



*Eternal Beauty*

# ***STUDENT HANDBOOK***

**FULL-TIME CLINICAL LASER TECHNICIAN PROGRAM**

**Effective February 2024**

**(replaces all previous versions)**

# Welcome

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*Welcome to Eternal Beauty Corp.! We are pleased you have chosen us to pursue your medical esthetics education.*

Eternal Beauty Corp. is a renowned training institute committed to our students' education and success. We offer a variety of options from beginner to advanced training. Eternal Beauty offers a fresh take on full-time cosmetology studies with the most current & innovative curriculum and modules that focus primarily on medical esthetics. Eternal Beauty also has a comprehensive basic esthetics component to complement your career in the world of beauty.

**Eternal Beauty was founded in 2013 by its President, Barbara McBean. The principles on which Eternal Beauty was formed ring true throughout all its campus locations across North America.**

Receive exceptional spa and salon training. With multiple locations currently open in North America and with new locations opening soon, Eternal Beauty also offers remote monthly classes in every city across North America. Eternal Beauty is not just another school; we are committed to bringing you the absolute best the industry has to offer. From our trained professional instructors to our stunning world-class learning centers, you will notice from the time you walk through our doors that Eternal Beauty does not feel like a school but rather a high-end clinical setting with a touch of glamour. Eternal Beauty was founded on the principles that beauty treatments in most cases are extremely intuitive and require a special set of artistic ability and an eye for the aesthetic and symmetry. Success in this field also requires a keen adherence to business and marketing as well as the ability to network, properly care for and manage clientele. Eternal Beauty has multiple programs that facilitate the careers and success of their students.

**BARBARA MCBEAN** REGINA OWNER•FOUNDER

*Eternal Beauty*

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# About This Handbook

This Handbook contains important information about the academic policies of Eternal Beauty as well as the services provided to you while you are a student at the College. It is an excellent source for information about what is expected of you while you are attending school and the steps that can be followed to ensure your success.

Every effort has been made to ensure the Handbook is accurate as of the date of publication. The Handbook is periodically reviewed and updated as necessary to reflect current academic and operational policies and procedures. Changes are effective when made.

*Please take time to read this Handbook and ensure that you sign the last page of this document and return a copy to campus administration.*



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# ADMISSIONS

## ADMISSIONS PROCESS

Admission to programs at Eternal Beauty Corp. requires applicants to follow a formal application procedure. The application and admissions process includes an interview with an admissions representative; possibly meeting with a financial administrator or financial planner, validation that the applicant meets the program admission requirements and the signing of a formal enrolment agreement.

At all times the Institute is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon the applicant's meeting the proscribed program admissions requirements. Admissions to programs must be approved by the President.

Students are required to provide all the required documentation to confirm the student meets the specific program admissions requirements, including proof of age, high school completion, etc.

Students are required to meet all requirements of our program, those students that do not have the educational requirements will be tested and must meet Eternal Beauty Corp's minimum ESL threshold as CLB6 and/or academic thresholds including minimum credentials and English language equivalency as required by the Minister of Advanced Education.

To demonstrate transparency, recruiting students who are best suited to succeed in a program, Eternal Beauty Corp. has incorporated the following admission practices into the interview process by:

- Inquiring why the student wishes to undertake the program.
- Inquiring whether the student has contacted the Saskatchewan Apprenticeship and Trade Certification Commission (if applicable)
  - Eternal Beauty Corp. will explain to the student why this is important to meet their learning objectives and related occupation.
  - Eternal Beauty Corp. will provide current labor market need for graduates of the program.
  - Eternal Beauty Corp. will provide student success and/or failure rates of the Program.

Eternal Beauty Corp. will discuss with the student the practicum placement process and how we determine both the practicum host, and the student practicum needs and requirements.

## ADMISSIONS REQUIREMENTS

To ensure students have the basic knowledge, skills, and abilities to be successful, each student must meet the established minimum admissions requirements for admission. To gain admission to any program the students must have a Grade 12 diploma, be a mature student and/or ELS as CBL6.

## STUDENT ENROLLMENT AGREEMENT

A written Enrolment Agreement conforming to regulatory requirements must be signed by the student and/or by a parent or guardian if the applicant is a minor, in the province of permanent residence. The student must receive a copy of the Enrolment Agreement with the Campus Director's signature once the student has been accepted into the program.

