



**Canadian Institute for Blended Learning**  
**Policy Manual**

# Mission Statement

The Canadian Institute for Blended Learning strives to provide students with truly effective training programs which are highly influenced by the industries which our graduates will serve.



# Introduction

The Canadian Institute for Blended Learning (CIBL) policy manual has been designed to familiarize students with the Institute's expectations and its responsibility to provide quality educational offerings. This guide provides basic information, standards and expectations. We ask all students to familiarize themselves with Institute policies and to ask the appropriate staff or faculty members if they need further information or explanations.

## Contact Information

### General Inquiries

Phone: 604-499-0717

Hours of Operation: Monday – Thursday 9:00 am to 4:00 pm

[study@ciblonline.ca](mailto:study@ciblonline.ca)

**Senior Educational Administrator, Syed Afaq Bukhari**

[syed@ciblonline.ca](mailto:syed@ciblonline.ca)

**Admissions Department**

[admissions@ciblonline.ca](mailto:admissions@ciblonline.ca)

**Accounting Department**

[accounts@ciblonline.ca](mailto:accounts@ciblonline.ca)

**Head Instructor, Charlotte Matthews**

[instructor@ciblonline.ca](mailto:instructor@ciblonline.ca)

**Technical Assistance**

[technical@ciblonline.ca](mailto:technical@ciblonline.ca)



# Code of Conduct

- 1. Students will conduct themselves in such a manner so as not to contravene any Federal, Provincial or other relevant regulatory bodies' statutes, rules or regulations.**
- 2. Students will demonstrate courtesy, politeness and respect for staff members, other students and anyone related to The Canadian Institute for Blended Learning. This includes interactions online and in-person.**
- 3. The use of abusive or coarse language is unacceptable.**
- 4. In the event a dispute arises, The Canadian Institute of Blended Learning's *Dispute Resolution/Grade Appeal Policy* will govern settlement of the dispute.**
- 5. Students will treat the Institute's resources (including those online) with respect.**
- 6. Students will show respect and acceptance of others' viewpoints and opinions.**
- 7. The use of CIBL's online classroom is for education purposes only.**
- 8. Student must observe program attendance requirements.**



# Student Statement of Rights

The Canadian Institute of Blended Learning is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll 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>.



# Respectful and Fair Treatment of Students Policy

The Canadian Institute of Blended Learning is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on Canadian Institute of Blended Learning premises (this includes all online environments) or in the course of activities or events hosted by Canadian Institute of Blended Learning the following activities are prohibited:

- **Bullying** (defined as any behavior that intends to cause physical, social or psychological harm to another person)
- **Harassment** (defined as any physical or verbal action that is intend to offend or humiliate. The action does not have to be repeated to be defined as harassment)
- **Discrimination** (occurs when a person or group of people is treated differently from other persons or groups of people)

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

- Send information by email to the Senior Educational Administrator at [[syed@ciblonline.ca](mailto:syed@ciblonline.ca)]. The Institute will confirm receipt of the report and provide possible resolutions in writing. Reasonable accommodations for students affected by the prohibitive behavior shall be made as soon as possible.



# Sexual Misconduct Policy

The Canadian Institute for Blended Learning is committed to the prevention of and appropriate response to sexual misconduct.

Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:

- sexual assault;
- sexual exploitation;
- sexual harassment;
- stalking;
- indecent exposure;
- voyeurism;
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
- the attempt to commit an act of sexual misconduct; and
- the threat to commit an act of sexual misconduct.

A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

This policy is applicable to all staff, students and guests attending the Institute via physical or online campuses. A Complaint or Report will be addressed as per the procedure specified below if both parties are staff, students or guests of the Institute **and** if the behavior occurred in the context of an Institute sanctioned events or premises.

A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation will be provided. The student will not be required or pressured to make a **Report**.

