ROBERTSON
School of New Work

Student Handbook

School of Business • School of Health • School of Technology

2019 - 2020

Contents

General Information

Welcome

Welcome to Robertson College! We are pleased you have chosen us to pursue your education. As a result of Canada's current skills shortage, career education training is in high demand. Robertson College offers you the opportunity to earn a diploma, train for a new career, update your current job skills, or complete courses that transfer to a university.

Embraced throughout the Robertson College community, our commitment is for you to leave your program confident and experienced in the skills introduced throughout your program. We plan to meet this goal by offering you the following:

- Educational programs that align with in-demand careers
- Instructor-led programs with qualified faculty
- Engaging learning experiences that support industry expectations
- A dedicated team to provide guidance and support
- Career development opportunities and lifetime career services

Robertson College can put you on the fast track to in-demand careers in the fields of business, information technology, or healthcare. It is our goal to provide you with challenging content, the opportunity to develop in-depth understanding, and the tools necessary for you to begin your career. Your commitment and dedication will ensure your success in the program you have chosen.
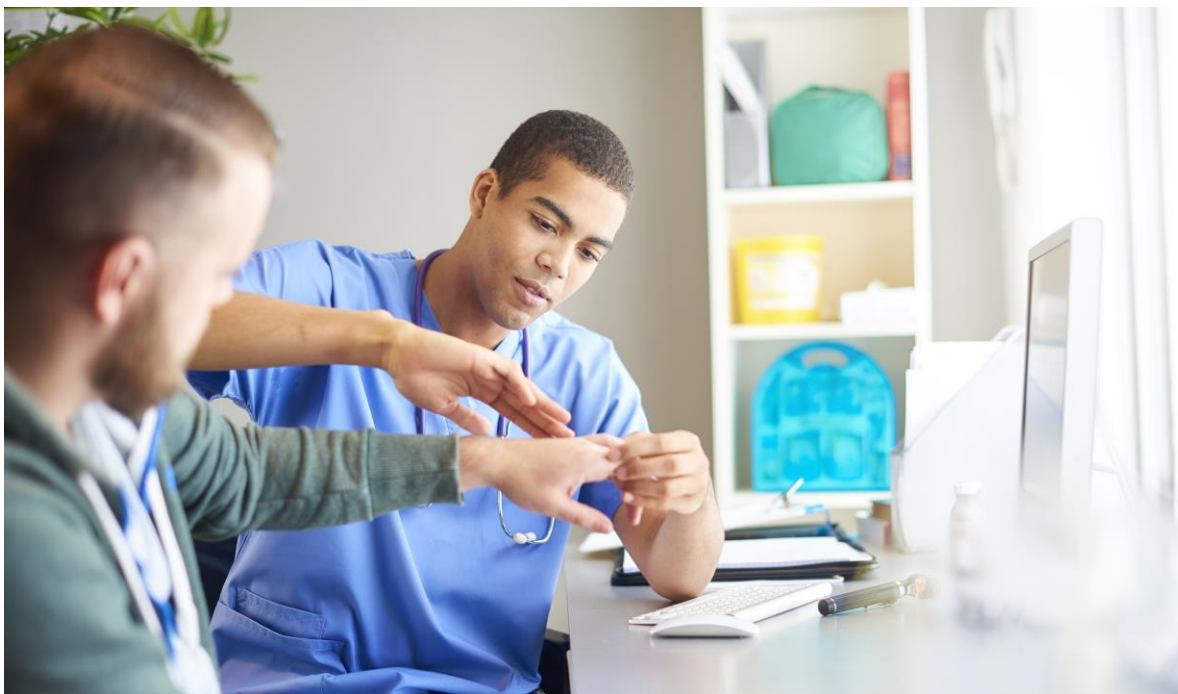
Robertson College reserves the right to change the policies outlined in this handbook at any time.

The School of New Work

The world is changing and so is Robertson.

The simple formula for success of 'go to school and get a good job' isn't so straightforward anymore. Industries are emerging and disappearing so fast it's becoming increasingly difficult to navigate and make good career decisions. Society's expectations of what defines a good job are changing, which is why Robertson wants its students to find opportunities to contribute to the world and their workplaces in a meaningful way. To learn, be valued and be valuable – this is Robertson's mission for its students.

This is the School of New Work.

Robertson College's Approach to Education

Having been in operation for over 100 years, Robertson College has established itself as a leading private post-secondary institution. We pride ourselves on offering students an inclusive community that respects the diversity and uniqueness of our students. At the heart of our philosophy is the pursuit of knowledge and personal growth and development.
Robertson will provide you with the opportunity to expand your horizons and prepare you for the next stage of your personal journey. Meaningful, challenging, industry-reviewed programs taught by highly qualified, dedicated instructors are at the core of Robertson operations.

Regulatory Information

Robertson College is a recognized private vocational institution according to The Private Vocational Institutions Act, Alberta Regulation 341/2003 and Manitoba Regulation 237/02.

Accreditation & Recognition

We are partnered with industry associations and have the required credentials to deliver the most relevant and industry-focused curriculum to our students.
- Manitoba Education and Advanced Learning Private Vocational Institutions and Designations (Winnipeg, Brandon, Online)
- Alberta Private Vocational Training (Calgary, Online, Edmonton)
- CCAPP (Canadian Council for Accreditation of Pharmacy Programs)
- Massage Therapy Association of Manitoba (MTAM)
- Canadian Council of Massage Therapy Schools
- Accreditation Canada
- Association of Canadian Travel Agencies (ACTA) (Winnipeg location)
- Canadian Payroll Association (CPA)
- Calgary Chamber of Commerce
- Winnipeg Chamber of Commerce
- Edmonton Chamber of Commerce
- Long Term & Continuing Care Association of Manitoba
- Manitoba Trucking Association
- Canadian Supply Chain Sector Council - National Accreditation Program (Winnipeg location) (http://www.supplychaincanada.org/en/accreditations)
- Government of Alberta - Alberta Health

Privacy Policy

Robertson collects personal information from our students in the regular course of doing business. This information is kept and protected via current industry-standard information security methods. For answers to frequently asked questions about our Privacy Policy please visit: http://www.robertsoncollege.com/privacy-policy/.

Campuses

Calgary, Alberta
2912 Memorial Drive SE
Unit 100
Calgary, Alberta T2A 6R1
(403) 920-0070

Edmonton, Alberta
206 - 10145 109th Street NW
Edmonton, Alberta T5J 3M5
(780) 705-6633

Winnipeg, Manitoba
265 Notre Dame Avenue
Winnipeg, Manitoba R3B 1N9
(204) 943-5661

Winnipeg, Manitoba
1300-433 Main Street
Winnipeg, Manitoba R3B 1B3
(204) 943-5661

Brandon, Manitoba
Town Centre
 800 Rosser Avenue
Brandon, Manitoba R7A 6N5
(204) 725-7200

Online Division

Robertson College Online
2912 Memorial Drive SE
Unit 100
Calgary, Alberta T2A 6R1
http://www.robertsoncollege.com/online-studies/
(855) 416-3610

Holidays

Robertson is closed on provincial, civic, and national holidays. The online learning management system, Desire2Learn (D2L), will remain available to online students during holidays and administrative office closures unless otherwise noted within D2L.

