

Body Intelligence

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Greetings Potential Student or Student of BI

We want to welcome you to the Training and ask you to carefully read the policies of the school prior to signing your Student Contract.

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A. Body Intelligence (BI)

Admissions Policy	Implemented:Date:September '15
	Implementation Date
Senior Education Administrator, Admin. Assistant, and Instructor of BCST Course	

Policy:

Bi is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

Procedure:

1. 1. The Institution's Admin Assistants refer all inquiries to the SEA or the Instructor.
2. 2. The SEA, the Admin. Assistants or the Instructor meets with the prospective student (in person, on the phone or Skype) to discuss the program of interest.
3. 3. Once the student has decided on a program of study, the SEA, her Admin. Assistants or the Instructor reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
4. 4. The SEA/Admin Assistant/Instructor 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. 5. After receiving evidence that the prospective student meets all of the admission criteria, the SEA/Admin Assistant/Instructor prepares a Student Enrolment Contract and meets with the prospective student (in person, on the telephone or Skype) 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 Admin Assistant or Instructor arranges for the prospective student to meet with the Senior Education Administrator or Instructor if this has not occurred (on the phone or Skype) .

6. 6. The Senior Education Administrator or Instructor 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 are also discussed. (meeting can be in person, phone or Skype).
7. 7. If the Senior Education Administrator, Instructor 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 as follows:
 - a. a. Dispute Resolution/Grade Appeal Policy
 - b. b. Dismissal Policy
 - c. c. Admissions Policy
 - d. d. Attendance Policy
 - e. e. Program Outline
 - f. f. Work Experience Policy is not applicable
 - g. g. Tuition and Fee Refund Policy
 - h. h. Withdrawal Policy
 - i. i. Credit Transfer Policy is not applicable

Body Intelligence (BI)	
Dismissal Policy and Student Code of Conduct	Implemented September '16
Position(s) Responsible for Administering this Policy	SEA and Instructors

Policy:

BI 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. If needed, students should request clarification from the Instructor 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

Expectations for Students:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Treat school property with respect.
- Complete all assignments and examinations on the scheduled completion

dates.

☒ Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

☒ The institution forbids; disruptive or offensive classroom behavior; bringing weapons of any kind (i.e. knives, guns) to school; bringing any alcohol or any prohibited mood altering substances to the institution; making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation and any other conduct which is determined to be detrimental or damaging to 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.

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 SEA and Instructor to process in accordance with this Policy.

Procedure:

- 1) All concerns relating to student misconduct shall be directed to the SEA and the Instructor. Concerns may be brought by staff, students or the public.
- 2) The Instructor 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 Instructor and the SEA (in person or on telephone or Skype) will meet with the student as soon as possible.
- 3) Following the meeting with the student, the SEA or Instructor 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 SEA or Instructor will meet with the student and do one of the following:
 - a. (a) Determine that the concern(s) were not substantiated;
 - b. (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 SEA or Instructor will prepare a written summary of the

determination. A copy shall be given to the student, a copy will be placed in the institutions complaint file, and the original will be placed in the student file.

7) If the student is issued a warning or placed on probation, the SEA or 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 SEA of the school will meet with the student to dismiss him/her from study at the school. The SEA and the Chair of the Board 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 may undertake the collection of the amount owing.

C. 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.
- 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. 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.

D. BODY INTELLIGENCE (BI)

Dispute Resolution/Grades Appeal Policy	Implemented: September '16
Educational Administrator is Responsible for Administering this Policy	

Policy:

BI 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 BI students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the SEA.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual 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 SEA.
2. The SEA will arrange to meet with the student (in person, on the telephone or Skype) to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the SEA 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 BI personnel.
4. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than

ten school days following the receipt of the student's written concerns. One of the following may happen:

a. If it is determined that the student's concerns are not substantiated the institution will provide a written explanation of the decision and deny the complaint; or

b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution. The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's Student Conduct File, and the original will be placed in the student file.

