

Mississauga Training Centre (MTC) Private Career College



Student Handbook MTC Policies and Regulations

Please read this Handbook carefully

Registration Policy

- Students are responsible for ensuring they meet the required prerequisites or equivalent knowledge, as listed in the course descriptions, before the program begins.
- MTC will confirm your enrollment by email no later than two weeks prior to the class. If you do not receive this confirmation, please feel free to otherwise contact our office.
- MTC reserves the right to cancel a course in case of low enrollment or other unforeseen circumstances; in such cases, registration fees will be fully reimbursed. MTC does not accept any liability except for fees paid to MTC. In cases of cancellation, students will be notified electronically or by phone.
- Schedule and room changes are posted on our website or by email.
- All individuals who register for a continuing education course will be placed on our electronic mailing list and will receive promotional material and course schedules. If you wish to be removed from the mailing list please notify MTC office.
- Students who contravene regulations of the College or commit offences against persons or property may incur a suspension, expulsion, or refusal of enrolment. The academic faculty will determine this status and it will become part of the student's Cumulative Academic Record.

Attendance Policy

The final grade received in a course measures the extent to which the student has acquired the assigned competencies (knowledge, skills and objectives). Thus, grades can neither be granted solely for being present nor deducted solely for being absent. In certain cases, specific learning activities or a certain number of scheduled learning activities are essential to measure the achievement of a competency. Attendance in classes is necessary in order to cover a course adequately. Regular participation in class discussion and completion of all term work are usually essential in obtaining a satisfactory standing.

Attendance Records

- The instructors shall take attendance at the beginning of class. As a student, you are expected to attend scheduled classes every day for the duration of your program including your scheduled clinical placement hours. If you are going to be absent from school, please contact the school at 905-813-8883. Whenever possible, students should inform the school in advance of an absence.

- Students are requested to meet the minimum attendance requirement **of 80%** for each module in order to pass the said module.
- The student must attend and satisfactorily pass **ALL** clinical placement hours, if applicable.
- **Justification of absences:** Absences are considered unauthorized unless the absence is due to illness, personal or family emergencies. Students may be asked to produce documented evidence of the event or incident leading to the absence.
- When absent, it is the responsibility of students to discuss and complete all assignments, projects, homework, tests, quizzes, etc. by the assigned deadline. Extensions and/or rescheduled testing dates can be provided only if the absence is supported with good reasons and documentations.
- On Occasions, severe weather conditions or other emergencies such as utility failures or floods may require the college to close as conditioned are unsafe or effectively running classes becomes impractical. Should this action be necessary, MTC will provide as much notice as possible to minimize inconvenience. MTC will announce class cancellations and college closures using the following media tools:
 - o Our College home page: www.mississaugatrainningcentre.com
 - o Our main Facebook page: <https://www.facebook.com/Mississauga-Training-Centre-194641617345621/>

Admission Requirements

General Requirements

All applicants for admission to the College must satisfy at least ONE of the following criteria:

- An Ontario Secondary School Diploma or equivalent, **or**
- Mature students: 19 years of age or older and pass an approved qualifying test (WONDERLIC SLE)

and

- Have met all additional admission requirements set by MTC for program acceptance.

Please see **Appendix A** attached for Admission Requirement.

Examinations and Grades

Pre-Admission Testing

Mature students who do not hold an OSSD or equivalent will be required to take pre-admission (WONDERLIC) assessment administered by the College. Cut Scores of the Wonderlic SLE exam differs by programs. If students fail to obtain the cut score, they will be given 3-7 days to practice before re-writing the test. Only "ONE" re-write chance is allowed in 6 months period.

ALL students MUST write and pass the modules and final exam to satisfy a graduation requirement before receiving the school's certificate or Diploma.

Students will be allowed into the examination area after it has been established that they hold a current, valid ID card. Students without an ID will be referred to the Examination Coordinator or his/her representative and may only enter the examination area with his/her permission. Students may not open the examination booklets, or read examination questions prior to the commencement of the exam. The Examination Coordinator or his/her representative will announce the beginning and the end of each examination.