*It is our goal to ensure that students are well-informed about the school's program and the financial, academic, school and student responsibilities.*

## STUDENT ATTENDANCE

Attendance will be taken daily by the instructor and attendance records will be held at the school. Any student missing more than 10% of their allocated class time will meet with school administrators for a review of the student's personal situation. School administrators will work with the student to ensure that all class criteria are being met.

### How is attendance tracked:

Students sign-in & sign-out at reception every day and the instructor also records class attendance daily.

### How will the school address absenteeism and dismissals:

The monthly attendance sheets will be provided to the full-time administrator that does the government reporting for the school. Attendance is reviewed and tracked and if any student's absenteeism is getting close to and/or at or over the 10% rate, the full-time administrator will set up a meeting with the student to determine issues surrounding the absentee.

We will work with the student to determine the reason for the absence, then work with the student to try to rectify any issues such as (issues at home, transportation, illness or disability, sense of belonging, academic or social issues etc.). School administrators will work proactively with the student. If the student administrator is not able to rectify the absentee amount within a timely period, the student will be dismissed from the program and any possible tuition will be returned to the student at that time.

We will be timely in discontinuing any student that has shown attendance or academics, that they will not be successful in this program.

What are proactive measures for dealing with absenteeism (absenteeism is addressed as soon as it is identified).

- 1) The school will assist in a catch-up work program if the student is absent due to an extended illness (requires a doctor's note).
- 2) The school will cultivate a strong working relationship between the student and the teacher.
- 3) The school will provide extra support and/or study time to the student when they return to class.
- 4) We will work with the student to understand "WHY" they are not making it to their classes. And help provide them with positive workable solutions to the issues.
- 5) We will use positive reinforcement to improve student attendance.
- 6) We will be consistent in our attendance practices as this will ensure fairness and discipline, to minimize tardiness and absences.

### Prolonged Absences will be dealt with as listed below:

Pursuant to section 5-4 of the Regulations, if the student is absent from a program for 21 consecutive calendar days, the student is deemed to have discontinued the program. The school will provide written notice to the student that the operator, in accordance with subsection 5-4(2), will refund or retain the applicable proportion of the tuition fee for the course or program.

If the school is not able to work through the absentees, then the student will have to be withdrawn from the program.

**Leave of Absence**

In the event that the student requests a leave of absence for any reason including but not limited to (medical illness, family issues, etc.) and if the school establishes that the student is unable to complete or participate in a program, a leave of absence cannot be granted. However, the student must be discontinued from the program and provided with a refund in accordance with the regulations.

If the student's circumstances change such that the student can participate in the program, a new student enrolment contract must be completed between the school and student. The new enrolment contract must include the terms and conditions, including expectations for both the student and the school. Information provided in the contract about the program must follow the programs as the school has registered with the ministry.

# CHEATING & PLAGIARISM

**Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work.**

The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College.

**Cheating is an act of academic dishonesty.**

Plagiarism is the act of representing someone else's work as your own. Acts or behaviors, which constitute cheating, include, but are not limited to, the definitions listed below:

- Submitting the same work or part of the same work, for credit in two different courses without the prior agreement of the instructors involved;
- Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.).
- Presenting oneself as another student for a class, test, or exam;
- Unauthorized sharing of material (copying, or allowing others to copy) during text/exam
- Unauthorized communication with another student in a test or exam;
- Submitting another person's work as your own, or providing work for another person to submit as his/her own;
- Falsifying or misrepresenting academic records;
- Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor;
- Deliberately preventing, or attempting to prevent, the fair access by other students to all types of learning resources;
- The act of copying for the purpose of providing an advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain an advantage for you. The methods used could be visual, oral, notes, printed matter, or electronic means.)
- Plagiarism includes using another person's essential style and manner of expression.
- Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work and circuit design. . Students should give credit explicitly and clearly, as well as reference, to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first.



# CHEATING & PLAGIARISM

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Collaboration is the act of two or more students working jointly on any assignment when the Instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside of class hours, exercises, or reports. Collaboration also includes writing an assignment or paper for another student.