The process for making a **Complaint** about sexual misconduct involving a student is as follows:

<b>Submit Complaints by email to the Senior Educational Administrator.</b>	Syed Afaq Bukhari <a href="mailto:syed@ciblonline.ca">syed@ciblonline.ca</a> 604-499-0717
<b>If the above individual is absent or named in the report, submit Complaints by email to the Lead Instructor.</b>	Charlotte Matthews <a href="mailto:instructor@ciblonline.ca">instructor@ciblonline.ca</a> 604-499-0717



The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:

*The institution will acknowledge receipt of the Complaint within 5 days and provide advice as to whether the actions/events described could be described as Sexual Misconduct as per this policy. The Complainant will be asked if they wish to file a formal report either via the Institute or via local law enforcement and appropriate supports to do so will be provided.*

*The Complainant may also seek an informal resolution in which accommodations are made so ensure the comfort and security of the Complainant.*

*All Complaints are logged and follow up will occur afterward to ensure there is no evidence of continued abuse.*

The process for making a **Report** of sexual misconduct involving a student is as follows:

<b>Submit Reports by email to the Senior Educational Administrator.</b>	Syed Afaq Bukhari <a href="mailto:syed@ciblonline.ca">syed@ciblonline.ca</a> 604-499-0717
<b>If the above individual is absent or named in the report, submit Reports by email to the Lead Instructor.</b>	Charlotte Matthews <a href="mailto:instructor@ciblonline.ca">instructor@ciblonline.ca</a> 604-499-0717

The process for responding to a **Report** of sexual misconduct involving a student is as follows:

*The institution will review the Report within 5 days and confirm next steps in writing. A thorough investigation with the interview of all parties will take place. If the Report is substantiated, disciplinary action will be taken by the Institute as required.*

***The institution may take whatever measures deemed necessary to protect the safety of students and staff. This may include but is not limited to:***

- *Suspension of one or more parties pending or as a result of investigation*
- *Issuing no-contact orders to involved parties*
- *Altering schedules or restricting access to certain areas of the campus or online platform*
- *Dismissal of a staff member or student or refusing access to guests/visitors*

**All Reports are logged and follow up will occur afterward to ensure there is no evidence of continued abuse.**





**In all instances the institution will:**

- Ensure the safety of the victim/survivor.
- As appropriate, provide emergency numbers for appropriate services.
- Respect the right of the individual to choose the services they consider most appropriate.

It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).



# Admissions Policy

The Canadian Institute for Blended Learning (CIBL) is committed to providing accurate information and guidance to prospective students to ensure they make informed choices about their program of study. CIBL's admission criteria are well publicized and applied consistently. Entry assessment tolls and admission requirements ensure students have the required language competencies and the correct set of knowledge, skills, and abilities to achieve the program outcomes. Admission requirements may not be waived by neither the student, nor CIBL.

Students are required to review the following before completion of the student enrollment contract:

1. Admissions Policy
2. Language Proficiency Policy
3. Refund Policy
4. Dispute Resolution/Grade Appeal Policy
5. Withdrawal Policy
6. Dismissal Policy
7. Attendance Policy
8. Program Outline

## **Procedure:**

Upon receipt of a completed application form and non-refundable application fee, the Senior Educational Administrator will review student documentation related to meeting program specific Admission Requirements.

Students applying to all approved programs must provide:

- Identification displaying full, legal name, birth date and country of citizenship (*acceptable forms of identification include a valid passport, Canadian driver's license, Provincially issued identification card, Indian status card or Permanent Residence card*)
- Proof of Language Ability

Please ensure documentation submitted is:

- A legible copy or scan
- Translated by an official translator if not provided in English

Upon determination of program eligibility, the Senior Educational Administrator will first forward the *CIBL Policy Manual* and Program Outline to the student for review. Students are subsequently required to confirm their review of the Institute's policies and procedures.



# Language Proficiency Policy

The language of instruction at CIBL is English. As such, all course materials, associated assignments, resources, et., are presented entirely in English. In addition, you can expect to communicate with Institute staff and fellow students using English.

