance is taken for all internship, field placement or practicum hours as this is considered 'off-site' school.

It is the responsibility of the student to forward (fax or email) their attendance to the Administrative Assistant by no later than Monday at noon each week for the previous week. Failure to do so may result in a student being withdrawn from their program. Students who are absent for any of their clinical placement or internship, field placement or practicum will be required to make up the hours before they are eligible to graduate.

Students who fail to complete the required placement as scheduled (for any reason), will be required to arrange their own additional suitable clinical placement, internship, field



placement or practicum to complete their program. A signed evaluation will be required from the field placement host.

Students will not be eligible to graduate until all requirements of their placement are complete. This includes submitting the evaluation signed by their host to their Employment Specialist upon the successful completion of their field placement.

Note: *Field placements are subject to location availability. Some employers require a police record check (and, at times, an enhanced police record check) for criminal offences before accepting a student into the work environment or clinical setting. The police record check shall be obtained at the student's expense. The College assumes no obligation for students who are unable to provide a clear police record check. Some field placement hosts require proof of the following items:*

- Immunization Records, Mask & Gloves.
- Physical suitability (PSW, PTA)
- Negative COVID Test.

Out-of-Town Field Placements: You may be required to go out of town for your field placement. You may incur additional costs associated with these field placements (i.e. travel, accommodations, etc.). At this time, field placements only occur in Canada.

Students will be notified in advance of the field placement requirements and will be responsible for covering any costs associated with these items.

Anti-Violence, Harassment and Discrimination Policy

Harassment and discrimination are a serious offense, there is a Zero-Tolerance policy at Hamptons College. Students are required to be respectful to their peers/instructors/office staff. Students participating in harassment or discriminatory activities are subject to suspension under pending investigation.

Expulsion will be automatic for any student who will be deemed, after the result of the investigation, to have engaged in harassment or discriminatory activities. As such we do require English to be spoken and always written with the classrooms to give the respect are teachers and fellow students deserve for transparency learning.

Hamptons College is committed to building and preserving a safe, productive, and healthy study environment based on mutual respect. In pursuit of this goal, Hamptons College does not condone and will not tolerate acts of violence, bullying, or harassment against or by any Hamptons College student or employee.



Our Anti-Violence, Harassment and Discrimination Policy is not meant to stop free speech or to interfere with everyday interactions. What one person finds acceptable, another may not. Usually, harassment can be distinguished from normal, mutually acceptable socializing. ***It is important to remember it is the perception*** of the receiver of the potentially offensive message - be it spoken, a gesture, a picture or some other form of communication which may be deemed objectionable or unwelcome - that determines whether something is acceptable or not.

Definitions

School Violence or Bullying:

School violence or bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior is repeated, or has the potential to be repeated. Bullying includes:

- Physical acts (e.g. hitting, shoving, pushing, kicking, sexual assault, etc)
- Any threat, behavior or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property.
- Disruptive behavior that is not appropriate to the school environment (e.g. yelling, swearing).

Domestic Violence:

A person who has a personal relationship with a student or employee – such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that student or employee while at the college. In these situations, domestic violence is considered school violence.

Personal Harassment:

Any unsolicited, unwelcome, disrespectful or offensive behavior that has an underlying sexual, bigoted, ethnic or racial connotation and can be typified as:

- Behavior that is hostile in nature, and/or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation, and/or any other Human Rights protected grounds.
- Sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the victim where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the victim;
- Unwelcome remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex or sexual orientation and/or based on religion;
- Suggestive or offensive remarks;



- Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about a student;
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials;
- Leering (suggestive persistent staring); Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- In most cases, victims of sexual harassment/assault are female. However, conduct directed by female students or employees towards males and between persons of the same sex can also be held to constitute sexual harassment/assault.
- Any actions that create a hostile, intimidating or offensive school environment. This may include physical, verbal, written, graphic, or electronic means.
- Any threats of physical violence that endangers the health and safety of the student or employee.
- Posting inappropriate comments or images online (including social media).

Racial/Ethnic Harassment:

Any conduct or comment which causes humiliation to a student or Hamptons College employee because of their racial or ethnic background, their color, place of birth, citizenship, or ancestry.

Examples of conduct which may be racial or ethnic harassment include:

- Unwelcome remarks, jokes or innuendos about a person's racial or ethnic origin, color, place of birth, citizenship or ancestry;
- Displaying racist or derogatory pictures or other offensive material;
- Insulting gestures or practical jokes based on racial or ethnic grounds which create awkwardness or embarrassment;
- Refusing to speak to or study/work with someone or treating someone differently because of their ethnic or racial background.

Policy Violations

Hamptons College is committed to providing a safe and healthy study environment free from violence, threats of violence, discrimination, harassment, intimidation and any other misconduct. Similarly, weapons are strictly prohibited from the College's premises and violators will be subject to disciplinary action and the incident will be reported to the police.

It is also a violation of Hamptons College's Anti-Violence, Harassment and Discrimination Policy for anyone to knowingly make a false complaint of violence, harassment, or discrimination or to provide false information about a complaint. Students who violate this policy are subject to disciplinary and/or corrective action, up to and including expulsion from school.