* Please review Examination Policy for specific Programs. ([Appendix C attached](#))

Students' Rights and Obligations

Student's Rights:

- Students have a right to know the basic objectives and standards, content and general procedures of a course before registering for the course and to be assured that the course will not be substantially changed after registration.
- Students have a right to have their classes start and end on time.
- Students have a right to be advised in course outlines of their teachers' expectations with regard to class attendance and any penalties for absences or lateness.
- Students have a right to be notified of class cancellations as soon as possible. Even if prior notice has been given in class, students have a right to have all class cancellations posted.
- Students have a right to be advised in the course outline of the specific implications of cheating and plagiarism for each course.
- Students have a right to expect their teachers to determine and maintain standards of student behavior which will not affect adversely the learning of students in the classroom.

- Students have a right to an on-going evaluation of their performance in their courses throughout the semester. They have a right to be advised of their progress in courses by mid-semester.
- Students have a right to have their grades treated as confidential, subject to the provisions of the Access to Information Act. Grades shall not be posted by name or released to individuals other than College employees without written permission, unless required by law

Student's Responsibilities:

- Provide MTC with written notice of important decisions and events (e.g., withdrawal from a program or filing a complaint) and keep copies of written communication with MTC.
- Sign a written contract for the delivery of a vocational program.
- Keep all receipts issued by a MTC.
- Meet the admission requirements for a program before the program begins.
- Return any goods received under a contract in the same state they were in when they were supplied by MTC within 10 days of withdrawing in order to get a refund for them.
- Request a full refund within a reasonable amount of time of finding out about a MTC's violation of the Act.
- Successfully complete the program and fulfill all contract obligations in order to receive a credential from MTC.
- Go through MTC's student complaint procedure before filing a complaint with the Ministry
- Immediately inform the appropriate official at the college if injured while attending a MTC.

The Statement of Students' Rights and Responsibilities Issued by the Superintendent of Private Career Colleges, please see [Appendix B attached](#)

Personal Electronic Devices Policy

MTC has approved the Personal Electronic Devices Policy and Policy Directives, which acknowledges the importance of technology and also outlines expectations for staff and students regarding the use of PEDs. MTC expects that all persons in school can support a positive teaching and learning environment by adhering to the following expectations:

- Personal electronic devices must be in silent mode in instructional areas during the instructional periods, and are not to be used in the classroom setting by students or staff
- Personal electronic devices are not allowed in examination rooms or areas

- The use of personal electronic devices should reflect expectations in MTC's policies: eg. Code of Conduct, Respectful Working and Learning Environments, respect, integrity, and accountability

Responsibility for Personal Electronic Devices:

- Anyone carrying a personal electronic device will comply with all of the requirements of this policy and associated procedures
- MTC does not accept responsibility for lost or stolen personal electronic devices; students bring the devices to school at their own risk

Sexual Violence and Harassment Policy

Sexual assault and sexual violence in all its forms are unacceptable and will not be tolerated at MTC. All reported incidents of sexual violence will be appropriately investigated to the best of the administration's ability and in a manner that is fair and equitable. MTC is committed to:

- Creating a safe and positive space where all members of the College community feel able to work, learn and express themselves in an environment free from sexual and gender-based violence.
- Assisting those who have experienced sexual violence by providing choices, including detailed information and support, such as provision of and/or referral to counselling and medical care, information about legal options, and appropriate academic and other accommodation.
- Ensuring that those who disclose that they have been sexually assaulted are believed, and that their right to dignity and respect is protected throughout the process of disclosure, investigation and institutional response.

Fee Collection and Refunds

Fee Collection

- All fees you charge or collect for a program must be in Canadian dollars.
- Before an enrolment contract is signed, it is prohibited to collect any fees from prospective students, except 20% of the total fees for a program or \$500, whichever is less. These fees must be collected in relation to processing an application or conducting any admission tests or assessments.
- Effective September 18, 2006, international students can pay up to 25% of fees payable in

relation to the vocational program before the program begins.

Refunds

- Students are entitled to a full refund if they withdraw from a program within 2 days (Cooling off period) of signing their enrolment contract. After this two day period, a student withdrawing from the program before it begins is entitled to receive a full refund of fees paid minus 20% of the total fees for the program (to a maximum of \$500).
- To ensure that there is a clear understanding that a student has withdrawn, the student should notify the college in writing. Students do not have to give a reason for their withdrawal from a program. The letter can be sent by e-mail, fax, registered mail or delivered in person. This action eliminates any disputes or confusion over the effective date of withdrawal, which in turn can affect the amount of refund due to the student. Being told that an international student has been denied a study visa is the same as receiving a written notice of withdrawal.
- If the student withdraws from a program after the program begins, the student may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by a private career college. In most cases, the college is allowed to retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.
- All refunds must be paid in Canadian dollars. Refunds must be paid within 30 days of a student's notice of withdrawal from the program or within 45 days of the start of the program if a contract is cancelled because a student does not attend classes.

