

# *Eternal Beauty*

## STUDENT HANDBOOK

FULL TIME ESTHETICIAN PROGRAM  
EFFECTIVE November 2021

Replaces all previous versions

# WELCOME!

Welcome to Eternal Beauty Institute! We are pleased you have chosen us to pursue your Medical Esthetics education.

Eternal Beauty Institute is an International Renowned & Accredited Training Institute committed to our students education and success. We offer a variety of options from Beginner to Advanced Training. Eternal Beauty offered a fresh take on Full Time Cosmetology Studies with the most current & cutting edge curriculum with modules that focus primarily on Medical Esthetics. Eternal Beauty also has a comprehensive basic aesthetics component to compliment your career in the world of beauty.

**Eternal Beauty Institute was founded in 2013 by its President Barbara McBean. The principals on which the Eternal Beauty dynamic ring true throughout its many campus locations that span North America.....**

Exceptional spa and salon training. With 9 locations currently open in North America and many new locations opening soon. Eternal Beauty Institutes also offers remote monthly classes in every city in North America. Eternal Beauty is not just another school; we are focused and committed to bringing you the very best the industry has to offer. From our elite professional instructors to our stunning world-class learning centers. You will notice from the time you walk through our doors that Eternal Beauty does not feel like a school, but rather a high-end clinical setting with a touch of glamour. Eternal Beauty was founded on the principals that beauty treatments in most cases are extremely intuitive and requires a special set of artist ability and an eye for the aesthetic and symmetry. Success in this field also requires a keen adherence to business and marketing as well as the ability to network and properly care for and manage clientele. Eternal Beauty has multiple programs that facilitate the careers and success of their students:

**Jennifer Hofer Owner/President - Winnipeg**

**With a background in business and working for 15 years operating in the construction industry, the move to beauty slowly started with opening up a Spa in her home town & moving to education and teaching at a Winnipeg college. With that, the process started, more exclusive training and certifications. After meeting and discussing opportunities for Manitoba, Jennifer and her husband made the decision to find & open our Winnipeg home! Eternal Beauty Institute Winnipeg – officially opened in 2019. Jennifer's focus is continual upgrading, research & bringing the very best the Beauty Industry has to offer! Manitoba will now be on top of trends, the latest and greatest & output phenomenal professionals!**

### About This Handbook

This Handbook contains important information about the academic policies of Eternal Beauty as well as the services provided to you while you are a student at the College. It is an excellent source for information about what is expected of you while you are attending school and the steps that can be followed to ensure your success.

Every effort has been made to ensure the Handbook is accurate as of the date of publication. The Handbook is periodically reviewed and updated as necessary to reflect current academic and operational policies and procedures. Changes are effective when made.

Please take time to read this Handbook and ensure that you have signed the last page of this document and returned a copy to the College

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# ADMISSION!

## **Admissions Policy**

Admission to programs at Colleges requires applicants to follow a formal application procedure. The application and admissions process includes an interview with an admissions representative; meeting with a financial administrator or financial planner, validation the applicant meets the program admission requirements, the signing of a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon the applicant's meeting the proscribed program admissions requirements. Admissions to programs must be approved by the President

Students are required to provide all the required documentation to confirm the student meets the specific program admissions requirements, including proof of age, high school completion, etc.

## **Admissions Process**

**Interview with an Admissions Director:** It is important that the applicants interview and have the opportunity to explore their education and career expectations. Therefore, applicants are interviewed by an admissions representative as part of the application process.

**Financial Planner:** The student must meet with the Financial Administrator/Planner. Financial Administrators/Planners are trained to assess the students understanding of the financial challenges that face adult learners and to ensure that the student understands the responsibilities that arise from funding study by way of student loan.

**Admissions Requirements:** To ensure students have the basic knowledge, skills, and abilities to be successful, each program has established minimum admissions requirements that must be met in order for the student to be approved for admission. The minimum admission requirements cannot be waived by either the student or the institution. Specific programs may have additional admission requirements. The following admissions requirements must be met by all students in order to gain admission to any program. Neither the student nor the institution can waive required admissions requirements. The College does not represent or imply that students guaranteed a job or in the case of international students a work permit on graduation.

