

Student Handbook

MISSION STATEMENT

We commit to being a foremost source for the education and training of students leading to career development in the specialized fields of makeup and hair artistry, special effects, acting, and nails. Our vision and scope embrace a nurturing environment for students to gain both comprehensive theoretical knowledge as well as the 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 in September 2021 and supersede all other policies.

Granville Campus

2nd Floor - 987 Granville Street,
Vancouver, BC, Canada, V6Z 1L3
TEL: (604) 685-8807 FAX: (604) 685-8870
WEB: newimage.ca EMAIL: info@newimage.ca
A Division of Global Model and Talent Inc.

Welcome!

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

We are pleased that you have chosen to educate yourself at New Image College.

New Image College is a Designed Learning Institute certified by the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education, Skills & Training. Our programs have been approved by the registrar of the PTIB unless otherwise not required under the Act.

New Image College 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 New Image College.

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.*

LOCATION AND OFFICE HOURS

Granville Campus: 987 Granville Street, BC, V6Z1L3

Email: studentservices@newimage.ca

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

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

Program Hours: Monday to Sunday as per scheduled classes

CLOSURES AND CLASS CANCELLATIONS

Information regarding New Image College closures in the event of snow, or other unforeseen circumstances and emergencies, 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. Only cancellations or closures will be announced.

It is understood some students travel to New Image College on routes that may be challenging on a snow day. Therefore, no student will be penalized for lack of attendance because of such conditions. If the campuses are to be kept open, the decision to attend is the responsibility of each student.

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.

STATUTORY HOLIDAYS/COLLEGE SCHEDULED BREAKS

Statutory Holiday hours can be made up through a variety of projects. To schedule these hours, please contact the Senior Academic Officer. On Statutory Holidays, there will be NO classes. Statutory holidays are observed in accordance with the holiday website of the Province of British Columbia.

Holiday	2021
BC Family Day	Monday, February 15 th
Good Friday	Friday, April 2 nd
Victoria Day	Monday, May 24 th
Canada Day	Thursday, July 1 st
British Columbia Day	Monday, August 2 nd
Labour Day	Monday, September 6 th
Thanksgiving	Monday, October 11 th
Remembrance Day	Thursday, November 11 th

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CONTACT INFORMATION

If you require assistance, you **MUST** schedule an appointment and submit your requests/questions via e-mail, clearly stating the issues you wish to discuss in point form. If you do not have a scheduled appointment or do not follow the proper procedure, you may be turned away.

All requests must be made in writing, and the more detailed the information you provide, the easier it will be for us to assist you. To complete your request, please email a staff member directly. Please allow up to 10 business days for a response/completion of your request.

Academic management or department staff may contact you to schedule an appointment or for another reason in some cases. Please respond to this request as soon as possible. Check your email on a regular basis and respond to emails from New Image College's staff as soon as possible. All appointments, questions, and requests must be sent via email (no social media, text, or WhatsApp).

Please see the contact information below for who to contact and what each department's responsibilities are in order to better attend to your requests and questions.

ADMINISTRATION

ADMISSIONS DEPARTMENT | Email: admissions@newimage.ca

- Domestic admissions
- International admissions

STUDENT SUPPORT | Email: studentsupport@newimage.ca

- Student loan application inquiries assistance
- Accommodation Services
- Job Placement
- Job Board
- Resumes and Cover Letters
- Co-Op management

STUDENT SERVICES and ACCOUNTING DEPARTMENT | Email: studentservices@newimage.ca

- Student guidance and general program questions
- General Information regarding your student file
- Transcripts/Diplomas
- Passwords reset
- Dispute Resolution Policy
- Student day-to-day unresolved issues
- Re-admittance policies
- Health Insurance Services
- College policies questions
- Registration
- Orientation
- Pending documents
- Year-end tax forms (T2202A form)
- Refunds/Rescheduling
- Student withdrawals or dismissals
- Letter of Acceptance
- Co-Op Working Letters
- Receipting and receipting discrepancies
- Invoicing
- Customized Letters

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GRANVILLE CAMPUS STUDENT ASSISTANT | Email: marina@newimage.ca

- Spa bookings
- Student id Cards
- Lost and found.
- Day-to-day facility issues
- Rescheduling of missed exams/tests/quizzes + payment of the administrative fee
- Counseling appointments
- Tuition payments
- Pick-up of documents

COLLEGE COUNSELLOR | Email: counselling@newimage.ca

Make an appointment/requests/questions about:

- Counseling and stress management

SENIOR ACADEMIC OFFICERS

ACTING DEPARTMENT | Phil Granger | Email: phil@newimage.ca

Make an appointment/requests/questions about any inquiries related to your Acting program.

BEAUTY MAKEUP DEPARTMENT | Keely Anderson | Email: keely@newimage.ca

Make an appointment/requests/questions about any inquiries related to the beauty portion of your makeup program.

SPECIAL FX MAKEUP DEPARTMENT | Michelle Grady | Email: michelleg@newimage.ca

Make an appointment/requests/questions about any inquiries related to the special fx portion of your makeup program.

NAILS and SPA DEPARTMENT | Alejandra Uribe | Email: ale@newimage.ca

Make an appointment/requests/questions about any inquiries related to your nails and npa programs.

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ACCEPTANCE POLICIES

ADMISSION REQUIREMENTS AND POLICY

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

Completing a **paper** program application form:

- Complete the application questionnaire (for international students, this serves as the written English assessment).
- Pass the English verbal and written assessment test.
- Submit a copy of government-issued photo identification.
- Submit a copy of your passport (international students).
- Pay the application fee (not refundable – please see refund policies for when it is refundable).
- Must be at least 19 years of age OR have a high College diploma.
 - *If under 19:
 - Submit a copy of the high College diploma + transcript.
 - Submit Parental consent: Upon acceptance, a parent or legal guardian must co-sign the registration.
- Provide for approval a detailed financial plan to cover tuition expenses.
- Complete a financial assessment and various required documents if applying for a government student loan. The final approval for financial readiness will be determined by the result of the notice of assessment that is issued by Student Aid BC.

Completing an **online** application form.

- Complete full application via the New Image College website
- Pass the English verbal and written assessment test.
- Upload a copy of government-issued photo identification.
- Upload a copy of your passport (international students).
- Pay the application fee (not refundable – please see refund policies for when it is refundable);
- Must be at least 19 years of age OR have a high College diploma.
 - *If under 19:
 - Upload a copy of the high College diploma + transcript.
 - Submit Parental consent: Upon acceptance, a parent or legal guardian must co-sign the registration.
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PROGRAM-SPECIFIC REQUIREMENTS AND PRIOR LEARNING ASSESSMENTS

If a student has prior education in their related field of study, New Image College may waive certain programme sections. To qualify for this exemption, the student must present a certificate or diploma (if applicable) and/or pass the section's written exam (to see where they are at and what areas may be omitted).

The student may also be required to demonstrate the practical application of their skills to the Senior Academic Officer and instructors. The student will then be placed in the appropriate sections of the program and be given a schedule to follow.

Please see below program specific requirements.

➤ Film Acting Conservatory, Film Acting Conservatory Co-Op, Film Acting Intermediate and Co-Op Film Acting 1
Complete a successful audition in front of a panel of acting department personnel.

➤ Film Acting Conservatory Year Two Program

Acting diploma from New Image College or equivalent*

**Equivalent is defined as one of the following:*

- 1-year Performing Arts diploma/certificate from a private post-secondary educational institution, OR
- 1-year BFA from any college or university OR
- 2 years of professional experience in the entertainment industry.

➤ The Cutting Edge – Advanced Prosthetics

- Diploma or equivalent in the field of makeup artistry OR
- Submit a 2,000-word essay and portfolio describing in detail how you are self-taught.

➤ Film Makeup Masters skipping Professional Makeup Artist portion (13 weeks)

- Professional Makeup Artist certificate from New Image College or equivalent*, AND
- A professional beauty makeup kit inspection conducted by the Senior Academic Officer. Beauty makeup kits will be evaluated based on Canadian hygiene standards, AND
- Successful completion and submission of a Sanitation Quiz.

**Equivalent is defined as one of the following:*

- Certificate or Diploma from a private post-secondary educational institution, OR
- Certificate or Diploma from any college or university OR
- 2 years of professional experience in the makeup industry.

➤ Spa Technician skipping any specific module (nails, body, and/or skin):

- Nail Technician diploma from New Image College or equivalent*, AND
- Successful completion and submission of a Sanitation Quiz.

**Equivalent is defined as one of the following:*

- Certificate or Diploma from a private post-secondary educational institution, OR
- Certificate or Diploma from any college or university OR
- 2 years of professional experience in the industry.

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STUDENT ACCEPTANCE AND LETTER OF ACCEPTANCE (LOA)

Following application acceptance, the applicant may be contacted by New Image College Admissions and informed of registration dates and the tuition fee payment deadline. Students who do not respond by the deadline may miss out on the opportunity to register for the dates of their choice and will be placed on a waitlist for the next available date. If the applicant wants to register for the same programme again, they must resubmit their application. Being rejected from any of the programmes once does not guarantee rejection again.