This policy prohibits reprisals against students, acting in good faith, who report incidents of violence, harassment, or discrimination, or act as witnesses. Administration will take all



reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence, harassment, or discrimination. Reprisal is defined as any act of retaliation, either direct or indirect.

Application of this Policy

This policy applies to all individuals studying at Hamptons College. The college will not tolerate violence, harassment, or discrimination whether engaged in by fellow students, employees, managers, officers, directors, or contract service providers of the college.

All Hamptons College students and administrators are held personally accountable and responsible for enforcing this policy and must make every effort to prevent violence, discrimination, or harassing behavior and to intervene immediately if they observe a problem or if a problem is reported to them.

For the purposes of this policy, violence, harassment, discrimination, or bullying can occur:

- On the campus;
- At student-related social functions;
- In the course of study assignments outside the college;
- Over the telephone or online, if the conversation is study-related; or
- Elsewhere, if the person is there as a result of student-related responsibilities or a student-related relationship.

Records

Records of all formal and informal resolutions, meetings, and reviews will be kept by the Administration, except where otherwise stated in this policy. The records will only be available to the Senior Management, and only in the following circumstances:

- When determining an appropriate disciplinary action for subsequent violence, bullying, discrimination, or harassment complaints.
- When a complaint against retaliatory action is made.
- When a decision or resolution is reviewed.

Both the Complainant and the Respondent are eligible to obtain copies of meeting summaries or of their own statements made throughout the course of the remediation processes relating to:

- Violence or bullying.
- Discrimination and/or harassment.



Special Circumstances

Should a student have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the student is encouraged to notify his or her Administration, and to supply a copy of that order to them. This will likely be required in instances where the student strongly feels that the aggressor may attempt to contact that student at Hamptons College, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to Hamptons College is seen with a weapon (or is known to possess one), makes a verbal threat or assault against a student or another individual, witnesses are required to immediately contact the police, emergency response services, campus administration, and the Vice-President.

All records of harassment, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Hamptons College will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

Disciplinary Measures

If it is determined by the college that any student has been involved in violent behavior, unacceptable conduct, personal harassment, or discrimination, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning, suspension, and could result in immediate expulsion without further notice.

Confidentiality for Entire Policy

Hamptons College will do everything it can to protect the privacy of the individuals involved and to ensure that Complainants and Respondents are treated fairly and respectfully. Hamptons College will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law. Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever unless such disclosure is necessary for an investigation or disciplinary action. Any disciplinary action will be determined by the College and will be proportional to the seriousness of the behavior concerned. Hamptons College will also provide appropriate assistance to any student who is a victim of violence, harassment or discrimination.

Managing and/or Coaching

Counseling and the implementation of disciplinary actions is not a form of personal harassment, and the policy does not restrict a college administrator’s responsibilities in these areas.



Policy Review

Hamptons College will review this policy annually and will post the policy in the Student Handbook.

Violence and Bullying Procedure

Violence Risk Assessment

The College will conduct a risk assessment of the study environment to identify any issues related to potential violence or bullying that may impact the operation and will institute measures to control any identified risks to student safety.

The risk assessment may include a review of records and reports (i.e. security reports, student incident reports, student surveys, health and safety inspection reports, first aid records or other related records). Specific areas that may contribute to risk of violence include: contact with the public, exchange of money, receiving doors, studying alone or at night, etc. Research may also include a review of similar colleges with respect to their history of violence.

Hamptons College may communicate information relating to a person with a history of violence where:

- Students may reasonably be expected to come into contact with the person in the performance of their studies; and
- There is a potential risk of violence as a result of interactions with the person with a history of violence.

The College will only disclose personal information that is deemed reasonably necessary to protect the students from physical harm.

Reporting Violence or Bullying

In the event that you are either directly affected by, or witness to, any violence in the College, it is imperative for the safety of all Hamptons College students and employees that the incident be reported without delay. Reporting any violence or potentially violent situations should be done immediately to campus administration.

Investigating Reports of Violence or Bullying Hamptons College Shall:

- Investigate all reported acts/incidents of violence or bullying, and:
 - Consult with other parties (i.e. Legal Counsel, Health & Safety consultants, Human Rights office, local Police Services);
 - Take all reasonable measures to eliminate or mitigate risks identified by the incident; and
 - Document the incident, its investigation, and corrective action taken.



- Review this policy and hazard assessments annually, or as changes to student responsibilities or environments occur, and revise the assessment as needed.

Review annually, in conjunction with review of hazard assessments, the effectiveness of actions taken to minimize or eliminate violence in the college and make improvements to procedures, as required.

Seeking Immediate Assistance

Canada's Criminal Code deals with matters such as violent acts, threats and behaviours such as stalking. The police should be contacted immediately when an act of violence has occurred in the College or when someone in the College is threatened with violence. If a student feels threatened by another student, employee, volunteer, contractor, vendor, visitor or client/customer then an immediate call to 911 is required.

