

# Student Handbook | Teen Camps: Makeup

## MISSION STATEMENT

We commit to be a foremost source for the education and training of students leading to career development in the specialized fields of makeup and hair artistry, aesthetics and acting. Our vision and scope embrace a nurturing environment for students to gain both comprehensive theoretical knowledge as well as practical application of skills. With appropriate methodologies and contemporary technologies, our excellent instructors guide all our graduates toward rewarding careers.

These policies have been updated on April 15<sup>th</sup> 2019 and supersede all other policies.

**Welcome!**

Global Model and Talent Inc. is the corporation that owns the Canadian trademark “New Image”. Global Model and Talent Inc. does business as **New Image College** herein referred to as NIC.

We are pleased that you have chosen to educate yourself at NIC.

NIC is committed to creating a campus environment defined by honesty, creative individuality, mutual respect, safety, and freedom from harassment and discrimination.

Each College member is responsible for his or her conduct as it affects the whole campus environment.

All members of the College are equal and share responsibility for the standards and reputation of NIC.

The purpose of this handbook is to define students' basic responsibilities as members of the College\*, identify resources available to students, and define inappropriate student behaviour.

Please take the time to read this handbook. It will answer many of your questions and familiarize you with pertinent information relating to what we expect of you as a student. Note that policies and procedures are subject to change without notification.

Sincerely,

Charie Van Dyke  
President

*\* “Member of the College” refers to any New Image College instructor, employee, student, model, or client, including any volunteer member of the College body.*

**LOCATIONS AND OFFICE HOURS**

**Granville Campus:** 2<sup>nd</sup> Floor at 987 Granville Street, BC, V6Z1L3

Email: [info@newimage.ca](mailto:info@newimage.ca)

Phone: 604-685-8807 | Fax: 604-685-8870 | Toll Free: 1-866-35-image (46243)

Hours: Monday to Friday from 8:30 am to 6 pm

**Corporate Office:** 303-543 Granville Street, BC, V6C1X8

Email: [info@newimage.ca](mailto:info@newimage.ca)

Phone: 604-685-8807 | Fax: 604-685-8870

Hours: Monday to Friday from 8am to 5pm

**NIC Film Centre:** 505 Georgia Street, BC, V6B1L3

Email: [info@newimage.ca](mailto:info@newimage.ca)

Phone: 604-685-8807 | Fax: 604-685-8870

Hours: Monday to Friday from 8am to 5pm

**CLOSURES AND CLASS CANCELATIONS**

Information regarding school closures in the event of snow, or other unforeseen circumstances and emergency situations, will be provided by the New Image College Social Media(s) (Facebook and Instagram) by 7:00 a.m. on the morning of the closure.

It is understood some students travel to school on routes that may be challenging on a snow day. Therefore, no student will be penalized for lack of attendance because of such conditions. In the event that the campuses are to be kept open, the decision to attend is the responsibility of each student. No announcement will be made that schools are open; only cancellations or closures will be announced.

The safety of our students, employees, and instructors is always the top priority in making weather-related decisions. Weather, power, road and safety conditions can change substantially within a few hours; therefore, assessments and decisions are made early in the morning by the Vice-President, so the information is reliable.

## CONTACT INFORMATION

Should you need Academic Management staff assistance you **MUST** schedule an appointment and submit your requests/questions by e-mail clearly stating in point form the issues you wish to discuss. You may risk being turned away if you do not have a scheduled appointment or not follow the proper procedure.

**All requests need to be in written format only** and the more detailed information you provide, the easier we can assist. **Please email a staff member directly to complete your request.** Please allow up to 10 working days to respond/complete your request.

In some circumstances, Academic Management or Department staff may contact you to schedule an appointment or for another reason. It is important that you respond promptly to this request. Therefore, it is crucial that you check your emails regularly and respond to School's staff emails immediately.

- Accounting Department | Shyann Butterworth | Email: [shyann@newimage.ca](mailto:shyann@newimage.ca)
- Admissions Department - Email: [admissions@newimage.ca](mailto:admissions@newimage.ca)
- Student Services Department | Ana Fleming | Email: [ana@newimage.ca](mailto:ana@newimage.ca)
- Beauty Department | Tatiana Antinossi | Email: [tati@newimage.ca](mailto:tati@newimage.ca)
- Corporate Office Administrative Assistant - Email: [info@newimage.ca](mailto:info@newimage.ca)
- Granville Campus Student Assistant | Marina Moreira | Email: [marina@newimage.ca](mailto:marina@newimage.ca)

## ADMISSION REQUIREMENTS AND POLICY

Admissions requirements cannot be waived by either the College or the student.

- Complete Online Application;
- Provide a Government Issued Photo ID;
- Have all documents and forms signed by the parent or guardian;
- Pay the tuition fee.

Upon completion of the above, the student is accepted in the Program.  
New Image College reserves the right to decline acceptance of any student.

## GENERAL POLICIES

A student that is found violating these policies may be dismissed immediately.

