



# OPERATION POLICIES

*Welcome to the Vancouver Hairdressing Academy and congratulations on beginning an exciting new career. Please take some time to review these policies and procedures.*

## **MISSION STATEMENT**

*To provide our students with the most intensive professional hairdressing training possible, focusing on the technical, behavioral and service skills that will ensure our graduates are truly prepared to enter into any professional salon environment and have a prosperous, rewarding career in hairdressing.*

## **Dispute Resolution Policy:**

Vancouver Hairdressing Academy provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Vancouver Hairdressing Academy students who are currently enrolled or were enrolled 45 days prior to the submitting their concern to the Senior Educational Administrator.

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

## **Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Academy Coordinator and/or Instructor on duty.
2. The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Vancouver Hairdressing Academy personnel.



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4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Senior Educational Administrator will do one of the following within 10 days of receiving the student's written concerns:
  - a. Determine that the student's concerns are not substantiated; or
  - b. Determine that the student's concerns are substantiated in whole or in part;
  - c. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

5. If it has been determined that the Student's concerns are substantiated in whole or in part the Senior Educational Administrator shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the Head Instructor, the student must advise the Head Instructor within 48 hours of being informed of the determination. The Head Instructor will immediately refer the matter to the Owner of the Institution. The Owner of the institution will review the matter and meet with the student within 5 school days.
7. The Owner of the institution shall either confirm or vary the determination of the Head Instructor. At this point the School's Dispute Resolution Process will be considered exhausted.
8. If the issue is of a serious nature the Owner of the School may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.
9. The student may be represented by an agent or lawyer if needed.

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

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.



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4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Educational Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.

### **Student Attendance Policy:**

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

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

Absences for medical or emergency reasons are considered "excused" absences if the student provides documentary evidence of the reason for the absence such as a doctor's note. This note must be produced by the student at the next class attended in order for the absence to be accepted as "excused."

A student will only be allowed 3 "excused" absences before the student will have to complete an extra day of instruction for each day missed after those 3 "excused" days to make up the lost hours. Each additional day costs \$200.

Absences that are not "excused" are subject to the following:

- Students who are absent for 2 scheduled classes will receive an attendance warning letter.
- Students who are absent for more than 2 scheduled classes will be placed on probation and have to complete an extra day of instruction for each day missed to make up the lost hours. Each additional day costs \$200.
- Students who are absent for 4 scheduled classes will be dismissed from study.
- Students who are absent for 3 consecutive scheduled school days without contacting the school will be dismissed from study.

Students having difficulty meeting these attendance requirements should contact the Head Instructor.

1. The Head Instructor Administrator prepares a class list for each instructor on Friday afternoons. These lists are distributed for use during the following school week.
2. Instructors take attendance at the beginning of each class noting students who are absent.



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3. Completed weekly attendance sheets are returned to the Senior Educational Administrator on Friday afternoon. The Head Instructor enters each student's attendance in the student's personal attendance record. The completed weekly attendance sheets are filed in the Attendance Binder.
4. While entering attendance, the Head Instructor reviews the overall attendance for the students that are of concern with respect to attendance.
5. The Head Instructor issues an attendance warning letter to any student who has been absent for 2 scheduled classes.
6. The Head Instructor meets with students who have been absent for 3 scheduled classes and places the student on probation and explains the necessity to complete the absent hours in order to graduate.
7. The Head Instructor meets with student who have been absent for 4 of scheduled classes and dismisses him/her from study.
8. The Head Instructor sends a dismissal letter via Canada Post to any student who has been absent for 3 consecutive scheduled school days without contacting the school.

### **Punctuality:**

Students are expected to be on time. Tardiness is defined as signing in at least 5 minutes past scheduled starting time. Students should also notify the VHA when they know they may be late.

If a student is determined to be tardy more than 3 times, the student will be issued a written warning outlining the consequences of any subsequent tardiness, which will be to mark the student as absent and not admit the student in to the VHA on the day of the latest infraction. This will count as an "unexcused absence" and if a student is tardy a 5<sup>th</sup> time and each subsequent time, they will also be sent home, again, counting as unexcused absences.

At this point, the repercussions related to Student Attendance Policy regarding absenteeism will be applied.

### **Admission Policy:**

VHA is committed to enrolling students who meet all of our program admission criteria and who are likely to succeed in meeting their education and career goals.

### **Procedure:**

1. The institution's receptionist refers all inquiries to the admission representative.
2. The admission representative meets with the prospective student to discuss the program.
3. Once the student has decided on registration, the admission representative reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.



