


15 Years of Excellence in Education



Student Handbook

NetSoft, the Link to Your Dream Career

Registered as a private career college under the *Private Career Colleges Act, 2005*

 (905) 812-2923

 info@netsoftcollege.com

 www.netsoftcollege.com

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1.0

Welcome from the CEO

Welcome to NetSoft College of Technology!

Here at NetSoft, we offer you our exemplary service and look forward to the opportunity to work with you. At NetSoft, we provide courses aimed to help our students advance their careers. We strive to provide the highest quality of training services, and we know that our courses have proven to be stimulating, rewarding, and valuable in reaching this goal. We have set a high standard of excellence and we expect to increase our standards continuously. As a student of NetSoft, you will be expected to accept these obligations and responsibilities and help NetSoft maintain its reputation for excellence.

NetSoft's priority is for our students to achieve excellence in the pursuit of practical, career-related skills. We combine realistic training and theoretical knowledge to empower our students to seek employment confidently, knowing they possess the skills employers need. We believe that if you have a strong sense of determination, you will achieve success in your professional life. With determination and constant and never-ending improvement (CANI), you can create a life many people will only ever dream about.

This handbook is intended as a guide, so read it thoroughly. If you have any questions, contact the Training Department for assistance. If any specific policy or procedure described in this handbook is found to be unenforceable and invalid, said policy will be invalidated. However, the rest of the manual will stay valid and enforceable in full.

We hope you find your time with us to be both enjoyable and rewarding. Once again, welcome to NetSoft College of Technology — here, we win together! If you have any questions regarding this message, please feel free to contact me at (905) 812-2923. I would be happy to help you.

Best regards,

Tariq Azad

Tariq Azad
CEO
NetSoft College of Technology

Note: Please be aware that you are required to sign the "Acknowledgment" (page 70) and return it to the Training Department.

2.0

General Information

1. NetSoft College

NetSoft College of Technology is registered as a private career college and is also a member of the National Association of Career Colleges (NACC) and Career Colleges Ontario (CCO). With these accreditations, students can be confident that they are acquiring a high standard of education from a competent, capable institute.

2. Education Quality

From registration to the completion of a diploma program, NetSoft College of Technology will assist students in every possible way. Students can enjoy the highest quality of education from certified Instructors in a clean and comfortable learning environment. NetSoft is aware of the multiple responsibilities many students carry outside of academics and, in light of them, provides the flexibility of evening and weekend schedules. Courses are available throughout the calendar year.

3. Transportation

NetSoft College of Technology is easily accessible by MiWay Transit system in Mississauga, ON.

Telephone:
(905) 615-4636

Email:
miwayhelps@mississauga.ca

Website:
<https://www.mississauga.ca/miway-transit/>

4. Parking

Parking is available on the premises. Please do not park in the parking spots that are reserved for the landlord, visitors, or management. Please make sure vehicles are parked only in designated areas.

5. Classroom Schedule

Students are advised to arrive early on the first day of their course to orient themselves with the course, Instructor, and fellow students. Students should arrive 15 minutes before the commencement of their class.

6. Classroom Etiquette

- a. Students should ask questions, as they make class more interesting and make learning long-lasting. Students should raise their hand and wait for their turn to speak, and the Instructor will acknowledge them as soon as possible. Students should not interrupt the flow of the class but should patiently wait for the answer. If a question is not answered before the end of the class, students may raise the question again. Questions that are not related will be posted in the "Questions Parking Lot."
- b. Students should update an *Action Items List* for every course they attend. At the middle or end of each course, students should revise their list and create an action plan for themselves to work on unfamiliar topics.
- c. Food and drink should not be brought into classrooms or labs or be near any equipment. Some students may not like the smell of the food and they may refuse to sit with or work with others, which could impact the group dynamics of the class.
- d. External storage devices must not be connected to any computers except those that are designated. Laptops, adapters, cables, desks, chairs, or other supplies owned by NetSoft should not be moved. Students should avoid touching computer screens with their hands, pens, or pencils.
- e. Students are advised to share illustrations and request an example when information is not clear.

- f. Students should follow the principles of *The 10 Keys of Excellence* and *Live Above the Line*.
- g. Students should adhere to NetSoft's "Help Three" rule by assisting three others during labs, assignments, and projects, but not to the detriment of their own work or learning.
- h. Students must keep their laptop lid three-quarters of the way down during presentations.
- i. Students should listen quietly and attentively while another person is talking. Remember, instructors have a right to teach and students have a right to learn. No one has a right to interfere with learning.
- j. Students must respect all those taking classes. Excessive noise that may be disruptive will not be tolerated. Students may not enter a classroom or lab when another class is in progress.
- k. Students must speak only English while in the NetSoft facility. Talking in other languages is not permitted, as some students may end up raising complaints to the management or refuse to sit with others, which could impact the group dynamics of the class.
- l. Students must turn cell phones and recording devices off during all lectures. Recording devices are not permitted, except in cases of a documented physical disability that requires such devices.

7. Contact Information

Any changes in personal information (e.g., phone number, address) must be provided to NetSoft in writing within seven days. Failure to do so may disrupt progress due to missed communications.

8. Dress Code and Uniform

NetSoft encourages a clean and neat environment. Therefore, students should adhere to this policy in their personal appearance. NetSoft follows a "business casual" dress code. Per this policy, the following are NOT acceptable on the premises:

- a. Clothing items that have holes, cut-off fringes or studs, or are dirty
- b. Clothing items that contain any obscene or offensive graphics or text
- c. Tops that do not cover the waist or are low-cut
- d. Spaghetti-style straps, tube tops, and tank tops
- e. Muscle shirts and hip-hop or gang clothing
- f. Short shorts or short skirts

9. Student Fees

Students must pay their fees on time. If a student fails to pay on time, they will not be allowed to continue with their program until the payment has cleared. If payment is delayed due to a reasonable cause, the student must address this with the Operations Department and inform them of the reason. All tuition-related fees must be paid by

the due dates as outlined as per the payment plan provided and attached to the student's enrolment contract. Payments received after the agreed and signed schedule are subject to late fee charges. After five days past the due date, a late fee of \$50 will be charged for the first five days and then will increase by \$10 per day for any additional delays. If fees and/or fines remain unpaid after the payment deadline, enrolment restrictions will be applied and can include withholding of classes, suspension, loss of system access, withholding of official transcripts and credentials, and eventually expulsion from the program.



10. Refresh a Course

NetSoft offers its students the chance to retake courses based on the availability of seats the next time the course is offered. NetSoft also allows students facing unforeseen or uncontrollable circumstances to retake previously attended courses. Refreshing a course is allowed at no additional cost to the student.

The general guidelines are as follows:

- a. A student enrolled at NetSoft who receives an unsatisfactory or failing grade may request to retake the affected course. No course can be taken more than two times, and no more than two requests can be made within a program. NetSoft will use the higher of the two grades to calculate the student's final grade, and the higher grade will be recorded on the student's official transcript.
- b. All grades will be recorded on the student's permanent record.
- c. Any request to retake a course must be submitted in writing to the Training Department.
- d. NetSoft reserves the right to approve or deny any request based on seating availability.
- e. Refreshing a course is possible for up to two full years from the original course completion date.
- f. NetSoft's Governing Board must approve all requests to retake a previously passed course.

11. Photocopying

Please do not photocopy documents unless absolutely necessary. All photocopies must be done two-sided in order to conserve paper. Also, please observe copyright laws.

12. Offices

Students must not access any offices unless a staff member is present and there is a business purpose for accessing them. Otherwise, students may enter only designated areas, such as classrooms, restrooms, and the student kitchenette.

13. Smoking and Drinking

- a. NetSoft is a smoke-free environment and smoking is strictly prohibited. Students are therefore not allowed to bring cigarettes or e-cigarettes to the

premises.

- b. There is absolutely **no smoking** permitted within a 10-metre radius of the building, as per the Building Code. Remember that NetSoft enforces a strict zero-tolerance policy against smoking in the building and not disposing of cigarettes properly. Violators may have to pay a **\$50** fine. Students must use the ashtray in the smoking area. This will help maintain a healthy and clean environment for all students.
- c. There is **no loitering** permitted around the building. Alcoholic beverages or illicit drugs of any kind are strictly prohibited in any location in or around NetSoft.

14. Fragrance-Free Environment

NetSoft is a fragrance-free environment. Students, as well as staff, are requested to refrain from the use of perfumes, scented deodorants, or other scented products while they are on the premises so that the experience at NetSoft is comfortable for everyone. If a student is found in violation of this rule, they will be asked to leave the premises.

15. Communication

Students must acknowledge emails and telephone calls. All students are expected to acknowledge these emails and return calls within 48 hours or two business days. Students must attend all scheduled appointments with NetSoft. Students should be prepared to give at least 24 hours' notice if they are unable to keep an appointment. If running late for any session, the student should immediately: (1) send an email to training@netsoftcollege.com; or (2) reach NetSoft at (905) 812-2923 and then press 0 so that someone can answer the call right away. (Students may leave a voicemail message after office hours.)





16. Inclement Weather

NetSoft aims to prepare students for the professional environment. It works hard to ensure that the policies of the business community are reflected in NetSoft's policies. Therefore, NetSoft will remain open on all workdays despite inclement weather, unless there are extreme conditions. Students will be notified of the decision via email. If NetSoft is open, it is up to the student to decide if it is safe to travel to and from NetSoft in bad weather or a storm.

17. Levels of Courses

It is often said that not all courses are created equal. This is true: Not all vendors design their courses equally. Courses offered by NetSoft can be level 300, 400, or 500 based on the complexity of the product; students will be required to put in more effort to understand courses that are more complex. Students are expected to adjust their level of effort according to the complexity of the course.

18. Visitors

NetSoft does not allow students to bring unapproved visitors to its facilities. To request an exception, students should seek prior written permission from the Manager, Training Department.

19. Housekeeping and Vandalism

- Students are expected to follow all basic housekeeping rules, including cleaning desks and chairs, throwing garbage in the garbage bin, and taking papers, pens, writing pads, books, lunchboxes, and personal items with them after class. Each room should be left clean and intact

at the end of every course session.

- Students are responsible for any personal or valuable belongings they bring to NetSoft. Therefore, they are advised to not leave such items unattended. Further, they should not keep items such as keys, money, credit cards, or sensitive receipts on their person. Students should not ask NetSoft staff to look after their personal belongings. NetSoft is not responsible for any lost, damaged, or stolen items. If personal items are left at NetSoft, students should send an email to training@netsoftcollege.com to report all details of the lost item.
- Students must not push chairs against the walls.
- Students must not write on desks or chairs.
- Students must not lean against the walls or place their hands or feet on the walls.
- Students must have respect for the facilities.

20. Online References

- Canadian Human Rights Commission <http://www.chrc-ccdp.gc.ca/en>
- Canadian Copyright Act <http://laws-lois.justice.gc.ca/eng/acts/C-42/>
- The Charter of Human Rights and Freedoms

21. Offline References at NetSoft College of Technology

- Vocational Program Enrolment Contract
- Fee Refund Policy
- Student Complaint Procedure
- Expulsion Policy
- Sexual Harassment and Violence Policy
- Student Handbook

22. Personal Information Confidentiality

Students should not share their personal information, such as Social Insurance Number, bank details, résumé, salary information, job details, company information, history of work, etc., with instructors or fellow students. Each student is responsible for keeping their personal information confidential.



23. Key Performance Indicators (KPI)

In all the areas of the post-secondary education system, effective governance, as well as appropriate accountability mechanisms, are important. This is essential to protect students, enforce accountability, and promote the successful achievement of the objectives of an educational institution. Therefore, with the help of Key Performance Indicators (KPI), NetSoft can measure and maintain excellence and accountability. There are five KPI as defined by the Ministry of Colleges and Universities:

- a. Graduation rate
- b. Graduation employment rate
- c. Graduation employment rate in the field of study
- d. Graduation satisfaction
- e. Employer satisfaction

Forum Research Inc. is an organization contracted by the Ministry of Colleges and Universities to monitor the Graduate Employment Survey and the Employer Satisfaction Survey. All graduates are administered the Graduation Employment Survey around six months after graduation. This identifies their employment status and the satisfaction of training provided by NetSoft. Employers of graduates are administered the Employer Satisfaction Survey, which measures their satisfaction with the graduate's preparedness. Students' personal information is required by Forum Research Inc. in order to contact them and validate them for the Graduates Outcome Survey; the Ministry will not share personal information. In order to keep individuals unidentified, KPI are published in an aggregated form.

NetSoft is proud of the positive student outcomes it provides. All NetSoft departments act as one team to prepare a student for the work environment. During a student's time on the premises, they will take part in various career service activities that include workshops, career management courses, one-on-one sessions, mock interviews, job search techniques, etc. NetSoft's goal is to make all students job-ready so they can take complete advantage of the opportunities presented to them.

24. Use of Student Testimonials and Media

NetSoft will occasionally request to take students' pictures, record them in a video, or document their words for certain purposes, including but not limited to research, advertising, and education. By allowing their picture, video, or testimonial to be taken, recorded, and used, students:

- a. Assign to NetSoft College of Technology, the photographer and documenter, its legal representatives and assigns, those for whom the photographer and documenter are acting, and those acting with their authority, permission to copyright and use, reuse, publish, and republish their photographic portraits or pictures, or written material submitted to NetSoft in which they may be included intact or in part, composite or distorted in character or form, without restriction as to changes or transformations in conjunction with their own or a fictitious name, or reproduction in colour or otherwise, made through any and all media now or hereafter for research, education, promotion, advertising, trade, or any other purpose whatsoever.

Authorize and grant to NetSoft and its agents and assigns an irrevocable licence and permission to use their name, photograph, likeness, voice, testimonial, and biographical material, in whole or in part, for publication or reproduction in any medium, including but not limited to television, radio, print media, and the Internet, among others, for any purpose including but not limited to public relations, education, advertising, marketing, courses, and research. Students' consent extends to such use without restriction or limitation as to time or geographic boundary.

- b. Relinquish any right that they may have to examine or approve the completed product or products, or the advertising copy or printed matter, that may be used in conjunction therewith or the use to which it may be applied.
- c. Waive all rights they may have to any claims or demands for payment or royalties in connection with the use of any such materials, regardless of the purpose of such use or publication, and regardless of whether a fee is charged or collected by NetSoft for any product and/or service in connection with such use and publication. Students also waive any right to inspect, review,

or approve any photograph, recording, or other written material at any time, and waive the right to approve the use and medium of publication determined by NetSoft.

- d. Understand that NetSoft owns all rights in and to any such photograph, recording, or testimonial, including any copyright and/or trademark relating to such use that NetSoft may be entitled to claim.
- e. Release, discharge, and agree to hold harmless NetSoft, its legal representatives or assigns, and all persons functioning under their permission or authority, or those for whom they are functioning, from any liability by virtue of any blurring, distortion, alteration, optical illusion, or use in composite form, whether intentional or otherwise, that may occur or be produced in the taking of said picture or in any subsequent processing thereof, as well as any publication thereof, including, without limitation, any claims for defamation or invasion of privacy.
- f. Affirm that they are of full legal age and have the right to enter into a contract in their own name.



3.0

Code of Conduct

1. Code of Conduct

NetSoft expects all students — without exception — to adhere to the *Code of Conduct*. Students can be penalized and possibly expelled for the following:

- a. Violating published or posted policies, rules, and/or regulations, including but not limited to: alcohol abuse, illegal drug use, discrimination, harassment, sexual harassment, sexual assault, inappropriate technology usage, and the possession of weapons on NetSoft's premises or during any NetSoft-sponsored activity.
- b. Endangering any individual affiliated directly or indirectly with NetSoft.



- c. Individually or collectively committing any criminal activity, including but not limited to: harassment, physical abuse, or actions that intimidate, harass, threaten, coerce, or otherwise endanger the health or safety of any person.
- d. Individually or collectively committing acts of sexual harassment, including but not limited to: non-consensual verbal or physical conduct related to sex that unreasonably interferes with an individual's work, educational, or social performance. Individually or collectively committing an act of sexual assault is, for administrative purposes, defined by NetSoft as "unwanted and forced or coerced sexual activity or sexual contact" (victims can include persons who are unconscious, mentally ill, or deemed

unable to give consent).

- e. Possessing, duplicating, or using keys to any NetSoft building, facility, area, or vehicle without authorization by an appropriate NetSoft official; or committing an act of unauthorized entry into or use of NetSoft buildings, facilities, areas, or vehicles, including facilities directly or indirectly associated with NetSoft.
- f. Engaging or participating in acts of unauthorized possession, use, removal, defacement, or destruction of NetSoft-owned or -leased property, equipment, programs, or materials; or of property, equipment, programs, or materials belonging to any NetSoft staff member, guest, visitor, vendor, or contractor, or any other individual directly or indirectly affiliated with NetSoft.
- g. Falsely reporting fires, bomb threats, or any other dangerous conditions, or interfering with emergency personnel on the premises at a NetSoft-sponsored event.
- h. Posting information, flyers, or stickers in unauthorized areas. This also includes affixing or attaching, by any means, written or printed messages or materials, including but not limited to: posters, signs, handbills, brochures, and pamphlets on surfaces such as doors, windows, buildings, vehicles, sidewalks, undesignated bulletin boards, lounge areas, library or training facilities, or lawn areas. This excludes any authorized areas where approved posting is expressly permitted.
- i. Using firearms or other dangerous weapons (e.g., pistols or pellet guns, fireworks, explosives) on the premises or at any NetSoft-sponsored event. NetSoft also prohibits the following (this list is not exhaustive):
 - Knuckles made from any substance
 - A nunchaku or any similar weapon
 - A knife
 - A baton of any type
 - Explosive devices of any type
 - Any "look-alike" instrument or weapon (e.g., BB gun or pellet gun)
 - A taser or any device that can deliver an electrical current
 - Oleoresin capsicum spray (pepper spray)
 - Any other device or instrument used in a threatening and/or unlawful manner

- j. Committing acts of dishonesty, including but not limited to:
- Cheating on exams (possession of exams prior to or after an exam is considered cheating).
 - Plagiarism.
 - Utilizing unauthorized support material and/or information during tests or exams.
 - Assisting another student in cheating by any means (e.g., written, verbal, electronic).
 - Submitting someone else's work as one's own.
 - Collaborating on a project or assignment that should be completed individually.
 - "Ghosting," as one student completing the work or exam for another individual.
 - Exchanging favours for academic advancement (e.g., selling or giving away all or part of a non-administered test, including the answers to a non-administered test).
- k. Engaging in disorderly conduct or fighting, including but not limited to:
- Loud, lewd, indecent, or obscene language, or any act that breaches the peace.
 - Loud music.
 - Destruction of, damage to, or defacement of NetSoft property or that of any individual directly or indirectly affiliated with the institution.
 - Noncompliant acts that violate posted signage that specifies certain behaviour in designated areas (such as the library, classrooms, laboratory areas, the gymnasium, recreation areas, the cafeteria, and computer areas).
 - Any act or conduct that may spark a fight or participation in a fight with NetSoft's students, staff, instructors, administrators, visitors, or any other individual directly or indirectly affiliated with the institution.
 - Participating in hazing, individually or collectively. NetSoft defines hazing as "any activity that willfully or recklessly endangers an individual and/or subjects an individual to ridicule or embarrassment for the purpose of initiation or induction." NetSoft also includes any unlawful activity for the purpose of initiation or affiliation that may be used as a condition for new or continued membership in a group or organization.
- l. Gambling in any NetSoft facility or at NetSoft-sponsored events.
- m. Canvassing or soliciting on NetSoft's premises without prior authorization.
- n. Smoking in unauthorized areas on the premises or at NetSoft-sponsored events.
- o. Individually or collectively committing any act or



conduct that may endanger NetSoft's property or a NetSoft-sponsored event by tampering with or misusing firefighting equipment, safety equipment, or any emergency device. This includes failing to report a fire, bomb threat, or any other dangerous condition that may endanger NetSoft students, staff, administrators, visitors, or any individual directly or indirectly affiliated with NetSoft.