## PROGRAM SUPPLIES AND EQUIPMENT

Supplies will be provided for each student at no additional charge to the regular tuition fees.

All student's supplies must be taken home daily.

It is the responsibility of the student to maintain enough product in their supplies to perform the tasks assigned in class. The College is not responsible for replacing product and equipment lost or damaged by the student.

Where applicable, all equipment release forms must be signed and filled out prior to use of equipment. If equipment is damaged by the member using the equipment, they will be asked to pay the replacement cost of the equipment.

Please provide your own basic school supplies including pens, pencils, highlighters, sharpeners, erasers, white-out, tape, scissors, binders, paper, etc.

Students who fail to bring necessary supplies or fail to meet minimum professional attire may be sent home to retrieve the supplies and to change their clothing.

Once you receive your supplies in an event of any issues, you must email [tati@newimage.ca](mailto:tati@newimage.ca) **immediately**. If you take your supplies home prior to reporting the issue, we will not be able to assist you. Used makeup or skin care product is not returnable.

## PROGRAM DATES AND PROGRAM CURRICULUM

Program dates, outlines, daily lessons, and events are subject to change without prior notice.

## NEW IMAGE EMAIL

New Image will issue to all students a New Image email account. You will be emailed a password just before your program of study starts. Please change the password to a personal one immediately. New Image College will correspond only via your New Image email once you become a student and after graduation (for example, New Image will email you job opportunities, free seminars, NIC Talks, co-op information, and important program and graduation details). Therefore, it is important that you check your New Image email regularly and respond to any School's communication immediately. New Image e-mail address is informed on your Student Enrolment Contract. To access your New Image e-mail:

- select Gmail website on your browser;
- select "add an account" or "use another account";
- enter your New Image e-mail address;
- enter your temporary password (Newimage)
- ensure you create your new personal password.

## ENGLISH ONLY POLICY

The English Language only policy requires that all students and staff speak English inside the school, including the student lounge, lobby area, and front desk. This policy exists because:

1. Speaking a language in the presence of people who do not speak the language is disrespectful because it excludes them. Speaking English is a mark of courtesy to those around us, students and staff alike. In addition, students show respect to their teachers by speaking English.
2. You have come to New Image College to improve your skills and we teach our skills in the English language. This can only be done if you try to speak English always.
3. To complete the program successfully as a co-op student, it is essential to complete the work term as an essential and integral part of your program of study, which requires you to speak in English.

## PRINTING

The school does not provide a printing or photocopying service. Here are some suggestions:

- Staples: 901 Seymour Street. Phone: 604-602-5959
- FedEx Office (Kinko's): 900 Canada Place. Phone: 604-682-2996

## DOCUMENT REISSUANCE/RESEND/REPRINTS

Please note there will be a minimum administrative fee of \$20.00 for document (re)issuance/resent/reprints. The fee must be pre-paid and after the payment confirmation, it will take 14 working days to process your request. To re-issue documents that are in the Archive already the \$ 20.00 Administrative fee and processing time may vary.

### Payment

To make this payment please e-transfer the \$20.00 fee to:

- Email address: [studentservices@newimage.ca](mailto:studentservices@newimage.ca)
- Password question: I attended which school
- Password: newimage

We do not mail the documents. The documents are to be picked up or emailed. If the person wants the document to be mailed the costs are by their expenses.

To process your request please provide the following information by email to [studentservices@newimage.ca](mailto:studentservices@newimage.ca):

- Full legal name;
- Phone number;
- Title of program you attended (or are attending);
- Start and end date of program;
- Method of payment (how did you pay your tuition);
- What paperwork you are requesting (specify clearly).

## LOST AND FOUND

Lost and found is located at the front desk of the Granville Campus. If you find anything or have lost something, please visit the front desk or email [marina@newimage.ca](mailto:marina@newimage.ca).

## USE OF COMMON AREAS AND LOITERING

Depending on length, classes may include breaks. During your breaks, please take the time to eat, use the washroom, and make phone calls. Your instructor will take record of your lateness if you do not return from break in a timely manner. Please eat your lunch in the designated student lounge or kitchen area unless authorized.

All students have access to use the kitchen area and student lounge; please do not remove furniture from common areas. Please note that every Friday after 3:00 pm the fridge is cleared out (this includes Tupperware). Please clean up after yourself. Use the cleaning supplies and spray down the counters, wash your dishes, and throw away your excess food in the proper garbage cans. Please use the recycling for bottles and cans.

Be considerate of classes that are still in session by being as quiet as possible. No profanity is permitted within any common area space.

Children, family members, friends of students or students' models' friends/family will **not** be permitted to spend the day/class time at the college, either in class, the common areas. Exceptions will be made if there is a medical reason for that person to be with you, and you have a doctor's note to support this.