Language proficiency requirements are admission requirements and may not be waived by the Institute or the student

## **Minimum Language Proficiency Assessment Results for the Hospitality Futures Program:**

### **1 of the following is required:**

- High school graduation from a school where an official language of instruction is English *and* the main language of instruction was English (proof required) *OR*
- IELTS with minimum 5 band in each skill area or equivalent: CELPIP 5 in each skill area, TOEIC 500, CEFR B2 *OR*
- Completion of Level 5 of an English as a Second Language program *OR*
- Minimum score of 70% on the CIBL English Assessment and interview to verify language skill *OR*

\*Language proficiency levels vary according to program chosen



# Attendance, Academic Achievement and Completion Policy

Online programs allow students to review and complete course materials according to their own schedule, working at a pace that is comfortable. Students will receive access to the courses in your program in CIBL's online classroom ([www.moodle.ciblonline.ca](http://www.moodle.ciblonline.ca)) for a limited duration only. After this period, the provision of additional access to the course materials will be determined by the institute. If you require additional time to complete your program, a request, in writing should be made to [admissions@ciblonline.ca](mailto:admissions@ciblonline.ca). An extension fee will apply.

## Online Programs (PTIB Approval Not Required)

There are no attendance, academic achievement or completion requirements for these types of programs/courses, however students should plan their study according to the length of the program, the amount of material that needs to be covered and the duration of access provided with initial enrollment. If students are experiencing academic issues, they should contact their instructor.

## Online Programs (PTIB Approval Required)

### *Attendance Requirements*

In order to ensure that you complete your course within the given time frame, **students must meet minimum attendance requirements** as specified below according to their program until the program is completed.

### **Hospitality Futures**

Duration of Access	Program Length	Required Minimum Attendance
6 months	80 hours	14 Hours / Month



**Should students not meet minimum attendance requirements, the following disciplinary action will occur:**

<i>Minimum attendance not met for one month</i>	Attendance Warning Letter sent to student via email.
<i>Minimum attendance not met for two consecutive months</i>	Dismissal Warning Letter sent to student via email, instructor meeting requested.
<i>Minimum attendance not met for three consecutive months</i>	Student will be <b>dismissed</b> from the program.

**If you require an exception from this policy due to medical or personal reasons, please email [admissions@ciblonline.ca](mailto:admissions@ciblonline.ca). Maximum duration of program access may still apply.**

## **Academic Achievement**

The goal of the Canadian Institute of Blended Learning is for every student enrolled to be successful. Therefore, as per individual program Academic Achievement Policies found in the course outline, students are given the opportunity to re-do assignments, exams or quizzes so that they can achieve a passing grade for the class, as determined by the course instructor. If a student is still not able to achieve a passing mark, they will be required to re-do the course in order to earn the program certificate, as per the program completion requirements. Additional pro-rated fees based on the percentage of the program hours will apply.

## **Formal Review**

Students can expect to receive written feedback regarding their progression through the program at in advance of the 30% and after the 50% points of completion. If you would like to request a formal review outside of these points, please request this from your instructor. For the purposes of formal reviews, extent of completion is determined by the percentage of course materials marked complete as per the Learning Management System completion tracking system.

**Students may calculate program completion using the following formula:**

$$\text{Course length} \times \% \text{ complete (decimal)} = \text{hours complete per class}$$
$$\text{Total number of hours complete} \div \text{total program hours} \times 100 = \text{percentage of program complete}$$



## **Program Completion**

In order to receive a Certificate of Completion in a program or course, students must complete all assignments, quizzes and exams and achieve the minimum overall course mark specified in the program or course outline. Students can track their progress and grades in the CIBL online classroom. Students are advised to review the course outline in order to familiarize themselves with each course's requirements. If you have any questions about course or program completion requirements, please contact your instructor.