- p. Using, possessing, or distributing cannabis (marijuana), cocaine, or any controlled substances except as expressly permitted by law (i.e., for medicinal purposes. In these instances, official documentation must be provided to NetSoft. Failure to do so may result in severe penalties). Consuming alcohol on NetSoft's premises is also forbidden.
- q. Leaving a child (or children) for whom you are responsible unattended/unsupervised on NetSoft's premises or during a NetSoft-sponsored event.
- r. Stealing or engaging in individual or collective acts of theft of NetSoft property, or that of any individual or group directly or indirectly affiliated with NetSoft.
- s. Engaging in acts of abuse or theft of computer information, including but not limited to:
- Transferring a file or files without authorization.
 - Using computing facilities to interfere with the work of another student or a faculty or staff member.

- Using computing facilities to interfere with the normal operations of NetSoft's computing system.
 - Releasing or exchanging information and/or codes that are detrimental to NetSoft's environment, equipment, and/or property.
 - Violating technology usage policies/procedures (published and/or electronically posted).
- t. Academic misconduct — if an instructor determines that misconduct has occurred, the student may:
- Receive a warning.
 - Submit an alternate assignment, after a reprimand.
 - Receive a lower or failing grade for the assignment or test.
 - Be required to withdraw from the course.
- u. Individually or collectively engaging or participating in abuse of the appeal system, including but not limited to:
- Falsifying or misrepresenting information before an appeal body.
 - Disrupting or interfering with the orderly conduct of an appeal proceeding.
 - Attempting to influence/harass the impartiality of a member of an appeal body prior to, during, and/or after an appeal proceeding.
- Harassing or intimidating complainants and/or witnesses involved with the appeal process system.
 - Failing to comply with the sanction(s) imposed under NetSoft's *Code of Conduct*.
 - Influencing or attempting to influence another person to abuse the appeal process system.
- v. Participating in conduct that obstructs or impairs, or attempts to obstruct or impair, NetSoft's authorized activities, including those outdoors or inside a classroom, office, lecture hall, library, laboratory, auditorium, Student Centre, or in other locations where NetSoft conducts an activity. This includes but is not limited to:
- Preventing, blocking, or attempting to block or prevent a student, visitor, or authorized personnel entry to, or exit from, a NetSoft building, corridor, or room.
 - Shouting, continually interrupting, whistling or laughing derisively, or other conduct that, by itself or in conjunction with the conduct of others, prevents or interferes with the fair hearing of a speech, program, event, or classroom instruction.
 - Obstructing any NetSoft official or employee engaged in the lawful performance of their duties, including law enforcement personnel whose services have been retained or called upon for the protection of NetSoft students, personnel, and visitors directly or indirectly affiliated with the institution, community, and property.
- w. Committing acts of arson, creating a fire hazard, or possessing or utilizing flammable materials or hazardous substances without prior authorization.
- x. Committing an act of retaliation toward any individual directly or indirectly affiliated with NetSoft.
- y. Using any NetSoft facility/property without adhering to NetSoft's policies and procedures, including but not limited to classrooms, the auditorium, meeting rooms, and labs.
- z. Failing to comply with NetSoft officials to provide identification upon request.



- Harassing (verbally or physically) and/or intimidating a member of an appeal body prior to, during, and/or after an appeal proceeding.

2. Student Conduct Expectations During Off-Premises Events

NetSoft expects students to maintain high standards at all times. To foster an environment of integrity and justice, and to ensure safety, NetSoft will adhere to its policies as defined by the *Code of Conduct*. Students should adhere to the policies at NetSoft-sponsored events held off premises, such as trips.

3. Student Conduct Related to NetSoft's Academic Expectations

NetSoft attempts to provide every opportunity for students' academic successes and encourages academic superiority. Without exception, NetSoft does not condone any form of academic misconduct. NetSoft expects students to conduct themselves as defined by the institution's policies. Any individual or collective activity that conflicts with NetSoft's academic and/or professional ethics and morals may result in penalties. Students who engage in any form of academic misconduct may face:

- a. Academic penalties as outlined in the *Student Handbook*.
- b. NetSoft's disciplinary actions, from a verbal or written warning to expulsion.
- c. A combination of the above.

4. Penalties for Code of Conduct Violations

NetSoft seeks to provide impartial and fair treatment to all students. Students will be notified in writing of penalties that NetSoft will impose. Possible penalties include:

- a. **Warning:** The student will receive a written notification specifying the conditions of the warning and the ramifications of continual violation of NetSoft's policies.

- b. **Probation:** This is a specific period of time in which the student must comply with NetSoft's policies and will be extended in two degrees:
 - General probation warns the student that additional violations will result in more severe terms.
 - Strict probation results in the loss of privileges, and the student must comply fully. If the student refuses to abide by the strict probation terms, expulsion may result.
- c. **Suspension:** The student will be restricted temporarily from any NetSoft facility and/or NetSoft-sponsored event.
- d. **Expulsion:** The student will no longer be enrolled at NetSoft.
- e. **Alternative Penalties:** Administrators may recommend alternative remedies such as counselling, conduct contracts (where the student agrees to specific terms for a period of time), or a project that may deter future violations.
- f. **Loss of Recognition:** Awards or honours may be rescinded from a student or student organization if conduct violations occur.

4.0

Privacy Policy

1. Introduction

NetSoft College of Technology fully understands and supports the student provisions, which include confidentiality, set out by the *Freedom of Information and Protection of Privacy Act* (FIPPA). While managing student records, NetSoft promises to ensure privacy is protected and to fully abide by the guidelines of the act. NetSoft employees are committed to and accountable for the protection and proper use of students' Personal Information. "Personal Information" is personally identifiable information, such as an individual's name, address, email address, telephone number, Social Insurance Number, birth date, and gender. Students provide Personal Information when enrolling in a NetSoft course or requesting information about a course. Business contact information, such as the name, title, business address, email address, or telephone number of a business or an employee of an organization, is not considered to be Personal Information. "Non-Personal Information" is information of an anonymous nature, such as aggregate information, including demographic statistics.



2. Use of Personal Information

Personal Information may be used by NetSoft for the following purposes:

- To manage and administer the delivery of a course and relevant services to a student.
- To maintain the accuracy of NetSoft's records in accordance with legal and regulatory requirements.
- To contact students occasionally about courses available at NetSoft.
- To perform statistical analyses of the collective characteristics and behaviour of students to monitor and improve NetSoft's operations, and to maintain the quality of its products and services.

3. Disclosure of Personal Information

- NetSoft will not sell or rent students' Personal Information to third parties.
- Personal Information is released to third parties:
 - When students have specifically given NetSoft their consent to disclose their Personal Information for a specific purpose.
 - Who act on NetSoft's behalf as agents, suppliers, or service providers, solely to enable NetSoft to provide students more efficiently with the courses and other services that have been requested.
 - As required by law, including by any order of any court, institution, or body with authority to compel the production of information.

4. Access to Personal Information

For access to their Personal Information, students should contact NetSoft's Operations Department. A request should be in writing and include sufficient identifying information so that the Personal Information can be located expeditiously. Students that have questions or comments about this *Privacy Policy* or NetSoft's privacy practices should contact NetSoft's Operations Department.

5. Sharing of Information

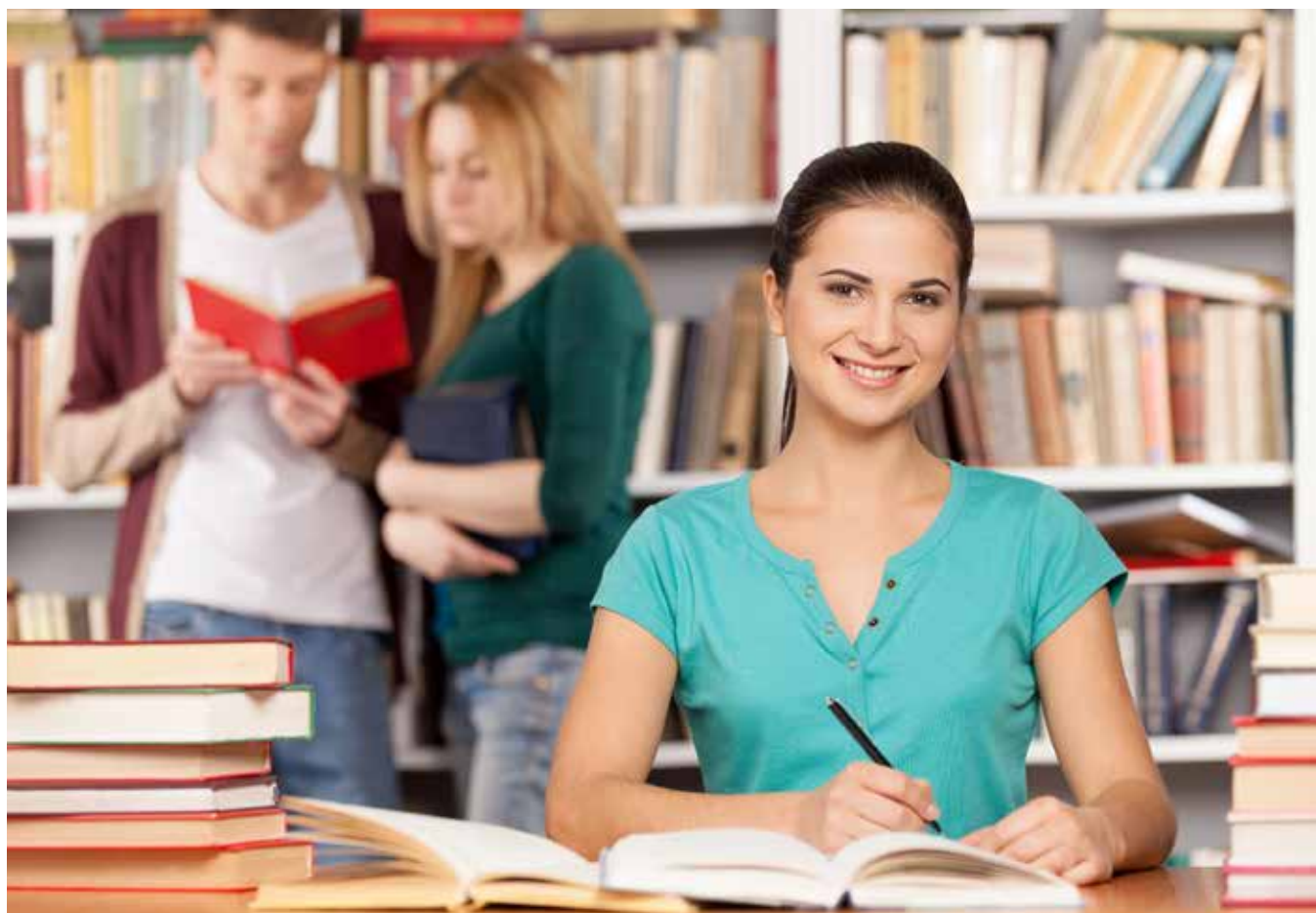
Please be advised that throughout the duration of programs and thereafter, NetSoft will periodically submit reports regarding students' courses of study (i.e., progress and attendance) to a representative of their sponsoring agency/organization or any third party contracted to act on behalf of the said agency/organization.

6. Privacy and Video Surveillance Policy

NetSoft College of Technology also abides by the Privacy Commissioner's guidelines released on March 6, 2008, regarding Video Surveillance Policy. To summarize the extent that it uses or will seek to use video surveillance, NetSoft College of Technology will:

- a. Ensure there is a justifiable business purpose for the surveillance;
- b. Seek to avoid capturing the images of people not being targeted for some specific, legitimate purpose;
- c. To the extent possible, seek to not use cameras in areas where people have a heightened expectation;
- d. To the extent possible, seek to notify students and other individuals about the use of cameras before those individuals enter the premises;
- e. Subject to some legal justification to withhold and unless the data is destroyed, provide access to individuals whose images are captured on videotape;
- f. Ensure that video surveillance equipment and videotapes are secured and used for authorized purposes only;

Any questions or concerns about the Privacy and Video Surveillance Policy or NetSoft's practices in this regard can be directed to the Manager, Training Department.



5.0

Academic Policy

1. Academic Integrity

All learning institutions have academic integrity as a core functioning value. NetSoft College of Technology is no different. The values that are associated with academic integrity include honesty, trust, respect, responsibility, and fairness. Academic integrity implies that students are committed to these five basic values and resolve to support them even in the face of adversity.

Good students should not cheat or cut corners. Students should take responsibility for their own education to become good learners for life. The level of academic integrity that is demonstrated by students will be measured by the energy, focus, and effort that they are willing to put into their learning.

2. Active Student Participation

Students should actively participate in their studies and ensure that they:



- a. Attend at least 20 hours of sessions and classes per week.
- b. Attend all the sessions and classes that are scheduled.
- c. Enter the classroom on time per the schedule.
- d. Are present in class for the complete day according to the scheduled time.
- e. Are completely prepared for class (arrive with completed assignments, scenarios, labs, etc.).
- f. Work on the task that is assigned during class sessions.
- g. Take part in labs and classes actively and with a positive attitude.
- h. Complete quizzes, tests, and exams on the scheduled date and time.

3. Assessment Methods

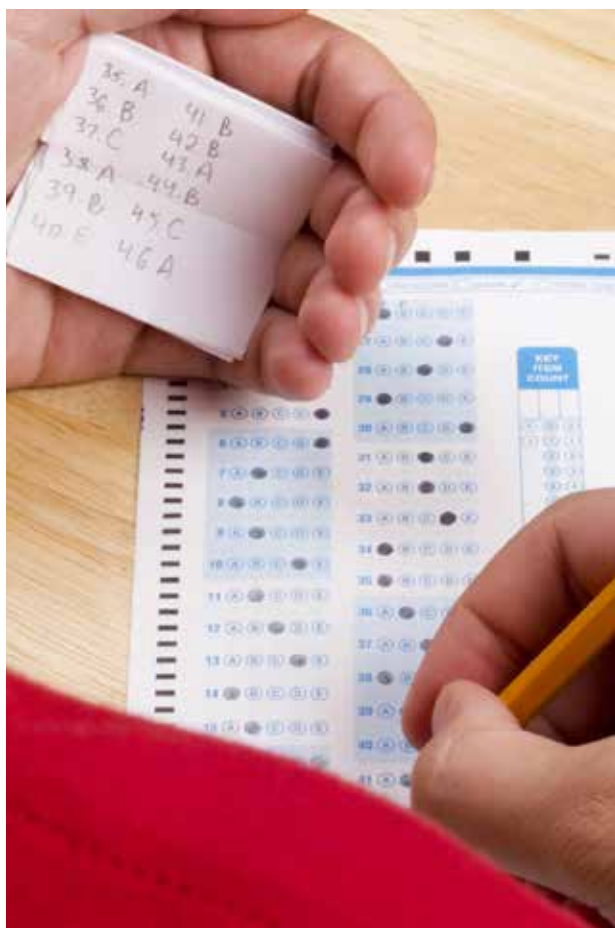
The instructors at NetSoft give their full effort to make sure that students achieve the learning objectives of their program. The instructors of NetSoft will:

- a. Make sure that contact between the student and the faculty is encouraged.
- b. Make sure that the students develop a habit of cooperation and reciprocity.
- c. Make sure that active learning is encouraged.
- d. Provide prompt feedback.
- e. Focus on the value of time when giving a task.
- f. Keep high expectations and communicate them.
- g. Recognize diversity in talents and keep a respectable mindset toward them.

NetSoft has high standards for testing as well as assessments and takes pride in that. During their program, students will be tested with the following methods:

- a. Regular testing based on assigned reading.
- b. Progress determination by reviewing quizzes.
- c. An exam at the end of a course.
- d. Scenarios, labs, challenges, performance demonstrations, and presentations.
- e. Role-playing assignments and team activities.

Students should take part in all employed testing methods, without exception.



4. Cheating and Plagiarism

NetSoft has a zero-tolerance policy regarding cheating and plagiarism. Both may lead to expulsion. If an Instructor determines that a student is guilty of cheating or plagiarism, the Instructor may assign a mark of zero for the course.

NetSoft defines plagiarism as “any student representing someone else’s work, ideas, or exact wording as their own.” This includes using the work without proper citations or acknowledgments in various forms, such as print, information from the Internet, handwritten notes, illustrations, word of mouth, etc. NetSoft’s definition of cheating also includes copying another student’s work; obtaining (for a fee or free of charge) assignments or test information from unauthorized sources; utilizing any assistance to earn an “edge” that has not been approved by the Instructor; inappropriate use of books, notes, or electronic methods and/or devices; and collaborating without Instructor authorization for individual projects and/or exams. NetSoft also considers multiple submissions and submitting the same paper and/or project in two separate courses without prior written approval from the Instructor to be cheating.

If a student copies work from another student with the person’s consent, both the student who did the copying and the student who allowed the copying are equally guilty.

5. Program Hours and Scheduling

NetSoft makes every possible attempt to split classes according to morning, afternoon, evening, and weekend sessions. However, at times, it may be necessary to change the time of a class. If there is any such change made, the Manager, Training Department will aim to provide advance notice of two weeks. It is not possible to accommodate each student’s personal schedule. Students are expected to arrange their personal and/or work schedules around their course schedule. Students must attend all classes and labs during designated times as per the class schedule. Students may also have to attend additional classes as the Instructor requires to complete the content of the course.

6. Tardiness

NetSoft maintains high standards and expectations in terms of student attendance, punctuality, and tardiness. All students are expected to be present at the beginning of a class and remain for its entire duration. If a student is late for a scheduled class, the Instructor is free to decide whether they are allowed entry or not. Students are expected to inform the Training Department by email in cases of running late, being absent, or any other emergency via email at training@netsoftcollege.com. Students are not allowed in the classroom if they are one hour late. For example, if the class starts at 8 a.m. and the student arrives at 9:01 a.m., the Instructor may refuse the student to entry to the classroom. Likewise, if the class starts at 6 p.m. and students arrives at 7:01 p.m., the Instructor may decide not to allow the student to enter the classroom. If there are cases of repeated tardiness or habitually leaving prior to the end of the class as scheduled, disciplinary action may be taken by the Instructor or the Training Department.