All students will receive an official Letter of Acceptance (LOA) from New Image College via email upon receipt of their tuition deposit. The initial LOA pending tuition deposit is free of charge. A \$250 administrative fee per new letter will be charged for any additional LOAs issued as a result of program deferral or other circumstances. Acceptance is valid only for the year after application submission.

GENERAL POLICIES

A student that is found violating these policies may be dismissed immediately. Please refer to the dismissal policy.

STUDENT ID CARD

On the first day of classes, all students will receive their student cards. If you have lost your student card, a replacement card can be issued for a \$20.00 administrative fee. If you require a new student card, please contact the front desk at marina@newimage.ca.

PROGRAM OUTLINES / METHODS OF EVALUATION / COMPLETION REQUIREMENTS

All students receive program outlines as part of their enrollment package. The evaluation methods and completion requirements for each program are outlined in the outlines. To receive the programme certificate/diploma, the student must successfully complete all requirements. Unless authorised by the Senior Academic Officer, all exams, quizzes, projects, and performances must be completed by the program completion date.

PROGRAM SUPPLIES AND EQUIPMENT

General supplies, scripts, and equipment will be provided at no additional cost to the regular tuition fees for each student. If applicable, a list of specific supplies and fees is provided with the program outline during the enrollment process. Please note that we analyse program reviews and may make changes to kits/supplies based on what is best for the students. These changes may be implemented at any time and without notice.

Please bring your basic college supplies, such as pens, pencils, highlighters, sharpeners, erasers, white-out, tape, scissors, binders, paper, and so on.

All equipment release forms, where applicable, must be signed and completed prior to the use of equipment. You are solely responsible for keeping the equipment(s) in good working order. There will be a replacement fee if you lose or break any of your or the College's equipment.

All student kits must be taken home daily.

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Makeup Supplies

When you receive your equipment(s), including the kit case, you must immediately check it in at the College. If you have a problem with your equipment or kit case, you must contact the Senior Academic Officer right away. We will be unable to assist you if you take your equipment/kit case home before reporting the problem. You have two weeks to return any equipment that has malfunctioned as a result of equipment failure. Makeup or skincare product is not returnable.

Professional Makeup Artist students should have \$200-\$500 set aside for additional products, costumes, or tools towards their kits, depending on their program.

Film Makeup Masters students should have \$400-\$700 set aside for additional products, costumes, or tools towards their kits, depending on their program.

Hair equipment is only supplied during the Makeup Hair 3-week course. For all other courses within the makeup programs, students need to supply their blow dryers, curling/flat irons, hot rollers, brushes, combs, and styling products. 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.

It is the student's responsibility to keep enough supplies in their kits to complete the tasks assigned in class. The College is not responsible for replacing any products or equipment that a student has lost or damaged. Please note, the following items must be replenished as necessary at the student's expense:

- Makeup sponges.
- Makeup products that are fully used or broken.
- 99% and 70% alcohol for personal use.
- Cleansing wipes.
- Q-Tips.
- Eye pads.
- Mascara wands.
- Moisturizer.
- Toner.
- Cleanser.
- Various accessories for Practical Exams at the student's discretion

Nails and Spa Supplies

When you receive your equipment(s), including the kit case, you must immediately check it in at the College. If you have a problem with your equipment or kit case, you must contact the Senior Academic Officer right away. We will be unable to assist you if you take your equipment/kit case home before reporting the problem. You have two weeks to return any equipment that has malfunctioned as a result of equipment failure.

During the practical portions of the modules that they are attending at the time, students are given the use of supplies and products to work on each other.

Acting Supplies

For performances, photoshoots, and film productions, acting students must provide their own costuming. They are not permitted to use any other department's equipment or supplies. Scripts can be replaced for a fee of \$20.00.

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PROGRAM DATES AND PROGRAM CURRICULUM

We analyse program reviews and may make program changes (instruction content, dates, outlines, daily lessons, and events) based on what is best for the students. These changes may be implemented at any time and without notice.

All program materials, guides, and handouts are delivered via email to your New Image College email address or via Google Classroom. Paper copies are not provided by New Image College. Students may be required to bring their computer/tablet to some classes in order to complete academic lessons.

STUDY AND WORK PERMITS QUESTIONS

Because we are not permitted to answer questions about your visa, New Image College can only provide general information about study and work permits. You must ask a qualified immigration consultant detailed and case-specific questions. You can also reach out to IRCC directly or via their website.

If your permits are set to expire during the course of your programme, you must apply for extensions for both your Study and Work permits.

DLI CHANGE

If you have been granted a Study Permit by enrolling in another post-secondary college (not New Image College), you must notify IRCC immediately. Even if you used a representative to apply for your Study Permit, you do not need one to change your DLI. If you have your Study Permit Application details, you can do this yourself.

What you will need:

- An online account with CIC
- Your Study Permit Number
 - It begins with the letter “S” and is at the top of the permit.
 - For security reasons, they may ask you to provide a few details from your application, so have it handy.
- Your new College’s DLI number (New Image College DLI Number: o19274696442)
- Your new Student Identification Number (Student ID)
 - You can find it on your New Image College Letter of Acceptance
- Your start dates.

Then, follow the next steps as per the link below:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/change-Colleges/account.html>

ENGLISH ONLY POLICY

All students and staff must speak English inside the College, including the student lounge, kitchen, lobby area, and front desk, according to the English Language Only policy.

Speaking a language in front of people who do not understand it is disrespectful because it excludes them. Speaking English is a sign of respect for those around us, both students and faculty. Students also show their teachers respect by speaking English.

International students have come to New Image College to improve their English skills, and we teach in English. This is only possible if students make an effort to speak English at all times. In addition, to successfully complete

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the program as a Co-Op student, you must complete the work term as an essential and integral part of your program of study, which requires you to speak in English.

PRINTING

The College 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 AND CUSTOMIZED DOCUMENTS AND LETTERS

Please keep in mind that a minimum administrative fee of \$20.00 will be charged for document (re)issuance/resend/reprints (Proof of Enrollment, Enrollment Contract, Program Outline, Co-Op Work Letter, Transcript, Diploma, T2202A form, etc.).

The fee must be paid in advance, and your request will be processed within 14 working days of payment confirmation. The administrative fee for re-issuing documents from the archive is \$150, and processing time may vary. Please submit your payment via e-transfer to:

- payments@newimage.ca
- Question: What is the name of my school?
- Answer: newimage

We do not send the documents by mail. The documents must be picked up in person or emailed. If the person wishes to have the document mailed, the costs are borne by them. If you are not in Canada and wish to make payment in another way, please contact studentservices@newimage.ca.

To process your request please provide the following information by email to studentservices@newimage.ca:

- Full legal name.
- Phone number.
- Title of program you attended (or are attending);
- Start and end date of the 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.

USE OF COMMON AREAS AND BREAKS

Classes may include breaks depending on their length. Please take advantage of your breaks to eat, use the restroom, and make phone calls. If you do not return from break on time, your instructor will make a note of it. Unless otherwise specified, please eat your lunch in the designated student lounge or kitchen area.

All students have access to use the kitchen area and student lounge; please do not remove furniture from common areas.

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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.

Children, family members, friends of students, or friends/family of students' models are not permitted to spend the day/class time at the college, whether in class, the common areas, or at promotional events where students are working on behalf of New Image College, or during student's class. 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

We recognize that cell phones and the Internet have become an inseparable part of everyone's lives. However, we have observed that when used irresponsibly or excessively, cell phones and the Internet can also cause problems.

We do not want you to turn off your phones while at New Image College, and we recognize that they can be a great asset if used correctly for reference photos research, for example. New Image College expects its students to use cell phones and the Internet only during breaks or, if necessary and permitted by your instructor, during class for reference research purposes only.

You can use your phones:

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

We would like to remind you that excessive use of your cell phone and Internet for non-class purposes will result in a decrease in efficiency, which will be reflected in your performance/marks.

As a result, it is in everyone's best interests to limit personal cell phone and Internet use. Disciplinary Actions: Please see the "Disciplinary Action Policy for All Students."

The following rules always apply for devices:

- Company 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 computer 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.
- Games, surfing the Internet, texting, and talking on the phone/computer during class hours are prohibited.

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CLASS AND FACILITIES CONDITIONS

Classrooms should be regarded as professional work spaces. This means that it is the students' responsibility to clean up after themselves and keep the working space clean when they are finished. Please leave the working space in the same or better condition that you found it, including removing any garbage you brought in.

Be considerate of other classes in other classrooms by keeping your classes as quiet as possible.

Unless otherwise authorised by management, food is not permitted in the classrooms.