**Student Enrolment Agreement:** A written Enrolment Agreement conforming to regulatory requirements must be signed by the student and/or by a parent or guardian if the applicant is a minor, in the state/province of permanent residence. The student must receive a copy of the Enrolment Agreement with the Campus Director's signature once the student has been accepted into the program. If you have any questions in regards to your enrolment agreement please bring them to your Admissions Director.

# CHEATING AND PLAGIARISM

**Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work.**

The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College.

**Cheating is any act of academic dishonesty.**

**Plagiarism is the act of representing someone else's work as your own.**

**Acts or behaviours, which constitute cheating, include, but are not limited to, the definitions listed below:**

- Submitting the same work or part of the same work, for credit in two different courses without the prior agreement of the instructors involved;
- Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.).
- Presenting oneself as another student for a class, test, or exam;
- Unauthorized sharing of material (copying, or allowing others to copy) during text/exam
- Unauthorized communication with another student in a test or exam;
- Submitting another person's work as your own, or providing work for another person to submit as his/her own;
- Falsifying or misrepresenting academic records;
- Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor;
- Deliberately preventing, or attempting to prevent, the fair access by other students to all types of learning resources;
- The act of copying for the purpose of providing advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain advantage for you. The methods used could be visual, oral, notes, printed matter or electronic means.)
- Plagiarism includes using another person's essential style and manner of expression.
- Any act of representing others' work as your own is a dishonest act. This includes, but not limited to, homework, written papers, exams, lab assignments, published work, circuit design, etc. Students should give credit explicitly and clearly, as well as reference, to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first.

# CHEATING AND PLAGERIARISM

Collaboration is the act of two or more students working jointly on any assignment when the Instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside of class hours, exercises or reports. Collaboration also includes writing an assignment or paper for another student;

Theft or solicitation of another student's assignment or paper, grade books, non-administered tests or other academic work/material will result in immediate expulsion; and intentionally helping or attempting to help another student to commit any act of academic dishonesty.

Violations that threaten the academic integrity of the College may be subject to disciplinary action as described in the Disciplinary Process. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination;
- Award of a fail grade for the whole course;
- Academic Probation;
- Suspension;
- Expulsion.

Student appeals can be made in writing, to Student Complaint/Resolutions Policy.

# E-RESOURCES & MATERIALS

Students will be granted access to e-resources, which includes e-books - our our online learning portals. Once the e-learning portal has been received by the student, it is non-refundable.

College's Use of Technology Policy.

Students' programs may include the use of hard copy or E-copy textbooks and learning guides, as needed. The College reserves the right to make changes to the adopted text or to the text edition or version used at any time. As with any material, errors may occur in textbooks and learning guides used by the College. The College makes every effort to identify errors and provide errata to students. In the event that errors are discovered in internally generated textbooks or learning guides, the College has a protocol for correction. If errors are discovered, the instructor should be advised.



# CAREER SERVICES

The Career Services program is available to students who graduate from their diploma program (up to 6 months). In order to be eligible for this assistance, students must have their Diploma program completed. The Employment Specialist does not find you a job and the College is barred by law from guaranteeing any student employment after completion.

The College may assist graduates in finding employment by:

1. Presenting Career and Employment Strategies;
2. Assisting with the preparation of personal marketing tools such as resumes, cover letters, and thank you letters;
3. Coaching in interview skills and self-directed employer contact;
4. Photocopying and printing of personal marketing tools subject to College policy;
5. Assisting with job readiness and job search activities.

# COURSE DROPS/WITHDRAWALS

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within that province.

Students wishing to withdraw from study must either meet with the Admissions Representative or Director, and complete a Student Activity Form OR submit a letter of withdrawal delivered personally or by registered mail to the Campus Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent. In accordance with Student Loans and funding agency requirements, the student's absence will be reported as "withdrawn".

Students may be administratively withdrawn from the program for:

- Failure to submit required documents.
- Failure to participate according to the Attendance Policy.
- Failure to achieve a passing grade in all courses of their program.
- Cheating, falsification, and/or plagiarism.
- Gross misconduct and/or any form of harassment.
- Lack of positive progress.
- Failure to keep account current.

