



NOTICE TO THE READER,

THE POLICIES AND PROCEDURES IN THE
STUDENT HANDBOOK ARE FOR ALL STUDENTS
TO ADHERE TO WHILE ATTENDING,

LEGENDS ACADEMY



Welcome to Legends Academy. We offer a professional environment in our school so that you, as the Student can begin your training in an environment that is conducive to your Professional working life in the career that you have chosen.

Legends Academy is an English only speaking school that has Policies and Procedures in place to ensure that every student can experience the same equality and fairness while completing their program of Study.

Legends Academy offers dedicated theory and practical areas for training, as well as a dedicated lunch room.

Lockers are available to all students and are to be used for all personal items while at school; this would include cell phones. No personal items such as bags, purses etc. are to be in the Practical area or in the classrooms. Students are required to supply a lock for their locker while attending school. Upon graduating or final exit of the school, please remove your lock and personal items from the locker as it will be cut off and items removed as you have 30 days to conclude all personal affairs with the school from your completion date. Students are always welcome to come back and visit their instructor(s) as well as explore any new job opportunities that come into the school.

Cell phones will be taken away for the day by your instructor if they are found on you during school times. You may use them during your break or lunch time, as they are not required during school hours.

With these policies in place, it will hopefully provide all students with an enjoyable experience while attending Legends Academy.



Legends Academy



**Private Training
Institutions Branch**

Student Statement of Rights

Legends Academy is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.



School Policies and Procedures

School Policies and Procedures

April 2011

Name of Policy

Implementation Date

Admissions Policy, Attendance Policy, Dispute Resolution Policy, Grade Appeal Policy, Student Withdrawal/Dismissal Policy, Practicum Policy, Language Proficiency Policy and Credit for Prior Learning Policy

Senior Education Administrator

January 2021

Position(s) Responsible for Administering this Policies

Date of Last Revision

Personal Hygiene and Dress Code

As professionals working in close proximity to others, (i.e. clients, peers and staff etc.), it is essential that proper attention is given to both personal dress and hygiene. Legends Academy has initiated a dress code policy that meets the expectations of today's community and associates. Their Program Instructors will inform students of their program dress code. It is expected that this dress code will be maintained throughout the duration of the program.

Dress Code Policy for all departments: Hairdressing, Nails, Esthetics and Waxing:

Black dress skirt or Black dress pants (jeans and yoga pants are not permitted to be worn), black or white top; dress skirt not to be more than 3" above knee, Black (closed toe) shoes, running shoes are not permitted.

Objective: it is the intent of this policy to clearly outline acceptable student attire and personal grooming as it pertains to Classroom and Practicum settings requirements.

Clothing should be neat, clean and comfortable for a classroom setting: -torn clothing, short shorts are not acceptable - footwear is required at all times -hair is to be clean and neat -personal cleanliness with the use of deodorants/anti- per spirants is required

It should be understood that any student can be asked to leave the setting at the discretion of the instructor for not adhering to the above policy until such time as the necessary corrections have been address.

Smoking Policy

Smokers need to be aware of personal hygiene issues as they relate to residual tobacco odors on clothing, in hair, on breath and hangers; therefore, brushing of teeth, finger stain removal etc. is essential; prior to return to classroom from breaks.

**Admissions Policy and Procedure**

April 2011

Name of Policy

Implementation Date

Senior Education Administrator

January 2021

Position(s) Responsible

Date of Last Revision

Policy:

Legends Academy is committed to providing accurate information and guidance to prospective students to ensure they make informed decisions about their program of study. Legends Academy admission criteria are well publicized and applied consistently. Entry assessment tools and admission requirements ensure students have the required language competencies (see Language Proficiency Assessment Policy), and the basic knowledge, skills and abilities to achieve program outcomes.

Admission requirements may not be waived by either the student nor Legends Academy.

Students are provided with the following policies before entering into any contract, including a Letter of Acceptance and Program Outline prior to signing the student enrollment contract, a copy will be given as well:

- a. Admissions Policy
- b. Attendance Policy
- c. Dismissal Policy/ Withdrawal Policy
- d. Respect and Fair Treatment of Students Policy
- e. Grade Appeal Policy
- f. Practicum Experience Policy
- g. Dispute Resolution
- h. Tuition and Refund Policy
- i. Sexual Misconduct Policy
- j. Language Proficiency Assessment Policy
- k. Credit for Prior Learning/ Prior Learning Assessment Policy
- l. Health and Safety Policy

Legends Academy enrolls students who have met all of our program admission criteria. We offer our students at Legends Academy a teaching facility that provides an appropriate classroom and salon environment, giving our students every opportunity to meet their educational and then career goals.