## CELL PHONE AND INTERNET

This policy applies to all students and is designed to express the College's attitude towards the use of cell phones and Internet in the workplace. We understand that cell phones and Internet have become an integral part of everybody's life. We are also certain that they may be a great asset if used correctly as for reference photos research for example. However, we have observed that cell phones and the Internet may also cause problems when used imprudently or excessively.

New Image College expects its students to use their cell phones and the Internet prudently on breaks only or, if necessary and allowed by your instructor, during class for reference research purpose only. We want to remind you that excessive use of your cell phone and Internet for non-class purposes will mean a decline in efficiency that will show up in your performance/marks.

It is therefore to the benefit of all to consciously restrict the personal use of cell phones and Internet. The following rules always apply for both company-issued and personal computers and cell phones:

- Company-issued computers are to be used for educational purposes only and be preserved in perfect condition.
- The download or upload of inappropriate, illegal, or obscene material through a corporate Internet connection and or Company-issued computers is prohibited.
- The use of a cell phone's camera or microphone to record confidential information is strictly prohibited.
- The volume of the phone must be turned off or kept on vibrate during class and when asked.

- Surfing the Internet, texting, and talking on the phone during class hours is prohibited.
- Playing games on a computer or cell phone during class hours is prohibited.

The company, however, would not want to have you turn off your phones while at the school.

You can use your phones:

- During breaks and at lunch;
- To briefly check important messages;
- To research reference photos;
- To listening music during your practice, if allowed by your instructor.

Disciplinary Consequences: Please see “Disciplinary Action Policy for all Students”.

## CLASS AND FACILITIES CONDITIONS

Classrooms should be considered your professional workspace. This means it is students’ responsibility to clean up after themselves and maintain the cleanliness of the working space when finished. Please ensure that you leave the working space in as good or better condition than you found it including removing all garbage you bring in. Janitorial services come on weeknights, so please ensure your classroom is clean and presentable for the class following yours. Also, be considerate of classes that are in session on other classrooms by being as quiet as possible during your classes.

Food is **not** permitted in the classrooms under any circumstances unless otherwise authorized by management. Mobile devices must have limited use during class time. Video or audio recording is not permitted during class unless approved by the head of your department.

## PERSONAL HYGIENE AND DRESS CODE

Please take pride in your appearance and personal hygiene. It is expected that all students always present themselves in a professional manner. As you will work in proximity with others throughout your program, students must meet the following standards or guidelines with respect to personal grooming and hygiene upkeep:

- Consistent bathing, oral hygiene, and use of deodorant;
- Clean, well-groomed hair;
- Fresh breath;
- Professional and clean clothes. No cleavage or undergarments showing. No mini skirts or shorts;
- Professional footwear (no flip-flops);

For proper hygiene, supplies and product sharing is discouraged in class. Please respect your fellow classmates and bring all your required items daily. If students do not bring their supplies to class, they may be asked to go home and get their supplies.

There will be courses that will require students to start class with clean, makeup-free faces. This allows for class/practice to begin right away. Therefore, please be sure you follow this instruction when requested by your instructor.

## **SMOKING/DRUGS/ALCOHOL**

The provincial legislation prohibits smoking inside any building. Thus, there is no smoking permitted in the School locations. If smoking outside the buildings, ensure you keep six meters from the entrance as per Vancouver City bylaws. Not obeying this bylaw is punishable by a fine up to \$1,000.

Unauthorized consumption of drugs and/or alcohol is prohibited on New Image College facilities. This includes during class time, rehearsal time, spa bookings, and film production.

## **PET POLICY**

Because of insurance and WorkSafe BC reasoning, there is a No Animal Policy in the College, the exceptions being registered guide dogs/service dogs.

## **MODELS REQUIRED**

Students will be required to provide models for their final day.

You will also be required to practice your skills on your fellow classmates and be available for your classmates to practice on you. If you have an issue with allergies and are unable to have others practice on you, please provide a doctor's note that clearly defines these allergies prior to your registration. You may be required to purchase additional equipment to complete your studies and to secure the services of a model for your class time.

It is the student's responsibility to have their model sign the model release (attached). No model may have their photo taken until a release has been signed, dated, witnessed, and given to the instructor. Note that the students will be solely responsible for sending the photos to their models.

## **AWARD OF COMPLETION**

Awards of completion are handed out on the last day of classes.

**Corporate Office**  
303-543 Granville Street,  
Vancouver, BC, Canada, V6C 1X8  
TEL: (604) 685-8807 FAX: (604) 685-8870  
WEB: newimage.ca EMAIL: info@newimage.ca  
A Division of Global Model and Talent Inc.

**Granville Campus**  
2nd Floor - 987 Granville Street,  
Vancouver, BC, Canada, V6G 1L3  
TEL: (604) 685-8807 FAX: (604) 685-8870  
WEB: newimage.ca EMAIL: info@newimage.ca  
A Division of Global Model and Talent Inc.

**NIC Film Centre**  
505 West Georgia Street,  
Vancouver, BC, Canada, V6B 2A3  
TEL: (604) 685-8807 FAX: (604) 685-8870  
WEB: newimage.ca EMAIL: info@newimage.ca  
A Division of Global Model and Talent Inc.