# COURSE REPEATS/RE-WRITES

Eternal Beauty Institute's Student Training Guarantee is a program that helps students, previous students to get comfortable, hands on. Students can come in the next scheduled course for their program and sit and learn again and again and again until the student is comfortable enough on her/his own.

We care about the students success, so we offer these programs, we also have the marketing team to help and guide you on how to start a business.

# GRADING

The College uses percentage to indicate academic performance. Students are given a grade for each course/module, work experience, practicum, or preceptor-ship completed or attempted. Grading may be based on classroom performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise.

Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

## **Grade Disputes**

As such, a student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the Winnipeg President.

Students who feel they have received an erroneous grade must appeal that grade to their instructor a maximum of five (5) business days after the start of the following module /course or term

The Instructor/Winnipeg President, after consultation with the instructor and student, will make a determination. The student, if still dissatisfied may appeal by following the Complaint Policy.

## **Appealing Academic Termination**

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation on how the circumstances have been remedied or changed. The Campus Director will review a student's appeal and determine whether the student's circumstance(s) and academic status warrant consideration for reinstatement or some other determination. The Campus Director will report to the student by letter. The time necessary is dependant on the circumstance especially if it is of a complex nature. The outcome of this appeal process is considered final.

# GRADING

## **Re-entry after Academic Termination**

A student terminated for violating the policies must appeal in writing to the Campus Director for re-entry before the start of the term in which s/he wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies. There may be additional requirements depending on the program.

If the appeal is granted, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program. The student must successfully retake courses previously failed so that the recalculated GPA and successful completion percentage meets or exceeds the minimum requirements. Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated.

# PARTICIPATION

The College fosters an environment that closely resembles a Medical Clinic work setting. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

Students should be prepared to participate in the following ways.

1. Attend all class hours scheduled for each course within the program of study.
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate actively in classes, labs and placements.
4. Contribute to all discussions, debates and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be pro-active and responsible for their success and to seek help when it is required (i.e., academic, financial, budgeting, guidance, etc.).
7. Demonstrate a commitment to their studies.
8. Progress at a satisfactory rate throughout the program

# STUDENT RECORDS

Student records will be maintained on campus. Besides “hard” paper copies, the College retains electronic information containing student enrolment and account information. Student records must include the Enrolment Agreement, enrolment application, the students’ transcripts, and financial records including payment records, student loan documents and any refund, student dispute, and/or dismissal information.

Full student records are kept for seven (7) years. After 7 years, these records are reduced to include only the Enrolment Agreement, transcript, and a copy of the Diploma/Certificate if issued, and retained for a period of 55 years. Only authorized individuals have access to the files in each department on a "need-to-know" basis. Colleges apply and comply with privacy policies and student record management, use, and retention policies that are consistent with the applicable provincial and federal protection of privacy legislation as well as registration and/or accreditation obligations. These policies apply to the collection, storage and disclosure of students’ private information, as well as to ongoing business and operational record keeping and analytics. Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

## **Official Transcripts**

Students will receive one official copy of their Diploma or Certificate upon graduation mailed to their home address or have ready for pick up. This official copy is at no charge to the student. Additional copies of official College Diplomas or Certificates will be provided upon request at a cost of \$25 per transcript. Diplomas and Certificates required for admission to other institutions will be sent directly to the admitting institution at a cost of \$25 per transcript. International Diplomas & Certificates will be sent via courier. The student is responsible for courier charges.

# HOURS OF OPERATION

Eternal Beauty regular operating hours are as follows:

Monday - 9am to 5pm

Tuesday - 9am to 5pm

Wednesday - 9am to 5pm

Thursday - 9am to 5pm

Friday - 9am to 5pm

Except where otherwise indicated classes generally begin at 10:00 A.M or 4:00 P.M each class day regardless of what percentage of the class is in attendance. Students arriving late should not be admitted to class and must meet with the Instructor or Admissions Director to obtain permission.

Breaks should last no longer than 15 minutes. Under no circumstances should a class be ended prior to its official ending time. We are required by Regulators to provide all of the instructional hours indicated in a course or program outline.



# FOOD & BEVERAGE

Students shall not take food and beverages into the classroom or learning areas. In some instances approved containers may be permitted.