5. If the student is not satisfied with the determination of the SEA, the student must advise the SEA as soon as possible but within five school days of being informed of the determination.

6. The Dispute Resolution Process will be considered exhausted.

The student, once the dispute resolution process is complete, may file a complaint with PCTIA (www.pctia.ca) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

Procedure for Grade Appeal:

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her 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 assignment/test in question from the instructor and will have another instructor conduct a review.

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. Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

6. The decisions on the grade appeal will be provided to students within 30 school days of BI's receipt of the written complaint.

E. BI Student Withdrawal Policy

Name of Policy

**Implementation :Date
SEPTEMBER '16**

Position(s) Responsible for Administering this Policy: SEA

Date SEPTEMBER '16

Date of Last Revision

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Instructor. Refunds are calculated according to BI '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 BI prior to the program start date.

Procedure: BI will receive a written notice of withdrawal.

F. BODY INTELLIGENCE (BI) Safety Policy

<p>Safety Policy</p>	<p>Implemented: September '16</p>
<p>All employees are responsible for administering this policy.</p>	<p>Position(s) Responsible: SEA, Admin Assistants, Instructors and Teaching Assistants</p>

Policy:

BI is committed to providing a healthy and safe, working and learning environment for all employees and students. The policy applies to all BI contractors, teaching assistants, and students.

Procedure for Fire Safety:

1. The SEA ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The SEA ensures that all people involved receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The SEA is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room

specifically noted in a coloured highlight.

4. In the event of a fire emergency, the SEA will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The SEA will advise all people to evacuate the campus.
6. Instructors will escort their students to the outside of the campus building, ensuring that he or she takes the class list with them. At the sidewalk outside, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the SEA if anyone is missing. The SEA will act as a liaison between fire officials and students/employees during the emergency. If necessary, the SEA will authorize school closure.
7. No student or employee will re-enter the campus until the fire officials have authorized re-entry.
8. At the Vancouver and Victoria locations the Instructor of the class will take on the duties of the SEA, and the owners of the buildings have responsibility for the EXIT signs etc. which, in fact are in place.

Procedure for Earthquake Safety:

1. The SEA ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The SEA ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated SEA is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the SEA will advise all employees to evacuate the campus.
6. Instructors will escort their students to the outside sidewalk ensuring that he or she takes the class list with them. At the outside sidewalk the Instructor will check the students present against the list of students in attendance that day and will immediately advise the SEA if anyone is missing.
7. The SEA will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the SEA will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials

have authorized re-entry.

Program Specific Safety Procedures: N/A: no dangerous materials are used in our courses.

G. Body Intelligence (BI) Privacy Policy Implemented: September '16

Senior Education Administrator	Position(s) Responsible
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BI collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). BI may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

For all career training programs:

A student’s record includes, as applicable, a student enrolment contract; evidence a student met all admission requirements; financial records, attendance records; documentation of any dispute, grade appeals or dismissal; copies of study permits and practicum/work placement information.

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

Within 60 days of a student completion of the program of study or withdrawal or dismissal, BI uploads a copy of the students’ enrolment contract, transcript and diploma or certificate (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years.

For short duration programs:

A student’s record includes an application form, student enrolment contract; financial records and

documentation of any dispute, grade appeals or dismissal.

Student records are kept for 8 months following the completion of a short duration program and are not archived.

Access to student’s records

Student records are maintained in a secure storage medium in a secure location.

Upon written request to Ged Sumner, SEA, a student may access his/her records for a fee of \$0.25 per page.

H. Attendance Policy: Students are required to attend all modules, and can miss a total of 5 days throughout the entire program. If students’ miss more than 2 days they must make up the practice exercises with a teaching assistant.

I. Credit Transfer Policy: not applicable

J. Work Experience Policy: not applicable

K. Prior Learning Assessment: not applicable

L. Language Proficiency Assessment – not applicable