## HEALTH AND SAFETY

The safety of our students is of the utmost importance to us. Please take note and locate the emergency exits, fire extinguishers, eyewash stations immediately when you start school.

### Health Regulations

- All workspaces are to be cleaned and sanitized between uses;
- Once daily, washrooms are cleaned and sanitized by the cleaning company;
- Instructors are to ensure that students are following all safety and hygiene regulations;
- Clothes and the body must be clean at all times for all classes;
- New Image has the right to send a student home to clean their clothes and body if management deems this necessary;
- Students are required to maintain a clean working area; spot checks will be conducted and marked from time to time;
- Please refer to your individual program curriculum for specific requirements.

## ATTENDANCE POLICY

Punctuality is a key factor in becoming successful. Students should arrive 15 minutes prior to the start of class to ensure they have enough time to set up their stations as required. Attendance is taken at the scheduled commencement of class and lateness may affect your attendance percentage. Demonstrations and other instruction may begin immediately after attendance is taken. Students that are not on time may be asked to wait until the next break time to enter the classroom.

Any information covered on days where you are absent must be made up on your own time. Please inform the school/instructor if you will not be attending class by emailing the instructor or the Senior Academic Officer or calling the Granville Campus' front desk. Email [tati@newimage.ca](mailto:tati@newimage.ca). Make sure to contact a classmate (study buddy) to find out what work must be made up. Missed handouts may be requested to your instructor.

Demos will not be shown again for any students who miss class.

New Image College takes attendance and punctuality seriously. When you are late or absent from class, you may cause serious disruption to your instructor's lesson plan as well to your classmates' progression.

Nevertheless, we are aware that instances will arise where you will need to be late, leave early, or miss a class. Therefore, please keep the following procedures in mind:

- Check-in is required upon arrival for class each day;
- Check-out is required upon departure at the end of each class;
- If you leave early, you must notify your instructor.

## WITHDRAWAL POLICY

A written letter is required for student withdrawal. Non-attendance does not constitute a written notice of withdrawal from the student pertaining to refunds.

## REFUNDS

- Up to 22 days prior to Program Start Date: refunds are issued in full.
- 21 days or less prior to the Program Start Date: no refunds are issued.

Refunds are issued upon submission of written request 5 working days after the written request was received.

## PRIVACY POLICY

New Image collects student personal information for the following reasons:

- To maintain student records as required by PTIB;
- To maintain student records as required by the Ministry of Education;
- To maintain student records as required by the CIC for international students;
- To keep students/graduates informed about activities of the school;
- To help students/graduates in the workforce;
- To hear about students'/graduates' career successes.

Student personal information is not used for any other purpose.

New Image College uploads copies of student contracts, transcripts, and credentials (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third party.

If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.

The school will not release information to any person other than those authorized by the student to access information unless otherwise required to do so by legislation, subpoena, court order, or ongoing police investigation.

The student will not publish/release information about an event of a dispute between New Image College and its subsidiaries.

## **ACADEMIC GOOD CONDUCT POLICY – RESPECT AND FAIRNESS**

At New Image College, our goal is to provide our students with creative, innovative academic programs based on New Image College's values to meet students' learning needs and have our students reach their maximum learning environment and academic success.

New Image College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. New Image College expects all students to be respectful, responsible, and self-disciplined learners as these are major components of study and career success. Students must be respectful of their College, fellow students, instructors, and management staff at all times.

New Image College is committed to providing a safe environment for its students and instructors. This is an environment free zone from verbal, sexual or physical abuse, and any associated threats. New Image College provides equal opportunity in student education is a principle of non-discrimination which emphasizes that opportunities in education should be freely and equally available to all students irrespective of their personal characteristics or attributes which are unrelated to their ability, performance, knowledge, skill or competence (e.g. race, gender, religion, disability, etc.).

In an event of any of the above-described situations, to make a formal complaint student are required to follow the same procedures described on the "Student Dispute Resolution Policy".

New Image College will take all reasonable steps to identify and eliminate unequal opportunities, unfair treatment, harassment, sexual harassment, bullying and discrimination from its practices to create an inclusive culture that fosters acceptance and respect of all students.

New Image College students should abide by the Academic Good Conduct Policy while on site and any school-related projects. New Image College is not responsible for unwelcome behaviours off-site and during unofficial events.

In addition, be considerate of classes besides yours. Note that damage to facilities is taken very seriously. Do not damage the furniture by throwing or slamming chairs or tables. Do not pour special effect makeup product down the sinks. Please clean the sinks from makeup immediately after use. If a damage is caused by your actions, you may be responsible for the payment of repairs or replacement of the items.

New Image College do not condemn intimate relationships between students during their study period. However, these are severely discouraged. Intimate relationship between classmates may have an impact on the learning of others as well as the group as a whole. Please refrain from engaging in any emotional, sexual or intimate relationship among your classmates.