Theft or solicitation of another student's assignment or paper, grade books, non-administered tests or other academic work/material will result in immediate expulsion; and intentionally helping or attempting to help another student to commit any act of academic dishonesty.

Violations that threaten the academic integrity of the College may be subject to disciplinary action as described in the Disciplinary Process. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination;
- Award of a failure grade for the whole course;
- Academic Probation;
- Suspension;
- Expulsion

Student appeals can be made in writing, to the Student Complaint/Resolutions Policy.

# E-RESOURCES & MATERIALS 8

Students will be granted access to e-resources, which includes e-books and our online learning portals. Once the e-learning portal has been received by the student, the program will become non-refundable.

## **COLLEGE'S USE OF TECHNOLOGY POLICY**

Students' programs may include the use of hard copy or E-copy textbooks and learning guides, as needed. The College reserves the right to make changes to the adopted text or to the text edition or version used at any time. As with any material, errors may occur in textbooks and learning guides used by the College. The College makes every effort to identify errors and provide errata to students. In the event that errors are discovered in internally generated textbooks or learning guides, the College has a protocol for correction. If errors are discovered, the instructor should be advised.

# CAREER SERVICES

The Career Services program is available to students who graduate from their diploma program (up to 6 months). In order to be eligible for this assistance, students must have their Diploma program completed. The Employment Specialist does not find you a job and the College is barred by law from guaranteeing any student employment after completion.

The College may assist graduates in finding employment by:

1. Presenting Career and Employment Strategies;
2. Assisting with the preparation of personal marketing tools such as resumes, cover letters, and thank you letters;
3. Coaching in interview skills and self-directed employer contact;
4. Photocopying and printing of personal marketing tools subject to College policy;
5. Assisting with job readiness and job search activities.

# DROPPING A COURSE

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within that province.

Students wishing to withdraw from study must either meet with the Admissions Representative or Director and complete a Student Activity Form OR submit a letter of withdrawal delivered personally or by registered mail to the Campus Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent. In accordance with Student Loans and funding agency requirements, the student's absence will be reported as "withdrawn."

Students may be administratively withdrawn from the program for:

- Failure to submit required documents.
- Failure to participate according to the Attendance Policy.
- Failure to achieve a passing grade in all courses of their program.
- Cheating, falsification, and/or plagiarism.
- Gross misconduct and/or any form of harassment.
- Lack of positive progress.
- Failure to keep account current.

# DISPUTE RESOLUTION POLICY<sup>11</sup>

**Goals and Guiding Principles:** All students are required to have equal rights to voice questions and concerns on campus. All staff and administration are required to follow all human rights acts and regulations regarding ethical conduct. The classroom environment should be safe and secure and provide an open forum for all students to express themselves freely. All students are encouraged to have another person present during this entire process if they feel that they need support to deal with their issues.

Throughout the dispute resolution process, the student will be advised that they have the right to contact the Ministry of Advanced Education if they feel the need to involve Advanced Education to come to an acceptable resolution of any matters. The student has the right to contact the Ministry of Advanced Education to seek further resolution and our contact information. Ministry of Advanced Education phone number: 306-787-9723 and/or email: [pvsinquiry@gov.sk.ca](mailto:pvsinquiry@gov.sk.ca).

Eternal Beauty Corp. will maintain a record of all complaints received from any students along with the documented resolution. All records will be available to the minister upon request.

Our goal is to provide students the opportunity and ability to put forward their concerns in a fair and nonconfrontational setting with the sole purpose to come to a solution that works for all parties.

## **Resolution Timeframes:**

All written student complaints will be addressed immediately between the parties involved.

If resolution is not met within the first two (2) week period, it will be escalated as a stage 2 complaint.

If the stage 2 complaint is not resolved by the third (3rd) week it will be escalated to EBI Head office and a PVS representative.

This timeframe allows for enough time for all parties to review the complaint and provide feedback and propose possible solutions to the complaint/issue.

## **Student Complaint – dispute resolution Policy**

**In the case of a student concern these are the following steps:** The email will address the student concern, any other students and/or parties involved in the concern.