Procedure:

1. The institution's receptionist/administration refers all inquiries to the admission representative.
2. The admission representative meets with the prospective student to discuss the program of interest and gives the student a tour of Legends Academy. If the student is decided or undecided about a program of study, the admission representative gives the prospective student a brochure with information about the programs and a Program Outline so that the student can make a decision.
3. Once the student has decided on a program of study, the admission representative will administer and review the admissions criteria/interview questionnaire for the program with the student to ensure that he/she meets all of the criteria.



4. The admission representative obtains evidence (e.g. transcript, proof of age (driver license), etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file.
5. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative will prepare the Student Enrolment Contract and will meet with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the prospective student wishes to sign a contract, the admission representative arranges for the prospective student to meet with the Senior Education Administrator.
6. The Senior Education Administrator meets with the prospective student to discuss his/her educational goals and commitment to completing the program of study. Financial arrangements for payment of tuition and other fees are also discussed.
7. If the Senior Education Administrator and the prospective student agree on a financial arrangement, they sign the contract.
8. Legends Academy will confirm with the applicant in writing and indicate whether or not the prospective student has been accepted at Legends Academy and in this Letter of Acceptance it will indicate the commencement date and applicable fees. Then the Senior Education Administrator delivers a copy of the signed contract, along with a copy of all student policies and chosen program outline to the student.

<u>Legends Academy</u>		<u>3733</u>
Name of Institution		Institution Number
<u>Attendance Policy</u>	<u>January 2021</u>	<u>January 2021</u>
Name of Policy	Effective Date	Revision Date

Policy:

Students are responsible to maintain their attendance hours. Students must complete the hours required in their program of study from start date to end date, as stated in their contract in order to graduate from their program of study. Any missed time/or day must be made up through volunteering or attending additional days at school.

The Instructor and Administration office record hours of attendance and the student shall keep a record themselves in the event of any discrepancies.

Medical Absence

Students who will be away for more than two consecutive days require a written note from their Doctor. (this will not constitute extension of time). Any sick time must be made up before the contract end date.

1.The attendance requirements for students are as follows:

Absenteeism

Students are responsible for instruction missed during their absence.



It is the responsibility of the student to confer with the Instructor in order to determine steps needed to get caught up with the class.

✓ Legends Academy offers many opportunities to make up missed time through Volunteering events (within the field of Study) throughout the community. This allows the student to ensure they will have completed their hours within their contract time. It is the responsibility of the student to do everything within their power to maintain their hours. Attendance report cards are completed monthly by the instructors and the student must have confirmed their action plan for making up missed time within the month of the missed time.

2.The process by which students must report an absence and makeup the missed hours are as follows:

1. The student must contact the Senior Education Administrators office or the front desk by either phone, or email (info@legendsacademy.ca) for the Abbotsford location or (langley@legnedacademy.ca) for the Langley location prior to the start of the day to advise of why they are missing school.

2. The student must make up any missed time within the month of missing time to make up the missing hours from the program. Legends Academy offers many Volunteering events (within the field of Study) throughout the community, that are checked and monitored by an instructor, for a student to make up the hours they missed.

Absenteeism when on Student Loan/ Maintaining Eligibility

Any student who receives funding or interest-free status through StudentAid BC and does not maintain full-time status or fails to maintain the minimum number of weekly instructional hours for non-academic (career training) programs for the entire length of their study period will be considered to have withdrawn. Withdrawal will result in the cancellation or pro-rating of student financial assistance, including terminating interest-free status. Students who are in interest-free status or interest-free periods are considered to be in a 'funded' term. Withdrawals and unsuccessful terms are counted during this time. In addition, post-secondary institution officials must immediately report to StudentAid BC as withdrawn any student who meets one or more of the following criteria:

2.The consequences for students who do not meet the minimum attendance requirements listed above are as follows:

2 a) Absenteeism when on Student Loan

1. Misses two consecutive calendar weeks of study (with the exception of the year-end break when post-secondary institutions are permitted to close for up to three weeks at the end of the calendar year).