## DISCIPLINARY ACTION POLICY FOR ALL STUDENTS

This policy includes but is not limited to when:

- a student is non-compliant to the expectations and/or;
- a student's behaviour that is disrupting class and the learning of others.

The following scenarios indicate where the disciplinary procedure starts depending on the violation:

MINORS infractions. Disciplinary procedure starts at stage 1 (please see stages below). It includes but is not limited to:

- Unpreparedness for class;
- Inappropriate clothing;
- Incomplete projects or assignments;
- Lateness (for start of class and breaks);
- Talking during demos;
- Eating in class, if not permitted by the instructor;
- Abusive or inappropriate use of cellphone and any electronic device during class;
- Inappropriate use of the teachers' time (teachers are there to teach everyone!);
- Sleeping during class;
- Refusal to participate in curriculum assigned activities;
- Inappropriate language;
- Personal Hygiene issues;
- Station and personal space tidiness;
- English only policy;
- Late tuition payments;
- Attendance issues;
- Littering;
- Ignoring correspondence from management;
- Consistently not applying for Co-Op opportunities;
- Failing to send required documents.

MAJOR infractions. Disciplinary procedure starts at stage 3\* (please see stages below). It includes but is not limited to:

- Racism & other forms of discrimination (please see Discrimination and Harassment Policy below);
- Bullying and all types of Harassment (please see Discrimination and Harassment Policy below);
- Verbal aggression (uttering threats) or Physical aggression;
- Dangerous behaviour;
- Drugs and alcohol use
- Academic dishonesty and cheating on assignments, tests, quizzes;
- Disrespecting teachers;
- Disrupting College activities without just cause;
- Causing or creating a situation that endangers or threatens the safety, health, or well-being of any individual;
- Reprisal or threatened reprisal
- Threatening, injuring, or harming any person;
- Possession of offensive weapons, firearms, and/or ammunition for a firearm or other weapon, including a registered firearm without the knowledge and written permission of the Vice President;
- Making a verbal or posting malicious, frivolous, or vexatious complaints or comments against a member of the staff or the College itself and its subsidiaries and affiliates;
- Making unnecessary requests or demands of a member of the College after being asked to stop;
- Damage, Theft, Loitering, and Destruction;
- Removing product, equipment, or materials without authorization;
- Defacing any College building or property, including on-site film productions and events;
- Defacing, removing, or deliberately misplacing any equipment, products, and materials or engaging in any other action that would deprive other members of the College of their opportunity to have access to the learning tools and resources of the College;
- Using or possessing College property or the property of any member of the College which includes a third party acquired in connection with a College event, promotion, or activity without written consent from the department head;
- Entering or remaining in any of the College buildings, events, promotions, film sets, and other College-related areas, or allowing others to have access to areas designated for representatives of the College, without authorization;
- Vandalism.

The stages that may be followed when discipline is deemed necessary.

Stage 1: Verbal warning (recorded by the Instructor into the student's binder tab and made the Senior Academic Officer aware). The verbal warning may take form of a simple oral reprimand but also a full discussion if that is necessary. The amount of the verbal warning may vary depending on the constancy prior to moving to step 2.

Stage 2: Official written reprimand (may include removal of cellphone during class time, removal of students' participation on a special project, student be excused from a class, etc). The student must read and sign the written reprimand. This document must include the time limit in which a student must correct their conduct before New Image College takes further disciplinary action.

Stage 3: Disciplinary meeting with Senior Academic Officer to cover Corrective Actions/Counseling.

Stage 4: Disciplinary meeting with Corporate Office which will include a final written warning and possible suspension. The student must read and sign the final written reprimand. This document must include the time limit in which a student must correct their conduct before New Image College takes further disciplinary action.

Stage 5: Indefinite suspension or dismissal.

Decisions are made by the Vice-President after thorough review of each scenario.

New Image College reserves the right to gather further information from peers, colleagues, instructors and outside influences such as parents.

New Image College has the right to call the Police if thinks fit. Major infractions may be subject by the Vice-President to immediate indefinite suspension or dismissal.

## STUDENT DISPUTE RESOLUTION POLICY

The policies below govern complaints between New Image College students as well as students respecting New Image College and any aspects of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.

## STUDENT/STUDENT

1. When there is a student dispute between students, New Image College encourages the students to resolve their conflicts on their own first. The person with the complaint should first approach the student with whom they have the disagreement with if it is safe to do so, in person to try to resolve

it. If this disagreement cannot be resolved directly or the situation does not change, the student should notify the other student in writing clearly stating what they would like to resolve.

2. If this written notification does not give the satisfactory outcome at this level, then the student with the complaint should put his/her concern in writing and deliver it to the Senior Academic Officer of their department to arrange a meeting between both parties.

3. During this meeting, each student should provide any documentation that was exchanged prior to the meeting as well as fill an official complaint form describing each's point of view of the incident, plan of action as well as preferred outcome. Each student can bring a support person unrelated to the program (i.e. not a fellow student). This meeting should happen within 10 (ten) school days from the time the request gets to the Senior Academic Officer.