7. Attendance

Attendance is a necessary requirement and a policy of the Ministry of Colleges and Universities, as well as of NetSoft. NetSoft is required under law to maintain attendance records. The records that NetSoft keeps are subjected to scrutiny by sponsoring agencies. Any deficiencies in attendance are to be reported to these funding agencies. Failing to abide by the terms mentioned in the contract will result in the loss of funding. Loss of funding generally leads to withdrawal from a program.

Below is the standard procedure NetSoft follows for reporting student attendance:

- a. The Instructor will record attendance. The Instructor will also record the hours students come late or leave early and will require those students to make up those missed hours.
- b. At the beginning of each day, the Instructor will inform the staff of students to be contacted due to absence. The staff will contact the students and tell them that they were missed, ask when they will be returning, advise them as to their attendance status (how close to 20 percent absent they are), and give them a reminder that all time missed must be made up in both course work and hours.
- c. At the end of the week/month, the attendance record will be given to the Performance Manager. The Performance Manager will discuss missed course work, including tests and hours, with the student where applicable and take appropriate action.

The manual attendance roster is the official record of attendance and must be approved and signed by the relevant staff member at the end of each course. A student may challenge the accuracy of attendance recorded by filing an appeal in writing with the Training Department. Each student has 15 calendar days to appeal the accuracy of an attendance record after receiving a notice from NetSoft. Without an appeal, the record is considered permanent upon the 16th calendar day. Notwithstanding this requirement, any attendance roster that has been used to verify the accuracy of attendance as part of any audit procedure shall be maintained for 36 months.

The following applies to all students at NetSoft:

- a. Attendance is mandatory for all sessions and all labs. NetSoft reserves the right to expel students with unsatisfactory attendance. If a student misses classes or labs for excused/valid reasons, it is the student's responsibility to see fellow classmates and/or instructors for notes. The class attendance policy also applies to labs. If there is any absence due to illness, it should be accompanied by a note from a doctor.
- b. It is the student's responsibility to attend all classes unless there is an emergency. This policy requires that any student who misses 28 consecutive days (including Saturdays and Sundays) of scheduled classes be withdrawn from their studies unless they can provide a valid, documented reason for their absence. It is the responsibility of the student to notify NetSoft in writing, along with any supporting documentation, of any period of absence that is likely to last 28 consecutive days or more.

A student's dismissal date due to consecutive absence shall be the 28th consecutive calendar day of unreported absence. The last day of attendance is the date that shall be reported on the student's file.

- c. If a student requires an extended leave due to an emergency, they must notify NetSoft in writing. Arrangements must be made and approved by NetSoft to make up for any lost course hours needed to meet the program's study requirements. International students must notify Canadian Immigration, as a study permit extension will be required.
- d. NetSoft will contact students on their second day of undocumented absence to make inquiries. If a student misses the first 14 days of their course, NetSoft will inform them via a written notice that it is cancelling the *Vocational Program Enrolment Contract* no later than 45 days after the day the program commenced.
- e. If an undocumented absence lasts for five days or more, the student will be put on academic probation. They will not be allowed to attend classes until the cause of the absence is explained with suitable documentation, which should be provided on the day the student returns to class. They should then visit the Manager, Training Department to create a plan that sufficiently makes up for the missed learning during the period of absence. If a student misses 20 percent of a course, they will have to repeat the course. This is meant to benefit both the student and the others in the class:





Once a student has missed 10 to 20 percent of a course, it will compromise the benefit the course can provide to the student. At the same time, it may negatively impact the Instructor and other students if they are asked questions that require them to cover material that has already been covered during the student's absence. However, NetSoft does understand that there are extenuating circumstances on some occasions, and whether an exception to this rule is made is at the discretion of the management and the Governing Board.

8. Reasons for Missing Classes

Valid reasons for being absent from classes include illness, family emergency, childcare issues, caring for relatives who are sick, family breakdown, homelessness, etc. NetSoft requires documentation on file that supports the absence of any student who misses classes for more than five days. These documents should be verifiable. If there is a lack of documentation to support the absence, students may be expelled from the program. Documentation is due on the date of the student's return to NetSoft and should be provided to the Manager, Training Department. Failure to provide these documents may result in the removal of the student from the program. Though the circumstances that require the use of this procedure cannot be predicted, general examples are listed below, along with suggestions of common documents that are acceptable and verifiable:

- a. Illness: This requires a doctor's note or a medical certificate that outlines the nature of the illness and the amount of time the student is expected to be absent from the classroom.
- b. Family emergency: This includes the death of, or an accident involving, a family member. The family member should be immediate in this case, such as a spouse, mother/father, child, sibling,

step-sibling, stepfather, or stepmother. In the case of an accident, students are required to show a doctor's note that describes the nature of the accident and stipulates the expected amount of time away from class. In the case of the death of an immediate family member, students are required to show a copy of the obituary, statement of death by the funeral director, report by the coroner, or court ruling. In this case, a student is allowed to miss a maximum of five days. For other family members, such as grandparents, aunts, and uncles, a student is allowed to miss a maximum of two days. For general family emergencies, a student should have a letter from a family member and/or a doctor that outlines the nature of the emergency.

- c. Emergency care of an elderly or infirm relative: In this case, a student should have a signed statement that outlines the relationship between the student and the relative, the reason that the support of the student is required, a letter from the primary caregiver or a relative that confirms the requirement of the support, medical documentation from the elderly or infirm relative, and the address of the dependent relative.
- d. Childcare issues: In this case, students should have a letter from the childcare provider that explains the unavailability of childcare.
- e. Family breakdown or homelessness: If a student is in an abusive relationship (domestic violence) that results in homelessness, they should provide a letter that attests to this fact. However, it should have an attached statement from the neighbours as a witness or the police. A letter from a shelter or a counselor would also be sufficient.

NetSoft reserves the right to determine what defines a reason for absence as valid or invalid.

9. Procedure for Reporting Absence

If a student is unable to attend a class, they must contact NetSoft by: (1) sending an email to training@netsoftcollege.com; and (2) calling the office at (905) 812-2923 ext. 114, so that someone can answer the call right away. This must be done before the commencement of the daily class: 8 a.m. for morning classes, 1 p.m. for afternoon classes, and 5 p.m. for evening classes. This type of courtesy is expected in all business environments. Students who are missing course material are required to fulfill the missing material on their own.

10. Make-Up Absence Procedure

Students who have been absent less than 28 consecutive days must submit a letter in writing to the Training Department to demonstrate how they will make up missed attendance and assignments. Qualified make-up absence activities must engage the student in meaningful, applicable coursework. The make-up work must be related to the course in which the absence is applied. Make-up activities must occur only outside of the student's regularly scheduled class time.

Make-up activities must be overseen by a member of the Training Department or designee, as appropriate. The make-up activities may occur in a designated area. Qualified make-up activities include but are not limited to:

- Taking or re-taking a quiz or test
- Performing lab practice or check-offs
- Facilitated content review
- Facilitated/demonstrable study
- Engaging in a study group or group tutoring session
- Completing in-class or homework assignments

11. Assignments

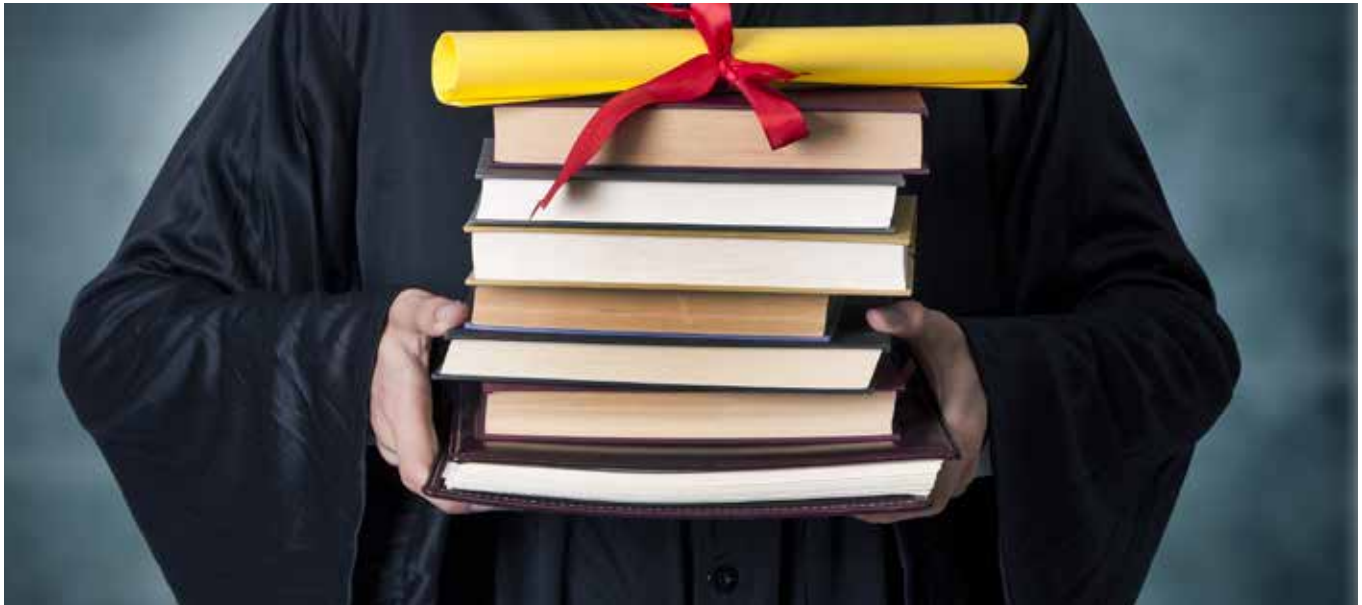
From time to time, students will receive assignments to complete. Please keep the following in mind:

- All assignments must be submitted within seven days. For example, if an assignment is assigned on a Saturday, it is due the following Saturday. In case of delays, students must communicate with their Instructor via email explaining the delay, request a possible extension, and submit any supporting documentation.
- If a student misses a class, they are responsible for getting assignments from their Instructor or fellow students.
- All assignments must be submitted to instructors via email as a PDF file rather than .docx format.

12. Withdrawal from Studies

A student will be considered officially enrolled in a program of study and charged for each day until NetSoft receives a written withdrawal letter, either delivered personally or via registered mail. The student is also required to meet with the Manager, Training Department. If a student does decide to withdraw, the effective date of cancellation is the date this letter is received by NetSoft. Absence will not take the place of this notification. If a student decides to withdraw from NetSoft and has received any sort of student loan, they are responsible for the repayment of the loan as per the requirement of the bank, the government, or NetSoft College of Technology. Upon signing a contract, each student will receive the *Fee Refund Policy*. Please refer to this for any information on refunds. If there are any refunds needed for overpayment, they will be made in strict accordance with the Ministry of Colleges and Universities' guidelines.





13. Completing a Program of Study

Students must complete all academic requirements in a given program within the time stipulated in the *Vocational Program Enrolment Contract*. It is the student's responsibility to submit all assignments on time, including exams, labs, and other assignments. A student who wishes to return after a lengthy absence will be required to start the enrolment process and the program from the beginning. If readmission is approved, the student will need to complete a new enrolment contract. They may also be asked to complete a re-admission exam.

Failing any two courses in a single program will result in the student's ineligibility to continue their studies. A student may retake one failed course in a program free of charge. If a student is required to or wishes to retake the same course a third time or a second failed course, the student will be responsible for 100 percent of the tuition fee that is in effect at the time the course is retaken. It is the responsibility of individual students to ensure that they have completed all program/course requirements. Diplomas/certificates will not be released until all outstanding tuition and fees are paid in full.

Standards of Satisfactory Scholastic Progress are an integral part of NetSoft and ensure that student success is fostered. If a student is not making any reasonable progress toward graduation in a program, it is not in the best interest of the student or NetSoft for them to remain in the class. Therefore, NetSoft holds intervention sessions for such students where it tries to determine the cause of the hindrance in their progress. Further, it tries to create strategies that could help the student deal with those obstacles.

14. Maximum Timeframe for Course Completion

A 12-month extension period will be granted for any outstanding course completion, beginning on the contracted end date. The only exception to this is a student who has been expelled. Students will only be given a 12-month extension from their official date of termination to re-contract to complete their program. Any arrangement for successfully completing the outstanding courses should be made with NetSoft, and it will be recorded on students' transcripts. Any exception to this final mark posting is at the discretion of the Manager, Training Department.

15. Graduation Requirements

A NetSoft certificate/diploma will be awarded based on the following criteria:

- The student must pass each course with a minimum mark of 60 percent and meet all standards related to contract hours.
- The student must maintain a satisfactory attendance rate of at least 80 percent.
- The student must not have any outstanding fees.

When an overall mark of 90 percent is maintained and the student meets all standards pertaining to the contract hours, they become eligible for distinction status at the time of graduation. This will be noted on the student's diploma.

When an overall mark of 80 percent is maintained and the student meets all standards pertaining to the contract hours, they become eligible for honours status at the time of graduation. This will be noted on the student's diploma.

Any student who achieves all the required academic standards for the NetSoft College of Technology Diploma Program will receive:

- a. A formal transcript of marks from their time at NetSoft.
- b. An official NetSoft College of Technology diploma, providing they have finished all academic contractual agreements with NetSoft. Students who do not meet their financial contractual obligations will not receive a diploma. The diploma should be picked up in person from NetSoft.

Students who are enrolled in a non-vocational program will receive an official NetSoft College of Technology Certificate, provided they have finished all the financial and academic contractual agreements with NetSoft.

16. Transcripts, Diplomas, and Certificates

The academic study period of the student is defined as the stated calendar period indicated on the NetSoft *Enrolment Contract*, which must be signed by the student and authorized by NetSoft staff. A final transcript will be mailed to students when all completed grades have been submitted by instructors. According to the Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges, all students must be able to access their transcripts for a period of 25 years after



they leave their private career college. To obtain a copy of their transcript, students should contact NetSoft. Any future productions of transcripts and diplomas will be issued and sent for a fee of \$25 per transcription.

17. Advanced Standing

The purpose of the *Advanced Standing* is to establish criteria for providing Advanced Standing, to define the general criteria for the awarding of credit, and to outline the basis upon which such credit is awarded.

Requests for Advanced Standing must meet the minimum eligibility requirements to be considered. Additional details are available in the *Advanced Standing Checklist*.

Student Eligibility	Students must meet the eligibility requirements as outlined in the <i>Advanced Standing Checklist</i> .
Minimum Course Grade	C (equivalent to a mark of 60 percent) Note: Some courses may require a higher minimum grade as designated by individual program-passing grade requirements.
Current Industry Certificates	Students must hold a current industry certificate to qualify for Advanced Standing. A maximum of two industry certificates will be accepted for Advanced Standing.
Current Course Relevancy (Age of Course)	NetSoft reserves the right to deny Advanced Standing requests for courses completed more than five years ago, based on the relevancy of course content.
Content and Learning Outcomes Equivalence	The incoming course must match 80 percent of the learning outcomes listed on the corresponding <i>Program Approval</i> document. Multiple equivalencies may be used to achieve the 80 percent learning outcome equivalency: <ul style="list-style-type: none"> • Two incoming courses may be combined to match one NetSoft course. • One incoming course may be used to match one NetSoft course.
Number of Credits or Contract Instructional Hours	The incoming course must be of an equivalent credit value (based on contract hours) to the corresponding NetSoft course.

Recognized Institutions and Courses	The incoming course must have been completed at an approved post-secondary institution.
Tuition Fee	Program tuition fees will be adjusted using course/program hours to compensate for Advanced Standing courses.

Requests for Advanced Standing must be supported by the following documentation to be considered for eligibility:

- Official transcript (from approved Canadian post-secondary institutions)
- Official transcript and transcript evaluation/translated documents (from international institutions)
- Course description
- Detailed course outline

Advanced Standing is not recorded on a student's transcript as an achievement, but rather as "Transfer." The course is reflected on the transcript as "TR" and is not used in the calculation of grade point average.

Requests for Advanced Standing will be facilitated through the Admissions Department, must be presented at the time of registration, and must be authorized by the CEO of NetSoft.

18. Certifications

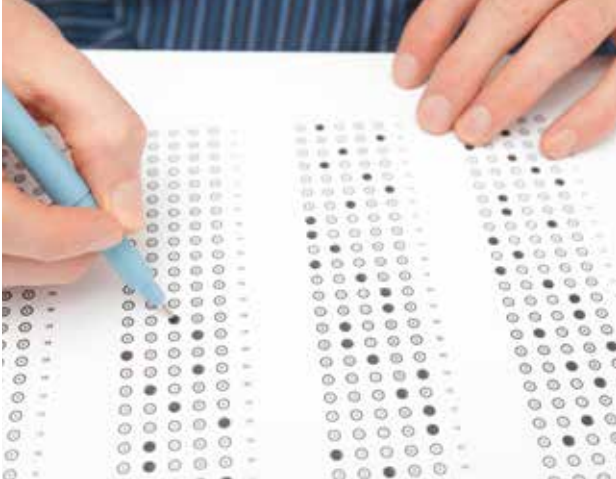
Students of NetSoft are expected to pass one certification per month in their area of specialization for two to three years to maintain the knowledge level required by the industry. Students should update the Training Department on a monthly basis with a copy of their latest certification via email to training@netsoftcollege.com.



6.0

Exam and Grading Policy

1. Exam Policy

- a. The duration of all exams is one hour. No time extensions will be given for an exam for any reason, including tardiness. All exams must be completed within the official time allotted.
 - b. Cell phones must be turned off during exams.
 - c. It is strictly forbidden to use materials such as laptops, tablets, notebooks, books, or notes during an exam unless the Instructor for the exam assigned such materials.
 - d. Students may ask questions during exams. Answers will be limited to questions that pertain to the interpretation of the exam. The exam conductor cannot and will not answer any questions that have a direct bearing upon the grading of the exam.
 - e. Students are forbidden to talk at any time during an exam.
 - f. Students are not allowed to leave the classroom during an exam. They may do so only after the exam has been submitted.
 - g. If a student is found cheating on an exam, or assisting others with cheating, they will automatically receive a mark of zero for that exam and may be subject to disciplinary action. If it is the first occurrence, the *Rewrite Policy* will take effect and the maximum possible mark the student can achieve will be 60 percent. The student will meet with the Manager, Training Department for an interview before they are allowed to return to class. If it is the second occurrence, the student will be expelled from the institution. It will be entered in the student file that they were caught cheating. Appeals can be filed via email within one business day. Appeals will be sent to the Manager, Training Department and the Instructor.
 - h. A student who is absent for an exam without sufficient reason will receive a mark of zero.
 - i. If a student misses an exam without prior written authorization, upon adequate proof of valid reason (e.g., doctor's note), the Instructor may provide a supplemental exam. The supplemental exam must be taken outside of regularly scheduled class hours, and the maximum mark that the student can achieve is 60 percent. Only one date will be arranged and failure to attend the scheduled supplemental exam will result in a mark of zero.
- 
- j. If a student misses or fails a final exam, they may take a supplemental exam within two weeks of the original exam date. The maximum mark the student can achieve for the exam is 60 percent. If a student fails the supplemental exam, they will be required to retake the course. Supplemental exams may be taken in no more than two courses. A student who fails more than two courses will automatically fail the program.
 - k. If a student does not hand in an exam or fails to put their name on the exam, they may receive a mark of zero.
 - l. A student who asks to leave the exam room due to illness must hand in all exam papers. They will be monitored while away from the room and will not be allowed back in without authorization.
 - m. Students must complete exams at the time and place scheduled. If a student becomes ill, they must submit a doctor's note to NetSoft within two days of returning to class. Work and/or personal commitments are not acceptable reasons for missing an exam. Under extreme personal situations (i.e., family death or crisis), the student must state and submit their case in writing to NetSoft for special consideration. Permission to retake an exam may be granted but is not guaranteed.
 - n. Students must leave the room quietly upon completion of the exam.
 - o. Should NetSoft cancel an exam for any reason, the exam will be rescheduled.