## **Academic Records**

Academic Records and Certificates of Completion are issued to all program graduates. Additional copies (or requests from students who did not complete their program) may be requested for a nominal fee (\$15 per copy of each document, plus postage) directly from CIBL. Student files are retained by the institute for 3 years.



# Grade Appeals and Dispute Resolution

CIBL provides an opportunity for students to resolve disputes of a serious nature and appeal grades in a fair, reasonable and equitable manner. **Students submitting any type of dispute will not be subject to any form of retaliation.** The policy applies to all CIBL students who are currently enrolled or were enrolled in programs or courses at the Institute *1 year* prior to the submission of their concern to the Senior Educational Administrator. Students may be represented by an Agent or Lawyer, should they prefer.

## Procedure for Grade Appeals

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her Program Advisor or 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 [syed@ciblonline.ca]. The Senior Educational Administrator will obtain a copy of the assignment/test in question from the Instructor and will have another Instructor re-assess the test.
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of CIBL's receipt of the written appeal.

## Procedure for Student Disputes

1. When a concern arises, the student should first attempt to address the concern with the concerned staff member/department (ie: Instructor or Admissions Department). If the student is not satisfied with the outcome at this level, the student must put his/her concern in writing and deliver it to the Senior Educational Administrator [syed@ciblonline.ca]. Should the Senior Education Administrator be absent or named in the dispute, the dispute will be handled by the Lead Instructor [instructor@ciblonline.ca]. The Senior Educational Administrator will contact the student (via email) to discuss the concern and 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 enquiries may involve further discussion(s) with the student, either individually, or with appropriate Instructors and/or Program Advisors. All communications must be in writing. *A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time. Students may be represented by a lawyer or agent.*
2. The Senior Educational Administrator will provide a summary of findings and a written rationale with resolutions, if appropriate, within 30 of days of receipt of the complaint.

**If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, he or she may file a complaint with the Private Career Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) within 1 year of program completion, dismissal or withdrawal.**



# Withdrawal Policy

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Senior Educational Administrator [syed@ciblonline.ca]. Refunds are calculated according to CIBL's Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

The Institute will issue refunds in accordance to The Private Career Training Institution Bylaws within 30 days.

# Dismissal Policy

Students may be dismissed from the Institute (with refunds issued in accordance to The Private Career Training Institution Bylaws within 30 days of the dismissal) by either violating the Institute **Code of Conduct** or by failing to meet reasonable Attendance standards.

If necessary, students should request clarification from the Senior Educational Administrator.

*"Student" means a person who is presently enrolled at CIBL*

**Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.**

## Procedure

1. All concerns relating to student misconduct shall be directed to the Senior Educational Administrator. Concerns may be brought by staff, students or the public.
2. The Senior Educational Administrator will contact the student (either by phone or email) 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 Administrator will meet (either in person or online ) with the student as soon as is reasonably possible.





3. Following the meeting with the student, the Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
5. The Senior Educational Administrator will contact the student and do one of the following:
  - (a) Determine that the concern(s) were unsubstantiated;
  - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
    - (i) Give the student a warning setting out the consequences of further misconduct;
    - (ii) Set a probationary period with appropriate conditions; or
    - (iii) Recommend that the student be dismissed from CIBL
6. The Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.
7. If the student is issued a warning or placed on probation, the Senior Educational Administrator and the student will both sign the written warning or probationary conditions and the student will be given a copy. The document will be placed in the student's file.
8. If the recommendation is to dismiss the student, the Lead Instructor of the institution will review the recommendation and accept or reject it. If the recommendation is accepted by the Lead Instructor, the Senior Educational Administrator will meet with the student to dismiss him/her from study at the institution. The Senior Educational Administrator will deliver to the student a letter of dismissal and a calculation of refund due, in accordance with the Tuition Refund policy. If the recommendation is rejected by the Lead Instructor, the entire staff of the Institute will follow steps 5 through 7, above in order to come to a final determination collectively.
9. If a refund is due to the student, CIBL will ensure that a refund is forwarded to the student within 30 days of the dismissal.
10. If the student owes tuition or other fees to the institution, CIBL may undertake the collection of the amount owing.



