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Course News Forums:

Students are expected to consult the News Forum of their current course regularly to observe policy, reminders (e.g. tuition payments), dates (e.g. exams), deadlines, and changes to dates and/or deadlines. Policies, deadlines, dates, reminders and so forth posted in this forum are firm and binding.

Profile Settings and Course Access:

It is the student's responsibility to ensure that their profile settings reflect their correct email. Students requiring assistance updating their profile settings may contact CSIC e-Academy administration at e-academy@csic-scci.ca. Course access is not indefinite, as older courses are periodically archived. Students who are withdrawn or dismissed from the program may not retain course access.

Student Attendance and Participation

Regular online attendance and participation are essential factors for success in the program. Students are expected to participate in the course by submitting their assessments by the specified due dates. Students who are unable to participate normally in the course due to extenuating circumstances must contact CSIC e-Academy administration for consideration. Students who do not participate in their courses and who are unresponsive to communication may be considered dismissed as per the "Withdrawals and Dismissals" section of the Policy Handbook.

Student Travel:

When travelling, it is expected that students continue their studies during their travels.

Students may not miss an exam due to travel unless under extreme circumstances, and with the advanced documented consent of CSIC e-Academy. This notification must be submitted at least 4 days prior to the scheduled exam date for consideration by CSIC e-Academy.

Regardless of giving notification, students are still responsible for adhering to course deadlines unless specifically instructed otherwise. As always, Internet connectivity and/or accessibility issues are the responsibility of the student.

Time Zones and Submission Deadlines:

All assignments, discussions, quiz and exam deadlines are indicated on the Assessment Calendar of each course. The Assessment Calendar is numbered by Days, which represent the days since that course began. For example, Day 1 is the first day of the course, while Day 2 is the second day of the course.

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It is the responsibility of the student to ensure that they are aware of all due dates. It is strongly recommended that students download and save the Assessment Calendar to their computer and populate the file with the corresponding current dates.

All due dates are scheduled in the Eastern time zone (EST/EDT).

Assignments and discussions

Students are required to submit assignments and discussions by the designated day +3 hours EST/EDT. This means that if an assignment is due by Day 4 which is a Thursday, the student is expected to submit that assignment by Thursday and will have – at the latest – until 03:00 EST/EDT of Friday morning to submit it without penalty. The deadline of 03:00 EST/EDT has been designated to accommodate students living in the West.

Quizzes and Exams

Quizzes and exams are scheduled in EST/EDT. Quizzes are open for 27 hours on the indicated day (00:00 EST/EDT to 03:00 EST/EDT of the following morning). For example, if a quiz is scheduled for Day 6 which is a Saturday, the quiz would be available all of Saturday and would automatically close by 03:00 EST/EDT on Sunday.

Students are required to complete course exams on the day designated by CSIC e-Academy, which is typically held on the last weekend of the course at 12 noon EST/EDT. If the exam date is changed by CSIC e-Academy, students will be provided with at least 2 days' notice – either through the News Forums and/or by email.

Observation and Adherence to Deadlines

Notification of deadlines for assignments, discussions and quizzes can appear in five places – the News Forum, the Assessment Calendar, in the session files, in the applicable course menus or by email. It is the student's responsibility to note and adhere to these deadlines. It is also the responsibility of the student to be aware of time zone differences if they are outside the Eastern Time zone.

Late/Missed Assessments:

Late Assignments

20% will be deducted per day unless otherwise authorized by CSIC e-Academy. This means 2 marks per day for an assignment that is worth 10 marks.

Late/Missed Discussions

Discussions are intended to be collaborative, and are time-sensitive. If discussions are not completed on-time and in full then this is equivalent to "skipping class". Discussions form an important part of the course grade and participation in the student learning community. Late entries will be penalized 20%

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per day. A discussion will be considered missed if not submitted within 2 days. Missed entries will be penalized accordingly at a full point value loss (0/10) – no matter how close to the 2 day grace period deadline the student posts. Students must post and respond unless otherwise specified in the instructions. Failure to fulfill both elements on-time will be considered an incomplete response and will result in a mark of zero.

Missed Quizzes/Exams

Students are required to make the necessary time zone calculations that impact them, and complete the quiz or exam within the designated window. Missed quizzes will result in a mark of zero. Missed exams will also result in a mark of zero, unless the student is provided *advance written permission* from e-Academy administration to complete the exam at another designated time or to complete an alternate assignment.