PERSONAL HYGIENE AND PRESENTATION

Please be conscious of your appearance and personal hygiene. All students are expected to always present themselves professionally. You will be working in close quarters with others throughout your program, so all students must adhere to the following standards or guidelines for personal grooming and hygiene maintenance:

- 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).

To maintain proper hygiene, kit and product sharing is prohibited in class. Please be respectful of your classmates and bring all your required items every day.

Students who do not bring their kits to class may be asked to go home and retrieve them.

Some courses will require students to enter the classroom with clean, makeup-free faces. This allows for class/practice to begin right away. Please be sure you follow this instruction when requested by your instructor.

DRESS CODE | Spa and Nails students only

- Hair always tied back.
- No bracelets or rings – you will be constantly washing your hands, and you do not want to lose your items.
- Wear black always; no color or colored writing (this includes no beige or grey).
- The black apron must be always worn when doing services. Aprons must be kept clean.
- Smell-free hands (especially cigarettes) when performing nail services.

SMOKING/DRUGS/ALCOHOL

The provincial legislation prohibits smoking inside any building. Thus, there is no smoking permitted at New Image College. 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 of up to \$1,000.

Unauthorized consumption of drugs and/or alcohol is prohibited on New Image College facilities.

MODELS REQUIRED | Makeup students only

For the majority of practical exams, students may be required to provide models. You will be given a calendar along with specific dates and instructions.

If you are new to the city and are looking for models, we recommend posting an ad on vancouver.craigslist.ca, modelmayhem.com, or Facebook groups.

You will also be expected to practice your skills with your classmates and to make yourself available for your classmates to practice on. If you have allergies and are unable to have others practise on you, please provide a doctor's note defining these allergies before registering.

You may be required to purchase additional equipment to complete your studies and hire a model for your class time. It is the responsibility of the student to have their model sign the model release. No model may be photographed unless a release is signed, dated, witnessed, and given to the instructor. Students will be solely responsible for sending the photos to their models.

MISSED PRACTICAL EXAMS, QUIZZES AND TESTS

You can re-take:

- Missed written tests and quizzes for a \$15.00 administration fee.
- Missed practical/final exams for a \$25.00 administration fee.

Payment must be received in CASH at the front desk before the exam date. No payments are to be made to instructors.

For Makeup practical/final exams there are designated days bimonthly (check the dates at the Campus' Front Desk). To be eligible to re-take a practical/final exam the student is required to:

- have attended the instructor's demo of that course.
- Connect with the front desk to re-schedule informing what are the practical/final exams you missed and what day you would like to re-take them.
- Pay the administrative fee described above and your name will be placed on the list.

To catch up on classes/exams at no cost, New Image College requires a medical letter from a licensed medical practitioner in Canada, written in English, describing the illness and how it prevented you from attending college.

Note that this privilege is only applicable to medical/dental illnesses and/or emergencies related to it and only if prevents the student to come to New Image College or stay in class/exam. This is not a privilege for permanent conditions or conditions that happen on an ongoing basis. For any other circumstances, the administrative fee will be applicable (e.g., esthetics procedures, follow-up appointments). If it is a long-term medical issue, a re-admission policy may be applicable. If the time absent from New Image College exceeds 1 (one) week, the student is subject to the administrative fee described below.

MISSED HOURS

Students can catch up on missed hours on occasion unless this privilege is abused. To reschedule, please contact the Senior Academic Officer via email. Please note that the student is responsible for informing the Senior Academic Officer the missed demos/classes/modules

You cannot make up time without first receiving confirmation. As a result, if your request is not confirmed at least a day ahead of time, you may be sent home.

If you are making up hours in a class that does not have your regular instructor present, you are responsible for informing your regular instructor of your hours for attendance. New Image College management will not be responsible for recording these hours for you.

If the number of missed classes necessitates the student being accommodated in another group, an administrative fee of \$100.00 per week of class (20 hours) will apply. This is a one-time fee that cannot be refunded.

EXTRA PRACTICE FOR NAILS PROGRAM

For Spa and Nails students, New Image College accommodates those that wish to request extra hour practice during their scheduled program. New Image College offers this privilege to have our students feel and be the best professionals they can be in the marketplace. New Image College reserves the right to deny anyone that misuses this privilege.

Missed hours and extra practice will be given priority to NIC Spa clients when you become an advanced student ready to work on clients in a professional environment (booked up to 24h notice). You may confirm your family/friend appointment if you do not have a NIC Spa client scheduled. Please schedule an appointment with the front desk at marina@newimage.ca.

- Please understand and respect the hours of the College for this privilege.
- Hours that students may have extra practice is Monday – Friday 9:00 – 6:00.
- The Senior Academic Officer must be on-site when you are making up your hours.
- Regularly scheduled classes take priority for classroom space, with no exceptions.
- Clean up your stations, wash and put away used laundry. Do not leave it in the wash bins.
- All appointments/extra hours must be booked via the front desk at the Granville Campus.
- Clients in the NIC Spa are a priority over any friends and family.
- Students may NOT miss class days regularly and expect to make up hours on an off scheduled day (Example: miss your regular Monday class on an ongoing basis and come on a non-scheduled day like Thursday. If this is noted by your instructor, you will lose this privilege).
- Please do not frivolously use products (This product usage is not part of your education budget and New Image College is providing this to you as a support for your future career).
- Even though we will try to accommodate all students that request this privilege please understand that sometimes there will not be space for extra students to extra practice, so please always act respectfully to those in management at New Image College.
- Please maintain all student policies as per your student handbook, including the dress code.
- Please do not interrupt other classes by speaking with instructors during their education time.
- New Image College reserves the right to change this policy and/or any of its criteria without prior notice.

MODELING FOR MAKEUP PROGRAMS

Current students from all programs are welcome to volunteer as a model for various New Image College exams/events/projects. These hours can be counted towards your attendance.

- 1) Please ask for an "Extra hours form" at Granville Campus front desk.
- 2) Fill out + hand this form to the exam/event/project's supervisor/instructors to be signed.
- 3) Hand/email this form to the Campus' Front Desk to be added to your attendance.

SPA AND NAILS STUDENT SERVICE RECORD PRACTICAL CARDS

The goal of this practical card is to ensure that when you graduate, you have enough practical experience and confidence in all areas to land a job. All full services must be signed off on by your instructor. Please keep in mind that client practice affects your overall grade, so it is extremely important and highly encouraged.

ORIENTATION

Orientation is a critical step in beginning a programme at New Image College. All orientations are held at the Granville Campus. You will have two Orientations schedule for you:

1. An admin orientation when you will have the chance to bring any outstanding documents. Documents may include, among other things, a study and work permit, a high school diploma and transcript, and post-dated payment method forms such as an auto-withdrawal form or a credit card authorization form. This orientation is usually scheduled one week prior to the start of your classes. Please keep your eyes open for your administration orientation email with the date and time to come to New Image College.
2. A program orientation when you will have the chance to meet your instructors and understand the program expectations. At this orientation you will also be handed your program calendar and your kit, if applicable. This orientation is always scheduled on your first day of class.

GRADUATION/CERTIFICATES/DIPLOMAS AND TRANSCRIPTS*

Official Credentials are issued as follows:

- Diplomas/Certificates are issued up to 2 weeks after the conclusion of the program.
- Co-Op Diplomas up to 2 weeks after the Work Period.
- Transcripts are handed in with Diplomas.

To receive a credential and transcript, all students must meet all of the requirements outlined in their respective program outline. A partial transcript is not provided by New Image College.

Payment of the total program tuition and any pending fee is mandatory before receiving your credential/transcript.

Graduation Ceremonies are scheduled for Acting and Makeup Programs. Graduation Ceremonies for Spa and Nails Program are held on the last day of that Program.

REFERENCE LETTERS AND HONOUR GRADUATION

Instructors are not permitted to provide letters of recommendation. A letter of recommendation from New Image College may be requested for students who graduate with a minimum 92.5% percent academic and attendance record and have followed all New Image College policies. Students who achieve the percentage will also receive an honours diploma.

Film Makeup Masters students that graduate with honors will receive a 30% discount to be applied to The Cutting Edge – Advanced Prosthetics program.

EXIT INTERVIEWS

An exit interview is required before completing your program. At that time, we will go over your file and finalize it. An exit interview consists of the following:

- Written review of your instructors, if not done throughout the year.

- Written review of your program, if not done throughout the year.
- Graduation information review.
- Signature of the exit interview forms.

The Student Services department may also book a meeting with you to go over:

- Student file review.
- Repayment information in case of student loan borrowers only.
- A mid-point scheduled appointment with the Co-Op administration for Co-Op students only.

HEALTH AND SAFETY

Our students' safety is of the utmost importance to us. When you first arrive at New Image College, please take note of and locate the emergency exits, fire extinguishers, and eyewash stations.

- Once daily, washrooms are cleaned and sanitized by the cleaning company.
- Instructors are to ensure that students are following all safety and hygiene regulations and protocols.
- Clothes and the body must be always clean for all classes.
- New Image College 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 program curriculum for specific requirements.

ATTENDANCE POLICY

Punctuality is an important factor in achieving success. Students should arrive 15 minutes before the start of class to allow enough time to set up their stations. Attendance is taken at the start of class and being late may affect your grade and attendance percentage. After attendance is taken, demonstrations and other instructions may begin immediately. Students who arrive late may be asked to wait until the next break time before entering the classroom.

Any information that you missed on days when you were absent must be made up on your own time. If you are unable to attend class, please notify New Image College/instructor by emailing the instructor or the Senior Academic Officer, or by calling the Granville Campus front desk. Contact a classmate to find out what work needs to be made up. Demos will not be repeated for students who miss class.

Nonetheless, we understand that there will be times when you must be late, leave early, or miss a class. As a result, please remember to check-in upon arrival for class each day, check-out upon departure at the end of each class, and if you need to leave early, you must notify your instructor.

Students who consistently miss classes or whose average attendance falls below 60% may be issued an Attendance Warning Letter. For more information on the consequences of missing too many classes, please see the Student Dismissal Policy below. Students who have not completed the program's required hours by the graduation date may be charged up to \$50.00 per day to complete their program. If you are a student loan borrower from any province in Canada, your record will be submitted as incomplete to the student loan.

If a student arrives late or is absent during a production (such as a short film), they can and may be replaced. The actor who is replaced will then understudy the role in a theatre production. Attendance must be 100% of the time.

All the students will be auditioning for roles in feature films.

MAKEUP PRACTICAL EXAMS ATTENDANCE

In order for the student to take their practical they must:

For Makeup Fundamentals through Photo Level 2 the following must be met:

- 12+ hours attended - Practical Accepted.
- 8- 11 hours attended - No practical but may take the missed exam day. Fees may apply. See MISSED HOURS AND TESTS policy.
- 0 - 7 hours - No Practical, No missed exam day. Must redo the week to take the exam. Fees may apply. See MISSED HOURS AND TESTS policy.

For Airbrushing through Prosthetic Arts, the following must be met:

- All demonstrations must be watched in order to do the exam.
- 12+ hours attended - Practical Accepted.
- 8- 11 hours attended - No practical but may take the missed exam day. Fees may apply. See MISSED HOURS AND TESTS policy.
- 0 - 7 hours - No Practical, No missed exam day. Must redo the week to take the exam. Fees may apply. See MISSED HOURS AND TESTS policy.

STUDENT DISMISSAL POLICY

New Image College may dismiss a student from a program on any of the following grounds:

- Dismissal for academic reasons; do not make adequate academic progress in accordance with the timelines and policies established by their chosen program and/or the Senior Academic Officer and fails to maintain academic standards.
- Dismissal for failure to attend. The student misses' sufficient hours/days that New Image College determines that the student cannot complete the program.
- Dismissal for non-academic reasons such as violation of any New Image College policy, violent or threatening behavior towards other students, management, staff, or instructors, failure to make payment of tuition fee as per the registration agreement, etc.)

Once the recommendation is made, an official Dismissal Letter will be written, sent to the student, and added to the student's file. Student Aid, if applicable, will also be notified that the student has been dismissed by New Image College. When a student is dismissed, his or her academic record will show "Dismissed." Refunds are calculated by the Refund Policy; there are no exceptions.

A student who is dismissed from any program may be ineligible to apply for readmission to New Image College for at least one year. Students who have been dismissed from a program may be admitted to the same program after one year if they meet all admission requirements in effect at the time they apply and if they provide the necessary documentation provided in the Re-Admittance Policy guidelines.

Dismissal for Academic Reasons

Students are typically dismissed if they do not make adequate academic progress in accordance with the timelines and policies established by their chosen program and/or the Senior Academic Officer. A student will be informed in writing/email by the Senior Academic Officer of unsatisfactory progress and given an opportunity to discuss the matter with the Senior Academic Officer before any

recommendation for dismissal is made to Student Services.

Dismissed for Failure to Attend

A student who becomes absent without leave from their program for two or more consecutive weeks may be dismissed from the program. New Image College will make attempts via e-mail and telephone to communicate that the student's absence may result in the student being dismissed. These attempts will be kept on record.

- If there is no response after repeated attempts, the Senior Academic Officer may recommend that the student be dismissed. The Senior Academic Officer must submit copies of the written attempts to contact the student and the official attendance sheets confirming non-attendance of the student to Student Services.
- If there is response after the communication with the student, the student will be given an opportunity to discuss the matter and improve attendance immediately with the Senior Academic Officer before any recommendation for dismissal is made to Student Services.

Dismissed for Failure to Attend – Student Loan Borrowers

A Student Loan borrower who becomes absent without leave from their program that does not attend at all for 2 consecutive calendar weeks (Sunday to Saturday) or attends less than 12 hours (60% of 20) per week for 3 consecutive calendar weeks may be dismissed from the program. New Image College will make attempts via e-mail and telephone to communicate that the student's absence may result in the student being dismissed. These attempts will be kept on record. The Senior Academic Officer must submit copies of the written attempts to contact the student and the official attendance sheets confirming non-attendance of the student to Student Services.

Dismissed – for Non-academic Reasons

New Image College reserves the right to require a student to be dismissed from the program if the Senior Academic Officer, in consultation with the Student Services department, considers the student to be unsuited to proceed with the study of the chosen course.

Note 1: New Image College is obligated to abide by the regulations of the Ministry of Advanced Education and Training regarding CSL/BSL grant funding. As such, no New Image College representative will endorse the negotiation of a student loan for a student who has not maintained satisfactory attendance and/or grades. Refunds are calculated by the Refund Policy and there are no exceptions.

Note 2: The criteria above are also applicable to Non-Student Loan students and each scenario will be evaluated individually and is the College's discretion the final decision of dismissal.

WITHDRAWAL POLICY

A written letter of withdrawal is required, and it must be sent by the student to studentservices@newimage.ca. The request must come directly from the student enrolled and no other third parties such as agencies. The letter's date is the date a refund will be calculated. Non-attendance does not constitute a written withdrawal notice from the student. There are no exceptions to the Refund Policy's calculation of refunds.

RE-ADMITTANCE POLICY

Readmission is used when it is appropriate to admit a previously registered student. These policies apply to students who want to return to New Image College after withdrawing or being dismissed from a program of study.

- Students must be able to fulfill all the usual admission requirements for their chosen program.
- The student must have documentation from a qualified medical practitioner or counselor stating that the student is in good physical/mental health and can maintain the requirements set forth within our policies and procedures for the balance of the program.
- In the case of mental health, the student must have documentation from a qualified medical practitioner or counselor stating that consistent counseling/psychologic or psychiatric appointments and/or check-ins has been happening for a period of 6 months or more.
- Students must not be delinquent with Student Aid BC or the National Student Loan Program.
- Students must prove they have enough finances to afford all living costs as well as all tuition for the complete study period.
- The student must be able to fund their education without funding from national or provincial student loans.
- The student must have a written letter explaining the reasons they are ready to re-enter a program and how the student will make this re-entry successful for themselves and their classmates.
- The student must have a personal interview with the Senior Academic Officer of the desired study program.
- The student must have an evaluation from the New Image College Counsellor, Bill Dyck, and must read and sign all policies and procedures as put forth in the student handbook.

Note: After one year of withdrawal/dismissal date it may be required re-payment up to the Total Program tuition cost.

STUDENT RECORDS POLICY

New Image College keeps an accurate record for each student enrolled in an approved program. The student record includes all the information listed below.

- a) A copy of the signed student enrolment contract
- b) Evidence of payments for tuition and related fees
- c) Evidence that the student has met the admission requirements for the approved program
- d) A copy of the attendance record for the student
- e) The student transcripts issued by the institution
- f) If applicable, a copy of a complaint made by the student to the institution in relation to an approved program of the institution, and all documents in relation to the complaint and the participation by the student in the dispute resolution process
- g) If applicable, copies of a notice of withdrawal or a notice of dismissal and documents in relation to the withdrawal or dismissal, including in relation to a refund of tuition and related fees
- h) If the student is an international student who has been issued a study permit under the Immigration and Refugee Protection Act (Canada), a copy of the letter of acceptance and a copy of the study permit
- i) If applicable, a copy of the credential granted to the student
- j) If applicable, documents in relation to the participation of a student in the grade appeal process
- k) If a refund is due, evidence that the refund was issued

Student files will be maintained and safely stored in filing cabinets. Access to student files is limited to the appropriate administrative staff, the Senior Administrative Officer, Senior Academic Officers, and New Image College president and vice-president.

If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing. New Image College will not release information to any person other than those authorized by the student unless otherwise required to do so by legislation, subpoena, court order, ongoing police investigation.

After two years the files will be transferred to an archive. These files will be stored until no longer required by PTIB. It means New Image College retains the full student file for eight (8) years following the student's withdrawal, dismissal, or graduation and after eight years, the full student record is destroyed using a secure destruction method.