- 1) The student is to bring the formal concern to their course instructor.
- 2) In the case where the concern is about the instructor, the student is to bring their concern to their original admissions advisor.
- 3) The instructor or advisor is to sit down with the student and in a written email type out the concern.
  - The email will be sent from the student (cc-ing the instructor and/or advisor) to the 1<sup>st</sup> contact for student complaints.
  - The email will address the student concern, any other students and/or parties involved in the concern.
  - The email will outline workable solutions to the concerns.

- 4) The instructor or student advisor are to come to agreement or resolution with the student and both acknowledge this with both parties responding to the email for documentation purposes.
  - The email will be the means of open communication between all parties until the concern is resolved.
  - Once a resolution is met, all parties will acknowledge the resolution in a final email.
- 5) If the 1<sup>st</sup> stage for a resolution is not met within two (2) weeks, it will be escalated to the campus president as a 2<sup>nd</sup> stage complaint. All meetings and discussions will be documented by email and to cc all parties involved including the student for openness and clarification.
- 6) If the student can not find a satisfactory resolution with the school president as a 2<sup>nd</sup> stage within one (1) week, then the owner at head office in Calgary, AB will be included on the file as well as the PVS Regina representative.
- 7) The student will be encouraged to have a support person of their choice present during interactions with the school.
- 8) The school will document complaints through our below listed forms.
  - a. EBI Complaint
- 9) All previous documentation of concerns will be forwarded to both head office and to PVS representatives.

**PLEASE REFER TO THE CONTACT INFO DIRECTORY LISTED HEREIN**

**Eternal Beauty Regina Campus – Internal Student Complaint Process**

FULL TIME CLINICAL PROGRAMS – 1<sup>st</sup>. contact for student complaints

LARISSA KOWAL                      306-540-9210                      [larrisa@eternalbeautyinstitute.com](mailto:larrisa@eternalbeautyinstitute.com)

**ADMISSION ADVISORY ADMINISTRATION – 2<sup>nd</sup> contact as advisor**

MICHELLE DONISON    306-501-6605                      [michelle@@eternalbeautyinstitute.com](mailto:michelle@@eternalbeautyinstitute.com)

**Andrea Stevens – Head Office additional secondary contact if required.**

[andrea@eternalbeautyinstitute.com](mailto:andrea@eternalbeautyinstitute.com)

**ETERNAL BEAUTY HEAD OFFICE – LAST POINT OF CONTACT**

BARBARA MCBEAN    1-866-330-9490    EXT 101                      [Barbara@eternalbeautyinstitute.com](mailto:Barbara@eternalbeautyinstitute.com)

**PVS REPRESENTATIVE – LAST POINT OF CONTACT FOR THE FILE**



The College uses percentage to indicate academic performance. Students will be graded for each course/module, work experience, practicum, or preceptorship completed or attempted. Grading may be based on classroom performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise.

Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand the requirements for each course. Course outlines will describe the course assessment model and the grading criteria.

## **GRADE DISPUTES**

As such, a student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student will follow the EB Dispute Resolution Policy.

## **APPEALING ACADEMIC TERMINATION**

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation about how the circumstances have been remedied or changed. The Campus Director will review a student's appeal and determine whether the student's circumstance(s) and academic status warrant consideration for reinstatement or other determination. The Campus Director will report to the students by letter. The time necessary is dependent on the circumstance especially if it is of a complex nature. The outcome of this appeal process will be considered final.

## **RE-ENTRY AFTER ACADEMIC TERMINATION**

A student terminated for violating the policies must appeal in writing to the Campus Director for re-entry before the start of the term in which he/she wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies. There may also be additional requirements.

If the appeal is granted, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program. The student must successfully retake courses previously failed so that the recalculated GPA and successful completion percentage meets or exceeds the minimum requirements. Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated.

# PARTICIPATION

The College fosters an environment that closely resembles a Medical Clinic work setting. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

Students should be prepared to participate in the following ways:

- Attend all class hours scheduled for each course within the program of study.
- Complete all projects, homework, tests, quizzes, and exams as assigned and on time.
- Participate actively in classes, labs, and placements.
- Contribute to all discussions, debates, and question periods.
- Be punctual and remain in class for the full scheduled class time.
- Be pro-active and responsible for their success and to seek help when it is required (i.e., academic, financial, budgeting, guidance, etc.).
- Demonstrate a commitment to their studies.
- Progress at a satisfactory rate throughout the program



# STUDENT RECORDS

Student records are maintained and stored on campus. Besides “hard” paper copies, the College retains electronic information containing student enrolment and account information. Student records must include the Enrolment Agreement, enrolment application, the students’ transcripts, and financial records including payment records, student loan documents and any refund, student dispute, and/or dismissal information.

Full student records are retained for seven (7) years. After 7 years, these records are reduced to include only the Enrolment Agreement, transcript, and a copy of the Diploma/Certificate if issued and retained for a period of 55 years. Only authorized individuals have access to the files in each department on a “need-to-know” basis. Colleges apply and comply with privacy policies and student record management, use, and retention policies that are consistent with the applicable provincial and federal protection of privacy legislation as well as registration and/or accreditation obligations. These policies apply to the collection, storage, and disclosure of students’ private information, as well as to ongoing business and operational record keeping and analytics.

Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

## OFFICIAL TRANSCRIPTS

Students will receive one official copy of their Diploma or Certificate upon graduation mailed to their home address or have ready for pick up. This official copy is free to the student.

Additional copies of official College Diplomas or Certificates will be provided upon request at a cost of \$25 per transcript. Diplomas and Certificates required for admission to other institutions will be sent directly to the admitting institution at a cost of \$25 per transcript. International Diplomas & Certificates will be sent via courier. The student is responsible for courier charges.

# HOURS OF OPERATION

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## REGULAR OPERATING HOURS

MONDAY 8:30am to 5:00pm

TUESDAY 8:30am to 5:00pm

WEDNESDAY 8:30am to 5:00pm

THURSDAY 8:30am to 5:00pm

FRIDAY 8:30am to 5:00pm

Except where otherwise indicated, classes generally run from 8:30 A.M to 5:00 P.M (with a ½ hr. lunch break) each class day regardless of what percentage of the class is in attendance. Students arriving late should not be admitted to class and must meet with the Instructor or Admissions Director to obtain permission.

Under no circumstances should a class be ended prior to its official ending time. We are required by Regulators to provide all the instructional hours indicated in a course or program outline.

# FOOD & BEVERAGE

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Students shall not take food and beverages into the classroom or learning areas. Only approved containers will be permitted in these areas.

Computer keyboards and medical equipment are extremely sensitive to moisture. Only use dedicated lunchrooms and area locations throughout the Spa/School.

Please note that change is not available through the administrative offices.

## **PARKING**

The College does not provide student parking. Students are responsible for making their own arrangements for transportation and parking for classes and practicum.

## **PERSONAL APPEARANCE**

As a College, we expect students to behave and dress as they would in a professional work environment, following accepted norms of appropriateness. We encourage all students to wear black attire or black scrubs. During theory days (non-practical) students are encouraged to dress fashionably professional.

## **SECURITY**

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:

- Never give out your password or other personal information;
- Never leave a "logged in" computer unattended;
- Always keep personal belongings with you;
- Report any suspicious or unsafe activity to a staff member;
- During an emergency, follow the instructions of a staff member.

## **SMOKING**

Smoking is prohibited in all buildings. This includes e-cigarettes. Please ensure the grounds outside the Campus are kept neat and tidy. As per the city of Regina by-law, smokers need to congregate within 10 meters of the building. Please DO NOT discard cigarette butts on the ground.

# STATUTORY HOLIDAYS

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Please be aware that some statutory holidays fall on weekends, which means that the following working day is taken as the holiday.

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Saskatchewan Day

Labor Day

Thanksgiving Day

Remembrance Day

Christmas Eve Day (Dec. 24<sup>th</sup>.)

Christmas Day

Boxing Day (Dec. 26<sup>th</sup>.)

# DISCIPLINARY

One or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

- **WARNING** – a verbal notice & write up to the student, that the student is violating or has violated the College regulations.
- **PROBATION** – a written reprimand for violation of a specific policy or an action with conditions set for continued enrollment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
- **SUSPENSION** – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.
- **COLLEGE OR CAMPUS EXPULSION** – Termination of the enrollment and expulsion from the campus or from any campus within the College.

This list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate. Other than expulsion, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions.

