

# Ridge Meadows College Student Handbook



**Our Mission is:**

**Quality, Relevant, Lifelong Learning .....**

Ridge Meadows College  
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## **Welcome to students from the Principal, Riverside Centre**

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. 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](http://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.

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

Craig Shupe  
Manager – Ridge Meadows College  
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](mailto:rmc@sd42.ca)

Web: [www.rmcollege.ca](http://www.rmcollege.ca)

### **Organization**

#### **Principal for Riverside Centre**

Kim Bondi  
School District No. 42  
(Maple Ridge – Pitt Meadows)

#### **Manager**

Craig Shupe

#### **General Clerk**

Carrie-Lyn Somogyi

#### **Accounting Clerk II**

Michelle Chiasson

#### **Evening Clerk**

Karen Reade

## **RIDGE MEADOWS COLLEGE POLICY**

### **Admissions Policy**

Ridge Meadows College administrative staff manage 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 \$30.00 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.

### **Admission Requirements: No Waiver policy**

Ridge Meadows College registers minimum admission requirements for programs offered with the Private Career Training Institutions Agency. Should these minimum requirements not be met, they cannot be waived by Ridge Meadows College or the student.

### **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.

### **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 other personal devices 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 may 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 Manager of Ridge Meadows College.

### **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:**

Ridge Meadows College provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Ridge Meadows College students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Manager of Ridge Meadows College.

Only grades received on mid-term or final assessments may be appealed. Grades received for assignments or weekly quizzes may not be appealed.

**Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Manager of Ridge Meadows College.
2. The Manager will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Manager will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Ridge Meadows College personnel.
4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Manager will do one of the following within 10 days of receiving the student's written concerns:
  - a. Determine that the student's concerns are not substantiated; or
  - b. Determine that the student's concerns are substantiated in whole or in part;
  - c. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a

copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

5. If it has been determined that the Student's concerns are substantiated in whole or in part the Manager shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the Manager, the student must advise the Manager within 48 hours of being informed of the determination. The Manager will immediately refer the matter to his Supervisor, the District Principal for Riverside Centre. The District Principal for Riverside Centre, or his designate, will review the matter and meet with the student within 5 school days.
7. The Principal for Riverside Centre, or his designate, shall either confirm or vary the determination of the Manager. At this point the School's Dispute Resolution Process will be considered exhausted.
8. If the issue is of a serious nature the District Principal for Riverside Centre may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.

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

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the **Manager** of Ridge Meadows College.
3. The **Manager** of Ridge Meadows College will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the **Manager** of Ridge Meadows College, the grade assigned following the re-mark and review will be final and cannot be appealed further.

#### **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. RMC will provide practicum or work experience opportunities in a limited number of programs 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.

### **Grade Appeals Policy**

See **Dispute Resolution Policy**

### **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.

### **Instructor Performance Policy**

Each instructor teaching more than two courses 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.

### **Payment Policies: Cheques and Non-payment**

Registrants may choose to pay by cheque, current or post-dated. Should accounting be asked 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. In programs with practicums, those placements may be postponed if there are outstanding tuition payments.

**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, and Service Canada.

### **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.

Standing Granted may be assigned for specific courses if evidence of an equivalent course can be produced by the student. These may be applied to the Office Administration programs, Computer Accounting, the Microsoft portions of the Dental Reception program, Early Childhood Education and the Special Education Teacher Assistant program.

Course challenges are available for the Administrative Office Assistant, Computer Accounting programs, and the Microsoft portions of Dental Reception. Challenges are not available for the Education Assistant, Early Childhood Education, core courses in the Dental Reception Program, Teaching English as a Second Language Program, FoodSafe, Forklift Program, Building Service Worker Program and WorkSafe programs.

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 1. 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.

Students must achieve 70% for a successful challenge.

### **Privacy Policy:**

Ridge Meadows College collects students' personal information for the following reasons:

- To keep students/graduates informed of activities of the school.
- To issue T2202As in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

For all full career training programs:

Ridge Meadows College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.

Ridge Meadows College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

**Procedure for maintaining student files:**

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Senior Education Administrator, and the School Owner.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the Manager and copies of the signed documents are placed in the student file. Within 30 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
4. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.
5. At the end of one year, the student file is placed in "closed" storage for a further six years.
6. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.

**Procedure for student access to the information on file:**

1. Students wishing to access the information in the student file must make the request in writing.
2. The Senior Educational Administrator will meet with the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$0.25 per page for the documents copied for him/her.

**Procedure for authorizing release of information:**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation

**Program Completion – "Sunset" Limits**

Ridge Meadows College programs are designed to be completed within one term or school year depending on the program. Students may choose to extend their programs, so long as all program requirements are met with in two school years. Extensions

beyond two years must be applied for in writing and approved by the Manager of Ridge Meadows College or the appropriate program coordinator.

## **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 5% of the total tuition and fees due under the contract or a maximum of \$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**

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.

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.