Discrimination and Harassment Procedure

Reporting Discrimination or Harassment

Informal Procedure

If you believe you have been personally harassed or discriminated against you may:

- Confront the harasser or person doing the discriminating personally or in writing pointing out the unwelcome behavior and requesting that it stop; or
- Discuss the situation with the Administration, the Vice President, or any other college management team member.

Any student who feels discriminated or harassed against can and should, in all confidence and without fear of reprisal, personally and immediately report the facts directly to the Administration or another campus manager if your Administration is the one accused of being the harasser or discriminator.

Formal Procedure

If you believe you have been personally harassed or discriminated against you may make a written complaint. The written complaint must be delivered to the Administration or another campus manager or, if not available, the Vice-President. Your complaint should include:

1. The approximate date and time of each incident you wish to report.
2. The name of the person(s) involved in each incident.
3. The name of any person(s) who witnessed each incident.
4. A full description of what occurred in each incident.



Investigating Reports of Discrimination or Harassment

Once a written complaint has been received, Hamptons College will complete a thorough investigation. Students will not be expelled, disciplined or denied study opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

For the purposes of this section the following definitions apply:

Complainant – The person who has made a complaint about another individual who they believe committed an act of discrimination or harassment against them.

Respondent – The person whom another individual has accused of committing an act of discrimination or harassment.

The investigation will include:

- Informing the harasser(s) of the complaint.
- Interviewing the Complainant, any person involved in the incident and any identified witnesses.
- Interviewing any other person who may have knowledge of the incidents related to the complaint or any other similar incidents.
- A copy of the complaint, detailing the Complainant's allegations, is then provided to the Respondent(s).
- The Respondent is invited to reply within seven (7) days, in writing, to the Complainant's allegations and the reply will be made known to the Complainant before the case proceeds further.
- The investigation will be complete within 30 days.
- The College will do its best to protect from unnecessary disclosure the details of the incident being investigated and the identities of the complaining party and that of the alleged Respondent.
- During the investigation, the Complainant and the Respondent will be interviewed along with any possible witnesses. Statements from all parties involved will be taken and a decision will be made.
- If necessary, the College may employ outside assistance including the use of legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the individuals concerned.

If the Complainant decides not to lay a formal complaint, the Vice President along with the Board of Directors may decide that a formal complaint is required (based on the investigation of the incident) and will file such document(s) with the person(s) against whom the complaint is laid (the Respondent(s)).



Sexual Harassment and Sexual Violence Policy & Procedure

Purpose

All employees and students of Hamptons College have a right to work and study in an environment that is free from any form of Sexual Harassment and/or Sexual Violence. This document outlines Hamptons College's policy and response protocol to sexual harassment and/or sexual violence and ensures those who experience sexual harassment and/or sexual violence are believed and their rights respected.

Hamptons College has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of Sexual Harassment and/or Sexual Violence accountable.

Policy Statement

Sexual violence can occur between individuals regardless of sexual orientation, gender and gender identity, or relationship status as articulated in the Human Rights Code. Hamptons College is committed to creating a safe and positive space where all employees and students feel able to work, learn and express themselves in an environment free from sexual and gender-based harassment or violence.

Application

This policy applies to all individuals working for Hamptons College including employees and students. Employees are considered front line employees, temporary employees, contract service providers, contractors, all supervisory personnel, managers, or directors.

Any contractor, supplier, volunteer or visitor who attends on campus will be subject to complaints if they engage in prohibited conduct. Where a complaint against the Respondent is substantiated, the College will take appropriate action.

Commitments

- Assisting those who have experienced sexual harassment or sexual violence by providing detailed information and support, including provision of and/or referral to counselling and medical care, and appropriate academic - and other - accommodation.
- Ensuring that those who disclose they have been sexually harassed or experienced sexual violence are believed, and that their right to dignity and respect is protected throughout the process of disclosure, investigation and institutional response.
- Addressing harmful attitudes and behaviors that reinforce that the person who experienced sexual harassment or sexual violence is somehow to blame for what happened.



- Treating individuals who disclose sexual harassment or sexual violence with compassion, and recognizing that they are the final decision makers about their own best interests.
- Ensuring that internal investigation procedures are available in the case of sexual harassment or sexual violence, even when the individual chooses not to make a report to the police.
- Engaging in an appropriate investigation process that ensures fairness and due process.
- Contributing to the creation of a college atmosphere in which sexual harassment and sexual violence is not tolerated. Monitoring and updating our policies and procedures to ensure that they remain effective and in-line with other best practices.

Reporting and Responding to Claims of Sexual Harassment and/or Sexual Violence

- Any Hamptons College employee or student should immediately report incidents of sexual harassment and/or sexual violence they witness or have knowledge of, or where they have reason to believe that sexual harassment and/or sexual violence has occurred or may occur.
- Any Hamptons College employee or student that has experienced sexual harassment and/or sexual violence are encouraged to come forward to report as soon as they are able. Incidents should be reported to a manager and/or the Administration.
- If reported to a manager, all incidents will be escalated to the Board of Directors.
- Where the College becomes aware, or should be reasonably aware, of incidents of sexual harassment and/or sexual violence by an employee or student or against an employee or student, on or off Hamptons College property, the College will take all reasonable steps to ensure the safety of all employees and students.

