



Student Statement of Rights

Windsong College of Healing Arts is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

Statement of Student Responsibilities

Attendance Policy:

Windsong College of Healing Arts recognizes that good attendance is directly related to student success in completing a program of study. The policy applies to all students who are currently enrolled or are enrolled at any future time. Students registered for full-time study are scheduled to attend classes for twenty hours each week.

Students are expected to attend classes as scheduled. Students who will be absent must contact the school either by email at admissions@windsonghealing.com before the time that they are scheduled to start class. The student is responsible for completing all assignments missed during the absence.



Absences for medical or emergency reasons are considered “excused” absences if the student provides documentary evidence of the reason for the absence such as a doctor’s note.

Absences that are not “excused” are subject to the following:

- ☐ Students who are absent for 10% of scheduled classes will receive an attendance warning letter.
- ☐ Students who are absent for 11% of scheduled classes will lose one grade level.
- ☐ Students who are absent for 15% of scheduled classes will be placed on probation.
- ☐ Students who are absent for 20% of scheduled classes will be dismissed from study.
- ☐ Students who are absent for five consecutive scheduled school days without contacting the school will be dismissed from study.

Students having difficulty meeting these attendance requirements should contact the Senior Educational Administrator.

Procedure:

1. The Office Administrator prepares a class list for each instructor on Friday afternoons. These lists are distributed for use during the following school week.
2. Instructors take attendance at the beginning of each class noting students who are absent.
3. Completed weekly attendance sheets are returned to the Office Administrator on Friday afternoon. The Office Administrator enters each student’s attendance in the student’s personal attendance record. The completed weekly attendance sheets are filed in the Student Online Digital File.
4. While entering attendance, the Office Administrator reviews the overall attendance for the students that are of concern with respect to attendance.
5. The Office Administrator advises the Senior Educational Administrator of the name of students who are of concern with respect to attendance.
6. The Senior Educational Administrator issues an attendance warning letter to any student who has been absent for 10% of scheduled classes. Missed work is required to be made up at this point.
7. The Senior Educational Administrator meets with students who have been absent for 15% of scheduled classes and places the student on probation. Extra Work may be required to complete at this point.
8. The Office Educational Administrator meets with student who have been absent for 20% of scheduled classes and dismisses him/her from study.
9. The Office Administrator sends a dismissal letter via Canada Post to any student who has been absent for five consecutive scheduled school days without contacting the school.

Behavior Policy:

Students may be placed on probation or dismissed for the following reasons:

- ☐ disruptive or unprofessional behaviour



- ☒ grading of less than 60% in a course
- ☒ absenteeism
- ☒ inability to meet financial obligations
- ☒ sexual harassment of fellow students, faculty, staff or clients
- ☒ untreated chemical dependency
- ☒ dishonesty in admission application
- ☒ cheating or plagiarism

Windsong College of Healing Arts expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive, and students should request clarification from the Senior Educational Administrator if they have any questions.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any (institution) programs or activity.

The Code of Conduct that students are expected to follow includes:

- ☒ Attend school in accordance with the Attendance Policy.
- ☒ Treat all students and staff with respect.
- ☒ Refrain from any disruptive or offensive classroom behaviour.
- ☒ Dress according to the school’s dress code as outlined in the Online Student Handbook.
- ☒ Refrain from cheating or plagiarism in completing class assignments.
- ☒ Treat school property with respect.
- ☒ Refrain from bringing weapons of any kind (i.e., knives, guns) to school.
- ☒ Complete all assignments and examinations on the scheduled completion dates.
- ☒ Refrain from bringing any alcohol or any prohibited mood-altering substances to the institution.
- ☒ Refrain from making inappropriate remarks concerning another student or staff’s ethnicity, race, religion or sexual orientation.
- ☒ Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- ☒ Sexual assault or harassment
- ☒ Harassment
- ☒ Physical assault or other violent acts committed on or off campus against any student.
- ☒ Verbal abuse or threats
- ☒ Absenteeism for longer than two (5) consecutive days without informing the school and provision of a doctor’s note may result in dismissal
- ☒ Cheating or plagiarism
- ☒ Physical abuse of institution or campus property
- ☒ Obstruction or disruption of, on or off-campus property
- ☒ Theft or non-accidental damage to the institution’s property
- ☒ Behaviour displaying insubordination, refusal to cooperate with instructors and schedules
- ☒ Abusive behaviour towards a member of the Institute’s staff
- ☒ The use of alcohol or any non-prescription drugs is prohibited while in attendance at the institution
- ☒ The sale or knowing possession of dangerous drugs, restricted dangerous drugs, or narcotics on campus property



- ☒ Flagrant disrespect of institution's rules of conduct and policies.
- ☒ Forgery, alteration or misuse of institution's documents, records, or identification, or knowingly furnishing false information to the Institute
- ☒ Misrepresentation of oneself or of an organization to be an agent of the Institute
- ☒ Engaging in lewd, indecent, or obscene behaviour on campus property
- ☒ Soliciting or assisting another to commit any act which would subject a student to expulsion, suspension, or probation pursuant to this section.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct. Concerns related to a student's conduct shall be referred to the Senior Educational and Office Administrators to process in accordance with this Policy.

Dismissal Procedure:

All concerns relating to student misconduct shall be directed to the Senior Educational and Office Administrators. Concerns may be brought by staff, students, or the public.

The Senior Educational and Office Administrators will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Senior Educational and Office Administrators will meet with the student as soon as practicable.