- p. All exams will be marked, and results will be delivered two weeks after an exam has taken place. Students will be notified of their results via email. The hard copy will be kept for NetSoft's records and may be shared with the Ministry of Colleges and Universities. If a student wishes to review their exam or report any discrepancies, they must schedule an appointment to review their exam by contacting the Training Department at training@netsoftcollege.com.
- q. All failed exams are automatically reviewed. NetSoft attempts to identify failing students early in the program. Failing students are required to meet with their Instructor(s) and any appropriate administrator to determine the reasons for the failing mark and develop a remedial plan. Student progress is closely monitored during the remedial period. Students who unsuccessfully demonstrate competency following the remedial period will be advised to withdraw from the program.

2. Procedure for Deferred Exams

Sometimes, students are not able to take a scheduled examination due to some reasonable circumstances. For such students, the option of taking a deferred exam is provided. To be eligible for a deferred examination, students must do the following:

- a. If the examination was missed for a medical reason, the student must provide a doctor's note.
- b. Documentation of the hospital must be provided, if appropriate.
- c. Documentation of a court case must be provided, if appropriate.
- d. For other extenuating circumstances, the student should provide acceptable documentation to the Manager, Training Department. The student will be eligible for deferred examinations at the discretion of the Manager, Training Department.

Students take deferred exams on the date of their return. If a student does not take the examination on the date of their return, they will be awarded a zero for that exam. Students cannot apply more than three times during a program session for a deferred exam. Any further deferred examinations will be scheduled at the discretion of the Manager, Training Department.

3. Grading Policy

NetSoft College of Technology's *Grading Policy* ensures that:

- a. All instructors utilize standardized and consistent grading procedures.
- b. Instructors and students adhere to appropriate academic standards.
- c. Evaluations are performed fairly and in an objective manner.
- d. Evaluations are routinely performed.
- e. Students receive their marks within two weeks of completion of an exam.



4. Course Evaluation Method

The following weighting system will be used to calculate marks:

Evaluation Method	Passing Mark	Weight
Exams	60%	60%
Scenarios	60%	20%
HomeFUN assignments	60%	10%
Professionalism	60%	10%

Mark to complete each program course successfully: 60 percent

5. Grading System

The following grading system will be used to assign grades:

Percentage	Grade	Grade Description
95–100 90–94 80–89	A+ A A-	Excellent: Exceptional achievement exceeding course expectations.
77–79 73–76 70–72	B+ B B-	Good: Grasped the subject material; above-average achievement.
67–69 63–66 60–62	C+ C C-	Satisfactory: Understood the subject matter basics; adequate achievement.
0–59	F	Fail: Displayed significant weakness in comprehending the subject matter; low achievement; did not meet course requirements; unsatisfactory performance.
-	WF	Withdraw failure — assigned by Training Department: Student did not meet the published course withdrawal deadlines.

6. Appeals Regarding Assigned Grades

- If a student disagrees with an assignment's grade, NetSoft encourages the student to discuss the matter with the Instructor who assigned the grade. If no agreement can be reached, or if the student is hesitant to approach the Instructor, the student must write to the Manager, Training Department to request an appeal. If a student is appealing a mark, there is a chance that they might end up with a lower mark than that originally awarded. To have an exam, quiz, or test remarked, a \$50 fee will be charged.
- NetSoft will review appeals pertaining to grade assignments on a case-by-case basis.
- Students must adhere to NetSoft's appeals process and file appeals individually.
- Formal documentation should cite facts and justify why the student believes the assigned grade is inappropriate. The student should also submit original documents, including course papers or exams, that may have been used in the grade calculation.
- The Instructor must submit detailed records of everything included in the calculation of the student's final grades. Course plans, a syllabus, and specific assignment instructions may also be requested.
- If the course in question utilized a course management system or similar tool, NetSoft will archive the student's electronic documents or related material for a minimum of one year following the submission of the final course grade. NetSoft may utilize information pertaining to the student's case from the course management system.
- All appeals must be submitted within 30 days after the grade has been assigned.

7.0

Computer Software and Equipment Policy

The computer facilities at NetSoft College of Technology are provided to support learning, teaching, and administrative functions. For the purposes of this document, "computer facilities" include all shared computers, network access, and any personal computers available for student use, including workstations. While using NetSoft equipment and software, the student is completely responsible for ensuring the safety and security of the software and equipment being used. The following list details NetSoft's policy and provides some examples of the types of misconduct and abuse that may result in disciplinary action being taken by NetSoft:

- a. Use of computer facilities should not interfere with the work of the instructors, staff members, other students, or members of the general public. Unauthorized access, alteration, destruction, removal, and/or disclosure of data, information, equipment, software, or systems is strictly prohibited.
- b. Computer facilities must not be used to view, create, or send abusive or obscene materials.
- c. If a student steals computer equipment, computer parts (e.g., memory, boards), or computer peripherals (e.g., printers), they will be immediately expelled and prosecuted to the fullest extent of the law.
- d. Only authorized software is permitted on NetSoft property and equipment. The use of illegally obtained software is strictly prohibited. Students are not permitted to bring such software onto NetSoft property for any reason. This regulation also applies to privately owned software.
- e. The installation, reproduction, or promotion of computer viruses is strictly prohibited, as is participating in a denial-of-service attack on any computer, whether on or off the premises. Any violation of this may result in expulsion.
- f. Software and files on NetSoft's hard drives are the sole property of NetSoft. Students are not allowed to make copies at any time. Any individual who copies software from computer facilities will be committing copyright infringement. These individuals will be subject to disciplinary action and legal prosecution. This includes software licenced by NetSoft and licenced software accessed while using the computing networks.
- g. Students should take all necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files should be checked for viruses.
- h. The unauthorized transfer of files is strictly prohibited.
- i. Unauthorized use of another individual's password or identification is strictly prohibited.
- j. Use of computer facilities that interferes with the normal operation of NetSoft's computing system is strictly prohibited.
- k. Deliberately viewing or downloading content from undesirable or pornographic sites is prohibited.
- l. NetSoft's email system must not be used to attack other computer systems; falsify the identity of the sources of emails; send harassing, obscene, or other threatening emails; attempt to read, copy, or modify the email of others without their authorization; or send "for profit" messages, chain letters, or other unsolicited junk mail.
- m. Playing computer games or unauthorized Internet browsing or messaging during scheduled class/lab time, printing non-school-related material, using social media during class hours, and having an inappropriate background on a computer monitor are all prohibited.

Every student bears the responsibility for the manner in which they use the equipment assigned to them. Likewise, every student is responsible for the material they choose to access, send, or display. Users must understand that their files and emails are not completely private. Although NetSoft's system administrators do not usually access user files, they do have access to all user accounts, files, and emails, which they may access at any time.



8.0

Student Complaint Procedure

NetSoft College of Technology strives to provide positive learning experiences for all students. Sometimes, unforeseen problems may arise. If an incident occurs, NetSoft wants to resolve any issue in a satisfactory and timely manner.



Students are encouraged to speak directly to their Instructor or the Manager, Training Department about any conflicts or concerns. If the problem(s) cannot be resolved in this manner, students are then required to complete a *Student Complaint Form*. Any documentation related to the complaint should be described or attached to the *Student Complaint Form*. The student must file a formal complaint within 30 business days of the alleged issue unless proof can be provided for a delay beyond 30 business days. Please note that NetSoft reserves the right to reject complaints submitted beyond 30 business days of the problematic event's occurrence.

Students should follow the steps outlined below to resolve complaints.

1. **First Meeting:** The student should attempt to resolve the complaint immediately with the person directly involved. This meeting should take place outside of the classroom environment. The student should bring materials pertaining to the complaint. Each individual should take notes of the meeting to ensure mutual clarification and for later reference, if needed. The first meeting can be completed by teleconference. All the meeting minutes will be documented and signed by both parties. There may be instances when the student cannot meet with the individual involved. If this is the case, the student should proceed to step 3.
2. **Meeting with Manager:** If a student is unable to resolve the informal complaint with the individual involved, they must request a meeting with the Manager, Training Department within 10 business days after the first meeting. The Manager, Training Department will respond to the request by scheduling a meeting within 10 business days to discuss the issue. All parties should make every effort to resolve the complaint at this level. All the meeting minutes will be documented and signed by both parties.
3. **Written Complaint:** If the student cannot resolve the complaint in one of the aforementioned meetings, the student must submit the *Student Complaint Form* available from the Training Department within 10 business days. The student should provide specific details and any supporting documentation. Complaints should be submitted to the Manager, Training Department at NetSoft College of Technology at the following address:

Address: 135 Matheson Boulevard East
Mississauga, Ontario L4Z 1R2
Email: training@netsoftcollege.com
Phone: (905) 812-2923

4. **Complaint Review:** NetSoft's Complaint Committee will review the complaint.
5. **Investigation:** The Complaint Committee will conduct a thorough investigation of all allegations. The fact-finding process may include meeting with the Instructor; the student; and the Manager, Training Department to obtain additional details.

6. **Final Determination:** Once the Complaint Committee concludes its interviews and evidence review, it will make a final determination and inform all the parties involved of the decision in writing, along with the reasons for the decision, within 30 business days from the submission of the complaint.
7. **Appeal:** If desired, the student can request an appeal within 10 business days of the Complaint Committee's final determination. In the case of an appeal, the student should email NetSoft's Governing Board, including the CEO, at tariq.azad@netsoftcollege.com. The student will receive an email within two business days acknowledging receipt of the appeal request.
8. **Final Decision:** NetSoft's Governing Board, including the CEO, will make the final decision. The student will receive written notification regarding the final resolution within 10 business days, including a list of reasons for the decision. The student will be provided with a copy of the *Student Complaint Form*, any submitted files, and the final decision.

Note: If the student is not satisfied with NetSoft's final decision, the student may submit a complaint to:
Superintendent of Private Career Colleges
Ministry of Colleges and Universities
77 Wellesley Street West, Box 977, Toronto, Ontario
M7A 1N3

Students may submit their complaint to the Superintendent of Private Career Colleges through PARIS, the new automated system. First, please go to this website:

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL:

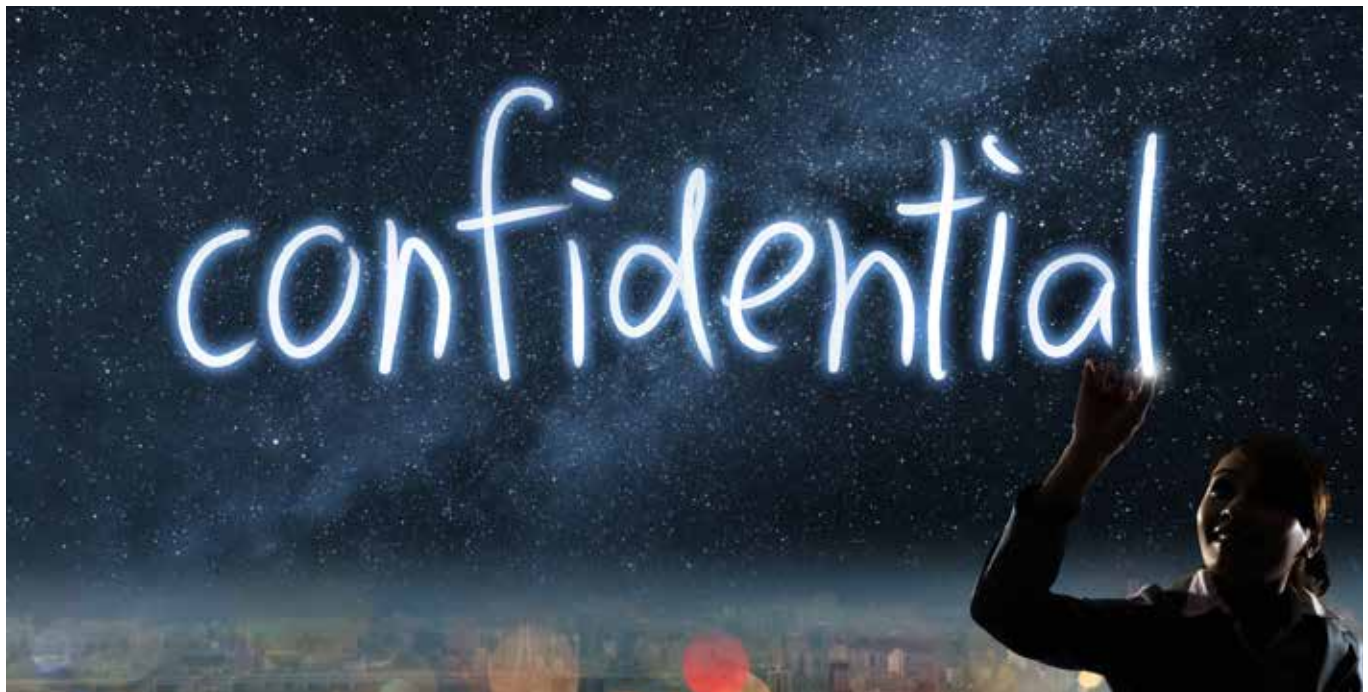
<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

A student complaint form for submission to the Ministry of Colleges and Universities can be found at <http://www.forms.ssb.gov.on.ca>

If a student has exhausted both their learning provider's complaints process and ACCA's, they can escalate the complaint to the appropriate regulator, details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

Student Support: NetSoft will allow an individual (e.g., parent, friend, witness), hereafter referenced as "the supporter," to accompany the student during all stages of the informal and formal complaint proceedings. The supporter can make oral or written submissions for the student. Information such as the supporter's name and address will be included in NetSoft's official complaint documentation.

Record Retention: All complaints, submissions received, notes, and decisions will be recorded in a hardcopy format. Investigation interviews will be taped. NetSoft will retain all complaint-related documents at the location of origin for a minimum of three years after the date of the final decision.



9.0

Fee Refund Policy

Refund Policy for Vocational Programs

Fee Refund Policy as Prescribed Under s. 25 to 33 of O.Reg. 415/06¹

Link: <https://www.tcu.gov.on.ca/pepg/audiences/pcc/contractSample.pdf>



Full refunds

25. (1) A private career college shall refund all of the fees paid by a student under a contract for the provision of a vocational program in the following circumstances:
1. The contract is rescinded by a person within two days of receiving a copy of the contract in accordance with section 36 of the Act.
 2. The private career college discontinues the vocational program before the student completes the program, subject to subsection (2).
 3. The private career college charges or collects the fees,
 - i. before the registration was issued for the college under the Act or before the vocational program was approved by the Superintendent, or
 - ii. before entering into a contract for the provision of the vocational program with the student, unless the fee is collected under subsection 44 (3).
 4. The private career college expels the student from the college in a manner or for reasons that are contrary to the college's expulsion policy.
 5. The private career college employs an instructor who is not qualified to teach all or part of the program under section 41.
 6. The contract is rendered void under subsection 18 (2) or under section 22.
 7. If a private career college fails to, or does not accurately, provide in the itemized list provided to the Superintendent under section 43 a fee item corresponding to a fee paid by a student for the provision of a vocational program, the college shall pay the student,
 - i. in the case of an item not provided by the college, the full amount of the fee for the item, and
 - ii. in the case of a fee in excess of the amount of the fee provided for the item, the difference between the amount of the fee for the item provided to the Superintendent and the fee collected.
- (2) A full refund is not payable in the circumstances described in paragraph 2 of subsection (1) if the discontinuance of the vocational program coincides with the private career college ceasing to operate.
 - (3) A refund is not payable under paragraphs 1 to 6 of subsection (1) unless the student gives the private career college a written demand for the refund.
 - (4) A refund under subsection (1) is payable by the private career college within 30 days of the day the student delivers to the college,
 - (a) in the case of a rescission under section 36 of the Act, notice of the rescission; or
 - (b) in the case of a refund under paragraphs 2 to 6 of subsection (1), a written demand for the refund.

¹ <https://www.tcu.gov.on.ca/pepg/audiences/pcc/contractSample.pdf>



Partial refund where student does not commence program

26. (1) If a student is admitted to a vocational program, pays fees to the private career college in respect of the program and subsequently does not commence the program, the college shall refund part of the fees paid by the student in the following circumstances:
1. The student gives the college notice that he or she is withdrawing from the program before the day the vocational program commences.
 2. In the case of a student who is admitted to a vocational program on the condition that the student meet specified admission requirements before the day the program commences, the student fails to meet the requirements before that day.
 3. The student does not attend the program during the first 14 days that follow the day the program commenced and the college gives written notice to the student that it is cancelling the contract no later than 45 days after the day the program has commenced.
- (2) The amount of a refund under subsection (1) shall be an amount that is equal to the full amount paid by the student for the vocational program, less an amount equal to the lesser of 20 per cent of the full amount of the fee and \$500.
- (3) A refund under subsection (1) is payable,
- (a) in the case of a refund under paragraph 1 of subsection (1), within 30 days of the day the student gives notice of withdrawing from the program;
 - (b) in the case of a refund under paragraph 2 of

- subsection (1), within 30 days of the day the vocational program commences; and
- (c) in the case of a refund under paragraph 3 of subsection (1), within 45 days of the day the vocational program commences.

- (4) For the purposes of paragraph 3 of subsection (1), it is a condition of a contract for the provision of a vocational program that the private career college may cancel the contract within 45 days of the day the vocational program commences if the person who entered the contract with the college fails to attend the program during the 14 days that follow the day the vocational program commences.
- (5) A private career college that wishes to cancel a contract in accordance with subsection (4) shall give written notice of the cancellation to the other party to the contract within 45 days of the day the vocational program commences.

Partial refunds: withdrawals and expulsions after program commenced

27. (1) A private career college shall give a student who commences a vocational program a refund of part of the fees paid in respect of the program if, at a time during the program determined under subsection (3),
- (a) the student withdraws from the program after the program has commenced; or
 - (b) the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.
- (2) This section does not apply to vocational programs described in sections 28 and 29.