Complaint Process and Investigations:

A complaint of sexual harassment and/or sexual violence can be brought forward under this Policy by any employee or student.

Hamptons College will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and/or disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this Policy. Respondents will be given details of the allegations and an opportunity to answer to the allegations.

If You Have Experienced Sexual Harassment or Sexual Violence:

Go to a safe place where you can find physical safety and support.

- Find a trusted friend or colleague.
- Call your local rape crisis line, if available.
- Go to or call your local sexual assault/domestic violence care centre, if available.
- Call your local Police Service.



As an employee or student of Hamptons College you may be the first person to whom a survivor discloses about an act of sexual harassment or sexual violence. If you require support during this time you may contact a local campus manager who will provide the guidance and information you may need. As the person hearing the disclosure you should not go beyond your own comfort level or expertise when responding to a disclosure. It is important to be supportive while referring the victim to the right person who can provide the help they need. You also need to know that receiving a disclosure can, itself, be traumatic and that supports are available to help you cope.

If You Have Received a Report of an Incident of Sexual Harassment or Sexual Violence

If an employee or student reports to you an incident of sexual harassment or sexual violence you need to immediately assess the situation and if you think the employee or student is at risk you must contact a member of campus management. The manager will provide an immediate response to safety concerns.

A member campus management will be the Complaint Manager. They will work with the employee or student to provide:

- Immediate appropriate assistance and support.
- Explain the sexual harassment and sexual violence policy and procedure to the employee or student and provide them with all relevant materials.
- Campus management will work together to set up a safety plan for the victim.
- Ask the survivor if they wish to report the incident to the police. If they do wish to report the incident, contact the local Police Services to arrange for them to come to the campus to take the report. The Complaint Manager will be with the employee or student when they meet with the police. The survivor also has the right to have a friend or advocate with them when they report to police.

If the survivor wishes to file an internal complaint, the Complaints Manager, working with the Board of Directors, will provide the following assistance:

- Explain the options available for dealing with the complaint; informal or formal – the Complainant has the right to decide how they wish to address their complaint.
- Ensure the survivor knows they have a right to have a support person with them throughout any process that may develop to address their complaint.
- Explain how their complaint could be shared with other parties on a need-to-know basis only. We will attempt to limit the knowledge of the complaint to only those at the college who need to know in order to process the complaint or to assist in the investigation.
- If the survivor decides to issue a formal written complaint, the Complaints Manager will assist in preparing and filing their internal complaint.



- Once the complaint is written and approved by the Complainant, the Complaints Manager will contact the Vice-President for assistance.
- Timeline for investigation is 30 working days.
- Ensure the Complainant is kept up-to-date on the progress of their complaint.
- Ensure the Complainant has a safety plan and knows who to call if they are approached by the alleged perpetrator.
- Work with campus administration to put in place any interim measures necessary to alleviate pressure academically or emotionally on the employee or student.
- Ensure that the internal complaint investigation is fair and follows due process and timeliness.
- Ensure that the Respondent employee or student is given reasonable notice, with full details of the allegations and is provided with an opportunity to answer the allegations against them.
- The Respondent will be provided with a copy of the complaint, and be required to provide a written response to the complaint (which will be shared with the Complainant) within seven (7) working days.
- Upon completion of the investigation the Complaints Manager, with support from the Board of Directors, will inform the employee or student of the outcome of the investigation. A written decision that summarizes the complaint, the response, evidence and the reasons for the decision will be provided to the Complainant and the Respondent. Recommended disciplinary actions, with Human Resources in the case of discipline related to employee respondents, will be carried out by the College.

Right to Withdraw a Complaint

A Complainant has the right to withdraw a complaint at any stage of the process. However, Hamptons College may continue to act on the issue identified in the complaint in order to comply with its obligation under this Policy and/or its legal obligations.

Protection from Reprisals, Retaliation or Threats

It is contrary to this Policy for anyone to retaliate, engage in reprisals or threaten to retaliate against a Complainant or other individual for:

- Having pursued rights under this Policy or the provincial Human Rights Code;
- Having participated or co-operated in an investigation under this Policy or the provincial Human Rights Code; or
- Having been associated with someone who has pursued rights under this Policy or the provincial Human Rights Code.

Anyone engaged in such conduct may be subject to sanctions and/or discipline.



Unsubstantiated or Vexatious Complaints

If a person, in good faith, discloses or files a sexual harassment and/or sexual violence complaint that is not supported by evidence gathered during an investigation, that complaint will be dismissed, and no record will be placed in the Complainant's or Respondent's file.

- Disclosures or complaints that are found, following investigation, to be frivolous, vexatious or bad faith complaints - that is, made to purposely annoy, embarrass or harm the Respondent - may result in sanctions and/or discipline against the Complainant.