**Students can also be dismissed from the Institute for failing to meet Program Attendance Requirements as specified in the program outline.**

## **Procedure**

1. Progressive warnings are issued by the Instructor to the student via email.
2. In advance of the final warning, the program Instructor must flag the student for review by the Senior Educational Administrator.
3. The Senior Educational Administrator will attempt to contact the student.
4. If the student does not improve their attendance to meet Program Attendance Requirements, The Senior Educational Administrator will deliver to the student a letter of dismissal and a calculation of refund due, in accordance with the Tuition Refund policy.
5. If a refund is due to the student, CIBL will ensure that a refund is forwarded to the student within 30 days of the dismissal.

# **Academic Dishonesty**

**Plagiarism** occurs in two forms:

- when you use another person's exact words or ideas as if they were your own
- when you paraphrase another's ideas without identifying the source, thus implying that the ideas are your own. Cite all sources of both direct quotations and borrowed ideas and research.

**Cheating** is any form of academic dishonesty (including, but not limited to, seeking outside information during an examination, plagiarism, etc.) Any student who is found to be cheating or committing plagiarism will receive a **grade of zero** for the exam/assignment and must re-submit the assignment or re-write the examination. If a student is confused about what constitutes cheating or plagiarism, he/she must contact their teacher or the Senior Educational Administrator and support will be provided. Claiming lack of knowledge will not be taken into consideration as grounds for leniency.



# Website Usage Policy

This acceptable use policy sets out the terms between you and us under which you may access our website and online classroom – [www.ciblonline.ca](http://www.ciblonline.ca) and [www.moodle.ciblonline.ca](http://www.moodle.ciblonline.ca). This acceptable use policy applies to all users of, and visitors to, our site.

Your use of our site means that you accept, and agree to abide by, all the policies in this acceptable use policy, which supplement our terms of website use.

[www.ciblonline.ca](http://www.ciblonline.ca) and [www.moodle.ciblonline.ca](http://www.moodle.ciblonline.ca) are sites operated by Canadian Institute for Blended Learning (CIBL).

## Prohibited Uses

You may use our site only for lawful purposes. You may not use our site:

- In any way that breaches any applicable local, national or international law or regulations
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect
- To send, knowingly receive, upload, download, use or re-use any material which does not directly relate to course work
- To transmit, or procure the sending of, any unsolicited or unauthorized advertising or promotional material or any other form of similar solicitation (spam)
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware



# Minimum System Requirements

Students of CIBL are required to furnish all equipment associated with accessing online learning material. Minimum system requirements are as follows:

- PC: Pentium III 600 MHz processor or faster, 256 MB RAM or greater (512 MB recommended), Windows XP/Vista/Win7
- MAC: Intel x 86 based processor, 512 MB RAM or greater (1 GB recommended), Mac OS-X 10.5 (Leopard) or 10.6 (Snow Leopard)
- Word Processing Software (Microsoft Word recommended)
- PDF Reader (Adobe recommended)
- Speakers or headphones
- Ability to record audio and video and access Skype (either via a webcam or using a smart phone)
- Camera or smart phone to take digital photographs
- Reliable, unrestricted internet connection

All students using CIBL's online classroom should feel comfortable using the internet and email. If you are unsure of your ability to fulfill these requirements, ask for access to our sample course before proceeding with enrollment.

## Technical Assistance

Professional technical assistance is available to students. If you experience any difficulties accessing CIBL's online classroom, access it's features such as the Gradebook, find a broken link, et., please email [technical@ciblonline.ca](mailto:technical@ciblonline.ca).