Computer keyboards and medical equipment are extremely sensitive to moisture and are destroyed by spills. Some locations throughout the Spa/School are designated for students to enjoy their lunch.

Please note that change is not available through the administrative offices.

# PARKING/APPEARANCE/ SECURITY & SMOKING

## **Parking**

The College does not provide student parking. Students are responsible for making their own arrangements for transportation and parking for classes and practicum.

## **Personal Appearance**

As a College, we expect students to behave and dress as they would in a professional work environment, following accepted norms of appropriateness. We encourage all students to wear black attire or black scrubs. Students on Theory (non practical) are encouraged to dress fashionably professional.

## **Security**

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:

- Never give out your password or other personal information;
- Never leave a “logged in” computer unattended;
- Always keep personal belongings with you;
- Report any suspicious or unsafe activity to a staff member;
- During an emergency, follow the instructions of a staff member.

## **Smoking**

Smoking is prohibited in all buildings. This includes e-cigarettes. Please ensure the grounds outside the Campus are kept neat and tidy. As per the city of Winnipeg by-law, smokers need to congregate within 10 meters of the building. DO NOT dis-guard cigarette butts on the ground.

# STAT HOLIDAYS

Please be aware that some statutory holidays fall on weekends, which means that the following working day is taken as the holiday.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

# DISCIPLINARY

One or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

- Warning – a verbal notice & write up to the student, that the student is violating or has violated the College regulations.
- Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
- Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.
- College or Campus Expulsion – Termination of the enrolment and expulsion from the campus or from any campus within the College.

This list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate. Other than expulsion, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions.

During a suspension, a student shall be denied access to all areas of the College premises and any campus that falls under the College's jurisdiction. Due to the size of the organization and diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

It is understood that a student has an obligation to bring promptly concerns or complaints about their program. The College does not want minor problems to develop into major issues. This is to provide the student and the College the best opportunity to address, respond, and if necessary re-mediate the issue as soon as possible. In general, if a student has any problems or concerns during their training period, the College encourages students to discuss them promptly with the staff member directly involved. Should the concern require further investigation and involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including, the Campus Director.

A complaint must be filed with the Student Relations Office within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. Anonymous complaints will not be accepted.

# STUDENT EXPECTATIONS

EB recognizes that each course has a minimum of in-class practicum/theory hours must be completed in order for the student to reach success and confidence in the safe and effective techniques of your given certification.

Students are advised to arrive on time to class. If a student will be absent from a class, they must contact our Senior Training Coordinator prior to the time they are scheduled to begin class. The student will have to make up the missed day at a future class before they can apply for certification.

# HARRASSMENT/DISCRIMINATION

The College is committed to providing a positive learning environment where the individual differences of all students and staff are valued and respected. The College neither condones nor tolerates any discrimination or harassing behaviour that undermines the dignity, self-esteem, and productivity of any student or staff member.

The College considers harassment and/or discrimination by any student or staff member to be a serious breach of human rights, which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

## **Discrimination and Intimidation**

Discrimination and intimidation as it applies to the College is defined as refusing to participate in classroom and/or other activities because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction of any person.

## **Harassment**

Harassment for the purposes of this policy is defined as any unwelcome remarks, behaviours or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction which causes offence or humiliation to any person.

## **Sexual Harassment**

Sexual harassment is unwelcome sexually oriented conduct which may be verbal, physical or by innuendo.

## **Personal Harassment**

Personal harassment is defined as unwelcome remarks, behaviours or communications directed toward an individual or group of individuals which misuses authority or abuses the power one individual or a group of individuals has over another individual or group of individuals and has the effect or purpose of seriously abusing, threatening, demeaning or intimidating the individual or group of individuals.

## **Unwelcome Conduct**

Harassment and/or discrimination is unwelcome conduct where:

1. Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment; or
2. Submission or rejection of such conduct is used as a basis for educational decisions; or
3. Such conduct has the purpose or effect of interfering with educational performance; or
4. Such conduct creates an intimidating, hostile or offending educational environment.

# HEALTH & SAFETY

The College is committed to creating a healthy and safe environment. All students, employees and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents, or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process or procedure at once to an instructor, supervisor and Campus Director.