4. Following the meeting with the students, the Senior Academic Officer will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel, family members, instructors and student body and various peers.

5. The necessary inquiries and/or investigations shall be completed no later than 15 (fifteen) school days following the meeting. The Senior Academic Officer will do one of the following, then refer to the Disciplinary Action Policy:

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

6. The student and the institution's personnel involved shall receive a written summary of one of the above determinations. A copy of the summary shall be given to the students or their representative, a copy will be placed in the school's Student Incident 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 Senior Academic Officer shall include a proposed resolution of the substantiated concern(s);

7. If the student is not satisfied with the determination of the Senior Academic Officer, the student must advise the Senior Academic Officer within 2 (two) school days of being informed of the determination. The Senior Academic Officer will immediately refer the matter to the Vice President of the Institution. The Vice President of the Institution will review the matter and write the final determination within 12 (twelve) school days.

8. If the student is not satisfied with the determination of the Vice President, he/she or its representative must notify the Vice President in writing within 2 (two) school days of being informed.

At this point, the School's Dispute Resolution Process will be considered exhausted. If at any point, the complaint is of criminal nature, the student should follow a Police Report immediately.

## **STUDENT/NEW IMAGE COLLEGE**

1. When there is a student dispute between student and a New Image College representative, the student must provide the written complaint to the Senior Academic Officer who is responsible for making determinations in respect of complaints. The Senior Academic Officer will then investigate the complaint to resolve it. If the Senior Academic Officer is absent or is named in a complaint, the student must provide the complaint to the Senior Administrative Officer. The process by which the student complaint will be handled is as follows.

2. If the disagreement cannot be resolved directly or any discussions do not give the satisfactory outcome at this level, then the Senior Academic Officer will make attempt to arrange a meeting between both parties.

3. During this meeting, the student can bring a support person unrelated to the program (i.e.: not a fellow student). This meeting should happen within 10 (ten) school days from the time the request gets to the Senior Academic Officer.

4. Following the meeting with the students, the Senior Academic Officer will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel, family members, instructors and student body and various peers.

5. The necessary inquiries and/or investigations shall be completed no later than 15 (fifteen) school days following the receipt student's meeting. The Senior Academic Officer will do one of the following determinations within 15 (fifteen) school days of meeting with the student:

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

6. The student and the institution's personnel involved shall receive a written summary of one of the above determinations. A copy of the summary shall be given to the students or their representative, a copy will be placed in the school's Student Incident 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 Senior Academic Officer shall include a proposed resolution of the substantiated concern(s);

7. If the student is not satisfied with the determination of the Senior Academic Officer, the student must advise the Senior Academic Officer within 2 (two) school days of being informed of the determination. The Senior Academic Officer will immediately refer the matter to the Vice President of the Institution. The Vice President of the Institution will review the matter and write the final determination within 12 (twelve) school days.

8. If the student is not satisfied with the determination of the Vice President, he/she or its representative must notify the Vice President in writing within 2 (two) school days of being informed. At this point, the School's Dispute Resolution Process will be considered exhausted.

9. Written reasons for the determinations will be provided to the student within 45 days after the date on which the complaint was made. The student making the complaint may be represented by an agent or a lawyer.

10. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by New Image College regarding any significant aspect of a program, he or she may file a complaint with the Private Training Institutions Branch.

## **DISCRIMINATION AND HARASSMENT POLICY**

New Image College is committed to provide a working and learning environment that is free of discrimination and harassment and supportive of academic achievement and the dignity, self-esteem and fair treatment of everyone taking part in its activities.

New Image College will not tolerate any form of harassment or discrimination as defined by the BC Human Rights Code.

The policy applies to all employees and students, contractors, visitors and/or guests.

New Image College will not tolerate harassment or discrimination in its employment, educational or business dealings, whether these actions take place on its premises or during college activities off campus.

For those incidents taking place off campus, there must be potential for an adverse impact on work or study performance or the creation of a negative environment.

### DEFINITIONS

Harassment is defined as offensive or intimidating behaviour that is unwelcome. It can occur in the form of bullying for any reason categorized as person harassment or specifically as sexual harassment through any form for sexualized treatment. Please note:

**Corporate Office**  
303-543 Granville Street,  
Vancouver, BC, Canada, V6C 1X8  
TEL: (604) 685-8807 FAX: (604) 685-8870  
WEB: [newimage.ca](http://newimage.ca) EMAIL: [info@newimage.ca](mailto:info@newimage.ca)  
A Division of Global Model and Talent Inc.

**Granville Campus**  
2nd Floor - 987 Granville Street,  
Vancouver, BC, Canada, V6G 1L3  
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WEB: [newimage.ca](http://newimage.ca) EMAIL: [info@newimage.ca](mailto:info@newimage.ca)  
A Division of Global Model and Talent Inc.