After the student's graduation, New Image College uploads a copy of the student's contract, transcript, and credential (if any) to an approved third-party vendor. These records are retained for fifty-five (55) years by the third-party vendor.

Copies of student records can be made available upon the request of current and former students for a \$20.00 administration fee. To retrieve files that are in the archive, the fee is \$150.00 and processing times might vary. A file retrieval request must be submitted by email to studentservices@newimage.ca providing the following information:

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

PRIVACY POLICY

New Image College 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 the activities of the College.
- To help students/graduates in the workforce.
- To hear about students'/graduates' career successes.

Student personal information is not used for any other purpose and the student will not publish/release information about an event of a dispute between New Image College and its subsidiaries.

GRADE APPEAL POLICY

Throughout your study period as a student, New Image College will make academic judgments on your progress, practical ability, and, ultimately, your eligibility for the credential for which you have been registered.

If you have reason to believe that an academic decision made by the College is incorrect or based on incomplete or incorrect information, you have the right to appeal that decision without fear of retaliation.

If you decide to appeal an academic or practical marking decision, you must do so within 15 (fifteen) days of the formal publication of your results.

Grounds for Appeal

- Mathematical or procedural error in recording or calculating the marks on which a decision was based.
- When, in reaching its decision, New Image College was unaware of factors that affected your performance (e.g., personal or family circumstances or illness) which, for valid reasons, you had not made known earlier.
- Irregularities or administrative errors in the conduct of the examination or in any other methods of assessment of such nature as to cause reasonable doubt about the instructor or administrator decision.
- Reason to believe that a New Image College instructor or administrator was prejudiced or biased.

The College will not consider appeals on grounds other than those above, particularly those made

- Without justifiable grounds.
- Mischievously or frivolously.
- Based on alleged insufficiencies in instructing or supervision or the provision of the lack of materials or equipment.
- Against the academic judgment, properly exercised, of duly appointed instructors, including external administrators.
- Based on ill-health or other circumstances that could have and should have been reported to New Image College at the time of occurrence.
- Where the general rules in the student handbook have not been followed.

Academic Appeals Procedure

The process by which a student may appeal a grade received in a course at New Image College is as follows:

- Address the appeal to the Senior Academic Officer.
- Clearly define the specific grounds for this appeal in writing (all personal information is treated as confidential and will be shared with other members of New Image College only where the Senior Academic Officer finds necessary and appropriate and only to investigate and determine the outcome of your appeal).
- First, the Senior Academic Officer will refer your appeal to the Vice President of the College for discussion and additional information in order to determine whether or not your appeal will be considered. When the Senior Academic Officer receives the Vice President's response, he or she will consult with the instructor to determine whether the case for appeal conforms to the specified grounds for appeal.
 - If the decision that the grounds for appeal do not accord with those stated under the grounds for appeal, the Senior Academic Officer will notify you of that decision in writing within 15 (fifteen) days of receiving the academic appeal letter. The appeal will be dismissed, and no further action will be taken.

- o If it is determined that the grounds for appeal do accord with those prescribed undergrounds for appeal, the Senior Academic Officer will take one of the following actions, depending on the grounds for appeal.
 - a) In the case that there has been a mathematical or procedural error in recording or calculating the marks on which a decision was based, the Senior Academic Officer will consult the Vice President. If an error is found then the instructor/administrator decision will be amended if appropriate, including the reclassification of a diploma.
 - b) In the case of an appeal involving irregularities in the marking/assessment process, circumstances that had not been known at the time a decision was made, or allegations of bias, New Image College will establish an appeal committee.

Appeal Committee

The appeal committee will not include members who were directly involved in New Image College's original decision, but will instead include the College President, an instructor in a related program of study, and a student.

The appeal committee has the authority to decide how it will handle the appeal that has been presented to it.

The student be given adequate notice of the meeting's date, time, and location, to which the student will be invited. You may be accompanied to the meeting by a person of your choice.

Within 15 (fifteen) days of the meeting, the student will be notified in writing of the outcome of the appeal; the student may also be notified of a delay pending further investigation.

If the student believes that the internal review appeal process was conducted incorrectly or that the outcome was unreasonable, the student has the right to take the matter to an external and independent arbitration company. The student would be responsible for the costs of this arbitration.

INTIMATE RELATIONSHIPS BETWEEN STUDENTS

During their studies, New Image College does not condemn students' intimate relationships. These, on the other hand, are strongly discouraged. The closeness of classmates may have an impact on both individual and group learning. Please keep any emotional, sexual, or intimate relationships between your classmates to a minimum.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS POLICY

New Image College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. Our goal at New Image College is to provide our students with creative, innovative academic programmes that are based on New Image College's values to meet students' learning needs and help them achieve their maximum learning environment and academic success.

New Image College believes and is committed to providing equal opportunity in student education, a non-discrimination principle that emphasises that opportunities in education should be freely and equally available to all students regardless of their characteristics or attributes that are unrelated to their ability, performance, knowledge, skill, or competence (e.g., race, gender, religion, disability, etc.).

While on New Image College premises or participating in New Image College activities or events, New Image College will take all reasonable steps to identify and eliminate all prohibited activity such as discrimination, bullying, harassment, and sexual violence or misconduct.

While on-site and working on New Image College-related projects, New Image College students must follow the Academic Good Conduct Policy. New Image College is not liable for inappropriate behaviour that occurs off-campus or at unofficial events.

If under any circumstances, a prohibited activity occurs, the Disciplinary Action Policy will apply.

STUDENT ACADEMIC INTEGRITY AND GOOD ACADEMIC CONDUCT POLICY

Academic integrity and good academic conduct are fundamental values that underpin knowledge development and acquisition. All New Image College students are expected to adhere to six core values: honesty, trust, fairness, respect, responsibility, and courage. These are important aspects of academic and professional success.

Academic integrity entails a commitment not to engage in or tolerate threats, acts of falsification, misrepresentation, or deception – acts that violate the fundamental ethical principles of the New Image College community and diminish the value of work completed by others. Academic dishonesty runs counter to New Image College's values and is unfair and discouraging to the vast majority of students who pursue their studies honestly.

Good academic conduct entails to be a self-disciplined learner who is considerate of classes other than your own. It should be noted that facility damage is taken very seriously. Throwing or slamming chairs or tables will cause damage to the furniture. Pouring special effects makeup down the sink is not a good idea. Please remove any makeup from the sinks immediately after use. If your actions caused the damage, you may be liable for the cost of repairs or replacement.

New Image College is committed to creating a community characterized by honesty and free inquiry where each student is responsible for their own conduct as it affects New Image College. All members of the New Image College community share the responsibility for the academic standards and reputation of the College.

When this policy is not followed, the Disciplinary Action Policy will be applied. Before being penalised for academic dishonesty or academic misconduct, students will be treated fairly. They have the right to be informed about the alleged wrongdoing and to respond. The decision-maker will be unbiased.

SEXUAL VIOLENCE AND MISCONDUCT POLICY

Purpose

Acts of Sexual Violence and Sexual Misconduct undermine and violate the rights, personal dignity, and integrity of individuals. This policy articulates New Image College's commitment to providing a safe and secure learning environment.

New Image College does not tolerate any form of sexual misconduct and strives to prevent sexual misconduct. We are also committed to the following:

1. Establish an environment where sexual violence and misconduct are not tolerated.
2. Build and nurture a culture of consent.
3. Support all members of the New Image College community who are affected.
4. Provide a central site for information regarding the resources and options available to those affected.
5. Use clear, appropriate, and fair processes for handling complaints of sexual violence and misconduct.
6. Create and implement inclusive prevention educations and response initiatives to address sexual misconduct to create a culture of consent.
7. Respect the rights of those who disclose to make their own decisions about accessing support services and assistance, making a report, or pursuing external processes such as criminal or civil action.
8. Address and emphasize to all members of the New Image College Community to become knowledgeable about Sexual Violence and Misconduct and their rights and obligations under this policy.

Scope and Application

This policy is separate from any criminal or civil proceedings.

New Image College is not responsible for determining violations of criminal or civil law.

This policy applies where:

1. an incident of Sexual Violence or Sexual Misconduct is alleged to have occurred at New Image College, or off New Image College and in connection with an event or activity sponsored, organized, led, or required by New Image College, including but not limited to off-campus activity that students are required to participate in for successful completion of their studies (i.e., NIC events, films, etc.); and
2. the alleged incident of Sexual Violence or Sexual Misconduct involves a member of the New Image College community or a person who was a member of the New Image College at the time of the incident.

New Image College does not have jurisdiction to take disciplinary action against a person who is not a member of the New Image College community or who is not currently affiliated with New Image College. However, under certain circumstances, New Image College may be able to take other action, such as revoking a person's access to New Image College property or a New Image College event.

Granville Campus

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A Division of Global Model and Talent Inc.