If an exam is missed due to technical issues, and the student is making a request to rewrite or make-up this item, the request should be directed to CSIC e-Academy for a decision. As part of this request, the student will be required to provide evidence that timely attempts were made to resolve the issue with the assistance of technical support staff. Failure to contact technical support staff and/or to demonstrate genuine effort to resolve the issue will nullify this request.

Submission of Assessments:

It is the responsibility of the student to ensure that all work has been successfully submitted to the course website. Once the work has been successfully submitted, a timestamp is recorded in the course website. If a student submits their work online but later modifies their original online submission, a new timestamp would be recorded and this would be considered a new submission. The instructor may only consider the most recent submission of an assessment during the grading process. Applicable late marks may be applied if the original online submission is modified by the student after the due date.

It is the student's responsibility to ensure that the appropriate work has been submitted to the corresponding area of the course website. For example, when submitting an assignment file, it is the student's responsibility to ensure that the correct file is uploaded to the corresponding assignment link. For example, when posting a discussion topic, it is the student's responsibility to ensure that the posting is made in the corresponding discussion link.

Students are expected to submit all work in accordance with the format specified in the instructions. In regards to assignments, all files must be uploaded to the course website in the specified format. Files submitted directly to the instructor's email or submitted in a format that is not in accordance with the specified instructions may not be considered.

Drop Grade Policy:

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At the end of each course, the lowest mark (one discussion, one quiz, or one assignment) will be removed from each student's grade sheet. This means that if a student does poorly on one item or misses the deadline for one item, there will be one opportunity for exemption. This does not apply to final exams, final projects, or the CSIC PP. This policy has been created to allow for one opportunity to make a mistake in each course. Students are asked to observe policy in submitting their graded work, and to understand that beyond this one opportunity for exemption, there may not be additional lenience. The drop grade policy will not apply to instances of student misconduct or academic dishonesty.

Minimum Passing Grade:

The minimum passing grade for all courses is 70%, after the application of the drop grade policy. If a student does not achieve a final mark of 70%, they will be required to repay and repeat for that particular course before continuing with the program.

Contact with Faculty, Staff and Technical and/or User Support:

Method

Students must communicate with faculty and staff via the email contact provided. Messages sent through the course portal "Send message" feature will not be accepted. Students who contact Technical Support for service in English may do so via email, live chat or telephone at any time (day or night).

Contacting Faculty (Course Instructors)

Students must contact Faculty using the email address provided in the syllabus and user profile – not through the course portal.

Contacting Staff

Students are asked to contact staff via email or phone only – email is generally preferred. Students are further required to contact the appropriate staff member to address their particular issue. Students may escalate communications to the Administrator at any time.

Students who are experiencing problems submitting graded items of any type due to technical or user issues are bound to contact e-Academy as the issue is occurring and/or within a timely manner to resolve the issue. If the student fails to contact the instructor or CSIC e-Academy staff in a timely manner, accommodation will not be made and the score for the graded item will be compromised.

Student Conduct:

Communication with e-Academy students, staff and faculty

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Students are expected to be diplomatic, respectful of, and sensitive to peers in discussion forums, during group work, or in other related activities. All communications between students, even when disagreeing with one another in the discussion forums or in group work settings, should be constructive, polite and professional – and tact should be applied with the tone used when writing to one another. Acts of rudeness, sarcasm, unveiled anger, discrimination, bullying, intimidation, sexism or racism will not be tolerated and could result in expulsion from the program. The decision about what constitutes poor conduct in CSIC e-Academy communications rests solely with CSIC e-Academy staff and faculty. Should a student demonstrate poor conduct:

- 1) First instance will result in a zero for whatever the discussion posting, assignment, quiz or exam the incident is relates to.
- 2) Second instance will result in removal from all course discussion posting. This will result in a grade of zero for all future discussion postings for that course.
- 3) Third instance will result in expulsion from the program.

In all cases, the drop grade policy will not apply. The CSIC refund policy applies in the case of an expulsion.

Complaints or Disputes between Students or with Staff/Faculty:

Should a student have concerns about individual quizzes, assignments, postings, exams, or course grade s/he is expected to first contact the instructor, via email, to discuss the concerns. The instructor will review the concern and provide a response. If after contacting the instructor, the student still has concerns, s/he may contact e-Academy via email through the Escalated Dispute Process.