Robertson will be closed on the following holidays as well as the period between Christmas and New Year's Day:

HOLIDAY	DAY OBSERVED	OBSERVANCE
Canada Day	July 1st	
Civic Holiday	1st Monday in August	
Labour Day	1st Monday in September	
Thanksgiving Day	2nd Monday in October	
Remembrance Day	November 11th	
Christmas Day	December 25th	
Boxing Day	December 26th	
New Year's Day	January 1st	
Louis Riel Day	3rd Monday in February	Manitoba residents
Family Day	3rd Monday in February	AB, SK, ON residents
Good Friday	Friday before Easter Sunday	
Victoria Day	Monday preceding May 25th	

Religious Holidays

Students may choose not to attend class or write exams or tests on holy days of their religion. Students should inform their instructor – in writing (via email) of their intention at least two weeks before the holy day. If the student informs their instructor of their intention, the instructor will make arrangements for the student to make up any work missed without penalty to the student.

Following is a list of religious holidays within this policy:

Baisakhi	Sikh
Visakha Puja	Buddhist
Ramadan	Muslim
Shavuot	Jewish
Lailat Ul Qadr	Muslim
Eid al Fitr	Muslim
Obon	Buddhist
Asalha Puja Day	Buddhist
Eid al Adha	Muslim
Krishna Janmashtami	Hindu
Rosh Hashanah	Jewish
Yom Kippur	Jewish
Day of Ashura	Muslim
Navaratri	Hindu
Diwali	Hindu
Mawlid an Nabi	Muslim
Guru Nanak Dev Sahib Birthday	Sikh
Hanukkah	Jewish
Christmas	Christian
Chinese New Year	Buddhist
Magha Puja	Buddhist
Baisakhi	Sikh
Good Friday	Christian
Passover	Jewish
Easter	Christian
Easter Monday	Christian

Emergency Closures

Robertson will make every effort to communicate emergency closure details to students via media or electronic communication. In the event of inclement weather, Robertson will follow the local public school board closures.

Due to the nature of online education, an emergency closure for online courses is unlikely; however, should an emergency closure of the Robertson College Administrative Office occur, students will be notified through D2L.

Financial Services

Tuition

Tuition payments are due according to the payment schedule arranged with the Student Finance Department at the beginning of the program. The student acknowledges and understands the conditions/criteria of available sources of funding, bursaries and loans that have been explained to them by Robertson College. By signing the Robertson College contract, the student agrees to adhere to the criteria required from their funding agents, to the conditions of their bursaries and to the repayment of loans specified in their contract. Additionally, the following may apply:

- Failure to keep the student account current may result in withdrawal from the program.
- A practicum placement may not be arranged, or participation in an arranged practicum may be delayed or cancelled, if the student account is not current.
- Payment due dates that fall on a weekend or holiday are due on the business day after the due date.
- A late fee of 1.5% per month may be charged for any late payments according to the student contract.
- Cheques returned NSF will be subject to a $30.00 service charge.
- Refunds will be processed according to the Private Vocational Training Act and Private Vocational Institutions Act as it relates to each province.

Student Aid

Student aid may be available to eligible students. For further information, or to apply online, please refer to the institutions below. Please allow approximately two months to complete the application process. Our finance team is available to assist with the application process. For students funded by Student Aid, Robertson will confirm enrollment as follows.
- For in-class students, enrollment will be confirmed attends the first day of classes.
- For Online students, enrollment will be confirmed once the first week of assessments are completed. Students must complete the first week of assessments as scheduled.

Detailed information on the student loan lifecycle, including eligibility criteria, application steps, repayment information and accessing additional resources are available for your province of residence below:

British Columbia Residents: https://studentaidbc.ca

To apply for funding, visit the Student Aid BC website at: https://studentaidbc.ca/apply/how-to-apply

Alberta Residents: http://studentaid.alberta.ca

To apply for funding, visit the Albert Student Aid website at: http://studentaid.alberta.ca/applying-for-funding

Saskatchewan Residents: http://www.saskatchewan.ca/residents/education-and-learning/student-loans

To apply for funding, visit the Saskatchewan Student Aid website at: http://www.saskatchewan.ca/residents/education-and-learning/student-loans/apply-for-a-student-loan

Manitoba Residents: www.manitobastudentaid.ca

To apply for funding, visit Manitoba Student Aid at www.manitobastudentaid.ca

Ontario Residents: https://osap.gov.on.ca/OSAPPortal/index.htm

To apply for funding, go to https://osap.gov.on.ca/OSAPSecurityWeb/public/login.xhtml?lang=en

Newfoundland and Labrador: http://www.aesl.gov.nl.ca/studentaid/

Prince Edward Island: http://www.studentloan.pe.ca/

To apply for funding, go to https://lae.novascotia.ca/sapei/StudentPortal/login.aspx

Nova Scotia: http://novascotia.ca/studentassistance/
To apply for funding, go to http://novascotia.ca/studentassistance/Apply/

New Brunswick: http://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/Skills/content/FinancialSupport/StudentFinancialServices.html

To apply for funding, go to https://www.studentaid.gnb.ca/English/Default.asp?app=loans

Yukon: http://www.education.gov.yk.ca/student-funding.html

To apply for funding, go to http://www.education.gov.yk.ca/student-funding-application.html

Nunavut: http://gov.nu.ca/family-services/programs-services/financial-assistance-nunavut-students-fans

Northwest Territories: https://www.ece.gov.nt.ca/income-security/student-financial-assistance-sfa

To apply for funding, go to https://www.ece.gov.nt.ca/income-security/student-financial-assistance-sfa/online-application

Canada Student Loans: http://www.canlearn.ca/eng/index.shtml

Loan Repayment

When you complete your studies by your contract end date, your provincial student loans will remain interest-free and payment-free for six months. These six months give you some breathing room before you start making loan payments.
However, interest will start to accumulate on your Canada student loans as soon as you finish full-time studies. Many people move after leaving school. Register for online loan services, and you can easily update your personal information with the Student Aid Service Centre and the National Student Loans Service Centre, or contact them directly. They will be sending you important information to get you started on the path to repayment.

What type of student loan do you have? Use the links below to help navigate to the correct provincial or territorial site.

Canada Student Loans: National Student Loans Service Centre - Online Services
https://csnpe-nslsc.cibletudes-canlearn.ca/Eng/SignOn.aspx

British Columbia: https://studentaidbc.ca/repay/understand-loan-repayment

Alberta: https://studentaid.alberta.ca/repaying-your-loan/

Saskatchewan: http://www.saskatchewan.ca/residents/education-and-learning/student-loans/after-you-apply/repay-your-student-loan

Manitoba: http://www.edu.gov.mb.ca/msa/repaying-student-loans/index.html

New Brunswick: http://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/Skills/content/FinancialSupport/StudentFinancialServices.html

Nova Scotia: https://novascotia.ca/studentassistance/Repayment/

Ontario: https://www.ontario.ca/page/pay-back-osap

Prince Edward Island: https://www.princeedwardisland.ca/en/topic/student-loan-repayment

Newfoundland and Labrador: http://www.aesl.gov.nl.ca/studentaid/fulltime/repay/index.html

Yukon: http://www.education.gov.yk.ca/student-funding.html

Nunavut: http://gov.nu.ca/family-services/programs-services/financial-assistance-nunavut-students-fans

Northwest Territories: https://www.ece.gov.nt.ca/en/services/student-financial-assistance

Consequences of not paying

Ignoring your student loan is a poor choice with major consequences that can follow you for many years to come. This is the process that starts when you stop paying (default) your student loan payments:

- The Government of Canada, your provincial government, and/or your lending institution will take steps to recover the debt.
- These steps may include using collection agencies and/or taking legal action.
- All defaulted loans are reported to credit reporting agencies and will negatively affect your credit rating.
- Any GST credit or income tax refund that you may be eligible to receive will be redirected to repay your loan.
- You will lose your eligibility for further student loans until you bring your loans into good standing.