(3) A private career college shall pay a partial refund under this section only if the withdrawal or expulsion from the vocational program occurs at a time during the program determined in accordance with the following rules:

1. In the case of a vocational program that is less than 12 months in duration, the withdrawal or expulsion occurs during the first half of the program.
 2. In the case of a vocational program that is 12 months or more in duration,
 - i. for the first 12 months in the duration of the program and for every subsequent full 12 months in the program, the withdrawal or expulsion occurs during the first six months of that 12-month period, and
 - ii. for any period in the duration of the vocational program remaining after the last 12-month period referred to in subparagraph i has elapsed, the withdrawal or expulsion occurs in the first half of the period.
- (4) If the student withdraws or is expelled from a vocational program within the first half of a period referred to in subsection (3), the amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,
- (a) an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and
 - (b) the portion of the fees in respect of the portion of the period that had elapsed at the time of the withdrawal or expulsion.
- (5) If the student withdraws or is expelled from a vocational program during the second half of a period referred to in subsection (3), the private

career college is not required to pay the student any refund in respect of that period.

- (6) A private career college shall refund the full amount of fees paid in respect of a period that had not yet commenced at the time of the withdrawal or expulsion.

Partial refunds: distance education programs

28. (1) This section applies to a vocational program that is offered by mail, on the internet or by other similar means.

- (2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if,
- (a) the student withdraws from the program or the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy; and
 - (b) at the time of the withdrawal or expulsion, the student has not submitted to the private career college all examinations that are required in order to complete the program.
- (3) The amount of the refund that a private career college shall give a student under subsection (1) shall be determined in accordance with the following rules:
1. Determine the total number of segments in the vocational program for which an evaluation is required.
 2. Of the total number of program segments determined under paragraph 1, determine the number of segments in respect of which an evaluation has been returned to the student.





3. The amount of the refund that the private career college shall pay the student shall be equal to the full amount of the fees paid in respect of the program less,
 - i. an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500, and
 - ii. the portion of the fees in respect of the number of segments determined under paragraph 2.
- (4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has been evaluated in respect of more than half of the total number of segments in the program.

Partial refunds: non-continuous programs

29. (1) This section applies to a vocational program approved by the Superintendent to be provided through a fixed number of hours of instruction over an indeterminate period of time.
- (2) A private career college shall give a student who commences a vocational program referred to in subsection (1) a refund of part of the fees paid in respect of the program if, before completing the required number of hours of instruction,
 - (a) the student has given the college notice that he or she is withdrawing from the program; or
 - (b) the student is expelled from the program in circumstances where the expulsion is permitted under the private career college's expulsion policy.
- (3) The amount of the refund that a private career college shall give a student under subsection (1)

shall be equal to the full amount of the fees paid in respect of the program less,

- (a) an amount that is equal to the lesser of 20 per cent of the full amount of the fees in respect of the program and \$500; and
- (b) a portion of the fees in respect of the program that is proportional to the number of hours of instruction that have elapsed at the time of the withdrawal or expulsion.

- (4) A private career college is not required to give a student any refund if the student, at the time of withdrawal or expulsion, has completed more than half of the required number of hours of instruction in a program.

No retention of refund

30. A private career college shall not retain, by way of deduction or set-off, any refund of fees payable to a student under sections 25 to 29 in order to recover an amount owed by the student in respect of any service or program other than a vocational program offered by the private career college.

Treatment of books and equipment

31. In calculating a refund under sections 25 to 29, a private career college may retain the retail cost of books or equipment that the private career college supplied to the student if the student,
 - (a) fails to return the books or equipment to the private career college within 10 days of the student's withdrawal or expulsion from the program, or
 - (b) returns the books or equipment to the private career college within the 10-day period referred to clause (a), but fails to return it unopened or in the same state it was in when supplied.

Refund for international students

32. A notice to a private career college that is provided by or on behalf of an international student or of a prospective international student and that states that the student has not been issued a temporary resident visa as a member of the student class under the Immigration and Refugee Protection Act (Canada) is deemed to be,

- (a) notice of a rescission of the contract for the purposes of section 36 of the Act if the notice is given within two days of receiving a copy of the contract; and

- (b) notice that the student is withdrawing from the program for the purposes of paragraph 1 of subsection 26 (1) or clause 29 (2) (a) if the notice is received on or before half of the duration of the program has elapsed.

Currency

33. Any refund of fees that a private career college is required to pay under the Act shall be paid in Canadian dollars.



10.0

Expulsion Policy

1. Introduction

NetSoft College of Technology values its students and seeks to make every effort to ensure their success. NetSoft equally encourages students to reach personal and professional goals. NetSoft promotes equality, strives to treat each student fairly, and strongly adheres to stringent academic principles. NetSoft expects all students to comply with the policies in the *Student Handbook*; those that do not will be penalized and possibly expelled.

To encourage academic achievement, NetSoft may make determinations regarding some instances of noncompliance with policies on a case-by-case basis. Other instances deemed as conduct for which NetSoft has zero tolerance due to adverse impact and severity may result in mandatory expulsion. This policy specifies conduct and/or actions for which NetSoft has zero tolerance.

NetSoft will first seek to remedy less severe situations through means such as verbal or written warnings or suspension. NetSoft will opt for expulsion if the case review reveals that the student's actions have compromised NetSoft's integrity and/or threatened to endanger individuals in or affiliated with the college. All students will receive a copy of NetSoft's *Expulsion Policy* during orientation. NetSoft requires each student's signature to confirm receipt and understanding of the *Expulsion Policy*.

NetSoft students may be expelled for the following reasons:

- a. **Academic Dishonesty:** NetSoft defines academic dishonesty as "any means (written, verbal, or electronic) performed individually or collectively and used by the student(s) to gain an unfair advantage or to enhance performance individually or collectively regarding any direct or indirect academic component." This includes but is not limited to: cheating, plagiarism, falsifying or altering records manually or electronically, lying, and bribery. Categorized as conduct for which NetSoft has zero tolerance, academic dishonesty will result in mandatory expulsion.
- b. **Outstanding Fees:** Failure to meet financial obligations as specified in the *Student Contract* may result in expulsion. Students will receive a written warning and must arrange to pay overdue

fees within five business days. Guidelines specified under NetSoft's Fee Refund Policy as per the Private *Career Colleges Act, 2005* will be used to settle unpaid student accounts. The expulsion date will be considered the student's final day of attendance.

- c. **Noncompliance with NetSoft's Code of Conduct:** NetSoft's *Code of Conduct* provides guidelines pertaining to students' rights and responsibilities and the manner in which NetSoft expects students to govern themselves. NetSoft seeks to ensure that all students maintain high standards. NetSoft may expel students at any time for failing to comply with the *Code of Conduct*. NetSoft has a zero-tolerance policy regarding substance abuse (alcohol and/or illegal drugs) and weapons on the premises. Students found in violation will be expelled immediately.
- d. **Documentation Falsification:** NetSoft defines documentation falsification as "students knowingly omitting information or otherwise forging or misrepresenting any documents or records submitted to the institution." Categorized as conduct for which NetSoft has zero tolerance, documentation falsification will result in mandatory expulsion.





- e. **Academic Failure:** Students who fail to maintain the minimum requirements as listed in NetSoft's course outline may be subject to expulsion. NetSoft will make every effort to aid struggling students using a variety of methods, including tutorials.
- f. **Attendance:** Students failing to meet the minimum 80 percent attendance requirements may be expelled. Students who require extended leaves of absence due to medical conditions must submit the relevant documentation to NetSoft.
- g. **Harassment or Discrimination:** NetSoft has a zero-tolerance policy regarding harassment and discrimination. Any student performing acts deemed as harassment or discrimination will be subject to mandatory expulsion. NetSoft employees may be subject to termination. Visitors or other individuals directly or indirectly affiliated with NetSoft also will be penalized appropriately, based on recommendations from NetSoft's Governing Board. NetSoft defines racial discrimination as "any action or comment that bothers, threatens, or promotes unfair treatment of any individual based on race, ethnicity, religion, citizenship, or language." NetSoft defines sexual harassment as "any sexual or gender-related action or comment that bothers or threatens an individual." Actions may include offensive jokes, inappropriate touching or references, verbal abuse, and/or the display of sexually offensive items such as photos. NetSoft does not condone sexual discrimination due to a person's sexual preferences. This includes jokes, offensive pictures, and hints or comments regarding the individual's sexual preferences.

NetSoft also adheres to details as specified in the Ontario Human Rights Code. See the Provincial website (ohrc.on.ca/english/code/index.shtml) for additional information.
- h. **Misuse of College Property:** NetSoft may expel students who damage, misuse, or steal property belonging to the institution. If an expelled student possesses NetSoft property, it should be returned within 10 business days following the expulsion. Charges will be added to the student's account if the property is not returned or if its condition is deemed unsatisfactory.
- i. **Endangerment of Staff or Students:** NetSoft seeks to ensure the safety of all students and individuals directly or indirectly affiliated with the institution. Any student may be expelled immediately for threatening the safety of other students or others affiliated with NetSoft. Prior to expulsion and at the discretion of the Governing Board, the student may receive a verbal warning, written warning, or suspension. Categorized as conduct for which NetSoft has zero tolerance, endangerment of staff or students will result in mandatory expulsion.
- j. **Criminal Conduct or Activity:** Students individually or collectively engaging in criminal conduct or activity may face criminal charges and penalties according to the law. Criminal conduct or activity also will result in mandatory expulsion from NetSoft. Students who have performed criminal acts prior to enrolling at NetSoft should disclose information pertaining to the charges and required retribution as requested on the *Student Enrollment Contract*. Failure to report prior criminal acts will be viewed as document falsification (see point d, Document Falsification for more information).

2. Notification

NetSoft will provide written notification to any student subject to expulsion. Notification will be hand-delivered or sent via registered mail. It is the student's responsibility to ensure that NetSoft has a current mailing address on file. NetSoft will not be responsible for returned mail that is addressed according to its records.

NetSoft's expulsion notification will include the reasons for the decision, the effective date, and the appeal procedure and deadlines.

3. Appeals

Students can request an appeal within 10 business days of the Governing Board's final decision. In the case of an appeal, the student should email info@netsoftcollege.com or send a written letter of appeal via registered mail to NetSoft's Governing Board, addressing the CEO. The student will receive an email within two business days acknowledging receipt of the appeal request.

This letter should specify the grounds for the appeal request. The student also should provide any supporting documentation, relevant facts, and names and addresses of additional witnesses. The Governing Board will review the letter and set a hearing date for the student. The student should bring all documentation and ask witnesses to appear at the hearing. The Governing Board may find it necessary to obtain additional information prior to making a determination.

NetSoft will provide decisions in writing to the student, the Instructor, and any other appropriate

party within 30 business days of the appellate hearing. An official copy also will be retained as a part of the student's file. During an appeal, the student must provide details that at least one of the following grounds has occurred and may have attributed to the unfavourable determination:

- a. An error or violation of their rights
- b. Prejudice by a member of the Governing Board
- c. New information that was not presented during the interviews conducted prior to the decision

An appeal of disciplinary action can only be made on the basis of one of the aforementioned grounds. NetSoft will dismiss any appeal that fails to meet at least one of the three criteria.

Students who file an appeal and are unsuccessful:

- a. Are considered withdrawn from NetSoft on or after the effective date of expulsion.
- b. Will have their suspension or expulsion recorded on their academic record and transcript, and all forms of discipline may be placed and retained in the student's file.
- c. Will be refunded their paid fees as per the tuition fee refund policy.
- d. Will not be issued any NetSoft credentials or awards.
- e. Will be financially responsible for the replacement costs of any NetSoft property not returned in good condition.
- f. Will be responsible for legal and other costs regarding the personal injury of others or themselves as well as any damages to NetSoft property.



4. Institutional Appeal

NetSoft's Governing Board, composed of three members, including faculty appointed by the CEO, will make the decision. One individual will serve as the Chair, and members will serve two-year terms. If a decision is deadlocked, the Chair's vote is final.

The student will receive written notification, either hand-delivered or sent via registered mail, within 10 business days. The notification will include a list of reasons regarding the final resolution.

The Governing Board may concur with, amend, or reverse the initial decision. The decision becomes final when approved by the CEO. It also becomes part of the student's record. The information will be kept confidential and can only be accessed by appropriate authorities.



11.0

Sexual Harassment and Violence Policy

1. What is Sexual Harassment?

The Ministry of the Attorney General defines sexual harassment as “engaging in a course of vexatious comments or conduct of a sexual nature that is known, or ought reasonably to be known, to be offensive.” It is deliberate and/or repeated unsolicited comments, questions, representations, and/or physical contact of a sexual nature.

The Canadian Human Rights Commission broadly defines harassment, some of which is sexual in nature, as follows:

- Verbal abuse or threats
- Unwelcome remarks, jokes, innuendos, or disrespectful comments about a person’s body, clothing, age, marital status, ethnicity, or religious background
- Showing offensive or disrespectful pictures
- Jokes that cause embarrassment or awkwardness
- Unwelcome invitations or requests
- Leering or other similar gestures
- Condescending behaviour that takes away a person’s self-respect
- Unnecessary physical contact

Discrimination and harassment are violations of the Human Rights Code and will not be tolerated at NetSoft College of Technology. Proven claims of harassment, violence, or discrimination will result in disciplinary action being taken, up to and including immediate expulsion. Harassment does not have to take place only during class; if the harassment occurs during school events, it still qualifies.

Conduct or comments not considered to be harassment:

- Insisting upon performance standards or providing feedback to students regarding their performance
- Conducting written appraisals
- Equally and consistently enforcing policies and procedures

2. Principles

- NetSoft has a very strict policy against sexual (and all other types of) harassment.
- All students are expected to refrain from acts of sexual harassment against other students and individuals with whom they have contact on a day-to-day basis during their time of enrolment.



- Students have a specific procedure to follow in the event they are subject to sexual harassment.
- It is the responsibility of all individuals to be sensitive to the possible existence of sexual harassment and to act quickly and appropriately to put an end to it. That includes bringing it to the attention of the Management Team.
- Students who have engaged in sexual harassment of others will be subject to appropriate disciplinary action.

3. Purpose

It is the policy of NetSoft to ensure that it takes every reasonable precaution to protect all students from threats, violence, and harassment and to provide a safe environment.



4. Responsibility

The Management Team at NetSoft will ensure that all students are in an environment free from all forms of harassment, violence, and threats. The Management Team will respond to every incident of actual or potential violence immediately, in a manner that is proportionate to the seriousness of the situation. Any violent behaviour or action, as well as any verbal threat of violence, will be evaluated with the utmost level of seriousness and can be considered grounds for expulsion. Penalties may be assigned to both the company and the instructor or manager in question, even if they are not actively involved in the situation. For example, an instructor who doesn't do anything to prevent harassment or mitigate its effects may find themselves facing financial and legal consequences.

If all students and employees comply with the *Sexual Harassment and Violence Policy* and immediately report any incidents of harassment and violence, everyone can continue to experience a safe and comfortable environment. All students have a responsibility to treat each other with respect and to speak up if they or others are being harassed. All students have a responsibility to report harassment to the appropriate person. They are responsible for working together in a professional manner and resolving issues in a nonviolent manner.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to any member of the administration. This includes threats by other students, as well as threats by vendors, solicitors, or other members of the public. When reporting a threat of violence, students should be as specific and detailed as possible. Students must also cooperate with the investigation of a violent incident. Anyone who has evidence or information

on an investigation must provide that information to the management involved in the investigation. Beyond reporting this information, it should be kept confidential, except when sharing it is necessary to deal effectively with the issue.

5. Anti-Harassment Policy Education

To ensure protection against victimization or retaliation for students who complain of harassment or who testify in an investigation, NetSoft will take proactive measures as detailed below. The college will communicate and circulate details of the policies to all instructors and managers, current and prospective, through:

- a. Orientation
- b. Staff meetings
- c. Memos or email
- d. Posters and brochures
- e. Courses

6. Procedure for Responding to an Incident of Violence

- a. Students should call the local emergency number (911) or the police if a situation is deemed life-threatening or potentially harmful to the individual.
- b. Students should speak to their Instructor or another member of NetSoft's Management Team immediately.
- c. NetSoft's administration will gather the facts of the incident.
- d. NetSoft's CEO will be contacted and the facts of the incident reviewed.
- e. NetSoft's CEO will identify the lead role, determine an action plan, assign responsibilities, and follow up. A file that contains all the information regarding the incident will be created.

7. Complaint Procedures

a. Reporting

If a student is being harassed, they should report it to their Instructor. If the Instructor is involved in the complaint, the student should see the Manager, Training Department. If, for some reason, the student is unable to report the harassment to someone at NetSoft, they may go to the police (for a case of sexual or physical assault) or go directly to the Canadian Human Rights Commission. Once someone reports harassment, there will be questions asked to determine the details of the situation. Official notes of this conversation will be kept.

b. Mediation

In many cases, it is a better choice to attempt mediation as a resolution rather than a formal investigation. If the parties involved agree to the mediation, a professional can be called in to help address the issue. The parties may also agree to an impartial company employee assisting in mediation. Whomever the mediator is, that person must not be involved in the actual investigation or asked to represent the company in any legal proceedings.

c. Investigation

If the company is not able to resolve things using mediation, a formal complaint process will be followed. An individual who is specifically trained for such situations will conduct the investigation. They will interview the complainant, the alleged harasser, and any witnesses. All students have a responsibility to cooperate with the investigation. Both the student and the accused have the right to be accompanied to any interviews or meetings by someone with whom they feel comfortable. All investigations will involve:

- Gathering all necessary details directly from the complainant



- Providing the details to the alleged harasser and giving them an opportunity to respond to the allegations
- Interviews/questions asked of any potential witnesses
- Consideration of all details gathered to determine whether the harassment did actually occur (based on a balance of probabilities)
- Providing recommended remedies for the situation

d. Substantiated Complaints

If the investigator finds the complaint to be valid, they will report in writing to the administration, ideally within a week of completing the investigation. The investigator will recommend appropriate remedies, disciplinary action, and any other necessary action. The administrator will make the final decision on the consequences. Ideally, within a week's time, the administrator will provide a decision, in writing, to all parties involved.

e. Remedies for the Victim

The individual on the receiving end of harassment may be eligible for specific remedies. These are dependent on the severity and nature of the harassment and include:

- An apology from both the harasser and from NetSoft College of Technology
- Reimbursement of tuition, fees, or other losses
- A guarantee that they will not be expelled or have a diploma denied



f. **Corrective Action for Harassers**

The individual who was found guilty of committing the harassment may be required to perform specific corrective actions. These also are dependent on the severity and nature of the harassment and include:

- A written disciplinary notice to be kept in their file
- A fee
- Mandatory attendance at anti-harassment course sessions
- Expulsion or termination of employment

g. **Unsubstantiated Complaints**

If there is not enough evidence to support an allegation of harassment, the investigator will not recommend any penalties or remedies.

h. **Retaliation**

Retaliation of any kind will absolutely not be tolerated. If an individual retaliates in any way against NetSoft or an individual involved in a harassment complaint, that person will be subject to the same penalties as the original harasser.

i. **Confidentiality**

NetSoft will never disclose any details of a situation involving harassment, except as necessary to investigate the complaint, to take disciplinary action, or to remain in compliance with the law. NetSoft requires instructors; the Manager, Training Department; and all other personnel to respect confidentiality in the same way.

j. **Time Limits**

Instructors; the Manager, Training Department; and other personnel are responsible for stopping harassment as soon as they become aware of it. Complaints should be taken seriously and resolved as quickly as possible. Complainants should be aware that there is a one-year limit for filing a complaint with the Canadian Human Rights Commission.