2. Drops below 60 percent (40 percent for students with a permanent disability) attendance for three consecutive calendar weeks of study.

3. Has missed sufficient days/hours that they can no longer successfully complete the program.

Students who withdraw twice while receiving student financial assistance will be denied further student financial assistance. Students can appeal."



2 b) Consequences of Absenteeism

1. If the student fails to make up missed time on a first missed day/or portion of, they will be formally written up by their instructor and the Senior Educational Administrator and a copy of the incident report shall be given to the student and one place in their file.
2. If the student fails to make up the time within the month for a second time of missed hours/day then the student will be written up a second time and a copy of the incident report shall be given to the student and one place in their file and be dismissed for the day. This day is added to the time missed.
3. If the Student fails to make up the time within the month for a third time of missed hours/day then the student will be written up for a third time and a copy of the incident report shall be given to the student and one place in their file and they will be dismissed from the program.

The student may return and complete the program when they are confident, they can complete the program without missing time and failing to complete their hours within their contract end date.

Course extension fees

Where students fail to complete the course within the contract specified period, Legends Academy, in its sole discretion **may** extend the study period under the contract. The time left to complete the hours required in the contract must be paid for and completed immediately follow the last contract day. If a day is missed during this paid extension time, the student will have to pay for the day again when the first extension time is completed.

Consecutive daily rates to extend the contract are as follows:
All programs - \$40.00 per whole or part day of instruction.

If the student fails to complete the hours immediately after the contract end date, the file will be closed and considered a non-completion in the program. If the student returns at a later date to complete the program, a new contract will be started under the Credit for Prior learning Policy and tuition rates will apply then.

Holiday Schedule

Legends Academy closes for Statutory Holidays and most major holidays. These interruptions have been factored into the student's length of contract.

Hours of Instruction / Training

<u>Esthetics, Medical Esthetics Laser, Nail Technology, Waxing</u>	<u>Hairdressing</u>
Tuesday to Friday 9:00 AM to 3:30 PM	Monday through Friday 8:30 AM to 4:30 PM
Lunch break - 1/2hr	Lunch break - 1/2hr

The Instructor will determine an appropriate time for each student to receive a lunch break



Legends Academy

<u>Student Withdrawal/Dismissal Policy</u>	<u>January 2015</u> Implementation Date
<u>Senior Educational Administrator</u> Responsible for Administering this Policy	<u>January 2021</u> Date of Last Revision

Student Withdrawal/Dismissal Policy and Procedure **Policy:**

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Senior Educational Administrator.

Or if a student is dismissed from the program of study, the Senior Educational Administrator will provide dated written notice to the student. Students must adhere to the Code of Conduct at all times during school hours.

Refunds are calculated according to the Legends Academy Refund Policy and the date on which the written notice of withdrawal is received will be used to determine if any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund if a copy of the denial letter is provided to Legends Academy prior to the program start date.

Procedure for Student Withdrawal/Dismissal:

1. The student must provide written notice to Legends Academy that he or she is withdrawing from the program of study or that Legends Academy is providing the student notice advising that they are being dismissed from the program of study. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
2. The Senior Educational Administrator will review the written notice with the student and determine if the student is entitled to any refund as per the refund policy.
3. The Senior Educational Administrator will have the student complete any and all paperwork that is required for the withdrawal or dismissal. This would be a Summative survey and the Student Aid exit papers needed to be signed by any student who is funded through Student Aid BC.
4. Where the student is withdrawn or dismissed and has received any or all of their student kit and textbooks, the student shall be responsible for the costs of the equipment and textbooks unless they are unused, unmarked and in the original packaging.

Legends Academy expects students to meet and adhere to a code of conduct while completing a program of study. The following list outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Senior Educational Administrator if they have any questions.

While on Legends Academy premises or in the course of activities or events hosted by Legends Academy, the following activities are prohibited:



Student Code of Conduct

The Code of Conduct that Students are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Students may **not** solicit customers for their own personal gain.
- Refrain from any disruptive, offensive or intimidating behavior during school times.
- Dress according to the school's dress code.
- Unavailable to/or refusal to do client services.
- Failure to maintain passing grades (75%) after permitted second attempts to re-write exams.
- Refrain from plagiarism in completing class assignments.
- Treat school property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to school.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from bringing any alcohol or any prohibited mood-altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

If under any circumstances, a prohibited activity occurs, the following outlines the grounds for dismissal.