Confidentiality

Confidentiality is particularly important to those who have disclosed sexual harassment and/or sexual violence. The confidentiality of all persons involved in a report of sexual harassment and/or sexual violence must be strictly observed, and Hamptons College respects the confidentiality of all persons, including the Complainant, Respondent, and witnesses. Information provided by complainants is treated as confidential, but may be shared as is reasonably necessary to investigate the complaint and/or as may be required by Hamptons College Policy and/or applicable law.

Confidentiality cannot be assured in the following circumstances:

- An individual is at imminent risk of self-harm;
- An individual is at imminent risk of harming another; and/or
- There are reasonable grounds to believe that others in the Hamptons College or greater community may be at risk of harm.

In such circumstances, information would only be shared with necessary services to prevent harm, and the name of the survivor would not be released to the public.

Where Hamptons College becomes aware of an allegation of sexual harassment and/or sexual violence by an employee or student against another Hamptons College employee or student, Hamptons College may also have an obligation to take steps to ensure that the matter is dealt with in order to comply with Hamptons College's legal obligation(s) and/or its policies to investigate such allegations. In such cases, Hamptons College administrators may be informed about the reported incident on a "need-to-know" and confidential basis, but not necessarily the identities of the persons involved.

Definitions Sexual Harassment:

Any interaction between individuals, regardless of gender, that can be characterized as unwelcome sexual advances or misconduct. This includes but is not limited to:

- Requests for sexual favors;



- Verbal conduct of a sexual nature;
- Physical conduct of a sexual nature;
- Submission to sexual favors or conduct as being implied as a condition of an employee's employment, or a student's success;
- Implying that rejection of sexual advances will affect employment or academic decisions regarding that individual;
- Creating a sexually intimidating or offensive work/learning environment; or
- Creating a sexually degrading, humiliating, or hostile work/learning environment.

Sexual Violence:

A broad term that describes any violence, physical or psychological, carried out through sexual means or by targeting sexuality. This violence takes different forms including sexual abuse and sexual assault.

Consent:

The voluntary and explicit agreement to engage in the sexual activity in question. It is the act of willingly agreeing to engage in specific sexual behavior, and requires that a person can freely choose between two options: yes or no. This means that there must be an understandable exchange or affirmative words, which indicates a willingness to participate in mutually agreed upon sexual activity.

It is imperative that all understand the following additional information:

- Silence or non-communication must never be interpreted as consent and a person in a state of diminished judgment cannot consent.
- A person is incapable of giving consent if they are asleep, unconscious, incapacitated or otherwise unable to communicate.
- A person who has been threatened or coerced (e.g. is not agreeing voluntarily) into engaging in the sexual activity is not consenting to it.
- A person who is drugged is unable to consent.
- A person may be unable to give consent when he/she is impaired by and/or under the influence of alcohol and/or drugs.
- A person may be unable to give consent if they have a mental disability preventing them from fully understanding the sexual acts.
- The fact that consent was given in the past to a sexual or dating relationship does not mean that consent is deemed to exist for all future sexual activity.
- A person can withdraw consent at any time during the course of a sexual encounter.
- A person may be incapable of giving consent to a person in a position of trust, power or authority.
- Any sexual relationship between an employee and a student, where the employee teaches or has professional contact with the student as part of their employment responsibilities, is prohibited.
- Any sexual relationship between an employee with supervising responsibilities and an employee who reports to them, directly or indirectly, must be reported to their



- manager who will work with the parties to address any potential conflict of interest.
- Consent cannot be given on behalf of another person.

Survivor:

Some who have experienced sexual harassment or sexual violence may choose to identify as a survivor. Individuals might be more familiar with the term 'victim'. The term survivor is used throughout this policy where relevant because some who have experienced sexual harassment and/or sexual violence believe they have overcome the violent experience and do not wish to identify with the victimization. It is the prerogative of the person who has experienced these circumstances to determine how they wish to identify.



Student Rights & Responsibilities

Our goal in career training is to foster an environment conducive to learning and personal growth. Please note the following:

- Hamptons College students are responsible for reading the explanation of the term “etiquette”, which is referred to in the Acceptable Use Policy.
- Hamptons College students and staff are also bound by their provincial Human Rights Acts against discrimination, harassment, and negative behavior.

Network Acceptable Use Policy

Hamptons College is committed to providing a working and learning environment in which all persons treat others with consideration and respect. Hamptons College’s infrastructure includes computers, printers and other peripherals, hubs and other networking and communications devices, cables, facsimile machines, scanners, photocopiers, telephones, and all kinds of software. Such resources are made available to employees in support of their administrative, marketing, research, and teaching activities, and to students in support of their learning, research, and job search objectives.

Every student bears the primary responsibility for the manner in which he/she uses the computer equipment assigned to them, such as PC’s, removable hard drives, peripherals, software, etc. Likewise, every student is responsible for the material he/she chooses to access, send or display. Users must understand that their files and email are not completely private. Although Hamptons College System Administrators do not routinely access user files, they do have access to all user accounts, files and email, and may access them at any time.

To aid in doing what we can to ensure environmentally friendly practices are being followed, students are asked to limit the amount of printing and to use PDF e-mails where possible. Each student is provided with sufficient print credit for the printing that is required for their program. Students may also purchase additional print credits as needed.