Following the meeting with the student, the Senior Educational and Office Administrators will conduct whatever further inquiry or investigation is necessary to determine whether the concerns are substantiated.

Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.

The Administrators will meet with the student and do one of the following:

- ☒ Determine that the concern(s) were not substantiated;
- ☒ Determine that the concern(s) were substantiated, in whole or in part, and either:
 - ☒ Give the student a warning setting out the consequences of further misconduct;
 - ☒ Set a probationary period with appropriate conditions; or
 - ☒ Recommend that the student be dismissed from the Institution.

The Office Administrator will prepare a written summary of the determination. 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.

If the student is issued a warning or placed on probation, the Office Administrator and the student both sign the written warning or probationary conditions, and the student is given a copy. The original document is placed in the student's file.



If the recommendation is to dismiss the student, the Owner of the school will meet with the student to dismiss him/her from study at the school. The Owner of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.

If a refund is due to the student, the Owner of school will ensure with the Office Administrator that a cheque is forwarded to the student within 30 days of the dismissal.

If the student owes tuition or other fees to the school, the Owner of the school will undertake the collection of the amount owing.

Persons who experience or know of harassment or discrimination may contact Administration, for confidential advice and information.

Withdrawal:

If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund is required, and full tuition is due up to \$15,000. All Scholarships will be unearned and there will be no refund on any part of discounts.

Should a student withdraw from the program, they are required to submit their withdrawal in writing. This will include a written and signed paper copy containing the following: reason for withdrawal, date of withdrawal, confirmation of the refund allowed or non-refund position, and contact information for the student withdrawing. Refunds will be issued within 30 days of Withdrawal. Should a student be on financial Assistance, any refunds owing will be first paid to HRDC funding or Canada Student Loans.

Should a student fail to attend classes without withdrawing, there will be no refunds.

Windsong College of Healing Arts does not issue original contract extensions to any student for any reason. Course tuition paid may be credited to retaking incomplete courses or future study for a period of **One Calendar Year** should a student be forced to withdraw from the program due to extended absence after the refund time has passed.

Incomplete courses are given 2 months for completion and 6 months when accompanied by a doctor's letter. No refunds or other extensions will be issued for incomplete courses.

Windsong College of Healing Arts makes every effort to assist students in completing their program but will not hold responsibility beyond this policy.

Dispute Policy and Procedures

1. This policy governs complaints from students respecting Windsong College of Healing Arts and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.



3. The student must provide the written complaint to the **Policy Administrator** who is responsible for making determinations in respect of complaints. If the Policy Administrator is absent or is named in a complaint, the student must provide the complaint to the **Senior Educational Administrator**.
4. The process by which the student complaint will be handled is as follows:

Policy: Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, Windsong College of Healing Arts provides a fair and reasonable mechanism for resolution through the Dispute Resolution Policy as follows:

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 Policy Administrator.
2. The Policy Administrator 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. The student will be required to place any further concerns in writing and the meeting will be recorded.
3. Following the meeting with the student, the Policy Administrator 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 (institution's) personnel. Further Student or Staff rebuttals shall be submitted no more than 5 days after the meeting date.
4. The Policy Administrator will then assess the full content of all statements and meetings and make any other investigations or inquiries, as necessary.
5. The necessary enquiries and / or investigations shall be completed no later than 15 school days following the receipt of the rebuttals. The Policy Administrator will do one of the following within 10 school days of receiving all information necessary to reach a conclusion:
 - 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.

6. If it has been determined that the Student's concerns are substantiated in whole or in part the Policy Administrator shall include a proposed resolution of the substantiated concern(s).
7. If the student is not satisfied with the determination of the Policy Administrator, the student must advise said Administrator within 48 Hours of being informed of the determination. The Policy Administrator will immediately refer the matter to the dispute committee of the Institution.
8. The Dispute Committee will consist of the Policy Administrator, the Senior Educational Administrator, and one member of the Program Advisory Committee not employed by the Institution
9. The Dispute Committee of the institution will review the matter and meet with the student within 5 school days. Should the days be separated by a weekend, the time will begin on the Monday following the Student's refusal of the determination.
10. The Dispute Committee of the institution shall either confirm or vary the determination of The Policy Administrator according to its findings and deliberation. At this point the School's Dispute Resolution Process will be considered exhausted.

Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.



- 5. The student making the complaint may be represented by an agent or a lawyer.
- 6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (<http://www.privatetraininginstitutions.gov.bc.ca/>).

WRITTEN DISPUTE AND RESOLUTION FORM

Date of Incident: _____

Written complaint received by: **Policy Administrator** or **Senior Educational Administrator**

Names of people involved: _____

Description of Incident:

Describe how you tried to handle the situation informally:

Desired resolution:

DISPUTE RESOLUTION TRACKING SHEET

Complaint Received by **Policy Administrator** or **Senior Educational Administrator**

Date of Incident: _____

Date of written dispute resolution submission: _____

Date & Time all parties signed the complaint: _____

Date of meeting with Policy Administrator: _____



Date of deadline for rebuttal submission: _____

Date of Conclusion: _____

Determination: _____

Date of Determination summary signed by all parties: _____

Original Determination summary placed in Student File: _____

Copy of Determination delivered to Student: _____

Copy of Determination placed in Student Conduct File: _____

Is further action required? _____

If yes, describe plan of action: (proposed resolution / dissatisfied with determination)

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 Senior Educational Administrator.
3. The Senior Educational Administrator 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 Senior Educational Administrator, the grade assigned following the remark and review will be final and cannot be appealed further.