During a suspension, a student shall be denied access to all areas of the College premises and any campus that falls under the College's jurisdiction. Due to the size of the organization and diversity of individuals operating near one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

It is understood that a student has an obligation to bring concerns or complaints about their program promptly. The College does not want minor problems to develop into major issues. This is to provide the student and the College with the best opportunity to address, respond, and if necessary, re-mediate the issue as soon as possible. In general, if a student has any problems or concerns during their training period, the College encourages students to discuss them promptly with the staff member directly involved. Should the concern require further investigation and involvement, the staff members will arrange a meeting with the appropriate personnel, up to and including, the Campus Director.

A complaint must be filed with the Student Relations Office within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. Anonymous complaints will not be accepted.

# STUDENT EXPECTATIONS

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Eternal Beauty Corp. recognizes that each course has a minimum of in-class practicum/theory hours and must be completed for the student to achieve success and confidence in the safe and effective techniques of your given certification.

Students are advised to arrive on time for class. If a student will be absent from a class, they must contact our Senior Training Coordinator prior to the time they are scheduled to begin class. The student will have to make up the missed day at a future class before they can apply for certification.

# DISCRIMINATION

The College is committed to providing a positive learning environment where the individual differences of all students and staff are both valued and respected. The College neither condones nor tolerates any discrimination or harassing behavior that undermines the dignity, self-esteem, and productivity of any student or staff member.

The College considers harassment and/or discrimination by any student or staff member to be a serious breach of human rights, which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

## DISCRIMINATION AND INTIMIDATION

Discrimination and intimidation as it applies to the College is defined as refusing to participate in classroom and/or other activities because of the race, color, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction of any person.

## HARASSMENT

Harassment for the purposes of this policy is defined as any unwelcome remarks, behaviors or communications based on race, color, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction which causes offence or humiliation to any person.

## SEXUAL HARASSMENT

Sexual harassment is unwelcome sexually oriented conduct which may be verbal, physical or by innuendo.

## PERSONAL HARASSMENT

Personal harassment is defined as unwelcome remarks, behaviors or communications directed toward an individual or group of individuals which misuses authority or abuses the power one individual or a group of individuals has over another individual or group of individuals and has the effect or purpose of seriously abusing, threatening, demeaning, or intimidating the individual or group of individuals.

## UNWELCOME CONDUCT

Harassment and/or discrimination is unwelcome conduct where:

- Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment; or
- Submission or rejection of such conduct is used as a basis for educational decisions; or
- Such conduct has the purpose or effect of interfering with educational performance; or
- Such conduct creates an intimidating, hostile or offending educational environment.



# HEALTH & SAFETY

The College is committed to creating a healthy and safe environment. All students, employees and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents, or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process, or procedure at once to an instructor, supervisor, and Campus Director.

# PRIVACY

Students have a right to have their confidential information protected. All staff shall take steps to protect the privacy of students' personal information that may be provided to colleges during our business. It is everyone's responsibility to ensure the confidentiality and security for students' personal information under our custody and control. This commitment applies to current, past, and prospective students.

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of software. Such resources and tools are made available to students in support of their training objectives and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send, receive or display. The facilities may not be used in any manner to create, send, or display material, which contravenes the College's policies and/or any federal or provincial statute governing the use of information technology. Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on College property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the Instructor and/or Campus Director.

Inappropriate use of information technology includes, but is not limited to the following:

- Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems;
- Deliberate interference with the processing of a system or deliberate vandalism of the equipment and software;
- Use of College facilities and resources for commercial or non-academic related purposes;
- Propagation of hate literature;
- Harassment, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic materials from the Internet and/or personal media);
- Theft of resources;
- Use the Internet to slander or disparage the College or their instructors or classmates.
- Malicious or unethical use, and
- Use that violates provincial or federal laws.

After-class use of classroom facilities and equipment is at the discretion of the College. The student will be responsible for both the hardware and software in their possession during this period.

The College reserves the right to inspect at any time the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules.