Appropriate Use

- Educational activities that support the learning process at Hamptons College.
- Activities that help students become knowledgeable, responsible business professionals.
- Respect for the rights of others.
- Respect for the property of others.
- Consideration for other persons using shared systems, equipment and facilities. □
Confidentiality in the use of passwords.



- Respecting others' rights to privacy.
- Use of hardware and software only for the purposes for which they are intended: approved learning and research.
- Adherence to “netiquette” in communications via the network and Internet.

Inappropriate Use

- Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems.
- Unauthorized duplication, distribution or alteration of any licensed software. This includes software licensed by the College and licensed software accessed while using the computing networks.
- Attempting to gain unauthorized access to any computing resources or data, or attempting to disrupt the normal operation of any computing resource or network - at Hamptons College or anywhere on the internet.
- Deliberately viewing or downloading content from undesirable sites. Hamptons College blocks access to sites based on these requirements and others.
Undesirable site are those that contain:
 - Hatred to minorities or any other group of people.
 - Hacking and cracking of computer systems.
 - Criminal or illegal activity.
 - Content that is considered to be offensive.
- Using the Colleges electronic mail system to attack other computer systems, falsify the identity of the source of electronic mail messages. Sending harassing, obscene or other threatening electronic mail. Attempting to read, delete, copy or modify the electronic mail of others without their authorization. Sending “for-profit” messages, chain letters or other unsolicited “junk” mail.
- Tampering with the College computer network or building wiring or installing any type of electronic equipment or software that could be used to capture or change information intended for someone else.
- Participating in a “denial of service” attack on any other computer, whether on or off campus.
- Using College computing or network resources for personal gain or illegal activities such as theft, fraud, copyright infringement, piracy, unsolicited email, electronic mail distribution abuse, or distribution of obscene material.
- Using College computing or network resources for file sharing, or any other activity that will negatively impact the availability of resources (i.e. large file downloads, peer-to-peer networking).
- The installation of network electronic equipment that includes, but is not limited to: routers, remote access devices, modems, wireless access points, or any other devices that allow access to the Hamptons College Network.



- Use of laptops, personal computers or other devices on the Hamptons College network unless explicitly authorized by Hamptons College. Laptop computers may be brought into the campus but they may not be connected to the network.
- Moving, modifying, substituting or otherwise abusing any piece of computer, presentation or networking hardware unless expressly authorized by Hamptons College.
- Theft of resources - the removal of hardware or software without permission.
- The alteration of hardware or software configurations without permission.
- The use of another individual's account, equipment or passwords or the granting to another individual access to the same.
- The downloading and unauthorized installation of any unauthorized software, games, shareware, tools or utilities.
- Deliberate over-extension of the resources of a system or interference with system processing (e.g. slowing down the system by downloading huge files).
- The use of computer systems which interfere with the normal operations of other users, both students and staff.
- The intentional infection of Hamptons College's information systems with viruses.
- Disclosure of confidential passwords and/or access devices or information for accounts, equipment, telephone voice mail, and email.
- The use of information technology for commercial purposes not supported by Hamptons College.
- The use of computer systems to download, exchange, distribute, send, display or print pornographic, abusive, derogatory, or harassing messages or images. □ The violation of copyright, defined as the use of another's intellectual property (writing, music, graphics, software) without permission and proper citation.
- Any kind of malicious or unethical use or the propagation of racist or hate literature.
- Any use that violates local, provincial or federal laws. Playing computer games and/or unauthorized Internet browsing or messaging during scheduled class/lab time.
- The printing of non-school related material is prohibited.
- The use of MSN, Facebook or other social media sites during class hours.
- Inappropriate background on computer monitor.

Sanctions

Access to Hamptons College information systems is a privilege. Access is revocable at any time and without notice. The preceding list of unacceptable uses should not be considered all-inclusive. A user who violates the terms and conditions of systems use or commits other misconduct not listed but deemed inappropriate will be subject to sanctions which may include:

- Administrator/student conference



- Permanent loss of email account and privileges
- Financial liability for willful damage or service interruption
- Probation
- Suspension
- Expulsion

Responsibility for Student Files & Content

Each student is solely responsible for all data contained in student files, records, projects, assignments, and portfolios stored on student hard drives, any USB storage device or other Hamptons College computer systems during their program.

Each student is solely responsible for backing up above such data at all times. Hamptons College takes no responsibility or assumes no liabilities for any data or file loss experienced for the duration of programs or at completion of programs. Proper file backup procedures implemented by students for their school-related files will help ensure that valuable data is secure and available for student use.

Each student is responsible for removing any garbage, paper, etc. from his or her computer workstation.



Assistance Policy for Applicants and Students with Disabilities

Hamptons College is committed to protecting the privacy and confidentiality of persons with disabilities and is committed to working to eliminate or reduce barriers in order to facilitate the accommodation of persons with disabilities.

We are committed to meeting our obligations under the provincial Human Rights Code.