8. Regulation Amendments to Sexual Violence Policy

On January 1, 2017, the day Section 1 of Schedule 5 to the Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment) 2016 came into force, Part VII of the Regulation was amended with the addition of the following sections (See: O. Reg. 132/16, s. 3):

a. Accommodation for Victims of Sexual Violence u/s 36.0.1

- NetSoft College of Technology shall appropriately accommodate the needs of students who are affected by sexual violence. O. Reg. 132/16, s. 3.
- NetSoft College of Technology does not charge a fee for the provision of supports, services, or accommodation to students who are affected by sexual violence, or for referring a student to any such supports or services that are available off the premises. O. Reg. 132/16, s. 3.

b. Sexual Violence Policy u/s 36.0.2

- NetSoft College of Technology will ensure that its *Sexual Harassment and Violence Policy*:
 - Provides information about the support and services available at NetSoft College of Technology or through its agent for students who are affected by sexual violence, and

- identifies the specific official, office, or department at NetSoft College of Technology that should be contacted to obtain such supports and services.
- Provides information about the supports and services available in the community for students who are affected by sexual violence.
- Informs students that NetSoft College of Technology will appropriately accommodate the needs of students who are affected by sexual violence, and identifies the specific official, office, or department at NetSoft College of Technology that should be contacted to obtain such accommodations.
- Informs students that they are not required to report an incident of, or make a complaint about, sexual violence under the process referred to in paragraph (1) of subsection (2) in order to obtain the supports and services referred to in clause (a) or the accommodation referred to in clause (c).
- Includes the information set out in subsection (2) respecting NetSoft College of Technology's process for responding to and addressing incidents and complaints of sexual violence, as required by clause 32.1 (2) (b) of the Act. O. Reg. 132/16, s. 3.
- For the purposes of clause (1)(e), a sexual violence policy shall include the following information:
 - The process to be followed by persons who wish to report an incident of, or make a complaint about, sexual violence, including the specific official, office, or department to which the incident should be reported or the complaint should be made.
 - Examples of the measures that may be implemented for the purpose of protecting a person reporting an incident of, or making a complaint about, sexual violence from retaliation and the threat of retaliation.
 - The process for deciding whether an incident or complaint of sexual violence will be investigated by NetSoft College of Technology.
 - The statement that a victim may choose not to request an investigation by NetSoft College of Technology and has the right not to participate in any investigation that may occur.
 - The investigation and decision-making processes at NetSoft College of Technology that will take place if an incident or complaint of sexual violence is investigated.
 - The specific officials, offices, or departments that will be involved in each stage of the investigation and decision-making processes.
 - A description of the elements of procedural fairness that will be part of the investigation and decision-making processes.
 - The statement that a party to an investigation or decision-making process has the right to have a person present with them at every stage of the process.
 - Examples of the interim measures that may be implemented while an incident or complaint is being investigated or a decision is being made regarding the incident or complaint.
 - Examples of the decisions that may be made and measures that may be imposed after an incident or complaint is investigated.
 - The measures that will be implemented to protect and keep confidential the personal information of the persons involved in the investigation of an incident or complaint.
 - A description of the appeal processes that may be available related to decisions resulting from the investigation process.
 - The roles and responsibilities of the corporate directors, controlling shareholders, owners, partners, others who manage or direct the affairs of NetSoft College of Technology, agents, students, instructors, and other employees upon becoming aware of incidents or complaints of sexual violence. O. Reg. 132/16, s. 3.

- The *Sexual Harassment and Violence Policy* is published on NetSoft College of Technology's website.
- NetSoft College of Technology will provide or make available its *Sexual Harassment and Violence Policy* to the following persons:
 - Corporate directors, controlling shareholders, owners, partners, and other persons who manage or direct the affairs of NetSoft and their agents
 - Instructors, staff, and other employees and contractors of NetSoft
 - Students enrolled at NetSoft O. Reg. 132/16, s. 3



- The course shall include information on NetSoft College of Technology's process for responding to and addressing incidents and complaints of sexual violence, including the elements set out in subsection (2). O. Reg. 132/16, s. 3.
- If NetSoft College of Technology's *Sexual Harassment and Violence Policy* conflicts with its Expulsion Policy, the *Sexual Harassment and Violence Policy* prevails. O. Reg. 132/16, s. 3.

c. Amendment to Sexual Violence Policy O. Reg. 415/06 (General) u/s 36.0.2

- If students, in good faith, report an incident of or make a complaint about sexual violence, they will not be subject to discipline or sanctions for violations of NetSoft College of Technology's policies relating to drug or alcohol use at the time the alleged sexual violence occurred;
- Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence will not be asked irrelevant questions during the investigation process by NetSoft's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

9. Provincial Rape Crisis Centres

The following is a list of provincial rape crisis centres that could be used as a resource in the occurrence of sexual violence:

- Durham Region
Durham Rape Crisis Centre**
Crisis: (905) 668-9200
Office: (905) 444-9672
Email: info@drcc.ca
Website: <http://www.drcc.ca>
- Guelph-Wellington Women in Crisis**
Crisis: (519) 836-5710
Office: (800) 265-7233
Office: (519) 823-5806
Website: <http://www.gwwomenincrisis.org>
- Toronto Rape Crisis Centre/
Multicultural Women Against Rape**
Crisis: (416) 597-8808
Office: (416) 597-1171
Email: info@trccmwar.ca
Email: crisis@trccmwar.ca
Website: <http://www.trccmwar.ca>

12.0

Health and Safety Policy

NetSoft College of Technology is dedicated to the health and safety of its students and therefore makes every attempt to prevent illness and injury on the premises and eliminate any foreseeable hazards that may result in security losses, property damage, personal injury, or illness. NetSoft and its employees minimize risk by practicing compliance with applicable federal and provincial health and safety legislation and regulations, as well as internal policies and procedures.

NetSoft is committed to providing an environment that does not tolerate violence in any form from any source. The management will respond to every incident of actual or potential violence immediately. Any and all violent actions or threatening behaviours, as well as any verbal threats of such, will be taken with the utmost seriousness and can be considered grounds for expulsion.

All individuals must be dedicated to the objective of reducing the risk of injury and illness and are expected to participate in every activity with health and safety in mind and in accordance with NetSoft's policies and procedures. All individuals are required to report property damage, incidents, and injuries. They are also required to protect their own personal health and safety by following the law. All hazards must be reported to the Management Team and/or the health and safety representative immediately.

Instructors and the Manager, Training Department are accountable for the safety of their students while on the premises or otherwise under their supervision. They are also responsible for ensuring that students follow established safety practices and procedures. All

NetSoft students have the right to be made aware of any workplace hazards and to refuse to attend if their health or safety is in jeopardy. NetSoft will ensure that all personnel receive proper training and are involved in discussions of such situations.

1. Health and Safety Courses

At least two employees are responsible for maintaining certifications for first aid, cardiopulmonary resuscitation (CPR), and the use of an automated defibrillator. These certifications must be kept up to date and must not expire. These certifications must also be issued by an approved entity, such as the Canadian Red Cross or the Canadian Heart Association. Proof of active certification must be provided to the Operations Department.

2. Procedure in the Event of an Accident

It is the responsibility of each individual employee or student to report and record any accident that involves personal injury.

3. First Aid

NetSoft has employees and managers who are trained in first aid. These individuals will be able to help in the case of an injury or accident.

4. Emergencies

All students are responsible for familiarizing themselves with the evacuation diagrams, which should be posted in all student areas. Emergency drills will be conducted periodically to ensure that NetSoft personnel and students are familiar with the procedures for different situations, such as a fire or tornado.



13.0

Non-Disparagement Policy

In consideration of the delivery of the programs and other good and valuable considerations, the receipt and sufficiency of which is hereby acknowledged by all current NetSoft College of Technology students ("Students"):

- a. For the purposes of this Agreement, "disparagement" shall generally refer to negative remarks about NetSoft (including all of those persons covered under this policy) which are made maliciously or recklessly or without taking reasonable steps to verify the truth of such remarks prior to making them.
- b. Who is bound: Subject only to Canadian law held to be applicable in any province (including but without limitation the enabling legislation, governing private career colleges, and the Canadian Charter of Rights and Freedoms, if/where held to be applicable), Students shall be bound by, and shall familiarize themselves with, this Non-Disparagement Policy, which shall be given to all students at time of enrolment. Adhering to the policy is a condition of enrolment.
- c. Social Media: With the popularity of social media (Facebook, YouTube, Twitter, etc.), Students can communicate in a way that they have never done so before. NetSoft applauds the fact that Students



have new opportunities to network for employment in their chosen vocation and can communicate with each other socially, and is confident that this openness of communication will contribute to its positive reputation in the marketplace.

- d. Reputation is a two-way street. Students should derive significant benefit from being an alumnus of NetSoft College of Technology. At the same time,

NetSoft's reputation is ultimately defined by the "quality" of its graduates, i.e., where they end up working, how they are putting their skills to the test in the workforce, and whether they are happy with their chosen vocation. Students and NetSoft have a common interest in preserving and protecting the integrity and image of the college.

- e. Specific Undertakings of Student: With the above in mind, students shall undertake to do the following:
 - Refrain from making any public statement or statements, through social media or otherwise, about NetSoft which would be considered inaccurate, unduly critical or derogatory, or libelous, or which may tend to unfairly injure the reputation of NetSoft College of Technology;
 - Refrain from making any public statement or statements, through social media or otherwise, that would be considered inaccurate, unduly critical or derogatory, or libelous, or which may tend to unfairly injure the reputation of another (and without limitation) existing or former student, instructor, or staff member of NetSoft College of Technology;
 - Report to NetSoft College of Technology immediately, the publication of any unduly critical, derogatory, or libelous statement or statements, through social media or otherwise, which may tend to unfairly injure the reputation of NetSoft College of Technology. Such reporting shall include the author or authors of such publication and all other specifics known to the reporting student;
 - Refrain from disparagement of NetSoft College of Technology in any other form that would reasonably be considered to bring NetSoft College of Technology — and without limitation, its faculty, staff, or alumni — into disrepute;
 - Familiarize themselves with any other policies which bind them while students, including but not limited to NetSoft's Code of Conduct (page 11) and the Sexual Harassment and Violence Policy (page 40).
- f. Discipline for Non-Compliance: Discipline, including expulsion or other sanctions as appropriate, may result from non-compliance with this Policy.

14.0

Accessibility for Ontarians with Disabilities Act (AODA) Policy

Physically challenged students — whatever the origin, nature, or seriousness of their handicaps or disabilities — have the same fundamental right to human dignity as their fellow students. Under the Ontario Human Rights Code, “Everyone has the right to be free from discrimination because of a handicap.” In addition, in the Province of Ontario, everyone is protected under the Accessibility for Ontarians with Disabilities Act.

Assistance Policy for Applicants and Students with Disabilities

NetSoft College of Technology aims to meet the obligations of the Ontario Human Rights Code and does its best to protect the privacy and confidentiality of people who have disabilities. It is committed to removing all barriers that hinder their progress.

Any disabled NetSoft applicant will be given the same testing and interview process. However, these processes might be modified at any point to accommodate individual needs. This can vary from case to case and includes extra time, the use of an interpreter or guide dog, etc. Individuals still need to pass the same admission competency tests. If any program has additional entrance

requirements, like fitness, health, or criminal background checks, they also need to be passed. Further, individuals will be required to pay for their tuition fees, academic materials, and other fees.

NetSoft realizes that it must accommodate the needs of students with any kind of disability and is in favour of doing so as much as possible. After the entry process has been completed and application fees have been paid, NetSoft will discuss with the applicant how their needs can be fulfilled. The final decision regarding whether accommodating their requirements will cause any undue hardship will vary depending on the circumstances of each request and will be considered on a case-by-case basis.

Determination will consider the following factors:

1. The cost of accommodating the student’s needs.
2. The effect of the proposed adjustment on NetSoft’s financial position and budget.
3. The availability of grants, subsidies, tax deductions, government benefits, and other outside funding to NetSoft through government programs or otherwise. These should be: (1) linked to the disability of the student; (2) helpful to NetSoft in defraying the cost of accommodation; and (3) available for use for this purpose by NetSoft.
4. Whether the nature of the delivery of education programs and services for all students would be changed substantially or permanently.

Any person who requests an accommodation for their individual needs will be greeted warmly. Not only will the individual be provided with the same services as any other person, but NetSoft will also pay for any additional nominal costs that are required, such as sign language interpreters for initial interviews and subsequent meetings.

Any student who requires assistance in this process can request a *Student Request for Disability Accommodations* form from their Education Consultant. The Manager, Training Department will give their full effort to make a feasible plan to ensure the success of every disabled student.



The meeting with the Manager, Training Department will proceed as follows:

1. The applicant will:
 - a. Talk to the Manager, Training Department and explain their particular accommodation so that the nature of the disability can be determined.
 - b. Discuss their educational history and help NetSoft understand how past issues were resolved.
 - c. Provide some references to past educators so that NetSoft can check the educational history with them and explore all possible opportunities.
2. The applicant will:
 - a. Provide NetSoft with a list of possible options to overcome their disability. The list should be ranked in the order of most preferred options.
 - b. Provide NetSoft with an approximate cost of the expenditure that each preferred accommodation option will take, along with backup documentation.

3. The applicant will:
 - a. Explore other opportunities that were not presented.

Plans that are made to accommodate individual needs will be shared with instructors.

NetSoft will help in providing assistance to deaf and hearing-impaired students. This includes paying for some of the cost of the sign language interpretation in cases when necessary. However, NetSoft agrees with the Ontario Human Rights Commission that providing sign language interpretation to deaf or hearing-impaired people might not be the best course of action in every circumstance. In all cases, NetSoft will assess the plea for assistance to decide if it will cause any undue financial hardship — if so, NetSoft will investigate and provide the next-best option.



15.0

Environmental Policy



1. Introduction

NetSoft College of Technology is committed to protecting the environment in which we live. It is company policy to abide by all current environmental legislation. NetSoft has also introduced its own policies to avoid waste production while reducing, reusing, and recycling wherever possible with the aim of minimizing detrimental effects on the environment. In addition, NetSoft is committed to managing chemicals in a responsible manner to minimize their impact on the environment and the community's health. NetSoft will fully consider current legal obligations, governmental policies, employee and student expectations and concerns, short- and long-term benefits, costs and liabilities, and viable material and practice alternatives.

2. NetSoft's Environmental Policy

NetSoft's *Environmental Policy* publicly demonstrates its commitment to operating the company in an environmentally responsible manner. Focus is placed on NetSoft's compliance with all relevant environmental legislation, while continuously improving performance with a reduction of operations' environmental impact. NetSoft is enforcing this policy based on research that has shown that approximately 15 deaths and 450 accidents occur each year in Canada as a direct or indirect result of cleaning operations. NetSoft also recognizes that by implementing this policy, it will contribute as a company to the welfare of those around it and future

generations. In particular, the NetSoft *Environmental Policy* seeks to:

- Adopt and apply the principles of "sustainable development."
- Ensure that operations are safe for employees, students, and the environment.
- Reduce packaging supplies and, where possible, reuse or recycle such supplies.
- Reduce or prevent the environmental impact of operations and/or products used and their disposal.
- Meet and exceed the requirements of environmental laws and regulations.
- Provide appropriate information to students, employees, communities, and/or any others who may be affected by NetSoft's operations.
- Ensure that all employees and students understand and are responsible and accountable for incorporating environmental considerations into daily business activities.
- Have operating policies and resources in place to implement NetSoft's *Environmental Policy*.

3. Those to Whom the Policy Applies

The *Environmental Policy* is implemented by NetSoft's management. It is the obligation of all employees, sub-contractors, part-time workers, and assistants who are paid by or who answer to NetSoft during regularly scheduled work to comply with this policy. All students at NetSoft will be made aware of this policy and will be asked to respect its principles.



- Avoid overloading electrical outlets.
- Never plug high-voltage items into any electrical outlet without first checking with the building management.
- Unplug an electrical device if it is emitting smoke and immediately notify both the security officer and the fire department.

b. **Fire Safety Practices**

Students should:

- Trigger the fire alarm and immediately call 911 before attempting to extinguish any fire.
- Avoid elevators when evacuating the building.
- Evacuate areas in an orderly manner; keep calm and do not run.
- Assist disabled students and faculty with exiting the building, if possible.
- Familiarize themselves with all fire extinguisher locations and their operating instructions, which can be found on the fire extinguishers.
- Follow any directions given by fire department officials.
- Proceed in an orderly fashion to the designated areas during a building evacuation.
- Travel single file through all stairways, as the fire department might need access within the same stairway.

c. **Emergency Building Evacuation Procedure**

- When an evacuation is in progress, all students and employees present in the building must participate, with no exceptions.
- NetSoft will not be responsible for any lost or damaged valuables. Each individual is responsible for their own valuables during a fire drill or evacuation. It is recommended that all valuables be locked up.
- Students must check doors and knobs for heat before opening.
- If the door seems to have an extreme amount

of heat coming through it, students must not open it. If there are no alternative approved evacuation paths, students should follow the following steps:

- If there are windows, they should be opened for fresh air. If possible, students should hang a long cloth item (or other available item) out the window to signify to the fire department that people are still in the room/office. This will make it easier for them to be located.
- An available cloth item should be placed along the bottom edge of the door to prevent the smoke from coming into the room.
- Students should remain calm and wait for the fire department to assist them.
- If the door has been opened but the smoke is too heavy, the stairway should not be entered. Instead, the door should be closed and the procedure described above followed.
- Doors should be opened slowly if there does not appear to be an extreme amount of heat coming through. If everything in the path to the assigned stairway seems to be safe, the evacuation plan should be followed. If it is not safe, students should close the door and follow the instructions described above.
- In the event of a fire, hats, coats, and other apparel must be discarded.
- Timing is the most important thing. Evacuation should be completed as soon as possible.
- If possible, any appliances or other equipment that is fuelled by gas or electricity should be turned off/unplugged.
- The key to get into the office should not be forgotten.

d. **Portable Fire Extinguishers**

- Fire extinguishers are located on each floor of the building.
- There are different types of extinguishers available. They will be marked with a class (A, B, or C).
- It is important to use only the extinguisher intended for the type of fire present. For instance, water is a conductor of electricity and should never be used on an electrical fire. However, water is very effective in controlling trash fires.
- Here are how fires are categorized and what to do for each:
 - For Class A fires (wood, rags, paper, etc.), a pressurized water extinguisher should be used.
 - For Class B fires (oil, grease, paint, and other flammable liquids), a dry chemical or carbon dioxide extinguisher should be used.
 - For Class C fires (live electrical fires in motors, wiring, and appliances), a dry chemical or carbon dioxide extinguisher should be used.
- If students are not familiar with how to use a specific type of portable fire extinguisher, they should not attempt to use it in a real-life situation.
- Even if a small fire is extinguished without the assistance of the fire department, it must still be reported to them for final investigation.