Definitions

Sexual Misconduct includes sexualized violence and refers to any sexual act or act targeting an individual's sexuality, gender identity, or gender expression, whether the act is physical or psychological, that is committed, threatened, or attempted against an individual without that individual's consent. The following list sets out examples of Sexual Misconduct. The list is intended to help members New Image College Community understand the kinds of acts that will be considered Sexual Misconduct. The list is not exhaustive and other acts may constitute Sexual Misconduct under this Policy even if they do not appear in the list below. Sexual Misconduct includes, but is not limited to, the following:

1. sexual assault, which is any form of sexual touching or the threat, express or implied, of sexual touching without the individual's consent.
2. sexual harassment, which is unwelcome conduct, by comment or gesture, of a sexual nature that detrimentally affects the working, learning, or living environment, or leads to adverse consequences for the individual directly subjected to the harassment.
3. stalking and cyberstalking (stalking using the internet or other electronic means), which is engaging in unwelcome conduct expressed or implied, that causes an individual to fear for their physical or psychological safety, and includes repeatedly following the individual, repeatedly communicating with the individual through any means, engaging in threatening conduct, or keeping watch over the place where the individual happens to be.
4. indecent exposure which is exposing one's body to another individual either physically or electronically, or through any other means, for a sexual purpose without the individual's consent, or coercing another individual to remove their clothing to expose their body.
5. voyeurism, which is non-consensual viewing, photographing, or otherwise recording another individual in a location where there is an expectation of privacy and where the viewing, photographing, or recording is done for a sexual purpose; and
6. the distribution of a sexually explicit photograph or recording of an individual to one or more individuals other than the individual in the photograph or recording without the consent of the individual in the photograph or recording.

New Image College Community: All College students, contractors, volunteers, and employees, and any other person who is contractually obligated to comply with this policy.

New Image College Property: New Image College's physical campus.

Student: A person who is enrolled at New Image College.

Young Person: A person who is under the age of 19 years.

Complainant: A person who files a Complaint. In some instances, New Image College may act as a Complainant where it becomes aware of allegations of Sexual Violence or Sexual Misconduct that, if true, would violate this policy but no person comes forward with a Complaint, or where an investigation is required by law.

Complaint: A formal written statement containing allegations of Sexual Violence or Sexual Misconduct or other violation(s) of this policy.

Consent: the active, voluntary agreement to engage, and to continue to engage, in the sexual activity in question. For the purposes of this policy:

1. Consent is never assumed.
2. Consent is not implied or given by the absence of "no".
3. Consent is not implied or given by silence.

4. Consent cannot be given if the individual is incapacitated by alcohol or drugs or is unconscious.
5. Consent can never be obtained through threats or coercion.
6. Consent can be withdrawn at any time.
7. Consent cannot be obtained if a party induces another to engage in sexual activity by abusing a position of trust, power, or authority.
8. Consent is given for one kind or instance of sexual activity does not mean that consent is given for any other sexual activity or instance.
9. Consent cannot be expressed by the words or conduct of a third party.

Disclose or Disclosure: The communication to a New Image College employee or contractor of an experience of Sexual Violence and Misconduct. Disclosure on its own does not initiate an investigation, except where required by this policy.

Investigator: A person appointed by New Image College to investigate a Complaint.

Respondent(s): A person or persons alleged to have engaged in conduct that violates this policy.

Responsible Administrator: An administrator of New Image College responsible for the operations of a College Department, or service area (Senior Administrative Officer or Senior Academic Officer).

Retaliatory Action: Any adverse action taken against a person because that person seeks advice on making a Disclosure or Complaint, makes a Disclosure or Complaint, or cooperates in an investigation of a Complaint.

Policy Statements

New Image College is committed to providing a working and learning environment that is free of discrimination and harassment, and that promotes academic achievement as well as the dignity, self-esteem, and fair treatment of all participants in its activities. Sexual Violence and Misconduct undermines these goals, violates individuals' rights, personal dignity, and integrity, and is strictly prohibited.

New Image College recognizes that people's experiences will be influenced by factors such as their sex, sexual identity, gender identity or expression, racialization, age, family status, religion, faith, ability, disability, national or ethnic origin, Indigeneity, immigration status, socio-economic status, class, and language, which may intersect and overlap.

New Image College recognizes that while Sexual Violence and Misconduct can affect any member of society, such experiences and their consequences may disproportionately affect individuals who experience intersecting forms of systemic discrimination or barriers. These factors, along with an individual's personal history, affect individual experiences of Sexual Violence and Misconduct, the ability to access supports, and choices regarding recourse. New Image College will take this into account when carrying out its responsibilities under this policy.

New Image College recognizes its responsibility for addressing Sexual Violence and Misconduct and for meeting the following ongoing commitments:

- Promote learning and working conditions that seek to prevent or eliminate the potential for incidents of Sexual Violence and Misconduct to occur on College Property or between members of the New Image College Community.
- Support members of the New Image College Community who are affected by Sexual Violence and Misconduct reducing barriers to Disclosure and to the filing of Complaints

regarding their experiences; responding to Disclosures and Complaints in a procedurally fair, efficient, and consistent manner; and providing academic, non-academic, and other supports are required.

- Remedy situations where Sexual Violence and Misconduct have been found to have occurred.
- Assure that senior staff and those individuals in charge of the inquiry and handling of any concerns raised by the student are acquainted with the entirety of this policy.
- Educate individuals not normally a part of the College community by providing them with the policy. This will include individuals who may interact with the students periodically such as external contractors and service providers.
- Assures the student body is aware of this policy by presenting to the students as a part of their Student Handbook and assuring that all students have access to the Policy by assuring it is posted to the College website.

All persons who make a Disclosure or file a Complaint regarding an experience of Sexual Violence or Sexual Misconduct can expect the New Image College to provide:

1. Compassion, dignity, and respect, including respect for their choice as to whether they wish to disclose or file a Complaint regarding their experience.
2. Timely assistance inclusive of information about available support services and resources.
3. Timely consideration of appropriate academic, workplace, or other accommodations.
4. Information on the options for addressing an incident of Sexual Violence or Sexual Misconduct, and the limits to confidentiality associated with each option.
5. Where they do decide to file a Complaint, a clear explanation of the investigation and decision-making process and a procedurally fair and unbiased process, which includes but is not limited to protecting the Complainant from unreasonable and/or irrelevant questions, such as those pertaining to past sexual history or gender expression, complying with collective agreement provisions where applicable, and providing regular updates on the status of the process.

All persons who are accused of violating this policy can expect the New Image College to provide the following:

1. Compassion, dignity, and respect.
2. Timely information about available support services and resources.
3. Information on the options available to them.
4. Where a Complaint is filed, a clear explanation of the investigation and decision-making process and a procedurally fair and unbiased process, which includes but is not limited to complying with collective agreement provisions where applicable and providing regular updates on the

status of the process.

New Image College reserves the right to initiate an investigation and/or to inform the relevant law enforcement agency without the Consent of the person making the Disclosure or filing the Complaint regarding an incident of Sexual Violence and Misconduct if New Image College has a reasonable belief that the safety of any member(s) of the New Image College Community is at risk.

A student or other New Image College Community member acting in good faith in making a Disclosure or reporting an incident of Sexual Violence or Sexual Misconduct will not be investigated by New Image College for consuming alcohol or drugs at the time of the disclosed or reported incident(s), even if they were under the legal age for such consumption or the substance was illegal.

New Image College reserves the right to implement interim measures as it considers appropriate to protect the safety of the New Image College Community or any of its members during an evaluation of a Disclosure or Complaint or pending the completion of an investigation. Such measures may include but are not limited to:

1. Providing a safety plan for the Complainant.
2. Supporting the complaining in reporting the incident to the police, if appropriate.
3. Communicating clearly to the Responded that behaviours are unwelcomed and must stop immediately.
4. Restricting the Respondent's access to the New Image College campus, to specific areas of the New Image College campus, and/or to New Image College's technology.
5. Altering the learning schedule of an individual.
6. Imposing a no-contact directive.
7. Arranging temporary, non-disciplinary leave of an individual.

A student or any other member of the New Image College Community has the right to pursue other processes externally in connection with alleged incidents of Sexual Violence and Misconduct, such as:

1. Reporting the matter to the police.
2. Initiating a civil action.
3. Filing a complaint under the BC Human Rights Code.

If an external course of action is pursued, the College may elect to continue with the process under this policy or to suspend its internal process pending the outcome of the external process. A breach of this policy by any member of New Image College Community represents serious misconduct and may be cause for disciplinary sanctions including, where appropriate, suspension, dismissal, or expulsion.

Procedures - Prevention and Response Program

New Image College will establish and maintain a Sexual Violence and Misconduct prevention and response program that will provide coordination and oversight for the following:

1. risk assessment and risk management practices.

2. appropriate education and training for students and other members of the New Image College Community regarding this policy.
3. procedures for reporting, investigating, and documenting incidents of Sexual Violence and Misconduct promptly and sensitively, and following WorkSafeBC regulations, where applicable.
4. regular reviews to evaluate the effectiveness of this policy, occurring at least once every three (3) years or as advised by the Minister responsible for advanced education.