To learn more about the Moodle Learning Management system please visit:

- Moodle FAQ: [https://docs.moodle.org/22/en/Student FAQ](https://docs.moodle.org/22/en/Student_FAQ)
- Moodle Student Tutorials: [https://docs.moodle.org/20/en/Student tutorials](https://docs.moodle.org/20/en/Student_tutorials)



# Privacy Policy

This policy is to ensure that all student records and information are handled according to the law as required by Personal Information Protection Act (PIPA) and Personal Information Protection and Electronic Documents Act (PIPEDA) and any other jurisdictional body.

## Student Records

- Personal, privileged and/or confidential information about students may only be collected, stored, used, disclosed and retained for the purposes identified by Canadian Institute for Blended Learning Ltd. as necessary, and only after such purpose has been disclosed to students prior to collection and their consent obtained.
- Staff must ensure that no personal, privileged and/or confidential student information is disclosed without the student's consent and then only if security procedures are satisfied.
- Student information is only to be accessed by staff with appropriate authorization and on an as needed basis.
- Student information that is the subject of a request by an individual or a Privacy Commissioner shall be retained as long as necessary to allow individuals to exhaust any recourse they may have under PIPEDA or PIPA.

Concerns or complaints related to privacy issues must be made, in writing, to the Senior Educational Administrator setting out the details of the concern or complaint. The Senior Educational Administrator shall investigate the matter forthwith and make a determination related to the resolution of the concern(s) or complaint(s).

CIBL retains the full student file for a period of three (3) years following the student's withdrawal, dismissal or graduation. After three years, the full student record is destroyed using a secure destruction method.

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

1. Students wishing to access the information in their student file must make the request in writing to the Admissions Department ([admissions@ciblonline.ca](mailto:admissions@ciblonline.ca))
2. The Admissions Department will contact the student to review the file and will provide copies of any document the student requests. There is a \$15.00 fee for this service in addition to postage

## 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. CIBL 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.



# Safety Policy

CIBL is committed to providing a safe environment for students, Instructors and employees. CIBL makes every effort to ensure all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to the nearest staff member

For concerns relating to the security of our web services, please contact our webmaster at [technical@ciblonline.ca](mailto:technical@ciblonline.ca). CIBL will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it. Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them.

## Injuries

Any injuries, accidents, or near-misses occurring on the property of CIBL must be reported immediately to any staff. The staff member will immediately notify the Senior Educational Administrator who will complete a Health and Safety report. In the event that a danger persists, the area will be closed and will be inaccessible for staff and students.

Within 24 hours, the Senior Educational Administrator and at least 1 other staff member will conduct a review of the cause(s) of the injury, accident or near-miss and immediately set in motion corrective actions suitable to avoid future concerns.

All reports, and evidence of corrective actions taken, are retained in the Institute's Health and Safety file. Copies of any incident reports are also retained in the appropriate staff or student file.



# Refund Policy

## *for approved programs*

*\* Please note our institute currently only offers programs via Distance Education. These programs do not contain a work experience component. Study permits are issued as per IRCC criteria. Distance Education programs do not meet IRCC criteria for study permits.*

Circumstances when Refund Payable	Amount of Refund
<b>Before program start date</b> , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% tuition and all <a href="#">related fees</a> , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>At least 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> <li>More than seven days after the student and institution signed the enrolment contract, and</li> <li>Less than 30 days before the later of:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance (international students)</li> <li>The program start date in the enrolment contract.</li> </ol> </li> </ul>	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.

<b>After program start date</b> , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.



<ul style="list-style-type: none"> <li>After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> <li>Student does not attend the first 30% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ul> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> <li>Student completed up to 30% of the program.</li> </ul>	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> <li>Student completed more than 30% but less than 50% of the program (based on evaluation provided to student).</li> </ul>	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>





Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

*Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).*



# Refund Policy

*for programs that do not require approval*

**Tuition fees (not including application fees) are fully refundable within 30 days of program start date, provided the student has not started the course or program.**

*Students must provide an official request for withdrawal via email to [admissions@ciblonline.ca](mailto:admissions@ciblonline.ca)*

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