

Ridge Meadows College Student Handbook

Ridge Meadows College



Ridge Meadows College
A Division of School District No. 42
20575 – Thorne Avenue
Maple Ridge, British Columbia
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www.rmcollege.ca
rmc@sd42.ca



Revised: January 5, 2012

Welcome to students from the CEO, Ridge Meadows College

Thank you for choosing to study at Ridge Meadows College. Ridge Meadows College has been offering programs and courses to the communities of Pitt Meadows, Maple Ridge and beyond since 1992. The college became fully accredited with the Private Career Training Institutions Authority (PCTIA) in 2000. We are proud of the programs we offer and feel they fulfill the spirit of our mission statement: Quality, Relevant, Lifelong Learning. The staff of the college is here to help you fulfill your educational goals through our instructor lead classes.

I invite you to review our student handbook. In it, you will find policies addressing behavior, dispute resolution, refunds, and other areas relevant to your studies.

You should receive an outline at the beginning of each of your classes outlining the material to be covered, attendance policy for that class and marking criteria. Program profiles are available in our brochure and on-line at www.rmcollege.ca.

Our instructors are willing and able to offer support for your learning and I invite you to approach them with any questions and for help in your studies. We pride ourselves on being supportive of individual learning in an inclusive and positive learning environment. Our goal is to provide training and skills development that will aid you in obtaining sustained long-term employment.

You will have an opportunity to evaluate each course upon completion. You should receive an evaluation form at the end of each course making up your program of studies. We are required to collect this information, compile it, and submit it to our regulating authority: PCTIA. You have agreed to this by signing your enrollment contract. This feedback is very important as it guides us in revising and updating our courses and programs.

I hope you have a fulfilling learning experience and thank you for choosing Ridge Meadows College.

Bruce Grady
District Principal for Riverside Centre
School District No. 42
(Maple Ridge – Pitt Meadows)

Ridge Meadows College Administration

Mailing Address:

Ridge Meadows College
Riverside Centre
20575 Thorne Avenue
Maple Ridge, BC
V2X 9A6

Administration / Registration:

Phone: 604-466-6555

Fax: 604-463-5437

Email: rmc@sd42.ca

Web: www.rmcollege.ca

Organization

District Principal for Riverside Centre

Bruce Grady
School District No. 42
(Maple Ridge – Pitt Meadows)

PCTIA Liaison / Budget

Peter Bullock
Assistant Secretary Treasurer
School District No. 42
(Maple Ridge – Pitt Meadows)

Manager

Craig Shupe

General Clerk

Tracey Dahlin

Accountant

Michelle Chiasson

Evening Clerk

Val Gilbert

Mission Statement:

Our Mission is:

Quality, Relevant, Lifelong Learning

History

Ridge Meadows College was registered with the Private Post Secondary Education Commission (now The Private Career Training Institutions Authority – PCTIA) in 1992. The college came fully accredited in May 2000. The college successfully undergone two accreditation reviews: in the spring of 2005 and the fall of 2010. As an accredited institution the college is required to abide by operating principles laid out by the accrediting authority. Bylaws and other documentation can be viewed at www.pctia.bc.ca

Ridge Meadows College registers the programs and courses it offers with the Private Career Training Authority. PCTIA has the authority to approve the delivery of these programs and courses. PCTIA collects a portion of the college tuition to support a Training Completion Fund as well as annual registration fees for each program.

Other authorities also have the power to approve Ridge Meadows College Programs:

- BC Student Aid Program
- Service Canada
- The Early Childhood Education Program is approved by a branch of the Ministry of Children and Families
- Worksafe certificate programs are done under the authority of WorkSafe BC
- SuperHost Fundamentals is offered under the authority of Tourism BC
- FoodSafe courses are overseen by the Fraser Regional Health Authority
- H2S Alive courses are overseen by ENFORM (petroleum industry safety authority)
- Forklift Certification uses WorkSafe approved curriculum from Ives Safety Training.

These authorities approve curriculum, issue certification, approve delivery of these programs or sponsor students. At the same time the programs must be registered with PCTIA.

Ridge Meadows College has drawn on advisory committees for other programs such as SETA and our business programs (programs where curricula have been developed in house). The college is committed to ongoing review and improvement of the registered programs we offer.

As well as these registered programs, Ridge Meadows College offers a wide range of General Interest Programs: these are non-credit programs / courses offered for personal development. They include language classes, recreation programs, and many others.