Hamptons College recognizes its responsibility for accommodating the disability-related needs of students up to the point of undue hardship and is committed to providing an equal and inclusive environment. A determination as to whether a proposed accommodation would cause undue hardship within the meaning of the Code will vary depending on the circumstances of each accommodation request and will be considered on a case-by-case basis.

This determination will take into account a number of variable factors including, but not limited to:

1. Hamptons College's ability to financially manage the accommodation.
2. The availability to Hamptons College of grants, subsidies, tax deductions, government benefits and other outside sources of funding, including funds that may be available to the student only, through government programs or otherwise, that (i) are linked to the student's disability, (ii) would assist Hamptons College in defraying the costs of accommodation, and (iii) Hamptons College is entitled to use for this purpose;
3. Whether the nature or delivery of education programs and services for all students would be substantially and permanently altered.
4. The availability of alternate accommodations.

Persons with Disabilities – College Application Procedure

Hamptons College supports the concept of accommodating qualified adults with disabilities to the best of our abilities within the context of the relevant provincial Human Rights Act.

Any individual who presents themselves as an individual requiring accommodation will be warmly greeted and extended the same services as every other applicant/student/employee.

Applicants for admission will be given the same testing and interview processes; however, these may be modified to accommodate individual needs. These accommodations will be on a case-by-case basis and may include an interpreter, extra time, service animal, etc. Individuals would still be required to pass the same admission competency tests, and any special entrance requirements that each program may have (e.g. fitness, police check



and health immunization checks). Individuals must also be able to pay for their tuition, materials and other fees.

After an applicant has passed all the required entry processes and has completed their application for enrollment, with the registration fee, Hamptons College will work with the individual to determine how to assist with their accommodation. A student who requires accommodations to complete their program must request, from their Education Consultant, a “Student Request for Disability Accommodations” form. This form must be completed and returned, together with supporting documentation, to the Administration. The Administration will work with the applicant to create a feasible plan to ensure their success. Review of the specific accommodation will be completed on a semester basis.

During the meeting with the Administration, the procedure will be as follows.

1. The Applicant will:
 - a. Explain their specific disability to determine the nature of their accommodation.
 - b. Document their educational history to inform Hamptons College of their past accommodation issues and solutions.
 - c. Provide reference to previous educators so that Hamptons College can verify the history and explore options.

2. The Applicant will:
 - a. Provide a written list of all the alternative accommodation options that exists to deal with their particular disability, ranking the list in their preferred order of preference.
 - b. Provide estimated costs for each alternative along with back-up documentation.

3. The Applicant will:
 - a. Explore other alternatives that may not have been presented.

Accommodation plans will be shared with instructors.



Alumni Program

Alumni Program

The Hamptons College Alumni Program is an elite club of thousands of graduates that have achieved success and graduated from Hamptons College. Once you graduate, you are immediately entitled to the following benefits:

1. 10% off any Hamptons College Certificate or Diploma Program: enroll for an additional college Certificate or Diploma program, anytime in your career and save on your new tuition.
2. Alumni Referral Reward Program: Refer a friend, family member or business contact to a full time Hamptons College Program and Hamptons College will reward you with \$100 and the chance to win some amazing prizes! See your Campus Administration for more details.
3. Seminars and Events: You will receive on-going invitations to Hamptons College Seminars that will keep you up-to-date on the newest industry trends.

*Some Alumni benefits may change, at any time, to meet ongoing market demands.

Revision of Rules and Regulations

These rules and regulations are subject to revision without notice. Check with Administration for the most current copy of the Student Policy Manual of Hamptons College.



Appendix A

Tuition Refund Policies

Province of Alberta Advanced Education, Skills and Labor Tuition Refund Policy

Retention and repayment of fees

17. (1) Where a student has contracted for a course of instruction at a private training institution and subsequently exercises the option to void the contract at least 21 days before the commencement date of the course, the private training institution shall refund money paid by or on behalf of the student including the registration fee under section 16.

(2) Where a student has contracted for a correspondence course at a private training institution and subsequently exercises the option to void the contract within 14 days of signing the contract, the private training institution shall refund money paid by or on behalf of the student including the registration fee under section 16.

(3) Notwithstanding any provision contained in a contract in respect of a course of instruction at a private training institution, the institution shall not retain money paid for or on account of instruction given by the private training institution where the registrant or representative of the private training institution has made false or misleading statements regarding the course of instruction or regarding the nature of the contract for the purpose of inducing a person to enter into the contract and all money so received shall be immediately repaid to the person who has paid it and the contract is void.

Exceptions to refunds

18. (1) Students of private training institutions shall be entitled to a refund of money paid with the exception of the registration fee under section 16 where the student has contracted for a course of instruction at a private training institution and gives notice in writing either delivered personally or by registered mail to the private training institution less than 21 days before the commencement date of the course of instruction of the student's intention not to commence the course of instruction.