Accommodation and Safety Planning

Any student or other member of the New Image College Community affected by an incident of Sexual Violence or Sexual Misconduct may request a safety plan or other academic or workplace accommodation(s) relating to the incident.

- Students at the New Image College Community may contact the Senior Academic Officer of their program in attendance.
- Employees and contractors may contact the Senior Administrative Officer.

Disclosure of Sexual Violence or Misconduct

The sensitive nature of Sexual Violence and Misconduct is recognized by New Image College, and victims may require different actions from the College in its supportive role.

Any student or other member of the New Image College Community who has experienced Sexual Violence or Misconduct may choose to disclose the experience by confiding in another member of the New Image College Community.

New Image College encourages but does not require students or other members of the New Image College Community who have experienced Sexual Violence or Sexual Misconduct to seek immediate assistance.

If a member of the New Image College Community believes she or he has been sexually harassed, she or he may choose not to file a formal complaint and instead request that the New Image College assist them through the emotional crisis. The victim/survivor, in this case, discloses sexual violence to seek emotional support, medical care, or advocacy but does not report it to the police.

If such action is chosen by the victim/survivor, New Image College will provide a supportive role. The role in this situation is primarily to be a listener and provide the student with what resources are available to them.

However, New Image College understands that prompt action may be important to ensure physical safety, obtain medical care or emotional support, or preserve evidence.

A Disclosure is not the same as a Complaint under this policy. Under many circumstances, someone making a Disclosure about an experience of Sexual Violence or Sexual Misconduct may choose to seek support and appropriate resources or referrals without initiating a Complaint that leads to an investigation.

To initiate an investigation, a Complaint must be filed with the Responsible Administrator, except under circumstances outlined above, when New Image College itself may initiate an investigation.

Under any of the following circumstances, a member of the New Image College Community who receives a Disclosure of Sexual Violence or Sexual Misconduct must notify the Responsible Administrator, a person is at risk of self-harm or of harming others.

1. there is an imminent risk of harm to any member(s) of the New Image College Community and/or to the broader community.
2. the Disclosure involves sexual harassment in a New Image College workplace
3. a Young Person is involved or affected; or
4. Disclosure is otherwise required by law.

In these instances, the minimum amount of information needed to meet legal or other obligations must be disclosed. Every effort will be made to involve the person making the Disclosure in decision-making and to mitigate any associated risks. Any New Image College Community member who is unsure of their responsibility to disclose should seek advice from the Responsible Administrator.

Filing a Complaint

A student or any other member of the New Image College Community 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 Responsible Administrator. The Complaint should include:

1. the relevant details regarding the alleged incident of Sexual Violence, Sexual Misconduct, or other alleged violation of this policy.
2. a list of any potential witnesses and a description of the information those witnesses are expected to provide.
3. any relevant documents, including any social media communications.

A Complainant has the right to withdraw a Complaint at any stage of the process. However, New Image College may continue to act on the issue identified in the Complaint where it is obligated by law or by this policy to do so.

Initial Review

Upon receipt of a Complaint, the Responsible Administrator will conduct an initial review to determine whether the allegations in the Complaint fall within the scope of this policy.

This review will occur within fourteen (14) calendar days of the receipt of a Complaints unless exceptional circumstances exist that prevent the Responsible Administrator from meeting this timeline, in which case the Responsible Administrator will contact the Complainant as soon as possible to inform them of the revised timeline.

If the Responsible Administrator determines that the Complaint falls within the scope of this policy, the Responsible Administrator will do one of the following:

1. appoint an Investigator to investigate the Complaint; or
2. refer the matter to the alternative resolution process described below.

If the Responsible Administrator determines that the allegations in the Complaint do not fall within the scope of this policy, the Responsible Administrator will advise the Complainant of this decision along with reasons. If the Responsible Administrator believes that the Complaint discloses other kinds of misconduct or information that New Image College may need to act on under another New Image College policy or process, the Responsible Administrator may refer the Complaint or the relevant portions of the Complaint to the appropriate College authority. When appropriate, the Responsible Administrator will consult with the person making the Complaint before referring it elsewhere.

Alternative Resolution

If the Responsible Administrator believes that an alternative resolution process may be appropriate, the Responsible Administrator will discuss this option with the Complainant.

If the Complainant agrees that an alternative resolution process may be appropriate, the Responsible Administrator will contact the Respondent to advise that a Complaint has been made and will discuss this option with the Respondent.

If the Respondent agrees to participate in an alternative resolution process and the Responsible Administrator remains satisfied that an alternative resolution process is appropriate, then the Responsible Administrator will explore the options available and, with the agreement of both parties, will refer the matter to that process for resolution.

Participation in an alternative dispute resolution process is entirely voluntary. If either the Complainant or the Respondent decides at any time that they no longer wish to participate in the alternative resolution process, the Responsible Administrator will then appoint an Investigator to investigate the Complaint.

Investigation

When New Image College appoints an Investigator to investigate a Complaint, consideration will be given to the subject matter of the Complaint and the expertise and training of the Investigator. Investigators may be external or internal to New Image College.

In every case, before making an appointment, New Image College will ensure that there are no grounds for a reasonable apprehension of bias on the part of the Investigator under consideration. The Investigator will advise participants in the investigation of the option to have a supportperson present for the interview.

Except in exceptional circumstances, investigations (including the preparation of the Investigator's report) will be completed within sixty (60) calendar days of an Investigator's receipt of a Complaint. If during an investigation the Investigator believes that this timeline cannot be met, the Investigator will contact the Complainant, the Responsible Administrator as soon as possible to inform them of the revised timeline.

Investigations are not adversarial processes, and hearings will not be held as part of the investigatory process. Formal rules of evidence commonly associated with a civil or criminal trial will not be applied. In all investigations, the Respondent will be informed of the allegations made against them and will be given a full opportunity to respond.

The Investigator will conduct the investigation using a procedurally fair and sensitive process, taking care to minimize or avoid circumstances that might reasonably be expected to cause participants distress (e.g., the Complainant having to come into direct contact with the Respondent). The investigation process may include, but is not limited to, the following:

1. requesting a written response to the Complaint from the Respondent, including a list of any potential witnesses along with a description of the information those witnesses are expected to provide, and any relevant documents, including any social media communications.
2. meeting separately with or requesting further information from the Complainant.
3. meeting separately with or requesting further information from the Respondent.
4. meeting separately with or requesting further information from any other individuals who may have information relevant to the investigation, including any witnesses identified by the Complainant or the Respondent.
5. inviting the Complainant and the Respondent to submit questions they believe should be asked of the other party or any witness, with the understanding that the decision as to whether such questions will be asked of the other party, or any witness is entirely within the discretion of the Investigator; and
6. obtaining any other evidence that may be relevant to the investigation.

After the investigation, the investigator will submit a written report to the Responsible Administrator. The report will normally include the following information:

1. a summary of the evidence considered.
2. any assessment of credibility that is required to render a determination; and
3. the Investigator's findings of fact, and a determination as to whether, on a balance of probabilities, this policy has been violated.

Investigation Outcomes

If the Investigator's report determines that Sexual Violence or Sexual Misconduct has occurred, or that this policy has otherwise been violated, the following will occur:

1. the Responsible Administrator will determine what disciplinary or other measures are appropriate based on the findings in the report, which may include the requirement that parties to the investigation, or other members of the New Image College Community affected by the Complaint or by the investigation, participate in workshops and/or mediation.
2. where suspension of a student or employee is a potential outcome, the Responsible Administrator will refer the matter to the President for decision.
3. the Complainant and the Respondent will be notified of the Investigator's findings and the Respondent will be notified of the Responsible Administrator's

decision regarding disciplinary or other measures to be taken against the Respondent; and

4. the Respondent will be notified of the option to appeal, as described below.

If the Investigator's report determines that this policy has not been violated, the Responsible Administrator will dismiss the Complaint and so notify the Complainant and the Respondent. The Complainant will be notified of the option to appeal, as described below.

Whether or not the Investigator's report determines that Sexual Violence or Misconduct has occurred, or that this policy has otherwise been violated, if the Responsible Administrator believes that the Investigator's report discloses other kinds of misconduct or information that New Image College may need to act on under another New Image College policy or process, excluding matters pertaining to the consumption of alcohol or drugs, addressed in Statement section above, the Responsible Administrator may refer the Investigator's report, or the relevant portions of it, to the appropriate New Image College authority. When appropriate, the Responsible Administrator will consult with the Complainant before referring the matter elsewhere.

Confidentiality

Confidentiality of all persons and information involved in a Disclosure or Complaint of Sexual Violence and Misconduct is expected.

To protect the integrity, fairness, and effectiveness of investigations, and to ensure compliance with BC's Freedom of Information and Protection of Privacy Act, all participants in an investigation must act following the requirements set out below.