**NIC Film Centre**  
505 West Georgia Street,  
Vancouver, BC, Canada, V6B 2A3  
TEL: (604) 685-8807 FAX: (604) 685-8870  
WEB: [newimage.ca](http://newimage.ca) EMAIL: [info@newimage.ca](mailto:info@newimage.ca)  
A Division of Global Model and Talent Inc.

- The behaviour can be direct or indirect, obvious or subtle, active or passive.
- It can take form of written, verbal, physical, electronic or any other form of expression.
- Harassment can be physical, psychological or a combination of the two.
- The impact on the subject of harassment, not the intent of the harasser, defines harassment. "I didn't mean to offend" or "It was meant as a joke" are not legitimate excuses.
- Harassment can be one incident or repeated incidents.

Discrimination is a form of harassment that excludes individuals or treats them unfairly because they are members of specific groups. The 11 grounds of discrimination protected under the Canadian Human Rights Act are: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability, and a conviction for which a pardon has been granted or a record suspension has been ordered.

## POLICY STATEMENT

New Image College will not tolerate any form of harassment or discrimination. New Image College recognizes its obligation to ensure that this policy and the procedures are fair and applied fairly. New Image College is committed to deal quickly, fairly and effectively with harassment and discrimination should it take place.

It is recognized that the most effective way to deal with harassment and discrimination is through preventative action, including informing, educating and good management. All members of the New Image College community share responsibility for creating and maintaining a working and learning environment free from discrimination and harassment. This means not engaging in, allowing, condoning or ignoring behaviour contrary to this policy.

Please note that harassment is NOT the behaviour of individuals that are not considered harassment are those that arise from a relationship of mutual consent. Respectful workspace banter and interactions, such as a hug between friends, mutual flirtation, and a compliment on physical appearance between peer classmates where there is no power imbalance are not considered harassment. In addition, the day-to-day issues related to the program (i.e.: providing direction to a student in order to have the person improve their performance), discipline and even dismissal – if they respect collective agreements and follows New Image College Policies should not be interpreted as harassment.

## DEALING WITH DISCRIMINATION AND HARASSMENT

Complainants should feel free to bring their complaints forward and those against whom allegations are made should have a full and fair opportunity to meet those allegations. There are certain actions you could take if you are being discriminated against or harassed.

- Refer to the Student Dispute Resolution Policy for response and procedures.
- If it is safe to do so, tell the person that their actions or comments are unacceptable and ask them to stop.
- Keep a written record of exactly what happened and when, and of what was said.
- If the discrimination or harassment happens during class, mention it to your Instructor.

When complaint is substantiated, New Image College's objective is to attempt to restore the complainant(s) to the position they would have been in had the discrimination not occurred.

A substantiated act of discrimination or harassment may be cause for disciplinary action by the college up to immediate dismissal.

In order to protect individuals who, make use of this policy or participate in proceedings as part of the complaint procedure, the college prohibits reprisal or threat of reprisal against these individuals.

Any person who is found to have acted in, or threatened reprisal, shall be penalized as per the Disciplinary Action Policy.

## **SOCIAL MEDIA**

New Image College's Facebook page has a huge community of artistic entrepreneurs and thriving alumni that are looking to connect. We want you to collaborate!

Remember to always share with our New Image College fan page and use hashtag #newimagecollege so we can brag about your work!

Make sure you follow us on Instagram (@newimagecollege) and hashtag all your best work with #newimagecollege.

You might just be the next New Image College success story!

Students that misuse our social media by inappropriate posting contents and/or against the School Policies terms, in part or entirely, will be automatically blocked/excluded.

**WAIVER: RELEASE OF INFORMATION FORM**

New Image College requires your written permission before it can release specific information to third parties. This waiver is in effect until you withdraw your permission, in writing, to New Image College. This program of instruction does not require PTIB approval under the Act. The student may not file a claim against the fund with the trustee in respect of the program of instruction.

General Information

Student Name [Full & Legal]:

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Phone Number:

.

Mailing Address:

.

I, \_\_\_\_\_ hereby authorize New Image College to release to the third party(ies) below the following information regarding:

- Full Record
  
- Academic Performance
  
- Attendance

To the following **Third Party(ies)**:

.

Note: New Image College requires your written permission before it can release specific information to third parties. This waiver is in effect until you withdraw your permission, in writing, to New Image College

Student Signature: \_\_\_\_\_

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

Parent or Guardian Signature: \_\_\_\_\_

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

**POLICIES AND PROCEDURES ACKNOWLEDGMENT**

I undersigned agrees and does hereby release from liability and to indemnify and hold harmless Global Model and Talent Inc. dba. New Image College (the "College") New Image Entertainment Corp. and any of its employees, subsidiaries, directors, shareholders or agents representing or related to the College as regards to On or Off Campus Events, field trips, program studies, and any activity or course or production.