(2) Students of private training institutions shall be entitled to a refund of money paid with the exception of the registration fee under section 16 and 10% of the total course fees where:

(a) the student has contracted for a course at a private training institution and does not give notice in writing by registered mail to the private training institution before the commencement date of the student's intention not to commence the course of instruction and does not attend the first 5 consecutive days of the course of instruction: or



- (b) the student has contracted for a course of instruction for a correspondence course at a private training institution and gives notice in writing by registered mail to the private training institution more than 14 days after signing the contract and provided all lessons have been returned in good condition.
- (3) Students of private training institutions shall be entitled to a refund of money paid where:
- (a) the student has contracted for a course of instruction at a private training institution and gives notice in writing either delivered personally or by registered mail to the private training institution after the commencement date of the course of instruction of the student's intention to cease taking the course of instruction;
 - (b) the student has contracted for a course of instruction at a private training institution and fails to exercise the option to void the contract under section 15 before the date upon which the first class is held, then exercises the option notwithstanding that the student may not have participated in the course of instruction;
 - (c) the student has contracted for a correspondence course at a private training institution and exercises the option to void a contract under section 15 after part of the course of instruction has been supplied and serviced; or
 - (d) a private training institution (i) has the registration cancelled, (ii) has the renewal of the registration refused and the registration has expired, or (iii) has not applied for renewal of registration and the registration has expired.
- (4) Refund of money referred to in subsection (3) shall not include:
- (a) the registration fee under section 17;
 - (b) the fees for the proportion of the course already supplied and serviced or in the case of correspondence courses the fee for lessons supplied and evaluated, and for the purposes of this paragraph any portion of a week shall be considered one week in determining the amount of the refund; and
 - (c) the retail cost of equipment that has been supplied to the student by the private training institution unless the equipment has been returned to the private training institution unopened or as issued within 10 days of receipt by the student.



- (5) Where a student withdraws from a course of instruction 21 days after the commencement of a semester, a private training institution may impose an administrative fee of 10% of that semester's tuition, to a maximum of \$500.

Refund not required

19. (1) Where a private training institution has supplied and serviced two-thirds or more of a course of instruction and has not received a proper notice of a student's intention to cease attending the course before that date, the private training institution shall not be obliged to refund money paid for or on account of the fees by or on behalf of a person who has contracted for that course of instruction.
- (2) The private training institution is not required to repay money to a student, where:
- (a) a student has contracted for a course of instruction at a private training institution and the registration of this private training institution is cancelled or expires before the course of instruction has been completed;
 - (b) where a course of instruction offered by another registered private training institution is the same or similar to the course of instruction contracted by the student under paragraph (a); and
 - (c) where the student and the private training institution referred to in paragraph agree in writing with the owner or operator of the registered private training institution referred to in paragraph (b) that the student will complete the course of instruction at the registered private training institutions referred to in paragraph (b) at no additional cost to the student.

Tuition fees

20. (1) A private training institute shall collect from students' tuition fees not in excess of the amount required to cover one semester at a time.

Acknowledgment and account statement

21. (1) Where a private training institution received a proper notice of a student's intention to withdraw from a course, the private training institution shall acknowledge receipt of the notice and provide the student with a statement of money retained by the private training institution.

Time of Refund

22. (1) Where a private training institution is required to refund money under sections 17 and 18, refunds shall be made to the person entitled within 30 days of the receipt by the private training institution of the notice referred to in sections 17 and 18.



(2) If a student received a student loan, the refund cheque is to be made payable both to the bank and the student.

Refunds upon dismissal for cause

23. (1) Where a private training institution has after the commencement date of a course of instruction dismissed a student due to academic failure, contravention of an institution regulation, misconduct or failure to pay the required fees under a written contract for a course of instruction and the private training institution has satisfied the superintendent that the dismissal was for good cause, the private training institution shall refund money paid for or on account of the fees by or on behalf of the student except:

- (a) the registration fee under section 16; and the proportion of the fees for the course of instruction that the part of the course of instruction supplied and serviced to the date of dismissal bears to the course of instruction.

(2) Where a private training institution has dismissed a student under subsection (1), the private training institution may retain, in addition to the money referred to in subsection (1), an amount required to repair or replace property of the private training institution that has been damaged or destroyed as a direct result of the action or conduct of the dismissed student and the private training institution has satisfied the superintendent that the damage or destruction was caused by the willful action of the student.



Appendix B - Contact Information

Hamptons College Campus

2135 32 Ave NE,
Calgary, AB T2E 6Z3, Canada
403-994-9994

Email: info@Hamptonscollege.com



Acknowledgement

The Student whose name and signature appears below, acknowledges his/her understanding and acceptance of the terms in the Acceptable Use Policy and agrees to abide at all times by the terms outlined during the program or when using Hamptons College equipment.

The Student acknowledges that they have received a copy of the Hamptons College Student Handbook, as well as copies of any additional Program Guidelines or related documents pertaining to their program of study. The Student acknowledges that it is their responsibility to read, understand and abide by all policies contained therein.

At the discretion of Hamptons College, the Student Handbook is subject to change during their program. By signing below, the Student acknowledges that it is their responsibility to review the student website for the most current version of the Student Handbook and to read, understand and abide by all policies contained therein.

Name of Student (please print)

Student Signature

Date

(Students must sign and remove this page from their handbook and return it to their Administration).