The college is also involved in contract training. The bulk of this is in corrections training with both the Provincial and Federal Correctional Services – the college has delivered programs in nine correctional facilities. We are currently offering entry level construction training, building service worker training, worksafe, foodsafe and H2S Alive.

The college also delivers workplace contract training for businesses throughout the lower mainland.

Ridge Meadows College Programs:

Administrative Office Assistant

Administrative Office Assistant: Financial Option

Computer Accounting Certificate

Early Childhood Education Certificate

Dental Reception Certificate Program

FoodSafe Basic (Level 1)

FoodSafe Advanced (Level 2)

Forklift Operator Certificate

Building Service Worker Certificate

Special Education Teacher Assistant Certificate Program

WorkSafe Certificate Programs

- Hazard Recognition and Control
- Joint Health and Safety Committee Training
- Occupational Health and Safety in Small Business
- Preventing Workplace Violence
- Supervisor Safety Management
- Preventing and Investigating Musculoskeletal Injury
- Workplace Hazardous Materials Information System

Detailed program and course information is available in our brochure and on-line at www.rmcollege.ca

Course Delivery:

- All Ridge Meadows College classes are instructor lead.
- Course projects are practical with the goal of developing real world skills
- PCTIA registered courses qualify for income tax deductions, tax forms will be issued before the end of February each year.
- Some programs qualify for BC and Canada Student Loans
- Students have the opportunity to evaluate each course upon completion; evaluation forms should be available near the end of each course and are also available upon request from the main office.
- Course outlines are distributed at the beginning of each credit course: these will show what is required to be successful in the course.
- Course challenge and prior learning assessment is available. The college has a residency requirement of a minimum of 70% for any program of study.

RIDGE MEADOWS COLLEGE POLICY (Revised January 5, 2012)

Admissions Policy

Ridge Meadows College administrative staff handle inquiries regarding our programs and courses. Students are encouraged to attend information / admission / orientation sessions.

Upon admission to a program, students will complete an enrolment contract.

The Ridge Meadows College refund policy is noted in the enrolment contract.

Some Ridge Meadows College programs require payment of a \$28.00 application fee.

Students may be interviewed, if required: eg. Sponsored by third party or for those programs where attendance at an application session is required. If deemed necessary, if the student is sponsored, or if it is a requirement for acceptance to a program, assessment testing will be done. A student will be informed that a criminal records check will be required prior to beginning a practicum and evidence thereof must be provided. A student file will be opened and maintained by the College.

Ridge Meadows College will consider applications from any eligible candidates. Admission to programs / courses may be restricted by registration maximums or pre-requisite requirements.

Where the number of applicants exceeds available seats, a waitlist will be maintained for the next session.

Attendance Policy

Ridge Meadows College expects students to attend class regularly. In the event that a student is unable to attend class, it is required that they call in before their class start time and inform the school. Homework and handouts may be left by the instructor to be picked up at the Ridge Meadows College office - at the student's request.

If a student is absent for more than three classes because of illness, a doctor's certificate may be required. To avoid receiving zero marks on examinations, the student must call ahead and provide a doctor's certificate if they are going to be absent from an exam.

Students with Student Loans can not miss 10 consecutive days of classes, or 20 per cent of their program, or they will be considered withdrawn. See <http://www.aved.gov.bc.ca/studentaidbc>.

Code of Conduct Policy

Our RMC sites are shared by many different groups and individuals. Every effort will be made to maintain an adult learning atmosphere where productive learning and personal growth will be encouraged, and respect for all people will be protected.

Student violating the special privilege of attending Adult Education classes by not observing the Code of Conduct will be asked to leave the premises. Repeated offenses may result in suspension or dismissal from Ridge Meadows College.

1. The student is expected to respect others by:
 - Being courteous in word and action
 - Using appropriate language
 - Treating others as equals, regardless of colour, race, religion sexual orientation or ability.
2. The student is expected to respect the property of others. "If it doesn't belong to you, don't touch it without asking permission."
3. Anyone possessing or under the influence of illegal drugs or alcohol will be asked to leave school property and may face loss of school property.
4. Smoking is strictly prohibited on School District property.
5. Food and drinks are not permitted in the classrooms.
6. Pagers, cellular phones and walkmans must be switched to silent mode during class.
7. Weapons or any implement used as a weapon will not be tolerated on school property.
8. Students who intimidate, insult or threaten either student or staff will be asked to leave.
9. Appropriate dress is required in a learning environment.
10. The use of the Internet in RMC programs must be appropriate and abide by the Code of Conduct and School District Policy. Violation will result in dismissal from RMC programs.