# PRIVACY

Students have a right to have their private information protected. All staff shall take steps to protect the privacy of students' personal information that may be provided to colleges in the course of our business. It is everyone's responsibility to ensure the confidentiality and security for students' personal information under our custody and control. This commitment applies to current, past and prospective students.



# RESPONSIBLE TECHNOLOGY USAGE

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of software. Such resources and tools are made available to students in support of their training objectives and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send, receive or display. The facilities may not be used in any manner to create, send, or display material, which contravenes the College's policies and/or any federal or provincial statute governing the use of information technology. Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on College property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the Instructor and/or Campus Director.

Inappropriate use of information technology includes, but is not limited to the following:

1. Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems;
2. Deliberate interference with the processing of a system or deliberate vandalism of the equipment and software;
3. Use of College facilities and resources for commercial or non-academic related purposes;
4. Propagation of hate literature;
5. Harassment, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic materials from the Internet and/or personal media);
6. Theft of resources;
7. Use the Internet to slander or disparage the College or their instructors or classmates.
8. Malicious or unethical use, and
9. Use that violates provincial or federal laws.

After-class use of classroom facilities and equipment is at the discretion of the College. The student will be held responsible for both the hardware and software in their possession during this period.

The College reserves the right to inspect at any time the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules.

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

# STUDENT CODE OF CONDUCT

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

## **Student Conduct Policy**

The College recognizes its students as responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

### **Elements/Violations**

Violations that threaten the health, safety or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviours that violate the Student Code of Conduct include, but are not limited to:

1. Persistent or gross acts of willful disobedience or defiance toward college personnel;
2. Assault, battery, or any other form of physical abuse of a student or college employee;
3. Fighting;
4. Verbal abuse of a student or college employee;
5. Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees;
6. Any conduct that threatens the health or safety of one's own self or another individual. Threats to commit self-harm and/ or actual incidents of self-harm by any student are a violation of this code;
7. Harassment by any means of any individual, including coercion and personal abuse. Harassment includes but is not limited to, written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person;

# STUDENT CODE OF CONDUCT

8. Any form of unwanted sexual attention or unwanted sexual contact;
9. Violations by guest of a student on college property. Students are responsible for the actions of their guests;
10. Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty or staff member;
11. Interference with the normal operations of the college (i.e., disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities);
12. Use of cell phones and pagers during scheduled classroom times;
13. Unauthorized entry into, or use of, college facilities;
14. Forgery, falsification, alteration or misuse of college documents, records or identification;
15. Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials;
16. Disorderly, lewd, indecent, or obscene conduct. This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by college officials;
17. Extortion;
18. Violation of college safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats;
19. Breach of peace on college property or at any college sponsored or supervised program;
20. Use, sale, possession or distribution of illegal or controlled substances, drug or drug paraphernalia on college property, or at any function sponsored or supervised by the college. Being under the influence of illegal or controlled substances on college property, or at any college function is also prohibited;
21. Use, sale, possession or distribution of alcoholic beverages on college property or at any function sponsored or supervised by the college. Being under the influence of alcohol on college property or at any college function is also prohibited;
22. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions;
23. Smoking in classrooms or other college buildings or areas unless designated as a smoking area;
24. Failure to satisfy college financial obligations;
25. Failure to comply with direction of college officials, faculty, staff or security officers who are acting in the performance of their duties;
26. Failure to identify oneself when on college property or at a college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties;

# STUDENT CODE OF CONDUCT

28. Any form of “hazing” and any act that endangers the safety of a student, or that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization.

“Hazing” includes any method of initiation or pre-initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending the college;

29. Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation;

30. Any violation of the institutions’ policies on the responsible use of technology including but not limited to:

- a. The theft or abuse of computer, email, Internet or Intranet resources
- b. Unauthorized entry into a file, to use, read, or change the contents, of for any other purpose
- c. Unauthorized transfer of a file
- d. Unauthorized downloading of copyrighted materials in violation of law
- e. Unauthorized use of another individual’s identification and/or password
- f. Use of computing facilities to interfere with the work of another student, faculty member, or college official
- g. Use of computing facilities to send obscene or abusive messages
- h. Use of computing facilities to interfere with normal operation of the college’s computing system