Escalated Dispute Process

If a student has a complaint/dispute with another student or a member of faculty or staff, s/he must bring this issue, in writing, to the attention of the Instructional Designer within a timely manner. The Instructional Designer will review and provide a response. If after contacting the Instructional Designer, the student still has concerns, s/he may contact the Senior Education Administrator, via email, with the concerns. Should the concern be regarding the Instructional Designer, or if the Instructor Designer is absent, the complaint can be sent directly to the Senior Education Administrator in writing.

Upon receipt of the complaint by the Senior Education Administrator, a detailed investigation will then ensue. A decision will be issued within 7 business days from the date that all details involved in the complaint were provided by the student bringing forth the issue. Once the Senior Education Administrator renders a decision, there is no further level of appeal.

Students will not be subject to any form of retaliation as a result of filing a complaint. The student making the complaint may be represented by an agent or a lawyer. If a student believes that he or she has been misled by the institution regarding any significant aspect of that program, he or she may file a

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complaint with the Private Training Institutions Branch (<http://www.privatetraininginstitutions.gov.bc.ca>).

Questions for the Instructor:

Students may pose questions to the instructor on issues directly related to the course content.

Questions outside the scope of the course, or questions that are case-specific, may not receive a response. If students are seeking case-specific advice, they should in all circumstances advise the individual(s) concerned to contact CIC directly or to formally engage the services of a qualified and authorized immigration professional.

Academic Dishonesty:

CSIC e-Academy defines academic dishonesty as any form of cheating in the academic environment. This includes, but is not limited to, the following activities:

Plagiarism

- The adoption of another author's ideas as your own without proper acknowledgement.
 - For example, copying and pasting or paraphrasing material such as a website or an instructor's previous feedback without citing the source.

General Cheating

- Providing or receiving an improper advantage in an academic situation.
 - For example, submitting work you have done for a previous course to your current course.
 - For example, Student A and Student B are not in the same cohort. However, Student A has taken the same course earlier and provides Student B with the questions and answers to the activities. Both Student A and Student B would be cheating.

Falsification

- Falsifying information in an academic environment.
 - For example, fabricating data or references in an assignment.
 - For example, fabricating a doctor's note in order to have late marks waived.

Collusion

- Collusion differs from beneficial collaboration, as collusion refers to the act of working together on an academic activity in an unpermitted manner.

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- For example, Student A and Student B write an assignment together and submit the same assignment (or very similar assignments, with minor cosmetic changes), thereby presenting it as work that was completed individually.
- For example, dividing up an individual assessment such as the list of exam questions among multiple people.

Impersonation

- Similar to General Cheating, impersonation is the act of having someone impersonate the student in order to complete an academic evaluation. In cases of impersonation, both parties would be liable for academic dishonesty.
 - For example, providing your login information to someone else so that they may write your quiz or exam for you.

All students are required to submit their own unique work.

A student who is found to be academically dishonest will receive a grade of zero for their submission, which will not be removed by the drop grade policy. The student may receive a notation indicating academic dishonesty on their transcript. The student may also be permanently removed from the program.

Process for Allegations of Academic Dishonesty

- 1) Instructor:** If a course instructor suspects academic dishonesty, s/he should document the allegation and attempt to talk to the student directly about matter to see if allegation is grounded. If s/he finds that the allegation is groundless, the instructor should document the allegation, the student's response, and the outcome in a brief report, and take no further steps. If the allegation is grounded then the instructor should prepare a report to e-Academy Administration which will include all of the evidence supporting the allegation(s) as well as the student's response.
- 2) School/ E-Academy Administration:** If e-Academy receives a report from a course instructor regarding academic dishonesty, the e-Academy Administration should review the instructor's report, elicit a formal response in writing from the student, review all of the evidence and render a decision in writing, which is to be circulated to the student and the instructor. If the allegation(s) of academic dishonesty is found to be proven on all of the evidence, the e-Academy Administration will also render a penalty.

Note: Any responses or reports mentioned above may be sent by facsimile or email.

- 3) Appeal Panel:** A student may appeal the e-Academy Administration's decision finding academic dishonesty to an Appeal Panel consisting of at least two (2) panel members of the Program Advisory Committee (PAC) comprised of CSIC e-Academy instructors, who will review the decision and provide the student with an opportunity to clarify or add to his/her submissions in

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writing. The Appeal Panel will then render a decision in writing either to uphold or to overturn the e-Academy Administration's decision.

