



## Schedule B

# STUDENT RIGHTS AND RESPONSIBILITIES

North View College operates in accordance with the Private Career Colleges Act, 2005 and its regulations. All vocational programs offered by the college are approved as required by legislation. Information about registered colleges and approved programs is available through Service Ontario.

### **Communication with North View College**

Students who need to submit formal notices, including withdrawals, complaints, or refund requests, must do so in writing. Notices may be delivered in person, by registered mail, courier, or email to the appropriate college representative. Students are encouraged to keep copies of all correspondence for their records.

### **Student Contract**

Before beginning a program, students will sign a written enrolment agreement and receive a copy immediately. The agreement outlines program details, admission requirements, delivery method, schedule, fees, and applicable college policies. North View College does not require the purchase of any products or services as a condition of admission.

## **Fee Collection**

All tuition and fees are charged in Canadian dollars and must match the amounts published for the approved program. Before signing the contract, the college may collect only the lesser of 20% of the total program cost or \$500 as an application fee. Official receipts are issued for every payment.

## **Refund Policy**

Refunds are processed within the timelines set by provincial regulations. Students who cancel within the two-day cooling-off period receive a full refund. If a student withdraws before classes begin, the college may retain the allowable application portion. After the program starts, refunds are calculated based on the amount of training delivered. No deductions will be made for services unrelated to the vocational program.

## **Student Work and Services**

Any goods produced or services performed by students as part of their training may be offered to the public only when required for learning outcomes. The college will not profit from these activities and may recover only direct costs.

## **Transcripts and Credentials**

Students may request their transcripts for up to 25 years after leaving the college. Diplomas or certificates are issued within 60 days of successful program completion, provided all financial obligations have been met.

## **Student Complaint Procedure**

North View College maintains an internal complaint resolution process. Students must follow this process before escalating concerns to the Superintendent of Private Career Colleges. Complaint forms for external review are available through Service Ontario.

## **Sexual Violence and Harassment**

The college has a dedicated policy addressing sexual violence and harassment. Students affected by such incidents will receive confidential support, appropriate academic accommodations, and information about on-campus and community resources. Reporting an incident is not required in order to access support.

## **International Students**

International students are subject to the same refund framework as domestic students. If a study permit application is refused and written proof is provided within the required timeframe, a refund will be issued in accordance with provincial guidelines, less the permitted administrative portion.

## **Insurance Coverage**

The college maintains insurance for accidents that occur during classes or approved placements. Students should report any injury immediately to a college official.

## **Progress Evaluations**

Students will receive at least one formal progress evaluation before the midpoint of their program. For programs longer than one year, evaluations are provided annually prior to the halfway point of each year.

## **Qualified Instructors**

Programs are delivered by instructors who meet the academic and industry experience requirements. Substitute instructors may be used in exceptional situations but will not exceed the allowable portion of program delivery.

## **College Closure**

If North View College ceases operations while a student is enrolled, arrangements will be made for program completion where possible. Alternatively, students may apply for a refund of the undelivered training through the Training Completion Assurance Fund (TCAF).