31. Abuse of the College’s disciplinary system, including but not limited to:

- a. Failure to obey the summons of a disciplinary body or college official
- b. Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
- c. Disruption or interference with the orderly conduct of a disciplinary proceeding
- d. Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding
- e. Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
- f. Failure to comply with the sanction(s) imposed under the student conduct policy
- g. Influencing or attempting to influence another person to commit an abuse of the disciplinary system

32. Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law;

33. Conduct disruptive to the positive learning environment at any of the colleges that fall 28 under the College.

# STUDENT CODE OF CONDUCT

34. Acts of dishonesty, including but not limited to:

- a. Giving false information to any official, Instructor, or staff member.
- b. Forgery, alteration, or misuse of any College document, record, or instrument of identification.
- c. Computer piracies—copying software, copyright infringement, and unauthorized computer entry.
- d. Signing in to someone account or gaining access to networks data or information to which you do not have explicit permission.

35. Disruption of teaching, administration, disciplinary proceedings, and other College activities.

36. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person.

37. Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone.

38. Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property.

39. Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property.

40. Violation of federal, provincial, or local law on College property or College-sponsored activity.

41. Use, possession, or distribution of controlled substances (e.g., drugs and alcohol), except as permitted by law. Students in violation of federal, provincial, or other local regulations may face both criminal prosecution and disciplinary sanction.

42. Illegal or unauthorized possession of any weapon(s) on College premises or College sponsored activities.

43. Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct.

44. Aiding, encouraging, or inducing another to commit a violation to the Student Code of Conduct.

45. The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities.

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

# STUDENT CODE OF CONDUCT

## **CONSEQUENCES OF MISCONDUCT**

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

1. Warning – a verbal notice and write up to the student that the student is violating or has violated the College regulations.
2. Loss of Privileges – denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time.
3. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
4. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.
5. College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges.

The above list is not meant to be progressive or exhaustive and the College reserves the right to impose the sanction it deems appropriate

# FINANCIAL

## **General Information**

Provincial governments in Canada provide financial assistance to students in the form of provincial student loans or a combination of Canada Student Loans, provincial student loans, and possibly grant funding. The amount and type of assistance awarded is based on need as assessed by the provincial authority. Students must qualify in order to be eligible for funding.

Applications for Student Loans are available from the Student Financial Planner (SFP) at each campus. The SFP at the campus can assist with review for accuracy and completeness before the application is submitted to the Funding Agency. If financial assistance is awarded, the amounts disbursed to the College on the student's behalf are applied to the student's outstanding balance as set forth in the Student's Payment Plan.

The College expects students to pay their tuition according to arrangements made with the SFP prior to registration. Students are financially responsible for all charges incurred after the Enrollment Contract has been signed. All fees are payable as specified in the student's payment plan.

## **Tuition Fees and Payment**

Students are informed of all fees related to a program of study during the admission process. Students are responsible for repaying their loan(s) and complying with the terms of their enrolment contract and student loan agreement with student loan authorities. If a student withdraws from studies or ceases to be a full-time student, the student could be in an over award situation with the student loan program. Students are required to speak to the Financial Administrator/Planner and/or student loan authorities in the case of withdrawal, dismissal, changing their course load or undertaking any other major change in course of study.

In the event a student does withdraw or is dismissed from a program the College is required to report this to the appropriate student assistance office and required to refund tuition fees in accordance with the stated refund policy. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.

All tuition and other fees must be paid in full prior to the academic end date specified on the Enrollment Contract. Students who do not pay fees as agreed or do not make satisfactory arrangement to pay tuition and other charges will be suspended or dismissed from the College.

## **Tax Receipts**

Tuition receipts for income tax purposes (T2202A) will be available in February of each year. These receipts will show only the lesser of the portion of tuition used or the tuition payments made in the previous calendar year.



# FINANCIAL

## **Refund Policy**

Private vocational institutions are legislated by The Private Vocational Institutions Act and Manitoba Regulations 237/2002. These sections relating to refunding fees to students are as follows:

When student ceases to be enrolled 16 A student ceases to be enrolled in a program of instruction on the date (a) that the student

(i) gives written notice of withdrawal from the program of instruction to the private vocational institution, (ii) is expelled for cause from the program, or is absent, during the first two-thirds of a program of instruction, for 10% or more of its total hours of instruction; or

(b) that the registrant cancels the student's enrolment under section 15.2.