Students who do not meet the expected code of conduct will be subject to the procedures outlined which may include immediate dismissal from the institution depending on the severity of the misconduct.

Dismissal Procedure:

1. If the Program instructor finds a student to be in contravention of the Student Code of Conduct, the instructor will advise the Senior Educational Administrator of their reasons and if agreed a **Student Incident Report** will be drafted and Senior Educational Administrator, Instructor and Student will review and sign the Incident report. The first incident by any student shall be written up a warning. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
2. If the Program instructor finds a student to be in contravention of the Student Code of Conduct for the second time the instructor will advise the Senior Educational Administrator of their reasons and if agreed a **Student Incident Report** will be drafted and Senior Educational Administrator, Instructor and Student will review and sign the Incident report. The second



incident by any student shall be a day dismissal and the procedure to make up that time will have to be followed as described in the Attendance Policy. A copy shall be given to the student, a copy will be placed in the school’s Student Conduct File, and the original will be placed in the student file.

- 3. If the Program instructor finds a student to be in contravention of the Student Code of Conduct for the third time the instructor will advise the Senior Educational Administrator of their reasons and if agreed a **Student Incident Report** will be drafted and Senior Educational Administrator, and meet with the Student to review and sign the Incident report. The third incident by any student will constitute a Dismissal from the Program they are currently in studies for and the Procedure for that Dismissal is outlined above under **Procedure for Student Withdrawal/Dismissal**. A copy shall be given to the student, a copy will be placed in the school’s Student Conduct File, and the original will be placed in the student file.

Grounds for Permanent dismissal:

If the recommendation is to **permanently dismiss** the student, the Senior Educational Administrator and /or Owner of the school will meet with the student to dismiss him/her from study at the school. The Senior Educational Administrator and/or Owner of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student’s financial account and the Refund Policy with the school.

If a refund is due to the student, the owner of school will ensure that a cheque is forwarded to the student within 30 days of the dismissal.

If the student owes tuition or other fees to the school, the owner of the school will undertake the collection of the amount owing.

Grounds for Immediate permanent dismissal:

- Possession or distribution of illegal drugs or alcohol in the premises or on the school parking lot
- Willfully Cheating; stealing;
- Disruptive behavior after being warned and written up to a maximum of three times.
- Willful damage of school property
- The possession or use of any item, which resembles a weapon or could be used to cause physical injury

Respectful and Fair Treatment of Students

Name of Policy

October 2017

Implementation Date

Senior Educational Administrator

Responsible for Administering this Policy

January 2021

Date of Last Revision

The Legends Academy is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. Students have the right to participate and learn in an environment that values and promotes principles of inclusion and diversity and promotes equal and fair opportunities for all learners in a respectful atmosphere that values individuality and dignity.

While on **Legends Academy** premises or in the course of activities or events hosted by **Legends Academy**, field or work experience sanctioned by **Legends Academy**, the following activities are prohibited: (verbal, written/visual or physical)



- Discrimination (unfairly treating a person differently from another on grounds of their difference such as race, age, education etc.)
- Harassment (the repeated unwanted and annoying or disturbing action of one person on another/group)
- Intimidation (causing fear, submission or a sense of inferiority in another person)
- Bullying (dominating or intimidating another person or forcing them to do something because they feel threatened or afraid. This includes cyberbullying which uses electronic technology to threaten or harass)

Procedure:

1. When a concern regarding respectful and fair treatment arises, the student/complainant should first attempt to resolve the concern informally with the respondent.
2. In the event an informal resolve is not possible, the student should report details of the prohibited activity in writing to the Senior Educational Administrator.
3. The SEA will address the concern, investigate the allegations and recommend a course of action to remedy the effects of the prohibited activity, documenting the investigation findings and proposed course of action in writing.
4. If the student is not satisfied with the outcome at this level, the concern will be forwarded to the Owner.
5. The Owner will review the investigation conducted by the SEA and meet with the student and respondent.
6. The Owner will make a decision, exercise disciplinary actions if required and issue a written record of the prohibited action resolution process.

Grade Appeal Policy

April 2011

Implementation Date

Senior Educational Administrator

Responsible for Administering this Policy

January 2021

Date of Last Revision

Grade Appeal Policy and Procedure

Policy: Legends Academy provides an opportunity for students to appeal grades in a fair and equitable manner.

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.



2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Educational Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.