Code of Conduct – Process and Procedures

1. Classroom teachers deal with misdemeanors within classrooms.
2. Repeated offenses are to be referred to the college administration.
3. Serious offenses are to be referred to the college administration and suspension or expulsion may be the result.
4. Appeals to the Code of Conduct procedures are to be forwarded to the District Principal for Riverside Centre.

Dismissal Policy

RMC sites are shared by many different groups and individuals. Every effort will be made to maintain an adult learning atmosphere where productive learning and personal

growth will be encouraged, and respect for all people will be protected. Any student violating the special privilege of attending Adult Education classes by not observing the Code of Conduct, (please see Code of Conduct policy) will be asked to leave the premises. Repeated offenses may result in suspension or dismissal from Ridge Meadows College.

The Program Manager will decide if a suspension or dismissal is warranted depending on the infraction. The student will be provided a written reason in person why such action is determined to be appropriate. If dismissed, the student will have the right to appeal the decision to the District Principal for Riverside Centre within three business days of receipt of the letter from the Program Manager. If the decision of the District Principal for Riverside Centre does not resolve the issue, the student may then forward the dispute to the Better Business Bureau for mediation and binding arbitration. Any related costs will be borne equally by each party.

Dispute Resolution Policy

Concerns about grades or instructional matters should be expressed, preferably in writing, to the instructor involved. If the matter is not resolved, it should be addressed, in writing, to the program director. Non-instructional concerns should be addressed, in writing, directly to the program director, and the program director will meet with the parties involved to try to resolve any issues. Where a resolution cannot be found, concerns should be addressed in writing to the District Principal for Riverside Centre, detailing the student's interpretation of the situation and suggested remedy. A decision will be issued within 10 days. If the student wishes to appeal the decision, then a written appeal should be submitted to the District Principal within 2 days of receiving the decision. If a resolution cannot be made, the student will then forward the dispute to the Better Business Bureau for mediation and binding arbitration, and related costs will be borne equally by the each party.

Employment Preparation Policy

Preparation to enable students to apply learned theoretical classroom skills in the workplace is an important aspect of training provided by Ridge Meadows College (RMC). Consequently RMC will provide job preparation information to its students as an integral part of the program of study:

All instructors will apply practical applications relating to the theory taught in class.

Whenever possible RMC will provide practicum or work experience opportunities to its students.

Employment opportunities will be posted on a bulletin board.

Facilitation of Student Success Policy

Student success is of paramount importance to Ridge Meadows College. Instructors strive to provide an environment that is conducive to a positive outcome.

Instructors will provide course outlines at the beginning of the course, so students are aware of the course curriculum, thus allowing them to plan their study efforts accordingly.

Upon request instructors will provide contact information that will allow students to pose questions between classes.

Adequate resources will be provided to support students in their program of study.

Grade Appeals Policy

Students must first attempt to achieve resolution directly with the course instructor.

If step one does not result in resolution, the student may submit a written letter to the Program Manager. This letter of appeal must be received by the Program Manager within five days inclusive of the first attempt to resolve the matter with the instructor. The student will state the reason for disagreeing with the instructor's decision.

Within seven business days the Program Manager will allow or deny the appeal and inform the student in writing.

If the appeal is denied the student may make a written appeal within three business days to the Appeals Committee (Assistant Secretary Treasurer, Program Manager and Program Coordinator), which will meet to consider the appeal. A written outcome of the appeal will be provided to the student within two business days.

If the student disagrees with the decision of the Appeal Committee a final appeal may be made in the writing to the District Principal for Riverside Centre within two days of the decision being received by the student. The District Principal's decision is binding and will be forwarded to the student in writing within ten business days.

Health and Safety Policy

Each individual has an onus for his or her own safety in addition to the health and safety of fellow students and college staff. Therefore each person has the responsibility to:

Perform their duties, such that their actions will not cause harm or injury to themselves, other students, staff, or members of the general public.

Comply with the WCB Health and Safety regulations as well as the policies and procedures of School District No. 42, and be thoroughly conversant with all aspects of their duties.

If they observe unsafe acts or conditions they are to report the matter to their instructor or immediate supervisor.

Individuals must wear approved personal protective equipment whenever required.

Employees or students are to report all work related injuries to their instructor or supervisor.

Instructors must notify their supervisor whenever equipment needs replacing or is deemed unsafe to use.

Hiring of Institution Staff Policy

Ridge Meadows College will hire instructional staff that meet or exceed the minimum requirements as registered with PCTIA, which may be reviewed on the PCTIA website.