Get help! If you are having difficulty making your loan payments, you may be eligible for repayment options designed to help you through a rough spot.

Academics & Student Services

Student Services

The staff and management at Robertson are committed to their students' success. We offer many services to our students.

Career Counselling
Information and guidance in selecting a career path that is aligned with your personal interests, goals, and talents.

Financial Services
Support and options to finance your education throughout your program.

Faculty Advisement
Expert industry-based advice on education, course information, college procedures, and assistance with academic challenges.

Specialized Education Services
Support for individuals with special needs.

Practicum Services
Arrange and secure industry-specific practicums with employers for our students, provide them with the opportunity to experience workplace expectations and ensure students have all industry required documentation in place in preparation for their practicum.

Career Services
Professional assistance and feedback throughout your job search with resume, cover letter and interview preparation. This service is available to all Robertson students and alumni.

Personal Support Services
Information about resources and services in your community to assist you in creating the life you envision for yourself and your family.

Administrative Services

Letters or documents required from Administration will be provided, upon request, in a timely fashion.

- Any change in the student's name, address or telephone number must be communicated to the college. Documentation will be required as proof of a name change. This information is considered confidential and is used for Robertson College business only.
- Student photo ID's are created within the first week of classes and should be worn at all times on campus and on practicum.
- Students should make arrangements to meet personal guests at reception.

Prior Learning Assessment Recognition (PLAR)

PLAR is a "challenge for credit" process. Students are given the opportunity to identify, document, and be assessed and recognized for prior skills and knowledge that may be credited towards their degree. PLAR is done on a course-by-course basis.

What can be included in PLAR?
- Work experience
- Informal learning – learning that can occur any where, any time and with any one. This may involve things like volunteering in the community, managing tasks at work, planning events, hobbies and interests
- Non-formal learning – any educational activity that takes place outside of an educational institution. This may include anything with clear learning objectives that does not lead to credentials such as vocational training, conferences, work seminars, community training programs, and volunteer training.
- Formal Learning occurs within an educational institution and is geared towards a credential, degree or certificate. Formal learning involves an established curriculum which is led by a knowledgeable expert.

PLAR Process
PLAR is a process that includes three steps. These steps include:

- Identifying courses to PLAR (by student)
- Assessing the learning acquired through previous learning activity (by College)
- Recognizing by awarding credit for learning (by College)

Challenge for PLAR Credit
Students may challenge a course for credit through a variety of methods. These may include:

- Work experience
- Self-assessment
- Portfolio
- Challenge examinations
- Skill demonstrations
- Interviews and oral exams

- Presentations
- Essays
- Assessment of educational documents

Applying for PLAR

1. Contact the PLAR Coordinator
   Discuss whether the informal, non-formal and formal learning matches programming

2. Submit a PLAR application
   Complete the PLAR Application Form. Submit the application to the PLAR Coordinator

3. Submit Assessment Agreement Form
   Once the student has received approval from the College to proceed with the PLAR application, they must download and complete the Assessment Agreement Form in consultation with the College. The College and the student will agree on the method of assessment of the prior learning and when the work is to be completed. The form must be signed and submitted with a payment of $250 to cover the cost of review.

4. Receive Assessment of PLAR
   Once the assessment has been completed/submitted by the student, the College will review the application. An evaluation assessment will be completed and forwarded to the student. The Assessment Evaluation will be kept in the student file. If the student is successful, an "S" (Standing) will be assigned to the course and appear in the transcript. The course code will then be classified as PLAR.

5. Register for Courses
   Once recognition of prior learning is received, the student may register for the agreed-upon courses.

Challenging PLAR Recommendations

If the student is unsuccessful in challenging the credit, no grade will be assigned or appear on the student transcript. Students may attempt one (1) more time after a period of three (3) months if they are able to demonstrate additional learning. The PLAR Coordinator will work with the student to inform them of the areas where learning is insufficient and where additional demonstration is required.

Additional PLAR Policies

- Students must be admitted to Robertson College in order to challenge credit through the PLAR process.
- Students may not challenge courses that they have failed.
- Students may challenge core courses.
- Students are responsible for maintaining copies of submitted documents, work samples, portfolios, and other records in case of loss. The College is not responsible for loss or damage to work submitted for PLAR review.
- The PLAR assessment is valid for two (2) years or three (3) intakes. After this time, the student will need to reapply for PLAR credit.

Robertson PLAR Coordinator Contact Information
Joanne Struch, M.A.
Vice President, Academic Development and Compliance
Education Canada Group
T: (204) 957-6628
E: joanne.struch@educationcanadagroup.ca

Communication with Instructors

All communications with instructors should be through official Robertson College email accounts. The College and instructors will use students' Robertson email for communications about course or administrative matters. Students should check Robertson email regularly.

Attendance

Punctuality and regular attendance are expected from all students. Students should treat their program as they would a job. Students are required to notify the school, in advance of classes, if they are ill or otherwise unable to attend.

In-Class Attendance Policy

Class attendance and participation are essential to student success at Robertson College. Please adhere to the class hours as set by each campus. All absences, late arrivals, and early departures will be recorded and factual information will be provided to funding agents, sponsors or any potential employers. Attendance records will also be kept in student files.

A student will be notified if they miss 3%, 5% or 8% of their total class hours. At 8%, a student will be required to meet with administration and may be required to write an appeal letter and/or be put on attendance probation. If more than 10% of an individual course is missed, it will be at the discretion of administration if a student may retake the course at a later date at the student's expense.

Important:

- Five (5) consecutive class days' absence without notification to the school will result in immediate withdrawal and notification to funding agencies as required.
- Ten (10) consecutive class days' absence from school, even with notification, will be considered a withdrawal from the program.

A student who misses more than 10% of their total program hours may be withdrawn from the program. Instructors will not be available for tutoring if a student has high absenteeism.

Instructors can, at their discretion, deny a late student entrance to a classroom. The student may be refused entry to minimize disruption, and only allowed in at the first break.

The above guidelines apply only to theory hours at the college. 100% attendance is expected on practicum, although the 10% absence policy is in effect. Being absent or late on practicum may result in the practicum host cancelling the student's placement without warning and may result

in failure of the program. If the College allows a second attempt at a practicum placement, an administrative fee will be applied.

Late arrivals by any student participating in a hospital/nursing home practicum placement will not be tolerated. Students arriving late may be sent home for the day. Practicum time lost due to absence may need to be completed before student can graduate from program.

Online Attendance Policy

Participation in the Robertson Online programs is determined by completion of course assessments. Assessments are essential for student learning and for demonstration of understanding. As such, participation and academic performance are closely related.

Each course contains a minimum of three weekly assessments. These include but are not limited to:

- Active participation on the discussion board
- Completion of a skills check (low stakes assessment)
- Submission of an assignment to the Dropbox
- Completion of a quiz, test or exam

Completion of one of these activities constitutes participation in the course, whereas completing work off-line or simply logging in to the course does not.