While the appeal process is underway, the student will not be able to proceed with other courses at e-Academy. Appeal decisions, once communicated, are final; and students are compelled to abide by and respect these decisions as well as any academic consequences that are applied as a result.

Student Cohorts:

Students are expected to remain in their original assigned cohort for the duration of the program.

Students who wish to take more than one course concurrently must contact CSIC e-Academy by email at e-academy@csic-scci.ca for consideration. The opportunity to take courses concurrently is dependent on prior academic performance in the program and is at the sole discretion of CSIC e-Academy.

Students who have an exceptional circumstance may be permitted by CSIC e-Academy to take breaks between courses known as "leave of absences". If a student wishes to take a leave of absence, they must submit this request in writing to CSIC e-Academy. If a leave of absence is granted, the student will be issued an addendum to their student contract which must be signed and returned to CSIC e-Academy.

A student who takes a leave of absence will be required to pay a \$200 deposit, which will be credited to their next course fee upon return.

Students may take a maximum leave of 3 months. Students are required to complete their studies within 18 months.

Students who deviate from their original assigned cohort – such as through a leave of absence, course failure, failure to join the next course, program dismissal, or program withdrawal – may be subject to a change in program of study upon resuming their studies. This may involve taking additional courses or an increase in tuition fees depending on any applicable changes to the program of study.

Withdrawals and Dismissals:

A student who wishes to withdraw from the program must contact e-Academy administration by email at e-academy@csic-scci.ca. Advising the instructor of one's intent to withdraw is insufficient.

Failure to participate in the course does not constitute an official withdrawal from the program.

A student may be dismissed by e-Academy if the student has been absent from the program without communication after 30 days. Students who interrupt their program of study for more than 30 days, without authorized leave, may also be deemed dismissed.

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Once a student is withdrawn or dismissed, their original student contract is considered null and void. To resume one's studies, a withdrawn or dismissed student may be subject to a \$150 File Review Fee and/or may be required to reapply to the program and be subject to the current program of study.

Refund Policy:

- 1) A student may be entitled to a refund of tuition fees paid to CSIC e-Academy in the event that:
 - a) The student provides written notice to CSIC e-Academy that he or she is withdrawing from the program; or
 - b) CSIC e-Academy provides written notice to the student advising that the student has been dismissed from the program
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund entitlement to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the CSIC e-Academy is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the CSIC e-Academy has received fees in excess of the amount it is entitled to under the student contract, the excess amounts must be refunded.
- 6) Refund policy for students:
 - a) Refunds before the program of study begins:
 - i) If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
 - ii) If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
 - iii) If written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
 - b) Refunds after the program of study starts:

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- i) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition and fees due under the contract.
 - ii) If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition and fees due under the contract.
 - i) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
- 7) Where a student is deemed not to have met the CSIC e-Academy's minimum requirements for admission through no misrepresentation or fault of their own, the CSIC e-Academy must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- 8) Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- 9) Refunds owing to students must be paid within 30 calendar days of the CSIC e-Academy receiving written notification of withdrawal and all required supporting documentation, or within 30 calendar days of the CSIC e-Academy's written notice of dismissal.

Privacy Statement:

CSIC e-Academy collects information about its students for a variety of reasons: to process an application for enrolment, to verify payment of fees, to tabulate exam results etc. CSIC e-Academy does not sell the information it collects and maintains about students for any purpose. CSIC e-Academy will not disclose any of the student information it collects about students unless it is required to do so for limited purposes such as on the authorization of a student.

The sort of information CSIC e-Academy collects about its students includes personal information such as: date of birth, mailing address academic records from other institutions, exams results and other information which it requires to process student applications and to maintain a complete student record. Student records and other information maintained by CSIC e-Academy are maintained using one of the following secure methods. Copies of all student application documents are maintained for the duration of the student's enrolment in the program. Once a student graduates, CSIC e-Academy will store a copy of the student record off site with a third party storage facility. Electronic records are maintained using a secure storage medium in secure location.

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Current and former students of CSIC e-Academy will have access to their records at any time on reasonable written notice. CSIC e-Academy will maintain a copy of the student record for 55 years following the student's completion of the program or withdrawal for any reason.