The release is for any and all liability for personal injuries (including death) and property losses or damage occasioned by, or in connection with any activity or program of study. The undersigned further agrees to abide by all the rules and regulations promulgated by the College and/or its affiliate groups and vendors throughout the Campus and at off Campus events/productions.

Some of the courses of study may be subject to personal risk of injury.

In consideration of my enrolment as a student with Global Model and Talent Inc. dba. New Image College (the "College") New Image Entertainment Corp.

I understand that during the duration of my study period I will be a part of writing, creating, filming, performing, assisting in various projects such as script writing, set deck, stage productions, film production, College events, and or promotions in connection with learning during my program of study.

I understand that original material written, filmed and or performed in connection with my program of study is the sole property of the College and its subsidiaries.

The College reserves the irrevocable and unrestricted right and permission to copyright, in its own name or otherwise, and use, reuse, publish, and republish photographs, film productions, videos in whole or in part, or composite or distorted in character or form, without restriction as to changes or alterations, made through any medium at the College or elsewhere, and in any and all media now or hereafter known for illustration, promotion, art, editorial, advertising, trade, or any other purpose whatsoever.

I hereby release, acquit and forever discharge the College, its officers, employees, attorneys, representatives, insurers and assigns for any and all demands, cause of action and/or judgements

of whatsoever nature of character, past or future, known or unknown, whether in contract or in tort, whether for personal injuries, property damage, payments, fees, expenses, or any other monies due or to become due, or damage of any kind or nature, and whether arising in any way, the use of the created product during my study period of the College.

I hereby grant Global Model and Talent Inc. dba. New Image College (The "College"), & New Image Entertainment Corp. the right to reproduce, use, exhibit, display, broadcast, distribute and create derivative works of the photographed images of me for the use in connection with the activities of the College or for promoting, publicizing or explaining the College or its activities.

This grant includes, without limitation, the right to publish such images in the College newsletters and other PR/promotional materials, such as marketing admissions publications, advertisements, fundraising materials, and any other College-related publications.

These images may appear in any of the wide variety of formats and media now available to the College and that may be available in the future, including but not limited to print, broadcast, videotape, CDROM, and electronic/online media.

I acknowledge that I have read and understand the Policies and Procedures in the Student Handbook set forth by The New Image College which I understand constitutes a legally binding Agreement. I consent and agree to all sections outlined.

I understand that the Program Description and schedule may be amended by the individual department from time to time at its sole discretion. I agree that the program description may also be amended from time to time, which may affect class times and course outcomes.

**POLICIES AND PROCEDURES ACKNOWLEDGMENT SIGNATURES**

STUDENT
STUDENT NAME: _____
STUDENT SIGNATURE: _____
Initial that you have read and understand these policies and procedures _____
DATE: _____

PARENT or GUARDIAN
PARENTS OR GUARDIAN NAME: _____
Initial that you have read and understand these policies and procedures _____
<b>PLEASE CHECK:</b>
<input type="checkbox"/> I authorize _____ to leave New Image College premises during break times.
<input type="checkbox"/> I <u>DO NOT</u> authorize _____ to leave New Image College premises during break times.
PARENT OR GUARDIAN SIGNATURE: _____
DATE: _____

**Model Release, Consent, and Liability for New Image College and its Subsidiaries**

I, \_\_\_\_\_, hereby grant New Image College and its subsidiaries the right to reproduce, use, exhibit, display, broadcast, distribute and create derivative works of the photographed images of my work for the use in connection with the activities of the College or for promoting, publicizing or explaining the College or its activities. This grant includes, without limitation, the right to publish such images in the College newsletter and other PR/promotional materials, such as marketing admissions publications, advertisements, fundraising materials, and any other College-related publications.

I, \_\_\_\_\_, agree and does hereby release from liability and to indemnify and hold harmless Global Model and Talent Inc doing business as New Image College, New Image College Entertainment, its subsidiaries and any of its employees, directors, shareholders or agents representing or related to the College as regards to on or off campus events, field trips, program studies and any activity or course or production. The release is for any and all liability for personal injuries (including death) and property losses or damage occasioned by, or in connection with any activity or program of study. The undersigned further agrees to abide by all the rules and regulation promulgated by the College and/or its affiliate groups and vendors throughout the Campus and at off Campus events/productions.

I, \_\_\_\_\_, understand that original material written, filmed and or performed in connection with the college is the sole property of the College and its subsidiaries The college reserves the irrevocable and unrestricted right and permission to copyright, in its own name or otherwise, and use, reuse, publish and republish photographs, film production, video in whole or in part, or composite or distorted in character or form, without restriction as to changes or alterations, made through any medium at the college or elsewhere, and in any and all media now or hereafter known for illustration, promotion, art, editorial, advertising, trade or any other purpose whatsoever.

I, \_\_\_\_\_, understand that the student for who I have modeled will be solely responsible for sending me the photos.

\_\_\_\_\_  
**SIGNATURE OF MODEL**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**SIGNATURE OF MODEL'S PARENT OR GUARDIAN**

\_\_\_\_\_  
**DATE**