6. In Case of Fire: A Quick Summary

- a. Students should know what their fire alarm sounds like.
- b. Students should be aware of the fire exits.
- c. Students must exit the building as soon as the

alarm starts.

- d. Students should close windows and doors behind them as they evacuate, if possible.
- e. If a student discovers a fire, they should activate the alarm and call the local fire department.
- f. Students should get down low and crawl to the nearest exit if they are caught in smoke.
- g. Students should not hide.
- h. Students should find the nearest exit route and proceed to the appointed safe meeting location.
- i. Students should assist handicapped members and anyone else who needs assistance.
- j. Once outside, students must not go back into the building until it is declared safe to do so.
- k. Students must not attempt to fight a fire.
- l. Students must always use the stairs when there is a threat of fire.

Students must never set off a hoax fire alarm — those who do will be subject to disciplinary action.

7. Initial Procedure

Any individual who notices fire should bring it to immediate attention and act by following this procedure:

- a. Inform all present staff of NetSoft College of Technology.
- b. Call the fire department (911).
- c. Notify the firefighters of the way to the fire.
- d. Identify key escape routes.
- e. Get to places of assembly and do a roll call.
- f. Call fire wardens/marshals.
- g. Know and follow the Emergency Evacuation Plan.
- h. Avoid elevators and escalators due to possible electrical failure.
- i. Give particular care to handicapped persons.
- j. Do not leave a handicapped or immobile person alone.



8. Reporting Emergencies

When reporting the incident by telephone (911), the following information shall be given:

- Name of the person making the call
- Location of the emergency — building name, floor, and address
- People injured (if any)
- Type of emergency — fire, flood, etc.

Students must remain on the telephone until they are certain that all information has been received by emergency personnel.

9. Procedure After Reporting an Emergency

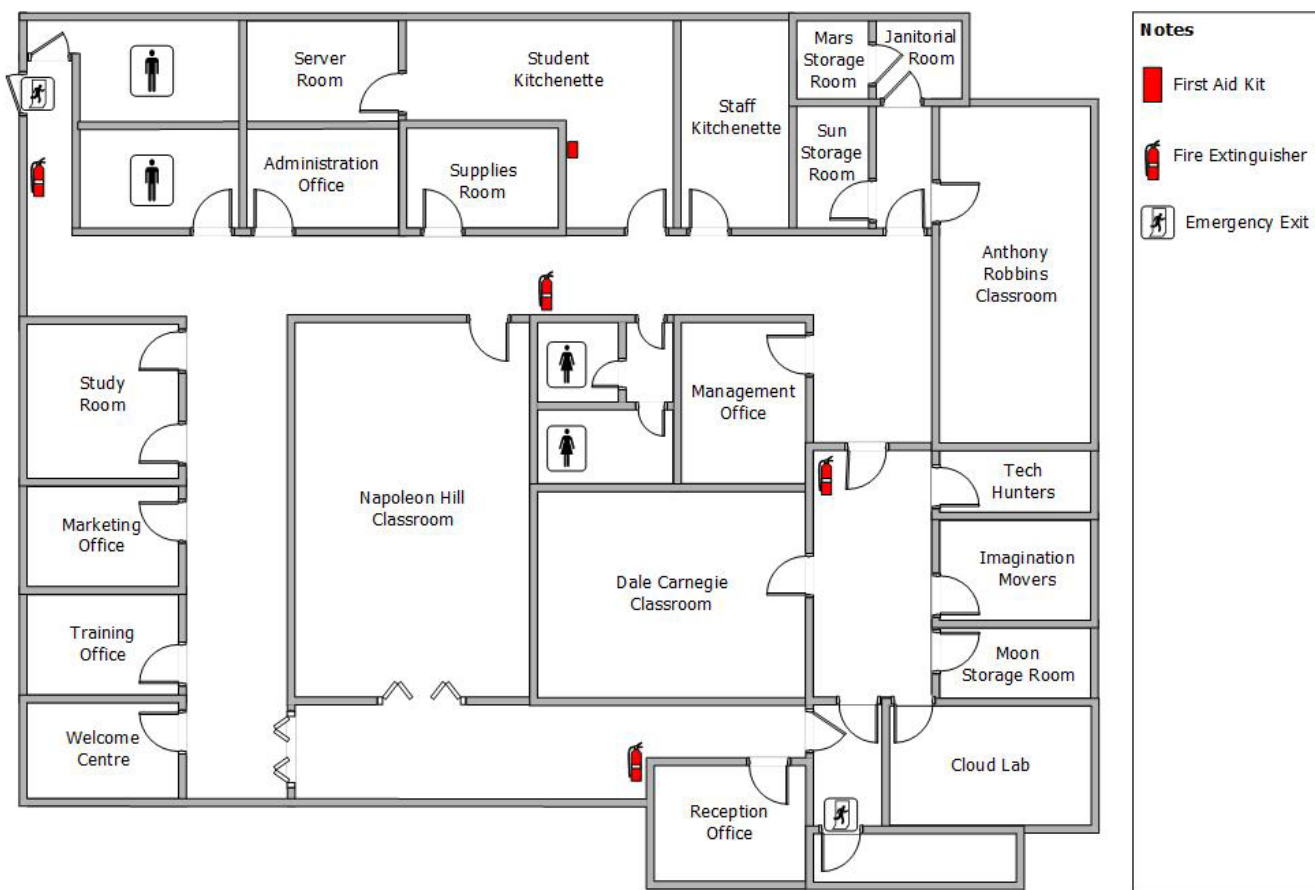
In the event of an emergency, take the following steps after the fire department has been notified:

- Remain calm.
- If an evacuation is required, use the posted evacuation route.
- Evacuate the building whenever the alarm sounds, even if there is no fire or smoke evident.
- If the building must be evacuated for emergencies other than fire, a notification may be made.
- Guide everyone to safe premises.
- Make sure no one is injured or feeling uncomfortable.

10. Floor Plan



Floor Plan



11. Fire Wardens

a. The Duties and Responsibilities of Fire Wardens

- Learning the fire routine and evacuation drill procedure.
- Ensuring personnel know the location of fire alarm points.

- Ensuring regular use of primary and secondary escape routes.
- Learning the chosen procedure for assisting students, employees, and other individuals to the nearest exits.

- Ensuring that notices and emergency evacuation plans are correctly posted and available to all.
- Ensuring that the *Emergency Evacuation Policy* is properly distributed and understood by all.

b. **In Case of Injury**

- Someone should call 911 immediately and ask for an ambulance.
- Students should assess the situation and determine if it is safe to approach the area where the injured person is located.
- Protective equipment should be worn. The safety of not only the injured person but also everyone else from flames should be considered.
- It is important to stay calm. Reassurance is vital for the injured individual at this point.
- If the injured person appears to be unconscious, someone should try yelling at them, gently shaking their shoulder to help them maintain consciousness.
- If anyone present has had appropriate first-aid or CPR training, they should assess the person's airway, breathing, and circulation.

c. **If Any Serious Burns Occur**

- Students should check that the area is safe for both them and the injured person, then call 911. If it is not safe, a safer location must be established first.
- It is important to stay calm. Reassurance is vital for the injured individual at this point. They should be made comfortable and encouraged to lie down.
- Anything that is in the affected area (e.g., apparel, jewellery) should be removed **if** it is not adhering to the skin.
- If there is access to clean, cold water, the

burn should be immersed in it for at least 10 minutes. If soaking is not an option, the water should be poured over the burn for just as long.

- If first-aid dressing is available, it should be used to cover the burn. If not, some other clean, non-fluffy material should be found. It is important not to leave the burn exposed to infection.
- The burn victim should be kept awake. If they lose consciousness, someone should try yelling at them, gently shaking their shoulder to help them maintain consciousness.
- If someone present has had appropriate first-aid or CPR training, they should assess the person's airway, breathing, and circulation.

d. **Inhalation of Smoke or Fumes**

Students are advised to be aware of the many signs of smoke inhalation. If someone seems to have distressed or noisy breathing, coughing or choking, impairment or loss of consciousness, dark smoke stains around the mouth or nose, or anything else that seems out of the ordinary, these steps should be followed:

- Assess whether it is possible to move to an area with fresh air without putting anyone in additional danger.
- If the person is unconscious, locate someone who can check their breathing and pulse. If someone present has had appropriate first-aid or CPR training, they should assess the person's airway, breathing and circulation.
- If someone present is trained to administer oxygen and it is available, they should provide it to the individual even if they are conscious.
- Continually monitor the person's breathing, pulse, and responsiveness until the ambulance or fire service arrives.



e. **Places of Assembly and Roll Call**

- Staff, students, and instructors should all meet at predetermined assembly points for a roll call.
 - The fire warden should report to the workers who arrive — usually a fire service liaison officer.
 - Chosen assembly points should be a safe distance from the building to avoid danger of radiated heat, smoke, falling debris, etc. They should also be a far enough distance from firefighting operations to not interfere with or jeopardize them.
 - At the same time, assembly points should be close enough for the fire warden to easily communicate with firefighters as necessary.
 - The chosen area should be large enough to accommodate all the staff, students, and instructors without crowding or putting people in danger.
- A backup location should be chosen in case things do not go as expected or the original place of assembly is unavailable.
 - The place of assembly should be an open area, if possible; areas such as enclosed car parks or other buildings provide extra risk.
 - The area should provide the ability for everyone to exit the area and get to transportation without needing to walk near the fire.
 - The area or backup area should provide the ability to find nearby shelter in case of inclement weather.

17.0

International Students



1. Introduction

We would like to welcome you to NetSoft College of Technology. We have created this handbook to help you along every step of your journey and to help you feel part of the community. The information in this handbook is in chronological order, so that the information you need to know first is at the beginning of the book, what you need to know next follows, and so on. If you have any questions after reading this handbook, the International Student Personnel (ISP) team is ready to assist you in any way they can. The ISP Team is here to listen, answer your questions, and help you find other resources. We offer a range of services for international students and their families.

We can help you with:

- a. Change of address and phone number
- b. Cultural, social, and recreational activities
- c. Health insurance
- d. Immigration policies
- e. Orientation to NetSoft College of Technology
- f. Personal, social, or community issues
- g. Application and fee payments
- h. Study permits, re-entry visas, and work permit visas
- i. Transportation from Toronto (Pearson) Airport

The ISP offices are located at:

135 Matheson Boulevard East
Mississauga, Ontario L4Z 1R2
Canada

Office hours are:

8 a.m. to 9 p.m., Monday through Saturday

Phone number:

(905) 812-2923

Mailing address:

NetSoft College of Technology
135 Matheson Boulevard East
Mississauga, Ontario L4Z 1R2
Canada

Website:

www.netsoftcollege.com

If you have any questions or concerns, please do not hesitate to contact us by coming to NetSoft in person, calling (905) 812-2923, or emailing us at training@netsoftcollege.com. Staff members are ready to assist you.

2. Quick Facts About the City of Mississauga

- a. It has a population of 752,000 (as of mid-2013).
- b. It is home to 413,325 employed workers (as of mid-2012).
- c. There are more than 55,000 businesses.
- d. It is Canada's sixth-largest city.
- e. It is Ontario's third-largest city.



- f. It has been reported as Canada's safest city for nine years in a row.
- g. There are 26,000 residents in the city centre area of Mississauga.
- h. It is near to Canada's busiest airport (Toronto Pearson) with more than 400,000 flights a year.
- i. It has seven major highways.
- j. There are more than 495 parks in the city.
- k. It has 22 kilometres of waterfront.
- l. There are several city-owned or operated arenas.
- m. The Mississauga Library System has 18 branches.
- n. Square One has more than 350 shops — more than any other shopping centre in Ontario.
- o. The Living Arts Centre has had more than five million visitors since opening on October 7, 1997.
- p. The city is home to Trillium Health Partners, which encompasses Credit Valley Hospital, Mississauga Hospital, and Queensway Health Centre.
- q. More than 60 of the Fortune 500 companies base their global or Canadian head offices in Mississauga.
- r. The temperatures are highest on average in July, at around 21 degrees Celsius. January has the lowest average temperature of the year at -5.8 degrees Celsius.

3. Health Insurance and Healthcare in Canada

In Canada, the healthcare system includes primary and secondary healthcare services. Primary healthcare services often include prevention and treatment of common diseases and injuries, basic emergency services, and referrals to and coordination with other levels of care, such as hospital and specialized care.

When residents are in need of healthcare, they first contact a primary healthcare professional, such as a family doctor, nurse, physiotherapist, pharmacist, etc. When students first arrive in Mississauga, they should ask friends or international staff for information on how to find a family doctor.

When choosing a family doctor, students need to do the following:

- a. Ensure that the doctor is currently accepting new patients.
- b. Ensure that the doctor accepts their insurance or has an acceptable payment plan and policy.
- c. Check to see if the doctor's schedule fits with their schedule.
- d. Determine if they have a preference between a male or female doctor.
- e. Check to see if the doctor speaks their language.
- f. Ensure that the chosen doctor pays attention to their questions and provides clear answers.

Walk-In Clinics Close to NetSoft

Glenn Huron Medical Clinic

1 Glenn Hawthorne Boulevard, Unit 4
Mississauga, ON, L5R 0C2
Phone number: (905) 366-0505

Ceremonial Medical Centre

223 Ceremonial Drive, Unit 3
Mississauga, ON, L5R 2N3
Phone number: (905) 507-2224

Hurontario Medical Centre

5035 Hurontario Street, Unit 5
Mississauga, ON, L4Z 3X7
Phone numbers: (905) 275-4895
or (905) 275-2131

Matheson Medical Centre

801 Matheson Boulevard West
Mississauga, ON, L5V 2N6
Phone number: (905) 890-5600

Sumeet Medical Clinic and Walk-In

Janpath Plaza, 812 Britannia Road West, Unit 109
Mississauga, ON, L5V 0A6
Phone number: (905) 812-0777



4. Recreational and Social Activities

a. **Contacting Family**

Students' families back home like to know that their loved ones have arrived at NetSoft safely. Options for contacting people in other countries include telephone, email, mail, or video call.

b. **Climate**

Mississauga experiences diverse weather, from hot and humid summers to very cold winters. Temperatures can reach as high as 30 degrees Celsius (86 degrees Fahrenheit) and as low as -20 degrees Celsius (-4 degrees Fahrenheit). We have four distinct seasons: summer, fall, winter, and spring.

What Can Students Expect from Each Season?

Fall	September to December: September usually starts out as a warm month, but it becomes cooler at night as October nears. The fall can be windy and rainy, particularly in November.
Winter	December to March: Winters in Canada are usually quite cold, with regular snowfalls that leave five to 20 centimetres of snow on the ground.
Spring	March to June: March and April are still quite cool and rainy, but as June approaches it becomes mild and sunny.
Summer	June to September: Summers are usually very warm and sunny. The temperature can rise to around 30 degrees Celsius and conditions can become hazy, hot, and humid in July and August.

c. **Getting Around the City**

Once students arrive in Mississauga, they are advised to explore the city to become familiar with their new surroundings. NetSoft's Mississauga facility is commuter-friendly, which means that many students drive, walk, cycle,

or take public transit to the premises every day. Unsurprisingly, during certain times of the day, there is a lot of traffic on the roads around the premises. Students must remember to always follow the Canadian traffic safety regulations.

- **Local Bus**

The Mississauga Bus Transit (MiWay) system connects Mississauga and Brampton. MiWay operates seven days a week and covers more than 50 routes. All students can access the bus system by using their Mississauga bus pass or student pass. MiWay offers a student discount for bus passes.

- **Car**

Buying and maintaining a vehicle in Canada can be quite expensive. Students that plan to do so will need car insurance and an Ontario Driver's licence. Vehicles must be registered and be covered by an insurance policy. Please note that it is illegal to operate a vehicle without the registration in the vehicle and without a valid licence.

- **Taxicab**

Taxicab companies provide automobile transportation services that carry passengers between locations of their choice within urban limits for a fare normally determined by the distance travelled. Some cabs can be hailed by the passenger from the street, though it is most common for passengers to arrange trips in advance, either by calling the company or through apps such as Uber or Lyft.

- **Air**

To travel across the country, the fastest option is to fly. Mississauga has a small airport that operates flights to certain destinations across Canada, and there is the Toronto Pearson International Airport in Toronto. The largest airlines in Canada are Air Canada, WestJet,

and Porter (which flies out of Toronto's Billy Bishop Airport in downtown Toronto).

- **Bicycle**

Many students enjoy riding their bicycles to school and around the city. Mississauga is a bike-friendly region, and most roads have dedicated bicycle lanes.

- **Walking**

Students living close to NetSoft may want to travel by foot. Walking in Mississauga is relatively safe, and basic traffic safety guidelines are followed. Most major roads have pedestrian sidewalks that ensure safety when walking.

d. Travelling Outside of Canada

Students planning to travel outside of Canada during their time at NetSoft should verify which immigration documents are required to enter different countries. Visas must be applied for well in advance. Regulations for visa requirements for other countries vary depending on the destination and the student's country of citizenship.

Students requiring a Temporary Resident Visa (TRV) to enter Canada should apply for a multiple-entry TRV in their home country to ensure that there is no need to do so in Canada. On their return to Canada, students should ensure that they have their passport and study permit. NetSoft recommends that students also carry a copy of their letter of enrolment confirming that they are a student in Mississauga and proof of financial support (i.e., a bank statement or letter from their sponsor).

e. Travelling Outside of Ontario

Canada is a beautiful country with many diverse areas. We recommend that students take some time to explore the country during school breaks. Students planning to travel around Canada should take identification with them. Travelling across the country is relatively safe, but NetSoft encourages students to always notify someone of their destination and planned return to Mississauga.

5. Accommodation

Students have a number of options for accommodation within Mississauga. NetSoft suggests that students finalize their living arrangements before arrival in Canada.

a. Living Off Premises

Students need to arrange their own accommodation — the sooner this process starts, the better chance there is of finding a place before classes begin. Apartments, houses, and rooms in private homes are available in neighbourhoods around the premises. Before being able to rent a room, students may have to:

- Sign a one-year lease.
- Pay two months' rent.
- Go through a credit check.

In Canada, overcrowding is not acceptable, and most landlords will object to more than two people sharing a bedroom.

b. Temporary Accommodation

If a student does not have a permanent place to live when they first arrive in Mississauga, or if they need a place to stay until their permanent accommodation is available, they may need to arrange temporary accommodation before arrival.

6. Grocery Shopping

In Canada, grocery stores sell fruit, vegetables, meat, dairy products, and other household items. Some grocery stores in Mississauga sell more than just food, including clothes, small appliances, and electronics, such as cell phones. They operate seven days a week, usually between 9 a.m. and 9 p.m.