Testing/Grading

The school has developed a standard set of marking/ grading which all Instructors follow for uniform grading consistency. The School standards are as follows:

Esthetics, Hairdressing, Nail Technology, Medical Esthetics, Laser and Waxing Requirements

Tests are held throughout the program in both in theory and practical areas

A grade of 75% or greater combined average on all theory modules

A grade of 75% or greater combined average on all Practical modules

Practicum Experience Policy

April 2011

Implementation Date

Senior Education Administrator On-site Administrator

January 2021

Revision Date

Policy:

1. Legends Academy provides practicum experience placements for students who are within the last month of their program of study and have completed all of their Theory and Practical skills. The students are encouraged to seek a Salon/Spa of their choosing as this may produce a salon of interest to the student, as well as the possibility of employment upon the completion of their program.
2. Legends Academy will ensure that practicum experience placements provide an opportunity for its students to enhance the skills learned throughout completion of their program of study.
3. Legends Academy seeks practicum experience placements for its students with employers who are committed to introducing students to work in the field of study.
4. Legends Academy works with practicum experience placement hosts to evaluate the student's performance during a practicum experience placement.



Procedure:

1. Practicum experience placements are sought through networking and direct contact by school staff or the student seeking a salon/spa of their chose.
2. When a possible practicum experience training site is identified, the Instructor contacts the proposed site to assess the commitment of the training place host to enhancing student learning. The Instructor explains the school's expectations with respect to joint evaluation of student performance.
3. If the training place host is approved to accept work experience students, the host's name and contact information are entered on the school's roster of practicum experience placement sites.
4. When a student is ready for a practicum experience placement, the student contacts the training place host to discuss a possible placement and training plan, and arranges an interview for the student.
5. When the student has successfully met the host for an interview, the Senior Educational Administrator or Instructor prepares the Practicum Agreement and Training Plan and meets with the student to sign these documents. Copies of the documents are placed in the student's file and the student is given the original documents to deliver to the training place host. The Senior Educational Administrator or student's instructor will advise the student of the placement dates.
6. The Instructor notes the placement dates and plans a contact schedule which should not be less than one phone call to the training place host and one site visits within the period of the placement.
7. At the end of the practicum experience placement, the Instructor or SEA meets with the training place host and the student to conduct an assessment of the student's performance throughout the practicum experience placement. The assessment is designed to include the student's performance at the work site of the skills learned during completion of the program of study. The completed assessment is signed by the instructor, the training place host and the student. A copy of the assessment is given to the training place host and the student. The original assessment is placed in the student's file.

Dispute Resolution Policy

Senior Educational Administrator

Responsible for Administering this Policy

April 2011

Implementation Date

May 2022

Date of Last Revision

Dispute Resolution Policy

Policy: Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, the institution provides a fair and reasonable mechanism for resolution.

1. This policy governs complaints from students respecting Legends Academy and any aspect of its operations. A Student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.



3. The student must provide the written complaint to the Administrative Assistant who is responsible for making determinations in respect of complaints. If the Administrative Assistant is absent or is named in a complaint, the student must provide the complaint to the Senior Educational Administrator of the Institution the student attends.
4. The process by which the student complaint will be handled is as follows:

Procedure for Dispute Resolution:

The Administrative Assistant will do one of the following after receiving the student's written concerns:

- a. Determine that the student's concerns are not substantiated; or
- b. Determine that the student's concerns are substantiated in whole or in part;
- c. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination within 5 school days. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file. If it has been determined that the student's concerns are substantiated in whole or in part the Administrative Assistant shall include a proposed resolution of the substantiated concern.

- If the student is not satisfied with the determination of the Administrative Assistant, the student must advise the Administrative Assistant within 48 hours of being informed of the determination. The Administrative Assistant will immediately refer the matter to the Senior Educational Administrator of the Institution that the student attends. The Senior Educational Administrator of the institution will review the matter and meet with the student within 5 school days.
- The Senior Educational Administrator of the institution shall either confirm or vary the determination (and reconsideration, if any) of the Administrative Assistant during the meeting with the student and provide Written reasons for the determination to the student.
- If the student is not satisfied with the Senior Educational Administrator decision of the students attending Institution, decision the student may request within 48 hours to the Senior Educational Administrator of the attending location, that the matter be reviewed by a Senior Educational Administrator from another Legends Academy location. The Senior Educational Administrator from another Legends Academy location will review the decision of the Senior Educational Administrator of the students attending Institution location and within 3 school days give the student a written final decision to the complaint.