Robertson College Online students are required to complete and submit at least three assessments every week in each of their courses. Online courses are generally scheduled from Monday 12:00 AM through Sunday 11:59 PM. Participation is electronically tracked and documented through the online learning management system (LMS). Students are able to work ahead; however, discussion posts must be completed during the week they are assigned to be recognized as participation.

It is the student's responsibility to ensure they are completing and submitting all required assessments in order to comply with Robertson's attendance policy.

Failure to complete required assessments constitutes failure to participate in the course. If a student misses 10% of the assessments required in their program to date they may be administratively withdrawn from their program. Students are expected to remain in regular contact with the college and their instructor.

A student who fails to participate, or contact the college for five (5) consecutive business days, and who has not notified their instructor and/or campus management, may be administratively withdrawn. Even if regular contact is maintained, a student may also be administratively withdrawn if they fail to submit an assessment for 14 consecutive days in an individual course.

Academic Integrity

Students are expected to uphold academic integrity and to act honestly, respectfully, and ethically. Robertson will not tolerate academic dishonesty including but not limited to:

Cheating – including but not limited to copying another student's work, cheating on an assessment, utilization of unauthorized assistance, use of one assignment for multiple submissions without prior approval, and/or assisting another student with cheating.
Falsification – including but not limited to sharing your password with other individuals, using another student's login information, allowing another individual access to the online course, and/or allowing another individual to complete online assessments.

The consequences for cheating and/or falsification may include but are not limited to: written warning, rewrite assessment or complete new assessment, failing course grade, withdrawal from the program.

Plagiarism – including but not limited to using material without proper citation of sources, misrepresentation, and/or claiming another's work as your own.

The consequences for academic dishonesty are as follows:

1. 1st instance - Warning from the instructor and the assignment must be re-submitted or a grade of zero will be assigned.
2. 2nd instance - Repeated warning from the instructor and a grade of zero for that assignment will be assigned with no opportunity to re-submit the assignment.
3. 3rd instance - A grade of zero on the course and possible withdrawal from the program. If the student is allowed to remain in their program, they must pay to repeat the course. However, if the failure due to plagiarism is on their second attempt at a course, they will be withdrawn from their program (see Robertson College Retake Policy).

Writing Guide

The Writing Guide is designed to assist students with their studies. Specifically, the Writing Guide provides information on what constitutes plagiarism, what information should be referenced, and how to cite the work of others.

Click here to download the Writing Guide.

Self-Directed Learners' Statement

Students enrolled in online courses will be expected to complete a significant portion of their course work independent of direct faculty supervision.

Due to the nature of online learning, the instructor's role will be that of a facilitator and guide. In that role, the instructor will provide the student with guidelines and learning activities, and will offer feedback and evaluation as the student progresses in the course.

Success depends upon the individual student's self-motivation and ability to undertake independent study. Experience has shown that some students fail to realize the degree of effort and time commitment that is required to successfully complete a program.

Based upon the foregoing, Robertson College Online requires that students acknowledge their role as self-directed learners during the enrollment process.

Course Schedules

Robertson will make every reasonable effort to ensure that students have the optimum student experience. Robertson will automatically register students in the courses required for their program, which may be adjusted upon completion of the prior term courses. Robertson reserves the right to adjust course schedules and to cancel and/or merge courses or programs.

Textbooks/eBooks/Course Materials

Course instructional materials are in the form of physical textbooks, eBooks, or other electronic materials, software, and/or media which will be provided to students by Robertson. Distribution of these resources varies by campus.

Any educational material loaned to a student must be returned in the original condition before a practicum placement, or a charge will apply.

System Requirements for Online Courses

All online students must have a laptop or desktop computer and an internet connection before the start of classes. Tablets and mobile devices are not sufficient to complete all required activities. Students should also ensure they are running the most current version of their browser for an optimal experience.

Students taking accounting programs or IT programs may have additional system requirements.

Student Identification Cards

Student ID cards will be issued to Robertson College students and students should carry their student ID with them at all times on campus and on practicum as they may be asked to produce their ID to confirm status as a student.

Student ID cards will be issued to online students upon request. Please contact your Student Advisor if you would like a Student ID card.

Campus Safety

Robertson is committed to providing a safe environment for students, faculty, staff, and visitors. Knowing what to do is the best protection and is your responsibility. In the event of a health, safety, or environmental emergency please contact campus management immediately.

Students should be familiar with the fire safety procedures, evacuation routes, and the locations of emergency equipment for their campus location. Students are expected to understand and follow Robertson's Health and Safety protocols and policies including, but not limited to:

- Students should immediately report any hazard or unsafe situation to their instructor or campus management.
- Students are required to report an accident, an injury, a "near miss," or any equipment damage to their instructor or campus management immediately. Reporting includes completing written documentation related to the incident.
- Students are responsible to ensure they are using all personal and protective equipment and take every reasonable precaution to protect themselves and others at the college.
- Students must cooperate with responding emergency personnel and comply with all directions and/or instructions they give.

Accessibility & Accommodation

Students who have documented disabilities, temporary or chronic medical conditions and who may therefore require academic accommodations for tests, exams, or during classes are encouraged to contact their Student Advisor or their instructor to discuss appropriate options for theses accommodations.

All information that a student shares about his or her disability or medical condition is confidential.

Retaining Assignments

It is recommended that students keep a copy (electronic or paper) of all assignments submitted, in case of a problem with the original submission.

Late Assignments & Missed Exams

Late Assignments

Assignments are due on the dates indicated in the course outline. Exceptions will only be made under unforeseeable and extenuating circumstances. Evidence of such circumstances may be required by the instructor and student services in the form of supporting documentation from an appropriate source e.g., doctor's note, funeral notice, or court summons.

In the absence of an extenuating circumstance, late deductions may apply to assignments submitted beyond the due date.

Missed Exams (In-class)

To be eligible for full marks, students must call the college in advance of their class start and provide documentation to support their absence before consideration will be given for writing a missed test/quiz/exam. If a test/exam is missed but no documentation is provided, the student must obtain approval to write the missed exam. If approval is given, this will be considered to be a rewrite and the student can only receive up to the maximum mark of 70% for the missed test.

If a student misses more than two tests/quizzes, they must meet with campus management before continuing in the program. Exams or tests facilitated through 3rd party agencies or accrediting bodies may not be eligible for rewrites. This may result in failure of the course and/or program.

Rewrites

Rewrite an Assessment

Students who fail to achieve a passing grade of 70% on a discussion, quiz/test, skills check, or assignment may be permitted to rewrite up to two assessments per course at the discretion of the instructor. Rewrites must be completed by a date deemed appropriate by the instructor and academic department.

Rewrite a Final Exam (On-Campus)

Students who fail to achieve a mark of 70% on a final exam may be permitted to rewrite up to two exams per program. The following guidelines apply:

- Students who are rewriting an exam may not attend the class review of the exam questions.
- Students that achieve a mark of 70% or higher on a rewrite will receive a maximum mark of 70%. Students that achieve a mark of less than 70% will receive the mark achieved.
- All exam re-writes will be scheduled outside of class hours and within two weeks of original exam date.
- Fees may apply; additionally, failure to sit the scheduled rewrite final exam for any reason will result in the student forfeiting the fees. Rescheduling of forfeited re-writes is at the sole discretion of the academic department and would require the student to pay for a rescheduled exam.

Failure of a Course

Should a student fail a course, one of the following may occur which could affect current and/or future funding:

- The student will need to retake the course in tandem with their regular program schedule. This option is subject to the availability of a given course and at the discretion of campus management (refer to the Retake Policy for further details).
- The student will be academically withdrawn from the program and required to reapply to a subsequent start date for the same program should they want to continue with their studies. During the lag time between the withdrawal date and the new start date students are encouraged to develop an action plan to help ensure a successful retake of the course.

Retake Policy

At the discretion of campus management, (pending course availability) students may be given the opportunity to retake a course to achieve a passing grade. The following guidelines will apply:

- Students that receive a grade below 70% in a course have the option to retake the course once, if the course is offered again within the contracted study period.
- Students can retake up to 25 % of the courses in their program provided the courses are offered again within the contracted study period.
- Students that receive a grade below 70% in more than 2 of the courses in their program may be administratively withdrawn.
- Students that receive a grade below 70% in more than 2 courses in their program will not

be able to repeat the program.
- Students who voluntarily withdraw from the program have up to six months from the date the student withdrew to continue their program (documentation of extenuating circumstances may be required).
- Student funding may be affected and additional fees may apply.

Grade Appeal

Grounds for Appealing a Grade
You may appeal a grade if you feel that:
- A clerical error has resulted in a miscalculation of the grade
- The grade awarded does not fairly reflect your academic performance and/or the stated requirements of the course

You may not appeal a grade if you feel that:
- The nature and standard of evaluation was too onerous (i.e. your instructor is marking too hard)

When to Appeal a Grade
Appeals of grades on assignments, tests, placements, examinations, or a final course grade must be made within **ten (10) business days** of the release of the grade. A business day is Monday to Friday, except for statutory holidays and official College holidays.

Proceeding with the Appeal
The first step is to speak with your instructor. You **do not** need to complete a Grade Appeal Form at this stage. Be prepared and courteous when speaking with your instructor. If an agreement is reached to change your grade, ensure that you follow-up with an email or note to your instructor confirming the change of grade.

If your instructor does not feel a grade change is justified, you will have **ten (10) business days** upon the release of the grade to seek a meeting with the Manager of Education. In advance of this meeting, you must submit the following:
- Completed Grade Appeal Form
- Written reasons for why you believe your grade does not fairly reflect your academic performance. Your letter must provide the reasons for your appeal and must be related to the grounds for appeal outlined in the Grade Appeals Policy. Your appeal letter must also specific the outcome that you are seeking from the appeal. Outcomes may including:
    o Resubmission of project of assignment
    o Rewriting of test or examination
    o Remarking of assignment, test or examination
    o Repeating the course
    o Removing a grade from your transcript
    o Changing your grade
- Any other documents that specifically relate to your appeal such as tests, exams, assignments, reports and papers.

Please ensure your appeal letter is signed and dated. Your documents will be shared with the evaluating instructor and their documents will be shared with you.

IMPORTANT – The Grade Appeal Form is to be used only if you have been unsuccessful in informally resolving your grade appeal with your instructor. The Grade Appeal Form, along with the written reasons stating why you are appealing your grade must be submitted **in advance** of the meeting with the Manager of Education within ten (10) business days of the grade's release.

Appeal Process

Stage 1: Meeting with the Manager of Education and Instructor

Student's Role
- Ensure all documentation has been provided to the Manager of Education in advance of the meeting
- Participate in a respectful and constructive manner
- A support person can be in attendance

Instructor's Role
- Ensure all documentation has been provided to the Manager of Education in advance of the meeting
- Follow any action outlined in the written decision by the Manager of Education

Manager of Education's Role
- Notify evaluating instructor that appeal is proceeding and obtain relevant documents
- Act on behalf of the instructor if the instructor is unavailable
- Ensure both instructor and student receive copies of all documents submitted
- Ensure privacy of the student's academic records
- Review documentation provided; seek clarification during the meeting
- Explore solutions presented by either party during the meeting or propose alternate solutions; OR
- Request assistance, such as re-assessment by another instructor in appraisal of a document. The Manager of Education, instructor and student will all be given access to such appraisals
- Prepare a written decision of appeal. Decision must be signed and dated. Decision may be to retain or amend the student's grade or other appropriate action.
- Deliver the written decision to the student and instructor within **five (5) business days** of the meeting
- When appropriate, the appeal may be escalated to involve the Campus Director

Stage 2: Appeal to Campus Director
Upon receiving the written decision on the appeal from the Manager of Education, the student will have **five (5) business days** to submit an appeal to the Campus Director.

You cannot appeal to the Campus Director solely because you disagree with the Manager of Education's decision. Your appeal must include a written letter providing your new reasons for appeal and/or why you believe the Manager of Education made a wrong decision.

The Campus Director's decision is **final**.

Student's Role
- Prepare an appeal letter to the Campus Director providing new reasons for why you are challenging the decision of the Manager of Education
- Submit all required documentation to the Campus Director within **five (5) business days** of receiving the written decision from the Manager of Education

Manage of Education's Role
- Forward all documents from prior stages (up to and including the Manager of Education's written decision) to the Campus Director

Campus Director's Role
- Review the process followed and the decision assigned by the Manager of Education
- Decide whether a meeting of all parties is necessary to make a decision
- Prepare a written decision. Decision may be to dismiss, vary or uphold the Manager of Education's decision
- Provide written notification to the student, with a copy to the instructor and Manager of Education within **five (5) business days** of the decision being reached.

Withdrawals

Robertson College, as a recognized private regulated college according to The Private Vocational Institutions Act: Manitoba Regulation 237/02 and The Private Vocational Training Act, 2000: Alberta Regulation 341/2003, will withdraw students and refund tuition based on the regulations outlined in these acts.

Students may be administratively withdrawn from the program for:
- Failure to submit required documents.
- Failure to participate according to the Attendance Policy.
- Failure to achieve a passing grade in all courses of their program.
- Cheating, falsification, and/or plagiarism.
- Gross misconduct and/or any form of harassment.
- Lack of positive progress.
- Failure to keep account current.

A student can appeal their withdrawal within one week of the date of withdrawal. Student-initiated withdrawals must be submitted in writing to campus management.

Upon administrative or voluntary withdrawal, the student may need to commence the immediate repayment of any provincial or Canada student loans. Grants may be converted to loans at the discretion of Student Aid. Withdrawals may also affect student funding and eligibility for future funding.

Re-entry

Students who wish to re-enter a Robertson program after a withdrawal will need to contact campus management.

Transfer Credit

Transfer credits will only be granted to students transferring from one Robertson program to another, or from an in-class campus program to an online campus program (or vice versa). Courses taken at other institutions will not be considered for transfer credit at this time. The following conditions must be met for consideration of transfer credit:

- the student must have met all entrance, course, and program requirements, including any pre-requisites;
- the course(s) is/are designated as equivalent in content (at least 80%) and duration to the course(s) for which credit is being requested;
- the student achieved a passing grade in the courses(s) for which credit is being requested;
- tuition between campuses may vary; therefore, fees may apply.

Evaluations

Instructor and course evaluation forms will be distributed on a regular basis. These evaluations are meant to improve the quality of the course by inviting students' mature and responsible views on the instructor's effectiveness and course content, structure, and delivery.

Classroom Conduct

Robertson is dedicated to providing a positive learning environment for all students; these policies were developed to ensure a distraction free environment for both students and instructors.

- Students have an obligation to act in a fair and reasonable manner toward their peers, the faculty, staff, administration, and the physical property of Robertson College.
- Academic integrity and personal conduct, both on and off campus, are critical elements in establishing a positive learning environment.
- All cell phones must be turned off during school hours.
- Please inform friends/family to direct any emergency calls to the front desk. Only messages of an urgent nature will be delivered directly to the student's classroom.
- Robertson will maintain a semi-casual dress code. Please dress as if you "were on the job." In certain circumstances, students may be required to wear campus approved clothing (e.g. - scrubs, lab coats, etc.).
- No perfume/scent is recommended due to allergies.

Equity in the Classroom

Robertson students are assured the right to study in an environment free of conduct and comments that are offensive, degrading, or inappropriate. Robertson does not and will not condone violations of employees' and students' rights to be free of harassment. Any form of harassment or violation of the Human Rights Code will be grounds for dismissal from the program.

Dispute Resolution

A student is encouraged to attempt an informal resolution before proceeding with the formal dispute resolution procedure. Robertson is committed to the prompt and equitable resolution

of student conflict issues to the satisfaction of both the student and the College. The Dispute Resolution Procedure is designed to provide students with both an informal and formal process for student concerns if satisfactory resolution cannot be reached by way of the daily problem-solving activities between staff and students, which in most cases, results in immediate resolution.

A student is encouraged to address any concerns immediately. Please do not let a minor problem develop into a major one.

Should you have any problems or concerns during your program, we encourage you to discuss them promptly and professionally with the staff member or student directly involved. Should the resolution to your issue require further involvement, contact campus management so we can help you. Tactics of aggressive behavior, bullying, harassment, profanity and intimidation will not be tolerated at any time.

Procedure

In the case where a student is unable to achieve a satisfactory resolution using the informal, direct discussion approach recommended above, the student can initiate a formal written complaint by following the steps outlined below:

1. Complete and sign a *Student Dispute Resolution Form PART A.* To request a copy of the form please contact campus management. On this form, the student is asked to state his or her complaint in writing, provide justification, attach any supporting documentation, and document his or her proposed resolution. Once signed, the form is submitted to Student Services at which time it will be co-signed by the Manager of Education/Student Services. A copy will be returned to the student, a copy will be kept by the College, and a copy will be placed in the student's academic file. **All written and/or verbal complaints are kept confidential** and only discussed with the parties concerned and the college administration.

2. A meeting will be arranged between the Manager of Education/Student Services and the student to further discuss the written complaint and allow for the student to voice their concerns. The student may have another individual present to speak on their behalf (oral presentation). If further investigation is required because a resolution was not realized during the initial meeting, a secondary meeting will be scheduled with the student within one week. The College will endeavor to resolve problems as quickly as possible, and **the outcome** will be documented on the *Student Dispute Resolution Form PART B.*

3. If the student and the Manager of Education/Student Services reach a mutually agreed upon resolution, the action plan will be implemented and a follow up will occur within 30 days to ensure **satisfactory resolution.**

4. All documentation will be kept in a Complaints folder in the Campus Director's shared drive or office filing cabinet for a period of three years. As well, all copies of the documented process will be kept in the student's academic file.

Review/Appeal Process

If a student concern could not be resolved through the formal procedure outlined above, the student may initiate an appeal to the Campus Director. The student can initiate an appeal by following the steps outlined below:

1. The student must complete and sign the *Student Dispute Resolution Form PART C - Request to Review*. Justification must be provided. A copy will be given to the student, a copy will be kept by the College, and a copy will be placed in the student's academic file. This request for review will be forwarded to the Campus Director.

2. Upon receiving the formal "Request to Review," the Campus Director will arrange a meeting with the student within 14 days of receipt of the written request and the report from the Manager of Education/Student Services outlining recommended solutions and the student's objections or comments regarding these proposed solutions.

3. The student will have an opportunity to make an oral presentation at this meeting. They can have another person present at this meeting or arrange for another person to make the oral presentation on their behalf. Minutes will be taken of this meeting and signed by all parties.

4. The Campus Director will provide a written response to the student (including meeting minutes) outlining the discussion and any proposed and/or agreed upon solution(s) (*PART D*) within 14 days of the meeting. All findings and decisions will be recorded and filed in the Complaints folder or office filing cabinet for a minimum of three years and kept in the student's academic file.

Robertson's Student Dispute Resolution plan was developed to appropriately handle all student concerns with the expectation of a mutually beneficial outcome. If at any point during the above process the student accepts the college's resolution, the complaint is deemed resolved.

If the entire process listed above has been exhausted and the parties have not managed to reach a resolution, the student may wish to pursue external mediation.

Sexual Harassment Prevention Policy and Guidelines

Purpose

The Policy applies to all members of the Robertson College (College) community including students, staff, faculty, administrators, contract service providers, contractors, officers, directors and individuals who are directly connected to any of its student initiatives, volunteers, and visitors.

All members of the College community have a right to study and work in an environment free of sexual violence and sexual harassment.

The College recognizes that certain populations are at greater risk of sexual violence in Canada, including:

- Young women and girls
- Indigenous women
- Women living with cognitive or physical disabilities
- Individuals within the LGBT2SQ+ community
- Newcomer women and women from ethno cultural and racialized communities

We recognize that many of our students attending Private Institutions fall within these populations and we want to emphasize that it is our intent to assure a positive learning environment for all our students, regardless of what population they may belong to. To address this, we have called upon members from all populations in the development of this policy.

The purpose of this policy is to articulate the College's position with respect to sexual violence and establish a formal response protocol for disclosures of incidents of sexual violence.

This document sets out our policy on sexual violence and sexual harassment, defines the prohibited behaviours, and outlines our inquiry processes for sexual violence and sexual harassment. The policy further outlines the procedures the institution will undertake to educate its community on avenues to prevent sexual harassment.

Scope
The Policy applies to complaints of sexual violence or sexual harassment that have occurred to members of the College community. The College wishes to offer support to any member of the College community that have been victimized by such actions.

Definitions

1. **Consent**: Consent is central to sexual assault. The Criminal Code of Canada defines consent as it relates to sexual assault as the voluntary agreement to engage in sexual activity. An individual must actively and willingly give consent to sexual activity. Simply stated, sexual activity without consent is sexual assault.

   Consenting to one kind, or instance, of sexual activity does not mean that consent is given to any other sexual activity or instance. No on consents to be sexually assaulted.

   Where consent does not exist (lack of agreement), a person can express a lack of agreement verbally or through conduct (such as physically resisting advances). The Criminal Code makes it clear that a person can, after initially giving consent to engage in sex, revoke consent at any time by expressing a lack of agreement to continue engaging in sexual activity.

   In other words, consent:
   - Is never assumed or implied
   - Is not silence or the absence of "no"
   - Cannot be given if the victim is impaired by alcohol or drugs, or is unconscious
   - Can never be obtained through threats or coercion
   - Can be revoked at any time
   - Cannot be obtained if the perpetrator abuses a position of trust, power or authority

   It is not for the institution to weigh or determine whether or not consent has been given. This purpose of the policy is not to examine or investigate sexual assault allegations, but rather to inform all members of the College community of their responsibility to eliminate harassment and inform victims of their rights.

For more information on consent, please refer to:
http://www.gov.mb.ca/youarenotalone/consent.html

2. **Cyber Harassment/Cyber Stalking**: Often used interchangeably, cyber harassment and cyber stalking are defined as repeated, unsolicited, threatening behaviour by a person or group using cell phone or Internet technology with the intent to bully, harass, and intimidate a victim. The harassment can take place in any electronic environment where communication with others is possible, such as on social networking sites, message boards, chat rooms, through text messages or through email.

3. **Date Rape**: The term "Date Rape" is interchangeable with "acquaintance sexual assault". It is sexual contact that is forced, manipulated or coerced by a partner, friend or acquaintance.

4. **Disclosure**: For the purposes of this document, a disclosure is made to any individual other than the police or other judicial official.

5. **LGBT2SQ+**: The LGBT2SQ+ community includes people who identify as lesbian, gay bisexual, transgender, Two-Spirit, queer, questioning, intersex, asexual, pansexual and/or gender fluid.

6. **Rape**: a term used to describe vaginal, oral or anal intercourse without consent. Although the term is no longer used in a legal sense in Canada, it is still commonly used and widely understood.

7. **Sexual Assault**: Sexual assault is any type of unwanted sexual act done by one person to another that violates the sexual integrity of the victim. Sexual assault is characterized by a broad range of behaviours that involve the use of force threats, or control towards a person, which makes that person feel uncomfortable, distressed, frightened, threatened, carried out in circumstances in which the person has not freely agreed, consented to, or is incapable of consenting to sexual assault is a crime. Criminal code definition of Sexual Assault: http://laws-ois.justice.gc.ca/eng/acts/C-46?page-63.html#docCont

8. **Sexual Violence**: means any sexual act or act targeting a person's sexuality, gender identity or gender expression – whether the act is physical or psychological in nature – that is committed, threatened or attempted against a person without the person's consent, and includes sexual assault, sexual harassment, stalking, indecent exposure, voyeurism and sexual exploitation.

   Sexual violence without limiting the generality of the foregoing, includes:
   • Sexual assault which is any type of an unwanted sex act done by one person to another, without that person's consent, that violates the sexual integrity of an individual ranging from unwanted conversations, touching to penetration;
   • Any violence, physical or psychological, carried out through sexual means or by targeting sexuality, including sexual abuse; and
   • Criminal harassment (including stalking and cyber bullying)

9. **Sexual Harassment**: without limiting the generality of the foregoing, includes:
   • Any course of vexatious comment or conduct of a sexual nature that is known or ought reasonably to have been known to be unwelcome, including;
      i. Offensive jokes or comments of a sexual nature;
      ii. Displaying of pornographic or sexist pictures or materials, including online;

      iii.   Suggestive or offensive remarks;
      iv.   Unwelcome language related to gender;
       v.   Remarks, jokes, innuendoes, propositions, or taunting about a person's body, attire, sex or sexual orientation;
      vi.   Leering or inappropriate staring;
     vii.   Bragging about sexual prowess;
    viii.   Physical contact such as touching, patting, or pinching, with an underlying sexual connotation; and
      ix.   Sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome.

10. **Stalking**: is a crime called criminal harassment. Stalking consists of repeated behaviour that is carried out over a period of time, and which causes a person to reasonably fear for their safety.

11. **Victim Blaming**: occurs when the victim of a crime or an accident is held responsible – in whole or in part – for the crimes that have been committed against them.

12. **Sexual Misconduct**: this Policy prohibits sexual misconduct, which includes sexual violence and sexual harassment.

Policy Objectives and Goals

Our College is committed to providing members of our College community an educational environment free from sexual violence and sexual harassment and treating those individuals who report incidents of sexual violence or sexual harassment with dignity and respect.

The College recognizes the sensitive nature of sexual harassment of any form and wishes to assure all members of our community are aware that we wish to approach any such sharing of information with compassion and understanding. We do however wish to make all members of the community aware that depending upon the wishes of the victim the College may be limited in its ability to perform any form of investigation to determine the validity of a complaint.

It is the College's intent to provide a supportive role and assist the individual by way of the following:
- Educating all members of our community on sexual harassment and prevention;
- Listening to complaints/disclosures and responding in a sensitive and understanding manner;
- Providing information to the student about the institution's response procedure;
- Offering information or making referrals to support service providers with experience addressing sexual assault and trauma; and
- Providing the individual with reasonable accommodation while on campus.

To meet the needs of the victim, the College wishes to make the student aware of their options to assure that their needs are being addressed.
- Bring the matter to the attention of the College staff persons through sharing of their experience or concern. Such staff persons may be College counselors, instructors or

appointed individuals. Please note that the College's ability to take any formal action will be limited in such incidents;
- Raise a formal complaint where the student wishes some form of action be taking to alter their learning environment or involve the College in possible discussion with the individual on their behalf; and
- Initiate a more formal written complaint which may involve investigation by an external body or legal action.

The College will educate and train faculty, staff and students about this Policy and how to identify situations that involve, or could progress into sexual violence or sexual harassment and how to reduce these forms of prohibited behaviours. The training will be held annually and items covered will be:
- What is sexual violence and harassment and what is consent;
- How to report an incident and who in the College will be responsible to follow up; and
- Education on the subject of sexual violence including awareness of how social media can potentially be involved

The College will assure that senior staff and those individuals responsible for the inquiry, and handling of any concerns raised by the student, will have participated in the training program provided on an annual basis.

Faculty and staff will undergo internal training provided by the College with focus on awareness, monitoring and prevention of sexual harassment.

The College will educate individuals not normally a part of the College community by providing them with the policy. This will include individuals who may interact with the students periodically such as external contractors and service providers.

The College assures the student body is aware of the policies and procedures regarding sexual harassment through the following:
- The Policy is presented to the students as a part of their student handbook;
- There are posters distributed throughout the facility making students aware of appropriate and inappropriate sexual conduct;
- Students will be provided with pamphlets generated through Klinic on sexual harassment and prevention;
- The Policy is discussed twice per year with students in the program through a group presentation;
- The College may provide periodic tweets circulated to the students through the College Media, where applicable; and
- The College will assure that all students have access to the Policy by assuring it is posted to the College website.

Where a complaint has been made, under this Policy, of sexual violence or sexual harassment, the College will take the following actions where applicable:
- Immediately provide the information of available resources
- Providing those who have experienced sexual violence or sexual harassment with information about reporting options;
- Seek clarification on what the individual would like to do next – inform, report or seek law enforcement;

- Responding promptly to any complaint and providing reasonable updates to the complainant and the respondent about the status of the inquiry;
- Assisting those who have experienced sexual violence or sexual harassment in obtaining counselling and medical care;
- Providing those who have experienced sexual violence or sexual harassment with appropriate academic and other accommodation; and
- Providing on-campus inquiry procedures for sexual violence and sexual harassment complaints.

Reporting Disclosure Options

The College recognizes the sensitive nature of sexual harassment and that victims may require different actions by the College in its supportive role. We want to emphasize that should a member of our community feel they have been exposed to any form of harassment, the College is there to support them. The College wishes to share the following options for reporting:

1. **Support without official complaint**

   If a member of the college community believes she/he has been sexually harassed they may choose to not put forward a formal complaint but rather simply wish to have the College assist them through the emotional crisis. The victim/survivor here discloses sexual violence to seek emotional support, medical support, or advocacy but not to report to the police.

   If such action is chosen by the victim/survivor the College will provide a supportive role. The role in this situation is primarily to be a listener and provide the student with what resources are available to them.