List of shopping and grocery centres in Mississauga:

#	Store	Address	Phone Number
1.	Highland Farms	50 Matheson Boulevard East Mississauga, ON L4Z 1N5	(905) 501-9910
2.	Food Basics	377 Burnhamthorpe Road East Mississauga, ON L5A 3Y1	(905) 270-2143
3.	FreshCo	2500 Hurontario Street Mississauga, ON L5B 1N4	(905) 270-6823
4.	Loblaw's	5970 McLaughlin Road Mississauga, ON L5R 3X9	(905) 568-8551
5.	Metro	1585 Mississauga Valley Boulevard Mississauga, ON L5A 3W9	(905) 566-9100

6.	No Frills	620 Eglinton Avenue West Mississauga, ON L5R 3V2	(866) 987-6453
7.	Starsky	2040 Dundas Street East Mississauga, ON L4X 2X8	(905) 279-8889
8.	Whole Foods	155 Square One Drive Mississauga, ON L5B 4E5	(905) 275-9393

#	Shopping Centre	Address	Phone Number
1.	Central Parkway Mall	377 Burnhamthorpe Road East Mississauga, ON L4Z 1C7	(905) 276-8782
2.	Dixie Outlet Mall	1250 S Service Road Mississauga, ON L5E 1V4	(905) 278-3494
3.	Erin Mills Town Centre	5100 Erin Mills Pkwy. Mississauga, ON L5M 4Z5	(905) 569-1981
4.	Heartland Town Centre	Mavis and Britannia Mississauga, ON L5R 4G6	N/A
5.	Sherway Gardens	25 The West Mall Toronto, ON M9C 1B8	(416) 621-1070
6.	Square One	100 City Centre Drive Mississauga, ON L5B 2C9	(905) 279-7467

7. Banking Near NetSoft

#	Bank	Address
1.	Bank of Montreal	40 Bristol Road East Mississauga, ON L4Z 3K8
2.	CIBC	30 Bristol Road East Mississauga, ON L4Z 3K8
3.	RBC	4557 Hurontario Street Mississauga, ON L4Z 3M2
4.	Scotiabank	34 Eglinton Avenue West Mississauga, ON L5R 3E7
5.	TD Canada Trust	7060 McLaughlin Road Mississauga, ON L5W 1W7

8. Immigration Matters

Please note: The information below was valid at the time of printing. Be sure to check the Citizen and Immigration Canada (CIC) webpage at cic.gc.ca regularly for updates. It is important for international students to be aware of immigration regulations governing their stay in Canada.

a. **Study Permit**

A study permit gives an international student permission to undertake academic study in Canada. It is required for students in programs that are longer than six months in duration.

b. **What Happens Next?**

Once an application is approved, a visa officer will issue a Letter of Introduction. Students must remember to take this, along with their offer of admission from NetSoft, with them to Canada. The Letter of Introduction is not a study permit; students will receive this when they arrive at their first port of entry in Canada.

c. **Already Have a Study Permit?**

Students that are currently studying at another university in Canada and already have a study permit must notify CIC via their MyCIC account when they are transferring from one designated learning institution to another. The CIC website has instructions on how to complete the application both online and via mail.

d. **How Can Immigration Status Be Restored?**

CIC will not extend a study permit past the expiry date of a passport. Students that fail to apply to extend their study permit prior to its expiry date have 90 days to restore their status and apply for the extension. Restoration of status will have additional costs. Students that fail to renew their study permit within 90 days of its expiry date will have no status in Canada and will be subject to a removal order by immigration authorities. Students should check the dates on their documents and apply for extensions within

an adequate timeframe.

e. **First-Time Study Permit Applicants**

Students who are applying for a study permit for the first time need to apply to a Canadian embassy or consulate outside Canada. A list of Canadian consulates and embassies around the world can be found at: cic.gc.ca/english/. Students should note that every visa office requires a different list of supporting documents. Additional documents may be requested by the immigration officer upon arrival. Most applicants will need to provide:

- Their passport
- Letter of acceptance from NetSoft College of Technology
- Proof that they have the financial stability to cover their tuition and living expenses for themselves and any accompanying family members or dependants — the following documents can be used as support:
 - Bank statement
 - Bank certification letter
 - Scholarship or bursary letter
 - Letter from sponsor
- Medical clearance from a doctor designated by a Canadian embassy or consulate
- Proof of any obligation to their home country, such as property, family, or employment
- An interview by a Canadian visa officer
- Any additional supporting documents

Students can find a full application package on the CIC website: cic.gc.ca/english/information/applications/extend-student.asp.





Students applying for a new permit will need to submit a copy of their NetSoft acceptance letter and proof of financial support for at least one year of academic study. Details of what is required for a study permit are available at: cic.gc.ca/english/information/applications/student.asp.

f. **Extending Study Permits**

Students that require an extension of their study permit within Canada can do so through the Case Processing Centre. They are advised to send their extension documentation 60 to 90 days in advance. Until their study permit application is processing, students should not leave Canada. NetSoft requires students to show proof of their status in Canada and proof of at least one year of financial support. A full document checklist is available with the application package, which can be downloaded from the CIC website: cic.gc.ca/english/information/applications/extend-student.asp. Students should remember that CIC will not extend a study permit past the expiry date of their passport.

g. **Renew Study Permit Online**

To renew their study permit online, students need to create an ePass Account on the CIC website (if they have not done so already). Once the MyCIC account is created, students should select the link to Change Conditions or Extend Your Stay in Canada. It is possible to complete the application via traditional paperwork, but some may find it more efficient to complete it online.

h. **Immigration Resources**

- CIC website: cic.gc.ca
- CIC Call Centre: (888) 242-2100
- Students should mail their study permit application to:
Citizenship and Immigration – Study Permit
Case Processing Centre, Unit 101
Vegreville, AB T9C 1X5

i. **General Tips**

- Students should keep extra copies (photocopy or digital) of their passport and Canadian immigration documents in a secure location.
- Students should note when their passport and immigration documents are due to expire on a calendar (digital or print).
- Students should apply for renewal or extension well before the expiry dates.
- Students should keep a second copy of their full application package when submitting immigration documents.
- When sending their application, students should record the confirmation and/or tracking number of the package.

j. **Visiting the United States**

Students must obtain a United States Visitor Visa from the American Consulate in Toronto in order to visit the United States, even if they have a Canadian study permit.

To apply for a U.S. visa in person, students need to contact the American Consulate General, Visa Unit at (647) 955-3736 (in the Greater Toronto Area) or (877) 341-2441. Visit the U.S. Visa Appointment Reservation System at canada.usvisa-info.com.

k. **Temporary Resident Visa and Re-Entry Visa**

A study permit alone does not grant permission to enter Canada. Foil stickers are put on passports by visa officers to grant entry for a specified period of time. Certain countries require a document called a Temporary Resident Visa (TRV) in order to be granted entry into Canada for a specified period of time. Canadian immigration officers issue a TRV once study permit applications have been approved. Students must present this TRV, along with their Letter of Introduction, to the Canadian immigration officer at their first point of entry. A list of citizens who require a TRV can be found on the CIC website. Students that are required to have one must ensure that it is valid every time they re-enter Canada.

There are two types of TRV: single entry and multiple entry. Both types are valid for a fixed period and cannot be used after expiration. A single-entry visa can be used to enter Canada once, whereas a multiple-entry visa will allow the holder to come and go during a fixed period. Students with expired visas who plan to travel outside Canada should apply for the TRV (or a re-entry visa) before they leave Canada or go back to their home country. It is far easier to apply for a re-entry visa while in Canada; therefore, NetSoft recommends students do so.

It may take some time to complete the process. Students will need:

- Application for a TRV (form IMM5257)
- Valid passport
- Photocopy of study permit
- Proof of financial support
- Photocopy of valid return ticket (if any)

- Fee payment (money order, certified cheque, or bank draft)
- Any additional documents required by the visa office

For access to the application package online through CIC, visit: cic.gc.ca/english/information/applications/visa.asp.

l. **Multiple-Entry vs Single-Entry TRV**

For students wishing to travel outside of Canada while they are studying, a multiple-entry TRV allows them to request permission to enter Canada as many times as they wish until the visa expires. For students not planning on leaving Canada during their studies, the single-entry TRV is a better option. It is important to note that after a single-entry TRV is used, a new one must be requested to re-enter Canada.

m. **Work Experience**

- Domestic students who are studying full-time and who have been academically successful (i.e., no more than one failure) in their previous semester are eligible to work on the premises in the summer if they are returning to school in the fall semester and are able to work full-time, even if they are not enrolled in any courses.
- International students attending a PCC vocational program can work off the premises without a separate work permit for up to 20 hours per week during their studies, and full-time during any scheduled breaks such as in summer and winter. However, Immigration, Refugee & Citizenship Canada (IRCC) may make exceptions to these rules at any time and require an international student to apply for a separate work permit.





- International students attending a PCC vocational program cannot work on the premises without a separate work permit issued by IRCC.
- More information can be found by visiting the CIC website at: cic.gc.ca/english/study/work-offcampus.asp.
- Students may apply for a work permit if:
 - They have completed a specific program of full-time study for at least eight months at a public or private post-secondary institution.
 - They have a valid study permit when they apply.
 - They have not previously been issued a work permit.
- Students must submit their application for a work permit within 90 days of their final marks being issued or when they receive a formal written notification of graduation from the institution indicating that they have met the requirements of their program of study — whichever comes first. Study permits must continue to be valid upon submission of an application for a work permit.

Note: If a student has other evidence that they have successfully completed their program, such as a final transcript or a letter from the institution, they may apply for a work permit before receiving a formal notification of graduation.

- n. **Applying for Permanent Resident Status**
All official information can be found on the CIC website at: cic.gc.ca/english/information/applications/index.asp.

o. **Social Insurance Number**

A Social Insurance Number is required to work anywhere in Canada. To obtain a Social Insurance Number, students first need to find a job. Once hired, supervisors will need to give a job offer letter on the employer's letterhead that outlines the job and defines the term of the position, and it needs to be signed by both the student and the supervisor. Students need the following documents when applying for their Social Insurance Number:

- Passport
- Study permit
- Job offer letter(s)
- Social Insurance Number application

Find more information at: esdc.gc.ca/eng/home.shtml.

p. **Volunteering**

Volunteering touches every part of a community. It is not only a great way to get to know a community, but it has also been found to assist in gaining valuable experience in the job market. International students may volunteer in whatever capacity they wish.

q. **Documentation for Family**

Students with family coming to live with them in Canada need to apply for visitor status and, if applicable, for a TRV. Family members can apply at the same time, but they need to provide supporting documents as part of their application. If family members intend to join a student after the student arrives in Canada, the student will need to send a letter of invitation to them in addition to supporting documents. The following is a list of supporting documents that need to be provided:

- Proof of sufficient funds (family savings, scholarship, bursary, or sponsor) to pay for family members' expenses while they are in Canada
- Photo identification
- Official academic transcripts and degree certificates
- Test of English as a Foreign Language (TOEFL) scores
- Birth certificates for children
- Marriage certificate
- International Driver's licence or Driver's licence from the home country
- Driving history if planning to buy a car in Canada

r. **Financial Stability**

Knowledge about their financial status is an important step in a student's preparation for their time in Canada. Arranging accommodation and travel and learning about student life is another important preparation step before arrival. If students have any questions before they arrive in Canada, they should contact NetSoft's International Student Personnel team.

- **Tuition and Fees**

NetSoft bills students one term at a time using the student's approved payment option. Students must pay their fees in full or submit the promissory note indicating that they will be using approved financial aid to pay part or all of the fees charged for the term.

- **Arranging Tuition and Fees**

The Operations Department provides instructions on arranging payment for fees, and it is the responsibility of each student

to pay all the fees charged to their student account. NetSoft charges a late fee if fees are not paid by the deadline. The staff in the Operations Department office can answer any questions. Emails to the office should include the student's name and student number in the subject heading.

- **Transferring Money to Canada**

There have been changes to currency regulations and fluctuating exchange rates, which has caused problems for some international students who depend on money from home. NetSoft strongly recommends that students open a Canadian bank account and have the funds transferred there during their stay. Once students have a Canadian bank account open, they should arrange for the bank in their home country to transfer funds to the new bank account. Funds transferred from outside the country to a Canadian bank account are usually held by the bank and are not available for a period of time (seven to 12 days, or more). Students should ensure that payments for student account fees are made directly to NetSoft rather than to a personal bank account to avoid unnecessary delays. Payments from outside the country for personal living expenses must be made directly to a personal bank account, not to a student account at NetSoft. Students should plan to bring enough money to cover expenses for their first two months in Canada, as the transfer of funds can take several weeks. Between \$3,000 and \$4,000 should be enough to cover expenses for the first two months.





s. **Income Taxes and Tax Returns**

If students earn income from employment or from a scholarship while in Canada, they will have to complete an income tax form. Income tax forms must be completed and mailed by April 30 of each year. The taxation year in Canada runs from January 1 to December 31 and applies to taxes owed for the past calendar year (for example, a tax form filed in 2017 would be based on financial information from 2016). Here are answers to some of the most commonly asked questions about income tax in Canada, as well as information on filling out a tax return.

How Do Students Know if They Have to Fill Out a Tax Return?

Students will have to fill out an income tax return if:

- They owe taxes.
- They have earned income in Canada in the tax year.
- They received a scholarship or grant in the tax year.
- They want to claim a refund.
- They want to apply for the goods and services tax credit (and/or other tax credits).

What Do Students Need to Fill Out a Tax Return?

Students need to have the following to fill out an income tax return:

- A Social Insurance Number (SIN); if students do not have an SIN, they will be issued a Temporary Tax Number by the Canada Revenue Agency (CRA)
- A *Determination of Residency* form (students need to fill this form out only the first time they file income tax)

What is Residency Status? How Do Students Determine Residency Status?

Students need to fill out a *Determination of Residency* Status form for tax purposes prior to filling out their tax return. A residency status for tax purposes is not the same as a status for immigration. A residency status for tax purposes merely determines which income tax form students will fill out. Information about determining statuses can be found at: cra-arc.gc.ca/tx/nnrsdnts/cmmn/rsdncy-eng.html.

Where Can Students Get Tax Forms?

- Tax forms are available at any Canadian post office.
- Forms are also available online at the following locations:
 - International students deemed residents: cra-arc.gc.ca/formspubs/t1gnrl/nnrsdnts-eng.html
 - International students deemed non-residents: cra-arc.gc.ca/tx/nnrsdnts/ndvdl/nnrs-eng.html

To complete their tax return, students will need to download:

- The guide (instructions on filling out the forms)
- The return (the main income tax form)
- The schedules (additional forms that apply to certain things not on the main return)

T2202A Form

T2202A forms are issued to students who have paid \$100 or more in eligible fees for post-secondary-level courses beginning and ending in a particular calendar year.

T2202A forms are issued in February every year. A \$10 fee will be charged for any duplicate forms issued. Students should ensure that NetSoft is provided with their correct and most recent residential address. T2202A forms are also available online via the student web.

Why Don't Students' T2202A Forms Always Match the Amount They Paid for Their Course?

The total amount of tuition paid may not necessarily correspond to a student's T2202A form because not all the fees included in the tuition fee are tax deductible. Fees that are not eligible include:

- Medical care
- Transportation/parking
- Meals
- Lodging
- Goods of lasting value that will be kept, such as a computer or books

Receiving a T2202A Form With an Incorrect Address on it

Students may submit their T2202A form even if the address is incorrect. Note that it is not necessary for students to submit the T2202A form with the tax return, but they must produce it if requested by the CRA. Students must ensure that NetSoft has their current address at all times.

What Do Columns B and C Mean on the T2202A Form?

In addition to claiming tuition and ancillary fees, students are also eligible to claim an education amount for each month of full-time or part-time study. A full-time month equals at least 12 contract hours per week for three consecutive weeks. A part-time month equals at least three consecutive weeks and involves a minimum of 12 hours of instruction each month.

Useful Web Pages

Study permit: cic.gc.ca/english/study/study.asp

Extension of study permits: cic.gc.ca/english/study/study-extend.asp

New Temporary Resident Visa: cic.gc.ca/english/visit/cpp-o-apply.asp

t. Student Support Centre

NetSoft's one-stop Student Support Centre makes life easy for students. The resources are designed to help them manage the academic and lifestyle challenges they may encounter. Whether they've been out of school for a while or are coming to NetSoft from high school, it's an adjustment to get used to learning at the college level. The following NetSoft personnel provide students with in-depth information about the support resources that are available to all students studying at NetSoft:

#	Name	Phone	Email
1	Tariq Azad (CEO and Student Support Representative)	(905) 812-2923 ext. 118	tariq.azad@netsoftcollege.com

Roles and Responsibilities

Tariq Azad, CEO of NetSoft College of Technology,

is responsible for providing, coordinating, and overseeing international student support.



NetSoft Responsibilities Prior to Students Entering Canada and Upon Arrival in Canada

- Provide program information, including prerequisites, entrance requirements, and financial requirements.
- Provide proper admission documents, such as letters of acceptance, to assist applicants with the completion of the study permit application.
- Provide information on homestay accommodations.
- Provide the following health insurance provider information:
 - Blue Cross: on.bluecross.ca/health-insurance/health-insurance-101/compare-our-plans
 - RSA: rsatravelinsurance.com/products/international-students/student-health-coverage
 - Ingle: studyinsured.com/studyinsured/
- Provide an airport pick-up service upon arrival, if needed.
- Run a college and community orientation session upon arrival.
- Provide information about Canadian universities upon completion of studies.
- Provide the Student Handbook, which addresses the issues related to students being treated equally and free of disrespect,

harm, or harassment of any type.

NetSoft Responsibilities During Students' Studies at NetSoft College of Technology

- Provide study schedules.
 - Provide ID cards.
 - Educate students about financial needs.
 - Offer education counselling to ensure that the student is aware of their advancement in the program.
 - Track attendance.
 - Arrange refunds in the event of student withdrawal, depending on circumstances.
- u. **Withholding of Documents**
NetSoft College of Technology does not and will not withhold or retain an international student's passport, study permit, or similar documents under any circumstances.
- v. **Contact NetSoft**

NetSoft College of Technology

135 Matheson Boulevard East
Mississauga, Ontario L4Z 1R2
Canada

Phone number: (905) 812-2923

Website: www.netsoftcollege.com



18.0

Student Handbook Acknowledgment



I hereby acknowledge that I have received a copy of the Student Handbook. I agree to read the Handbook and abide by the standards, policies, and procedures defined or referenced in this document.

I understand that the information in this Handbook is subject to change and that changes in policies may supersede, modify, or render obsolete the information summarized in it. As NetSoft provides updated policy information, I accept responsibility for reading and abiding by the changes.

I know that NetSoft's policies and other related documents are not a guarantee by NetSoft of the conditions and benefits that are described within them. Nevertheless, the provisions of such NetSoft policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I understand that I have an obligation to inform NetSoft of any changes in personal information, such as name, phone number, address, etc. I also accept responsibility for contacting NetSoft if I have questions or concerns or need further explanation.

Student's name	
Student's signature	
Date (dd/mm/yyyy)	