For more information on refunds and collection of fees, including examples of refund calculations, please consult the Private Career Colleges Act, 2005: [*Fact Sheet #2 – Collection of Fees and Refunds*](#)

Student Complaint Procedure

Step 1.

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

Step 2.

The student will submit a completed written complaint to the Administrator, using the following contact information: **College Administrator at 6341**

Mississauga Rd., tel: 905-813-8883 ext. 22 or use email address: mtc@cccnet.ca.

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint. 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. This meeting discussion will be minuted. The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held. If not resolved at this level, the student will proceed to Step 3.

Step 3.

The student will submit a completed written complaint to the **Executive Director, using the contact information: Executive Director at 6341 Mississauga Rd., tel: 905-813-8883 ext. 25** or use email address: ash.motran@cccnet.ca. The Executive Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator's response with recommended solutions and the student's objections or comments regarding these solutions.) 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. This meeting will be minuted. The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held. Records of Complaints will be maintained at the location where they originated for a period of at least three years.

If not resolved at this level, the student may submit a student complaint to the:

**Superintendent of Private Career Colleges
Ministry of Training, Colleges and Universities
77 Wellesley Street West, Box 977
Toronto, Ontario M7A 1N3**

A student complaint form for submission to the Superintendent can be found at:

www.forms.ssb.gov.on.ca

Student Withdrawal/Expulsion Policy

Withdrawals

Students who wish to withdraw from a program must notify the college in writing. Students do not have to give a reason for their withdrawal from a program. The letter can be sent by e-mail, fax, registered mail or delivered in person.

Expulsion

MTC is committed to taking all reasonable steps to ensure the students have the opportunity to successfully complete their programs. MTC has a commitment to ensure that within this general framework that all students are treated fairly and equitably. Students who do not support the academic and ethical goals of the Centre for themselves and their fellow students may be subject to penalties, up to and including expulsion.

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

In conjunction with this policy, MTC will have to ensure that students receive and are aware of its policies & procedures, and its attendance policy. The following outlines the conditions under which a student may be expelled with cause:

1. 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)** bribery
- b)** lying
- c)** Cheating
- d)** plagiarism
- e)** unapproved collaboration
- f)** alteration of records
- g)** misrepresentations

2. Policies & Procedures - all students are required to adhere to MTC's published Policies & Procedures. Where the violations do not have the potential to result in physical harm to persons or property MTC may expel a student who has received suspension for failure to comply and has since violated any of the terms of MTC's Policies &

Procedures. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate expulsion.

3. Significant Omissions or Errors in Admissions

Documentation – MTC 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.

4. Attendance – students who do not achieve the required attendance as stated in the Centre policy are subject to expulsion. Students who are absent from class for more than five consecutive days without sufficient cause will be automatically expelled.

5. Harassment or Discrimination – MTC does not condone harassment or discrimination of any student, staff, client or visitor to MTC. 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.

6. Misuse of Centre Property – Centre property is for the provision of Centre 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.

7. Notification

- Students who are subject to expulsion for any reason will be notified in writing, either hand delivered or by registered mail with return receipt. MTC is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides.
- The notification 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 within three days of the notification following the complaints procedure of MTC provided to the student and providing sufficient proof to support the complaint.

8. Fees

A student who is expelled by MTC will be considered withdrawn from their program on the effective date of the expulsion. MTC will officially withdraw the student and settlement of the

student's account will be completed under MTC's Fee Refund Policy.

9. Return of Property

A student who is expelled is responsible for the return of any Centre property in his/her own possession within 10 days and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

10. Appeals

Students have the right to appeal their removal from the course and their marks. Students must submit an appeal by notifying the Administrative office. The Officer/Educator will be responsible for convening the meeting and establishing the meeting time and date. The committee will meet to consider the matter within five working days of receipt of a notice from the Administrative office. The chair of the committee will give the student(s) concerned at least three days' notice of the meeting.

Prior Learning Assessment and Recognition

Prior Learning Assessment and Recognition (PLAR) gives students credit for knowledge and skills they have gained through life experience such as work or volunteer experience.

The granting of PLA credits does not guarantee entrance into any program of study. However, in keeping with the College's commitment to student access and student success, every effort will be made to facilitate a timely entrance into the candidate's program of choice.