At this point the School's Dispute Resolution Process will be considered exhausted.

Personnel names and email address for Legends Academy locations are found on the last page of the Student Handbook for reference for the Dispute Resolution Policy for a complaint.

A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.

The student making the complaint may be represented by an agent or a lawyer during this meeting.



Section 62 of the Private Training Regulation Dispute resolution process Institutions must establish a **written dispute resolution policy** that:

- 62** (1) For the purposes of section 19 [*dispute resolution process for student complaints*] of the Act, a dispute resolution process established by a certified institution must
- (a) be established in writing,
 - (b) require a student complaint to be made in writing,
 - (c) identify, by title,
 - (i) the individual responsible for making the determination in respect of a student complaint,
 - (ii) the individual responsible for the reconsideration, if any, of the determination referred to in subparagraph (i), and
 - (iii) if the individual referred to in subparagraph (i) or (ii) is absent or named in the complaint, the individual responsible for making the determination or for the reconsideration, as applicable, in respect of the student complaint,
 - (d) describe, in detail, how a student complaint is to be handled from initiation through the final resolution of the complaint,
 - (e) authorize a student who makes a complaint to be represented by an agent or a lawyer,
 - (e.1) require a student complaint to be finally resolved within 30 days after the date on which the complaint is made,
 - (f) require the reasons for the determination and the reconsideration of that determination, if any, to
 - (i) be in writing,
 - (ii) be given to a student within 30 days after the date on which the student makes the complaint, and
 - (iii) advise a student of the student's right to make a claim under section 23 (1) (b) of the Act and the time within which the claim must be filed, and
 - (g) ensure that a student who makes or who is otherwise involved in respect of a complaint is protected from retaliation by the institution as a result of making, or being otherwise involved in respect of, the complaint.
- (2) A certified institution must ensure that the dispute resolution process is fair and reasonable.
- (3) A certified institution must not impose a fee in relation to a student complaint.

[am. B.C. Reg. 122/2021, Sch. 1, s. 33.]

For more information contact the PTIB at www.privatetraininginstitutions.bc.ca)

How do I file a complaint?

Students must attempt to resolve complaints through the institution's internal dispute resolution process before submitting a complaint to the PTIB.



REFUND POLICY	
Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	



<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student enrolled in a program without having met the admission requirements for the program</p>	
<ul style="list-style-type: none"> • If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	<p>100% tuition and all related fees, including application fees</p>
<p>Institution does not provide a work experience</p>	
<ul style="list-style-type: none"> • The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	<p>100% tuition and all related fees, other than application fees</p>
<p>Institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).</p>	

Institutions are required to establish a written Sexual Misconduct Policy that must be posted on their website and provided to students before the start date of the program: *Private Training Regulation s.48.1*. The policy must set out procedures for making and responding to a Complaint or Report of sexual misconduct involving a student.

Legends Academy	3733
Name of Institution	Institution Number
Sexual Misconduct Policy	September 2021
Name of Policy	Effective Date
	Revision Date

1. **Legends Academy** is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:



- sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.

Complaint procedure

The process for making a **Complaint** about sexual misconduct involving a student is as follows:

- A student or any other member of Legends Academy who has experienced sexual violence or misconduct or who is otherwise affected by a violation of this policy, may file a complaint under this policy by submitting the complaint in writing to the Administrative Assistant or the Senior Educational Administrator if the Administrative Assistant is named in the complaint.
- The complaint should set out the relevant details regarding the alleged incident of sexual violence or misconduct or other alleged violation of this policy. The complaint should include a list of any potential witnesses, along with a description of the information those witnesses are expected to provide. Any relevant documents, including any social media communications, should also be included with the complaint. A complainant has the right to withdraw a complaint at any stage of the process.

The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:

- Upon receipt of a complaint, the Administrative Assistant will conduct an initial review in to determine whether the allegations in the complaint fall within the scope of this policy. This review will be conducted within 10 calendar days of receipt of a complaint. The Administrative Assistant will maintain confidentiality of this complaint. However, if the Complainant claims that the Sexual Misconduct involves violence, the Administrative Assistant must report the situation to the Senior Educational Administrator/Director of Operations, who will investigate and may encourage the Complainant to report the situation to the police.
- If the Administrative Assistant determines that the complaint falls within the scope of this policy, the Administrative Assistant will initiate a full investigation into the complaint and advise the Senior Educational Administrator/Director of Operations of the investigation of the complaint.
- The Administrative Assistant will complete an informal investigation and will follow-up on such allegations in a timely manner including informing the Respondent of the Complaint and providing a copy of this Policy.
- If the allegations in the complaint do not fall within the scope of this policy, the Administrative Assistant will advise the complainant of this decision along with reasons.