Whenever vacancies arise, the Program Manager will first review his database of available instructors and determine whether someone is available for re-call.

If a job has to be posted, applications will be reviewed by the Program Manager, a short list will be prepared and suitable applicants will be interviewed. The final hiring decision will be made by the Program Manager.

Short-term CUPE staff positions will be filled by making application to HR and a candidate will be dispatched from the float pool.

Permanent CUPE staff positions will be filled in accordance with the hiring policies of School District No. 42.

Administrative positions will be filled in accordance with the hiring policies of School District No. 42 with the selection committee consisting of one Board Member, the Secretary Treasurer, the Assistant Secretary Treasurer and the District Principal for Riverside Centre.

Instructor Performance Policy

Each instructor will undergo an annual review which will include: self-assessment, observation, and an in-class review of their instructional performance. Each instructor will have the opportunity to meet with the College Administration to discuss remedial actions, if needed. Performance reviews will be kept in the instructor's file. Where an

instructor teaches a short class of one day or less, no evaluation will be made, though student evaluations of their instruction will be collected.

Mission Statement Review Policy

The District Principal will review the Mission statement on an annual basis to ensure it is consistent with the philosophy of School District No. 42 and Ridge Meadows College as it relates to ensuring the quality and relevance of lifelong learning.

Specifically the District Principal will review industry training needs, technological advances and teaching methods to ensure Ridge Meadows College students are receiving training in courses and programs consistent with the Mission statement.

A College Advisory Board will be reformed and will provide a broad range of expertise in assisting the District Principal with the Mission Statement review.

Payment Policies: Cheques and Non-payment

Registrants may choose to pay by cheque, current or post-dated. Should accounting be asked to hold a post-dated cheque beyond cashing date or have to deal with an NSF cheque, the student will be asked to make other arrangements for payment: cash, debit or charge card. Students submitting NSF cheques will be charged a \$25.00 service fee.

To be considered registered in a course or program, all students must have in their file some indication of a payment plan. This may include student loan applications, a payment plan, or a down payment with a follow-up plan. No student will receive transcripts or certificates with outstanding payments, unless approved by the program manager and accounting. Students who have not provided this information may be denied entry to their course or program.

Policy Regarding Provincially / Federally Recognized Bodies

Ridge Meadows College will comply with all requirements relevant to our programs as specified by Provincial, Federal or other regulatory bodies.

Specifically, these organizations are: WorkSafe BC, the ECE Registry, BCSAP, Service Canada, and the Private Career Training Institutions Agency of British Columbia.

If a student has any concerns relating to program offerings they may contact the respective representatives of the above agencies; the contact information is as follows:

WorkSafe BC: www.worksafebc.com

ECE Registry: 250-356-6285

BCSAP: www.aved.gov.bc.ca/studentaidbc

Service Canada: www.servicecanada.gc.ca

Private Career Training Institutions Agency: 604-660-4400

Prior Learning Assessment / Challenge Policy

Ridge Meadows College will employ prior learning assessment tools to provide students with advanced placement in programs, where appropriate. Ridge Meadows College has a residency requirement of 70% for each program.

Course challenge is available where appropriate. Students will be charged \$40 / challenge session. If the instructor is qualified, students may challenge more than one course per challenge session: for example, Word Level 1 and Excel Level. Where another instructor must be called in, students will pay an additional \$40. Students will be charged an additional \$40 for subsequent challenge sessions. Challenge fees will be recorded in the course(s) that are under challenge. Where a student is unsuccessful in a challenge, the challenge fees may be applied against the tuition for the course in question. Text books are not covered by challenge fees.

Privacy Policy / Personal Information

In accordance with Part 4 (10)(1)(a) of the *Personal Information Protection Act*, we hereby notify you that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Career Training Institutions Agency for the purpose of administering the Student Training Completion Fund. This information is collected by the PCTIA under section 26 of the Freedom of Information and Protection of Privacy Act. For more information about the collection, use and disclosure of your personal information, visit the Agency's website at www.pctia.bc.ca.

Professional Development Policy

All Ridge Meadows College instructional staff can access School District No. 42 Professional Development programs. These run throughout the year at various times and are advertised via the School District website and the professional development publication: "The Matrix". The administration of Ridge Meadows College will also host two instructor meetings per year (typically early September and post spring break) where a workshop will be offered. The administration will also sponsor specific professional development and training activities to meet identified needs.