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

## STUDENT CONDUCT POLICY

The College recognizes its students are responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

## ELEMENTS/VIOLATIONS

Violations that threaten the health, safety or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviors that violate the Student Code of Conduct include, but are not limited to:

- 1. Persistent or gross acts of willful disobedience or defiance toward college personnel;
- 2. Assault, battery, or any other form of physical abuse of a student or college employee;
- 3. Fighting;
- 4. Verbal abuse of a student or college employee;
- 5. Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees;
- 6. Any conduct that threatens the health or safety of one's own self or another individual. Threats to commit self-harm and/ or actual incidents of self-harm by any student are a violation of this code;
- 7. Harassment by any means of any individual, including coercion and personal abuse. Harassment includes but is not limited to, written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person;
- 8. Any form of unwanted sexual attention or unwanted sexual contact;

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- 9. Violations by guest of a student on college property. Students are responsible for the actions of their guests;
- 10. Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty, or staff member;
- 11. Interference with the normal operations of the college (i.e., disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities);
- 12. Use of cell phones and pagers during scheduled classroom times;
- 13. Unauthorized entry into, or use of, college facilities;
- 14. Forgery, falsification, alteration or misuse of college documents, records, or identification;
- 15. Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials;
- 16. Disorderly, lewd, indecent, or obscene conduct. This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent, or obscene as determined by college officials;
- 17. Extortion;
- 18. Violation of college safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats;
- 19. Breach of peace on college property or at any college sponsored or supervised program;
- 20. Use, sale, possession, or distribution of illegal or controlled substances, drug, or drug paraphernalia on college property, or at any function sponsored or supervised by the college. Being under the influence of illegal or controlled substances on college property, or at any college function is also prohibited;
- 21. Use, sale, possession, or distribution of alcoholic beverages on college property or at any function sponsored or supervised by the college. Being under the influence of alcohol on college property or at any college function is also prohibited;
- 22. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions;
- 23. Smoking in classrooms or other college buildings or areas unless designated as a smoking area;
- 24. Failure to satisfy college financial obligations;
- 25. Failure to comply with direction of college officials, faculty, staff, or security officers who are acting in the performance of their duties;

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- 26. Failure to identify oneself when on college property or at a college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties;
- 28. Any form of "hazing" and any act that endangers the safety of a student, or that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization. "Hazing" includes any method of initiation or pre-initiation into a student club, or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending the college;
- 29. Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation;
- 30. Any violation of the institutions' policies on the responsible use of technology including but not limited to:
  - a. The theft or abuse of computer, email, Internet, or Intranet resources
  - b. Unauthorized entry into a file, to use, read, or change the contents, of for any other purpose
  - c. Unauthorized transfer of a file
  - d. Unauthorized downloading of copyrighted materials in violation of law
  - e. Unauthorized use of another individual's identification and/or password
  - f. Use of computing facilities to interfere with the work of another student, faculty member, or college official
  - g. Use of computing facilities to send obscene or abusive messages
  - h. Use of computing facilities to interfere with normal operation of the college's computing system
- 31. Abuse of the College's disciplinary system, including but not limited to:
  - a. Failure to obey the summons of a disciplinary body or college official
  - b. Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
  - c. Disruption or interference with the orderly conduct of a disciplinary proceeding
  - d. Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the disciplinary proceeding
  - e. Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding

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- f. Failure to comply with the sanction(s) imposed under the student conduct policy
- g. Influencing or attempting to influence another person to commit an abuse of the disciplinary system
- 32. Harassment based on sex, race, color, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law;
- 33. Conduct disruptive to the positive learning environment at any of the colleges that fall under the College.
- 34. Acts of dishonesty, including but not limited to:
  - a. Giving false information to any official, Instructor, or staff member.
  - b. Forgery, alteration, or misuse of any College document, record, or instrument of identification.
  - c. Computer piracies—copying software, copyright infringement, and unauthorized computer entry.
  - d. Signing in to someone's account or gaining access to networks data or information to which you do not have explicit permission.
- 35. Disruption of teaching, administration, disciplinary proceedings, and other College activities.
- 36. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person.
- 37. Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone.
- 38. Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property.
- 39. Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property.
- 40. Violation of federal, provincial, or local law on College property or College-sponsored activity.
- 41. Use, possession, or distribution of controlled substances (e.g., drugs and alcohol), except as permitted by law. Students in violation of federal, provincial, or other local regulations may face both criminal prosecution and disciplinary sanction.
- 42. Illegal or unauthorized possession of any weapon(s) on College premises or College sponsored activities.