Resolution to the Complaint,

- Upon finishing a review of a complaint, the Administrative Assistant will, meet with the complainant and Respondent privately to review possible solutions of the complaint, which include,



- attempting to facilitate a mutually agreed-to resolution between the Complainant and Respondent, by taking appropriate preventative disciplinary or restorative measures. Disciplinary actions may include but are not limited to: • Warning or reprimand • Referral to external services • Suspension from Legends Academy for no less than 5 days.

5. The process for making a **Report** of sexual misconduct involving a student is as follows:

Report Procedure,

Where the Complainant wishes to pursue a Report and both Complainant and Respondent are students, the Complainant must submit a written and signed Report to the Administrative Assistant and if the complaint involves a Administrative Assistant as Complainant or Respondent, a written and signed formal complaint must be submitted to the Senior Educational Administrator/Director of Operations.

- The Administrative Assistant will review the merits of any complaint that falls under the provisions of this Policy and determine that it falls under the provisions of this Policy and make arrangements for Formal Investigation, including whether an Internal or External Investigator should be appointed.
- Where the complaint moves to report an Investigator will be appointed. Every effort will be made to do this within 10 working days of the complaint being received by the Administrative Assistant. The appointed Investigator will ensure that both the Complainant and the Respondent are aware that a Formal Investigation has commenced, and that each has a copy of the Sexual Misconduct Policy. The Investigator will receive information from the Complainant, the Respondent, and any other individuals whom the Investigator believes may have information relevant to the complaint. Information may be received through written documentation, and/or interviews. The Investigator will ensure that both the Complainant and the Respondent are aware of the positions of the other, and of any allegations made against them, and are given a reasonable opportunity to respond. Where an Investigator conducts interviews, the Complainant and the Respondent may request that a support person be present. This person will act as an observer/support and will not participate in the proceedings.

The process for responding to a **Report** of sexual misconduct involving a student is as follows:

- After completion of the investigation, within 10 working days, the Investigator will complete a written report, including a copy of the written complaint and findings of fact. The report will state whether there is a finding of misconduct based on the balance of probabilities and may include recommendations for resolution of the complaint and/or for remedial or disciplinary action.
 - After reviewing the Report of the Investigator, the Senior Educational Administrator/Director of Operations decision(s) on findings of Sexual Misconduct and appropriate actions in the circumstances. The decision will be rendered, in writing, to the Complainant and Respondent, this will include a summary of the findings of the Investigator with the decision to the Complainant and the Respondent. Where it has been found that Sexual Misconduct has occurred, disciplinary decisions may include, but are not limited to: • Warning or reprimand • Referral to external services • Suspension/expulsion from Legends Academy • Disciplinary action up to, and including, termination of employment for any employee that has been named in a report.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
- If an individual is at imminent risk of severe or life-threatening self-harm.



- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

Language Proficiency Assessment Policy

February 2016

Implementation Date

Senior Educational Administrator

Responsible for Administering this Policy

February 2021

Date of Last Revision

Policy:

Instruction at Legends Academy is conducted in English. Students whose first language is not the language of instruction or non-high school graduates without a transcript showing minimum grade 10 English has been accomplished, are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student. Students applying for Student Aid BC Funding must be a High School Graduate if under 19 years of age. The following test will need to be completed by any student entering into a program without proof of a high school transcript showing English has been taken:

- Successful completion (Minimum grade of 75%) of the Legends Academy administered vocabulary reading and comprehension test for non-high school graduates without a transcript.

Procedure: For All Programs offered.

1. The Senior Educational Administrator or Admissions advisor will request and copy high school transcripts for all students enrolling into any of the programs offered at Legends Academy.
2. The Senior Educational Administrator or Admissions advisor will provide all students enrolling into any of the programs offered at Legends Academy, time to complete the Legends Academy administered vocabulary reading and comprehension test, for those who are not being funded by Student Aid BC and are over 19 years of age.
3. The Senior Educational Administrator or Admissions Advisor will mark the test to ensure that a minimum grade of 75% is achieved by the student.
4. If successful, the test will be placed in the student file with the photo ID.