In all of the above professional development offerings, individuals will pre-register for these events either in person, on-line, or through consultation with the college administration. If insufficient spaces are not available an additional offering of the program may be scheduled.

Program Review Policy

All programs will be reviewed at least once within an accreditation cycle. The process for review will be:

- Internal review by the Program Manager, instructors, or other qualified school district staff
- External review by an arms-length independent body
- Program Advisory Committee will be in place by June 2010.

Refund Policy

Refunds in Cases of Withdrawal or Dismissal

1. Refund Policy
 - a) All institutions must have a refund policy which is described, in full, on the student enrolment contract.
 2. Written Notice
 - a) A written notice of withdrawal or dismissal must be provided:
 - i. By a student to the institution when the student withdraws, or
 - ii. By the institution to the student where the institution dismisses a student.
 3. Refund Entitlement
 - a) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 1) Refund policy for students:
 - a) Refunds before the program of study begins:
 - i) If written notice of withdrawal is received by the institution less than 7 calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract or \$100.00.
 - ii) Subject to subsection 24. 11) a) i), if written notice of withdrawal is received by the institution 30 calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total tuition and fees due under the contract, or \$500.00.
 - iii) Subject to subsection 24.11)a) i), if written notice of withdrawal is received by the institution less than 30 calendar days before the

commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total tuition and fees due under the contract, or \$1000.00.

- b) Refunds after the program of study starts:
- i) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition and fees due under the contract.
 - ii) If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition and fees due under the contract.
 - i. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required..

Non-attendance does not constitute withdrawal. Notice must be received by the registration office (in writing) by mail, fax, or in person. Books are not refundable.

Student Assessment / Evaluation Policy

Each student will be provided with a course outline on the first session of the course. The outline will describe:

- Topics covered
- Assignments
- Mark distribution for assignments, quizzes, and examinations.
- Requirements for successful completion.

Student Records Retrieval and Archiving Policy

A file will be prepared for each student enrolled at Ridge Meadows College. Each file will contain specific documentation pertaining to the requirements of the course or program of study. Examples of such documentation are:

- Criminal records checks (if required)
- References
- Statement affirming academic credentials required for admission to the relevant program.
- Completed and signed enrolment contract
- Receipts and records of payment.

- Attendance records by exception
- Sponsor Agreements, if applicable.
- Transcripts
- Records of communication

Relevant student records will be stored for fifty-five (55) years. Contents of a student's file are confidential and not to be shared without written permission of the student. Ridge Meadows College places required student records in the PCTIA approved Data Witness digital archive.

Transfer / Articulation Policy

This policy is in place to potentially provide additional pathways, allowing students to further their credentials by earning course credits at RMC, that transfer to other institutions, or by granting transfer credit to those students who attend other institutions.

When the Program Manager identifies a course or program that appears to be of an appropriate level to be recognized by other institutes, he will forward his recommendation to the District Principal of Ridge Meadows College.

A decision will then be made to either approach an individual institution or apply through BCCAT for recognition and transfer under the guidelines laid out at www.bccat.bc.ca/transfer/private.cfm.

Transfer credit may be given to RMC on the following basis:

Courses were taken at another private accredited or public institution during the past five years.

Curriculum of the course being considered for transfer must be equivalent to the RMC curriculum. There must be a minimum of a 90% match of the curriculum.

Students must request transfer credit in writing and provide an official transcript and course outlines from each institution at which courses were taken.

Withdrawal Policy

Students that have registered may find it necessary to subsequently withdraw from individual courses or withdraw completely from RMC.

If a registered student misses their first class and does not notify their instructor or the RMC administration office with 72 hours, their seat may be given to another student.

Students must submit their request to withdraw to the Program Manager in writing.

In order to receive a financial refund, they must withdraw according to the timelines set forth in the refund policy.

In order not to be academically penalized, a student must withdraw prior to 80% of the course completion, otherwise they will receive a failing grade on their transcript.

Students are expected to attend all classes and practicum placements of courses in which they are enrolled and excessive absence may be considered sufficient cause for dismissal from a course.

Work Experience / Field Placement Policy

Some RMC programs include a practicum e.g., ECE.

Students work together with the Instructor and Program Manager in establishing their practicum placements.

All practicums must be completed in facilities approved by RMC.

The student must complete a Criminal Records Review at least two weeks in advance of the practicum if the student will be working with children.

An agreement must be completed between the work site and RMC which outlines the roles and responsibilities of each party, and also indicates the reporting time lines required.

Students, Host Employers and Practicum Supervisors will work in accordance with the agreements entered into.