2. **Action where harassment has been by College community member**

   If a member of the college community believes she/he has been sexually harassed by a member of our College community, she/he may confront the harasser personally or in writing pointing out the unwelcome behavior and requesting that it stop; or

   Report complaint to the Campus Director, the Vice President of Education and Student Experience (VP) in writing, if in person fill out the attached form (Appendix 2).

   Upon complaint of alleged sexual harassment being made to the Campus Director, VP, management will initiate an inquiry (See college harassment complaint process).

3. **Actions where harassment requires involvement of external bodies**

   Should the victim/survivor wish to lodge a complaint with the local police department or seek medical assistance the College will provide a supportive role by providing contact information and assisting with the initial communication to that appropriate body.

Disciplinary Measures

If it is determined by the College that a member of our College community has been involved in sexual violence or sexual harassment of a member of our College community, immediate disciplinary or corrective action will be taken up to and including termination of employment or expulsion of a student.

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

Where criminal and/or civil proceedings are commenced in respect of allegations of sexual violence or sexual harassment, the College may conduct its own independent inquiry and make its own determination in accordance with its own policies and procedures.

Making False Statements

It is a violation of this Policy for anyone to knowingly make a false complaint of sexual violence or sexual harassment or to provide false information about a complaint. Individuals who violate this Policy are subject to disciplinary and / or corrective action, up to and including termination of employment or expulsion.

Reprisal

It is a violation of this Policy to retaliate or threaten to retaliate against a complainant, acting in good faith, which has brought forward a complaint of sexual violence or sexual harassment, provided information related to a complaint, or otherwise been involved in the complaint inquiry process.

Public Reporting

The College will make the student body and public aware of its compliance with this policy by stating on its website and in printed matter the following:
1. List of personnel responsible for conducting an inquiry any complaints of sexual misconduct or harassment, including contact information;
2. Stating the dates of training sessions for staff and faculty of the College including reporting on the number of participants that attended the training sessions; and
3. State the dates of student group meeting sessions where this policy is discussed and include the number of participants at each session.

Policy Development & Review

This Policy was generated by a committee formatted by the Manitoba Association of Career Colleges with input from member colleges.

The Policy was circulated to students of the members schools by way of a survey seeking input and comments from the widest possible student base, assuring students have the opportunity to provide input and guidance from all communities and gender populations.

The Policy follows the guidelines suggested in the *Manitoba Post-Secondary Sexual Violence Guide* (available at https://www.educ.gov.mb.ca/docs/sexual_violence/guide.pdf) and uses wording contained in this guide.

The College reviewed and adapted the Policy through the following process:
The Policy was implemented on October 31, 2017 and will be reviewed no later than October 2019. The review process will include College representatives and members of the student community in its consultation review process.

Netiquette

Students, faculty, and staff of Robertson are expected to respect the general rules of network etiquette when utilizing the Robertson network connection for Internet, email, online courses, and/or other forms of internet usage. In doing so, users are expected to:

- Respect others: Treat others as you wish to be treated – do not use abusive or offensive language.
- Respect yourself: Keep your personal information confidential – do not share your username/password with others.
- Respect copyright: Be sure to cite your source when using materials from the internet, books, magazines, journals, and other forms of media – do not copy others' materials.
- Respect Robertson College: Be professional – do not use the college's network for unauthorized conduct such as harassing, spamming, copying information, storing obscene/offensive materials, accessing others' accounts, damaging other users' files, or other forms of network abuse.

Practicum Guidelines

Practicums must be started immediately after classes end in order to complete the program by the scheduled end date. Any delay in practicum will affect funding agencies. As a result of industry requirements, each student is responsible for providing all industry required background check documentation (criminal record check/vulnerable sector search [CRC/VSS], child abuse registry check [CARC], and adult abuse registry check [AARC]), as well as immunizations, prior to the start of practicum. Specific practicum requirements will be provided by the campus.

Practicums are not required in all Robertson programs, but in those programs that do require a practicum, they will be assigned by the college based on suitability and availability. Placements are not assigned based on any personal preference, location, or potential for employment opportunity. While students' input will be considered, once a practicum is assigned, the decision is final.

Practicums will only be available to students who have achieved a "Complete" status or passing mark in each required course and who are current with tuition payments.

The student is responsible to have all required documentation in their academic file two months prior to their scheduled practicum start date. Failure to provide this documentation will result in being withheld from a practicum assignment until all required documents are satisfactorily completed and submitted. Students will be assigned and notified of their practicum placement by the practicum coordinator. All efforts will be made to give as much notice as possible.

A practicum host has the right to terminate a practicum arrangement under certain guidelines. If a practicum is terminated due to student's poor behavior, attitude, attendance, etc., the practicum module will be considered "failed".

- Practicum hours are full time and facility-dictated. The student may be required to work days, evenings and weekends.
- Attendance policies extend to practicum as well as regular classes.
- In case of absence, students must contact the Practicum Coordinator and the practicum facility one hour prior to the start of their scheduled shift.
- Students may be required to follow the schedule of their preceptor. It is the student's responsibility to make all necessary arrangements for child care, existing work schedules, transportation, etc. Failure to make these arrangements may result in being withheld from practicum until arrangements can be made.
- During practicum, students must dress in appropriate facility attire or uniform, including a name tag as required.
- Out of respect, communication on location should be in English or French only.
- Cell phone usage is not permitted at any time outside of scheduled breaks while on the practicum site.
- If a student requires a second practicum to be assigned for any reason, an extra charge may be applied.
- Practicum evaluation and confirmation of completed hours must be received in order for the college to print your diploma.
- Any exceptions to the above stated guidelines will be at the discretion of Robertson administration.

Graduation Requirements

Diplomas and certificates are awarded to students who have met the following graduation requirements:

- Successful completion of each course in the program.
- Successful completion of the program with an overall average of 70% or higher.
- Successful completion of the program's practicum (if required).
- Student account is in good standing.
- Return or purchase of all Robertson College property, including but not limited to textbooks, laptops, and other course materials.

Diplomas and transcripts are available to students approximately four weeks after the last day of their program provided that the student has successfully met all graduation requirements and given that the student is in good standing with Robertson.

Additional copies of transcripts and diplomas may be requested for a fee of $20 per document.

Academic Honours

Upon meeting the graduation requirements, those students who have displayed academic excellence will be awarded the designation "With Honours." To be eligible for academic honours, a student must have (1) a minimum overall average percentage of 90%, and (2) no individual course grade under 80%.

Graduation Ceremonies

Each Robertson College campus holds a graduation ceremony. Eligible graduates will be invited to participate.

Career Services

Robertson provides students with career development training throughout their program as well as career services. Students are expected to pursue employment opportunities on their own initiative and are encouraged to access Robertson career services early and often throughout their program.

Robertson cannot guarantee employment; however, lifetime career services support is available to all our alumni.

Referral Program

Students or graduates of Robertson who refer a friend, family member, co-worker, or other acquaintance to Robertson may receive a finder's fee. A finder's fee is payable to the student when:

- A written referral form is completed by the student that referred another person.
- The referred person has completed 30 class days of the program.
- The referred person's account is paid in full or the referred person's account AND the student that referred another person's account is current.

The referred person must be new to Robertson; i.e. not on Robertson database of potential students or current students at the time the referral is received. It is best if the student that referred another person hands in the completed form as soon as possible to Robertson.