Student fees 17 A registrant may not receive any fees from a student other than those listed in the statement of fees under clause 9(1)(c). Certificates or diplomas must be issued 17.1 If a student successfully completes a program of instruction, he or she must receive a certificate or diploma from the registrant. Transcripts must be issued 17.2(1) A registrant must, on request of a student, issue a transcript detailing the marks or grades achieved by the student.

17.2(2) A registrant must give a student a transcript, at no cost to the student, at the following times:

(a) after the student graduates or ceases to be enrolled in a program of instruction;

(b) if the student's program of instruction has a duration of more than one year, on request of a student, after the end of the first year of the program.

## **When student ceases to be enrolled**

16 A student ceases to be enrolled in a program of instruction on the date

(a) that the student

(i) gives written notice of withdrawal from the program of instruction to the private vocational institution,

(ii) is expelled for cause from the program, or is absent, during the first two-thirds of a program of instruction, for

10% or more of its total hours of instruction; or

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(b) if the student's program of instruction has a duration of more than one year, on request of a student, after the end of the first year of the program event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.



# TRAINING COMPLETION FUND

## **TRAINING COMPLETION FUND**

Information from registrants in respect of every student enrolled in a private vocational institution, the registrant of that institution must provide to the director, at the times specified by the director,

- (a) his or her name, address and telephone number;
- (b) the program in which he or she is enrolled;
- (c) if any portion of his or her fees were paid by or received from a government program, an agency or another person, and, in that case, the name and address of the government program, agency or other person; and
- (d) any other information required by the director to determine eligibility for making claims against the fund.

## **Contributions to the fund**

For each contract for a program of instruction entered into by a registrant, the registrant must contribute to the fund 1% of the tuition. This amount must be forwarded to the director by the last working day of the month after the month in which the program of instruction commences.

- The director must deposit in the fund all money paid by registrants in accordance with this section.
- If contributions owed by a registrant are determined by the director to be in arrears, the director must give notice to the registrant to remit all outstanding payments within 10 days of receipt of notice, and if the total outstanding amount is not paid within the prescribed time, the director may cancel or suspend the registrant's registration.
- No vested right or interest in deposited funds is created or implied for a registrant at any time during the operation of the fund.

## **Payments out of the fund**

In the event a registrant's registration is cancelled or not renewed, or a registrant becomes insolvent, the director must notify the students and any other persons and agencies how to make a claim. The notice is to be sent by regular mail to the address provided.

- A person or agency that receives a notice under subsection (1) may submit a claim on behalf of a student.
- A person may make an application for compensation under the fund within six months of the notice under subsection (1), and not after.
- Subsection applies, with necessary changes, to any payments out of the fund.
- No liability accrues to the government from claims made against the fund.
- The director is empowered to settle and determine all claims with respect to the fund.
- For greater certainty, no payment from the fund to, or on behalf of, a student may exceed the amount of tuition fees that were actually paid to the registrant by, or on behalf of, that student.

## **COLLEGE POLICY AND PROCEDURE CHANGES AND REVISIONS**

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the College at the time of this publication.

- The College reserves the right to revise and/or change these policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the College and its students.

# Eternal Beauty Student Handbook Agreement Acknowledgement

**I have received a copy of the Student Handbook.**

## **ACKNOWLEDGEMENT AND AGREEMENT**

I acknowledge that I have received and reviewed my student handbook, which contains important information on the College's policies and procedures. For good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), I understand and agree that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.

Student's Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return this signed copy to the Campus Director.

Received by the Campus Director on behalf of the College.

Campus Director Signature:

\_\_\_\_\_

Date: \_\_\_\_\_

## **Emergency Contact & Medical Information**

NAME:

Please fill in the information below. It will be kept in confidence in your file. If any of the information should change during your course of studies, please be sure to inform Student Services.

### **EMERGENCY CONTACT**

Name:

Phone Number:

Relationship:

### **EMERGENCY CONTACT**

Name:

Phone Number:

Relationship:

Do you have any illnesses or medical conditions? (circle one)

NO          YES Please specify:

Are you currently taking medication? (circle one)

NO          YES Please specify: