



Student Academic Policies

STUDENT CODE OF CONDUCT

The Student will respect the rights of other students and the staff members, including and especially these persons' rights to freedom of thought and expression. The Student will behave lawfully and will take due care of the school facilities. Any violation of the aforesaid by the Student such as discrimination, willful destruction or theft of school property, harassment, policy violation, and other forms of unlawful behavior will not be tolerated and will be cause for dismissal.

POLICY DESCRIPTIONS

Attendance:

Attendance will be taken by your teacher everyday. Students who miss more than 20% of their classes in one cycle without notifying the school, will not receive a certificate or academic credit for that month. Continuing students will not go to the next level and will be required to repeat the cycle. Students who are absent due to illness for more than two days must provide a doctors note. Please notify the school if you are going to be away.

English Only:

If you are caught speaking a language other than English, you will be given a yellow 'violation' card to sign. This card will be put into your student file and you will receive a series of warnings and suspensions from school which may affect your program completion or lead to expulsion from the school. This policy includes talking on the cell phone, as well. If you must take a call, please step into an empty classroom or outside.

Punctuality:

Lateness disrupts the flow and atmosphere of classes. All classes start on time: 9:00am, 1:00pm, and 3:15pm. Anyone arriving late will not be allowed to class until the next scheduled break time. This includes lateness after coffee breaks, as well. Each late will count as a ½ absence to your attendance score. If your lateness was unavoidable (something not your fault) please come to the office before going to class.

Vacation:

One week of vacation is available after 3 months of study (2 weeks after 6 months), provided the student's visa permits the extra study time. Approved vacation week(s) will be added to the end of the program to extend the length of study. Students must notify the office in writing 2 weeks in advance.

Cell Phones:

Cell phones should be turned off or on vibrate during class time. Please do not disrupt class by answering the phone. If it is necessary to answer, please excuse yourself and answer in the hallway. Remember that English Only applies to cell phone conversations, as well.

***Breaking these policies may result in suspension or expulsion from Archer College.
Please ask for clarification if you do not understand.***



Dispute Resolution

Student Dismissal:

A student at Archer College may be dismissed from the school if he/she behaves in a way that is in violation of the Code of Conduct as stated above. In all cases, a decision to dismiss a student from his/her studies will be decided by a panel consisting of the Director of Operations, the Director of Studies, and the Vice President of Implementation. The student being dismissed will have the opportunity to present his or her case in full before a decision is made. The Archer College Refund Policy will apply to any student dismissals.

Dispute Resolution:

At Archer College we make every effort to provide a learning environment that is mutually agreeable and satisfactory for students, teachers and administration. Should a problem arise we expect that the persons involved try to resolve their problems through discussion between themselves. If this is unsatisfactory a student may do the following:

Step 1: Discuss with the Director of Studies his/her concerns regarding:

- (a) a teacher
- (b) a course or program
- (c) refunds or fees
- (d) other significant matters related to the educational program

The Director of Studies will do the following:

- (a) review the complaint with the student and other persons concerned
- (b) attempt to resolve the situation verbally to the satisfaction of all parties involved

Step 2: If the dispute is still not satisfactorily resolved the student may appeal in writing to the Director.

The Director will do the following:

- (a) review the complaint with the student and other persons concerned
- (b) reply in writing within two weeks of receiving the complaint



Refund Policy

The Archer College Language Programs refund policy for international students is based on the policy of The Private Career Training Institutions Agency (PCTIA) of the province of British Columbia. The following is a summary of the policy for guidance only. The full refund policy may be obtained from the college or from <http://www.pctia.bc.ca>.

Written notice must be provided by a student when the student withdraws or by the college where a student is dismissed. The refund is calculated on the tuition fees only.

a) Student Authorization Related Withdrawals

The college may keep the lesser of 25% of the fees or \$200 for students who are denied Study Permit authorization from Immigration Canada. Students must provide a written request for a refund along with a copy of the denial letter, before the program start date, otherwise the following refund policy will apply:

b) Refunds **before the program starts:**

- (i) If written notice is received by the college less than 7 calendar days after the contract is made and before the program starts, the institution may keep the lesser of 25% of the fees or \$400.
- (ii) If written notice is received by the college 30 calendar days or more before the start of the program, the college may keep 25% of the fees.
- (iii) If written notice is received by the college less than 30 calendar days before the start of the program, the college may keep 40% of the fees.

c) Refunds **after the program starts:**

- (i) If written notice is received within 10% of the program, the college may keep 50% of the fees.
- (ii) If written notice is received after 10% and before 30% of the program's duration, the college may keep 70% of the fees.
- (iii) If a student leaves after 30% of the program, no refund is required.

Time of notice	Within 7 days of registering	30 days before class	< 30 days before class	Within 10% of program	10% - 30% of program	After 30% of the program
Refund to student	75% or \$400	75%	60%	50%	30%	0%

d) Reporting International Student Withdrawals

When a student with a Study Permit either withdraws from or is dismissed by the college, the college is required to notify Immigration Canada within 14 calendar days and a copy of that notification is to be kept in the student file.

e) Schedule of repayments

Refunds owing to students must be paid within 30 calendar days of receiving written notification and all required supporting documentation.