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- 43. Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct.
- 44. Aiding, encouraging, or inducing another to commit a violation of the Student Code of Conduct.
- 45. The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities.

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

## CONSEQUENCES OF MISCONDUCT

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

- 1. Warning – a verbal notice and write up to the student that the student is violating or has violated the College regulations.
- 2. Loss of Privileges – denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time.
- 3. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
- 4. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission will be specified.
- 5. College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges.

The above list is not meant to be progressive or exhaustive and the College reserves the right to impose the sanction it deems appropriate.



## GENERAL INFORMATION

Provincial governments in Canada provide financial assistance to students in the form of provincial student loans or a combination of Canada Student Loans, provincial student loans, and possibly grant funding. The amount and type of assistance awarded is based on need as assessed by the provincial authority. Students must qualify in order to be eligible for funding.

Applications for Student Loans are available from the Student Financial Planner (SFP) at each campus. The SFP at the campus can assist with review for accuracy and completeness before the application is submitted to the Funding Agency. If financial assistance is awarded, the amounts disbursed to the College on the student's behalf are applied to the student's outstanding balance as set forth in the Student's Payment Plan.

The College expects students to pay their tuition according to arrangements made with the SFP prior to registration. Students are financially responsible for all charges incurred after the Enrollment Contract has been signed. All fees are payable as specified in the student's payment plan.

## TUITION FEES AND PAYMENT

All fees related to a program of study are given to the Student during the admission process. Students are responsible for repaying their loan(s) and complying with the terms of their enrollment contract and student loan agreement with student loan authorities. If a student withdraws from studies or ceases to be a full-time student, the student could be in an over award situation with the student loan program. Students are required to speak to the Financial Administrator/Planner and/or student loan authorities in the case of withdrawal, dismissal, changing their course load or undertaking any other major change in course of study.

In the event a student does withdraw or is dismissed from a program the College is required to report this to the appropriate student assistance office and is required to refund tuition fees in accordance with the stated refund policy. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.

All tuition and other fees must be paid in full prior to the academic end date specified on the Enrollment Contract. Students who do not pay fees as agreed or do not make satisfactory arrangement to pay tuition and other charges will be suspended or dismissed from the College.

## TAX RECEIPTS

Tuition receipts for income tax purposes (T2202A) will be available in February of each year. These receipts will show only the lesser of the portion of tuition used or the tuition payments made in the previous calendar year.

## REFUND POLICY

In accordance with s. 5-4 of the Regulations, tuition refunds are calculated according to the following criteria:

- school has provided 20 per cent or less of instructional hours – school may retain 25 per cent of tuition fee payable.
- school has provided more than 20 per cent but 50 per cent or less of instructional hours – school may retain 60 per cent of tuition fee payable.
- school has provided more than 50 per cent of instructional hours – school may retain 100 per cent of tuition fee payable.

Fees for textbooks, materials, kit, equipment, and other items are calculated separately and refunded to the student if they have paid for but did not receive the items.

*I have received a copy of the Student Handbook.*

**ACKNOWLEDGEMENT AND AGREEMENT**

I acknowledge that I have received and reviewed my student handbook, which contains essential information on the College's policies and procedures. For good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), I understand and agree that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.

STUDENT NAME

STUDENT NUMBER

STUDENT SIGNATURE

DATE OF SIGNATURE

RETURN THIS SIGNED COPY TO THE CAMPUS DIRECTOR.

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Received by the Campus Director on behalf of the College.

CAMPUS DIRECTOR SIGNATURE

DATE OF SIGNATURE

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## EMERGENCY CONTACT & MEDICAL INFORMATION

STUDENT NAME

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Please fill in the information below. All information is retained in confidence in your file. If any of the information should change during your course of studies, please be sure to inform Student Services.

### EMERGENCY CONTACT

CONTACT NAME

CONTACT PHONE

RELATIONSHIP

### EMERGENCY CONTACT

CONTACT NAME

CONTACT PHONE

RELATIONSHIP

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Do you have any illnesses or medical conditions?  **YES**  **NO**

Please specify: \_\_\_\_\_

Are you currently taking any medications?  **YES**  **NO**

Please specify: \_\_\_\_\_