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4. The admission representative obtains evidence (e.g. transcript, proof of age, etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file. **The admission criteria cannot be waived by either the school or the applicant.**
5. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative prepare a Student Enrolment Contract and meets with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the prospective student wishes to sign the contract, the admission representative arranges for the prospective student to meet with the Academy Coordinator.
6. The Academy Coordinator meets with the prospective student to discuss his/her educational goals and commitment to completing the program of study. Financial arrangements for payment of tuition and other fees is also discussed.
7. If the Academy Coordinator and the prospective student agree on a financial arrangement, they sign the contract and the school owner delivers a copy of the signed contract, along with a copy of all student policies to the student.

### Dismissal Policy:

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

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

The Code of Conduct students are expected to follow includes:

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

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

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.



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Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Senior Educational Administrator to process in accordance with this Policy.

### 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 arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Senior Educational Administrator will meet with the student as soon as practicable.
- 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 meet with the student and do one of the following:
  - (a) Determine that the concern(s) were not substantiated;
  - (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 the Institution.
- 6) The Head Instructor will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
- 7) If the student is issued a warning or placed on probation, the Head Instructor and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- 8) If the recommendation is to dismiss the student, the Owner of the school will meet with the student to dismiss him/her from study at the school. The Owner of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the school.

- 9) If a refund is due to the student, the head of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10) If the student owes tuition or other fees to the school, the head of the school will undertake the collection of the amount owing.

## Sexual Misconduct Policy:

The Vancouver Hairdressing Academy is committed to the prevention of and appropriate response to sexual misconduct.

1. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour 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.
2. 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.
3. A student making a **Complaint** will be provided with resolution options and will not be required or pressured to make a **Report**.
4. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
  - The student will speak to whichever staff member they feel most comfortable speaking with regarding the misconduct. With the student's permission, this institution employee will inform the academy director, either Michael Levine or Elisabeth Abreu
5. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
  - Michael Levine or Elisabeth Abreu will contact the student within 24 hours to find out exactly what the student experienced and to discuss a course of action and whether the student would like to make a report.
6. The process for making a **Report** of sexual misconduct involving a student is as follows:
  - If the student chooses to make a formal report, Michael Levine or Elisabeth Abreu will sit with the student to write out what happened before, during and after the incident, and have the student approve and sign the report.
7. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
  - The VHA will review the Report within 24 hours and confirm next steps in writing.
8. 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.
9. 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.

10. 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.

### **Privacy Policy:**

VHA collects students' personal information for the following reasons:

- To maintain student records as required by PCTIA.
- To maintain student records as required by SABC (accredited schools.)
- To keep students/graduates informed of activities of the school.
- To issue T2202As in accordance with Canada Revenue Agency

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

For all full career training programs:

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

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

### **Procedure for maintaining student files:**

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



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

1. Students wishing to access the information in the student file must make the request in writing.
2. The Academy Coordinator will meet with the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$25 per page for the documents copied for him/her.

### **Procedure for authorizing release of information:**

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

### **Tuition and Fee Refund Policy:**

- 1) A student may be entitled to a refund of tuition fees in the event that:
  - (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
  - (b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.



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- 6) Refund policy for students:
- (a) Refunds before the program of study begins:
1. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
  2. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
  3. Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
- 7) Refunds after the program of study starts:
- (a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
- (b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
- (c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
- 8) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- 9) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- 10) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
- (a) The student must return the equipment unopened or as issued within 14 calendar days; and
- (b) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
- 11) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.



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Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

**\*If the student received any tuition discount for any reason, the discount will be rescinded if the student withdraws or is dismissed within 30% of the period of instruction. The full tuition must be paid before the tuition refund will be issued.** *ie. If the student paid \$8200 in tuition and full tuition is \$9000, an additional \$800 will be owed to the institution before a refund is issued. The money owed to the institution will be deducted from the refund owed to the student.*

## WITHDRAWAL POLICY

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Academy Coordinator. Refunds are calculated according to Vancouver Hairdressing Academy’s Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund under PCTIA Bylaw 38.3, if a copy of the denial letter is provided to The Vancouver Hairdressing Academy prior to the program start date.

## ENGLISH LANGUAGE PROFICIENCY POLICY

Instruction at The Vancouver Hairdressing Academy is conducted in English. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student. The following are accepted:

### For Hairdressing:

- Test of English as a Foreign Language (TOEFL) with a minimum score of 18 ,
- Test of English for International Communication (TOEIC) with a minimum score of 600
- Canadian Academic English Language Assessment Test (CAEL) with a minimum score of 30



I, \_\_\_\_\_ have read and understand the policies of the Vancouver Hairdressing Academy and agree to uphold all the rules and regulations set forth by the VHA.

I understand that in order for me as a student of the VHA to get the most out of the education and program I have enrolled in, the policies must be followed.

I will do my best to be a good student and follow these operational guidelines, and I accept that there may be repercussions incurred by me for infractions of the rules at the VHA.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date