Credit for Prior Learning Assessment Policy

January 2015

Implementation date

Senior Educational Administrator of Legends Academy is responsible for administering this policy.

January 2021

Responsible for Administering this Policy

Date of Last Revision

Policy:

Legends Academy will give credit for prior learning if acceptable documentation can support the advanced point of entry into the program to be given to the student. The documentation must come from the previous Cosmetology School of studies (Schools from BC needs to be a Registered school with the P.T.I.B. in B.C.) and be verified for authenticity and a prior learning assessment process may not deem a student's prior education or experience to be equivalent to a part of a program of instruction that is greater than 50% of the hours of instruction of the program. The following records must include:

- student records verifying all theory learned and marks
- student records verifying all practical skills learned and marks
- students records verifying hours previously achieved in total(in order to reduce hours required)
- students must meet the entrance requirements of Legends Academy.

The fee for accessing Credit for Prior Learning will be \$250 in addition to the Registration Fee.

Procedure:

1. The Senior Educational Administrator will meet with the prospective student who wishes to complete their program studies at Legends Academy.
2. The Senior Educational Administrator will review the requirements for entrance with the student. If decided and the Student wishes to complete their program of studies at Legends Academy the Senior Educational Administrator will review with the prospective student the admission criteria and financial arrangements for payment of tuition and other fees are also discussed.
3. The Senior Educational Administrator and student will meet with the instructor of the program that the student wishes to complete. The Senior Educational Administrator and Instructor of the program with discuss the entry point into the program as well as the requirements to complete the required hours of the chosen program of study at Legends Academy.
4. The Senior Educational Administrator will obtain the evidence (e.g. transcript, proof of age (photo ID) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file. This would include the records from the previous school attended.
5. The Senior Educational Administrator will contact the previous school of studies to verify the student's attendance and records from that Institution.
6. After the student understands their rights and responsibilities and the prospective student wishes to sign a contract the Senior Education Administrator will discuss his/her educational goals and commitment to completing the program of study.
7. If the Senior Education Administrator and the prospective student agree on a financial arrangement, they sign the contract



Health and Safety Policy

January 2021

Implementation date

All Employees of Legends Academy is responsible for administering this policy.

September 2021

Responsible for Administering this Policy

Date of Last Revision

Policy:

Legends Academy is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all Legends Academy employees and students.

Procedure for Fire Safety:

1. The owner of Legends Academy ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. Legends Academy ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The designated institution safety officer (Office Administrator) is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the Office Administrator will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The Office Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to parking in front/or rear of the school ensuring that he or she takes the class list with them. At the parking area the Instructor's will check the students are present against the list of students in attendance that day and will immediately advise the Office Administrator if anyone is missing.
7. The Office Administrator will act as a liaison between fire officials and students/employees during the emergency. If necessary, the Institution safety Officer (Office Administrator) will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety:

1. The Owner of Legends Academy ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.



2. The Institution safety officer (Office Administrator) ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated Institution safety officer (Office Administrator) is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the Office Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to parking in front/or rear of the school ensuring that he or she takes the class list with them. At the parking area the Instructor will check the students are present against the list of students in attendance that day and will immediately advise the Office Administrator if anyone is missing.
7. The Office Administrator will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the Institution safety officer will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

Program Specific Health and Safety Procedures:

1. Programs that use dangerous equipment or hazardous materials must observe health and safety precautions for the specific equipment and materials as outlined by Health Canada, Work Safe BC or by the equipment manufacturer.
2. The Owner of the school is responsible for ensuring that employees receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials.
3. Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.
4. Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.
5. The Senior Education Administrator will arrange semi-annual inspections by an external specialized inspector of all equipment and facilities.
6. All inspections and their outcomes are documented and the inspection report is retained in the Health and Safety Binder.

Legends Academy – Institution location contact information

Abbotsford - Harman Matharoo, Administrative Assistant – info@legendsacademy.ca
- Neetu Gill, Senior Educational Administrator – Neetu@legendsacademy.ca

Langley - Katie Zelazny, Administrative Assistant - Langley@legendsacademy.ca
- Launie Morgan, Senior Educational Administrator – Launie@legendsacademy.ca