1. Individuals, including the Complainant and the Respondent, who has obtained personal information about an identifiable individual through the course of participating in an investigation, must not disclose this information to anyone except their advisors or representatives, or as required by law. However, this section does not prevent.
 - A. any participants in an investigation from disclosing information about themselves or from disclosing information that they have obtained outside the investigation; or
 - B. New Image College representatives from disclosing investigation-related information as authorized under this policy.
2. New Image College will not disclose any personal information related to an investigation except to the extent that such disclosure is:
 - A. expressly authorized by the affected individual.
 - B. made to a New Image College representative on the grounds that it is necessary for the performance of that individual's duties (e.g., communicating to a supervisor any restrictions to the times of day or days of the week that an employee may access specific College facilities);
 - C. made to a Complainant, Respondent, witness, or other participants in the investigation on the grounds that it is necessary for the conduct of the investigation.

- D. authorized by this policy.
 - E. authorized or required under the law, or
 - F. deemed necessary to prevent imminent risk of harm to self or others in the New Image College Community or the wider community.
3. To maintain the integrity of the investigation process, New Image College must ensure that both Complainant and Respondents know the Investigator's findings.

Retaliatory Action, Breaches of Confidentiality and Complaints Made in Bad Faith

1. Retaliatory Action of any kind is prohibited. This includes Retaliatory Action against a person who makes a Disclosure or files a Complaint regarding Sexual Violence and Misconduct, against witnesses, or any other persons involved in the process.
2. Where a member of the College Community is found to have engaged in Retaliatory Action or to have breached the confidentiality requirements in this policy, the College may take appropriate disciplinary action.
3. Where an investigation determines that a Complaint was filed in bad faith, the College may take appropriate disciplinary action.

Appeal

1. A Complainant or Respondent may appeal the Responsible Administrator's disciplinary decision or the Investigator's investigative process, but only if there are grounds to show that due process was not followed or that natural justice principles were not adhered to during that process. The original Complaint will not be reconsidered in an appeal, but the person or body deciding the appeal has the discretion to consider any new evidence that could not reasonably have been available at the time of the original investigation.
2. An appeal must be submitted in writing within ten (10) business days after receipt of the decision being appealed: that is, ten days after receipt of the Investigator's findings or ten days after receipt of the Responsible Administrator's disciplinary decision, depending on the scope of the appeal. The written submission must provide specific grounds for appeal, describing how this policy was incorrectly applied, due process was not followed, and/or the Responsible Administrator's decision as to discipline was inappropriate.

A student or other member of the College Community who is not an employee of the College must submit the appeal to the Student Services Department.

Employees must submit the appeal to the person to whom the Responsible Administrator reports (e.g. to the president or vice-president).

3. The appeal may be upheld or dismissed, in whole or in part, and/or referred back to the Responsible Administrator for reconsideration.
4. The person or body deciding the appeal will give reasons for the decision in writing.

Community-based victim services programs

<https://endingviolence.org/need-help/services/>

<p><u>Family Services of Greater Vancouver - VISAC</u> Victim Support Services – VISAC Vancouver (604)874-2938</p>	<p><u>Family Services of Greater Vancouver</u> Domestic Violence Unit – DVU Vancouver (604)717-2653</p>
<p><u>Family Services of Greater Vancouver</u> Community-Based Victim Service Program New Westminster (604)525-9144</p>	<p><u>Vancouver & Lower Mainland Multicultural Family Support Services Society</u> Specialized Victim Assistance Program Burnaby (604)436-1025</p>
<p><u>MOSAIC</u> Multicultural Victim Services Program Vancouver (604)254-9626</p>	<p><u>Women Against Violence Against Women Rape Crisis Centre (WAVAW/RCC)</u> Specialized Victim Services Vancouver (604) 255-6344 (877) 392-7583</p>
<p><u>Battered Women's Support Services</u> Specialized Victim Services Vancouver (604) 687-1868</p>	<p><u>Hollyburn Family Services Society</u> Family & Relationship Violence Victim Support Services North Vancouver (778)855-4566</p>
<p><u>BC211</u> VictimLink BC Vancouver (800)563-0808</p>	<p><u>Downtown Eastside Women's Centre</u> Specialized Victim Assistance Program Vancouver (604)681-8480</p>
<p><u>Family Services of Greater Vancouver</u> Community-Based Victim Services Richmond (604)279-7100</p>	<p><u>Family Services of Greater Vancouver</u> Family Violence Program (DVU) Richmond (604)207-4766</p>
<p><u>Cameray Centre</u> Specialized Victim Assistance Program Burnaby (604) 436-1990</p>	

Sexual Violence and Misconduct Complaint Form

Are you reporting more than one person who you believe committed sexual misconduct?

Please indicate whether you are filing a report on more than one person.

YES

NO

Please indicate if you are reporting sexual misconduct that happened to you, or someone else.

ME

SOMEONE ELSE

Your information

Full name: _____

* You may choose to file an anonymous complaint; however, you must provide your contact information for us to notify you of the decision regarding jurisdiction, as well as any additional information required for that decision. Otherwise, due to a lack of evidence, New Image College may be unable to proceed with an investigation based on an anonymous report.

Email address: _____

Phone Number: _____

Are you a New Image College student, employee, or faculty member?

YES

NO

Information about the person(s) who you believe committed sexual misconduct

Please provide as much information about the person(s) you believe committed sexual misconduct as possible.

First name of the person you are reporting about: _____

Last name of the person you are reporting about (if known): _____

Phone number of the person you are reporting about (if known): _____

Email Address of the person you are reporting about (if known): _____

How is the person you are reporting about connected to New Image College? Select all that apply.

STUDENT

STAFF

FACULTY

UNKNOWN

OTHER: _____

Granville Campus

987 Granville St., Vancouver, BC, Canada, V6Z 1L3

Tel: (604) 685-8807 Fax: (604) 685-8870

Web: newimage.ca Email: info@newimage.ca

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How do you know them? Please include any relevant department, office, and/or class information to help identify the person.

Complaint Information

Please provide as much detail about the sexual misconduct as you can.

Are you pursuing or aware of another process for this complaint? Another process may be filing with a law enforcement agency, for example.

YES

NO

Where did the sexual misconduct occur? Please select all that apply. You can provide more details about the incident itself, below.

O-CAMPUS

OF-CAMPUS

ONLINE

Approximately when did the sexual misconduct occur if you remember?

If you can, please describe the sexual misconduct in as much detail as you are able, and explain how it relates to New Image College?

Include any incidents or dates associated with the complaint. Without more information, New Image College will be unable to determine whether the complaint falls within the scope of the policy for investigation.

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Do you have any supporting documents? You can always provide any supporting evidence later on.

YES

NO

If yes, what please describe:

Consent for New Image College to action the complaint

By checking the box below, I understand and agree that I am submitting a Sexual Violence and Misconduct Complaint to New Image College, that this report will be used for the purpose of an initial review to determine whether New Image College has jurisdiction to investigate under the Sexual Violence and Misconduct Policy. If New Image College begins an investigation, then a copy of this report will be provided to the Respondent.

I understand and agree.

Privacy notification

Section 26(c) of the Freedom of Information and Protection of Privacy Act authorizes the collection of personal information in this format. This information will be used by New Image College for an initial review to determine whether the reported sexual violence and misconduct falls within New Image College's jurisdiction to investigate. If New Image College investigates, the Respondent will be given a copy of this Report. If you have any questions about this information's collection or disclosure, please contact Student Services at studentservices@newimage.ca.

Signature: _____

Date: _____

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BULLYING, DISCRIMINATION AND HARASSMENT POLICY

New Image College is committed to providing a working and learning environment that is free of bullying, discrimination, and harassment, and that promotes academic achievement as well as the dignity, self-esteem, and fair treatment of all participants in its activities. Employees, students, contractors, visitors, and/or guests are all covered by the policy.

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

New Image College recognizes its responsibility to ensure that this policy and procedures are fair and equitable in their application. If bullying, harassment or discrimination occurs, New Image College is committed to dealing with it quickly, fairly, and effectively.

It is widely acknowledged that the most effective way to combat bullying, harassment, and discrimination is through preventative measures such as informing, educating, and good management. All members of the New Image College community share responsibility for creating and maintaining an environment free of discrimination and harassment at work and in the classroom. This means not engaging in, allowing, condoning, or ignoring behaviour contrary to this policy. Examples of conduct or comments that might constitute bullying, harassment and discrimination include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

Please note that harassment is NOT the behaviour of individuals 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.

Furthermore, day-to-day program issues (for example, providing direction to a student in order for the person to improve their performance), discipline, and even dismissal – if they respect collective agreements and New Image College Policies – should not be interpreted as harassment.

Definitions

Bullying is an ongoing and deliberate misuse of power in relationships through repeated verbal, physical and/or social behaviour that intends to cause physical, social and/or psychological harm. It can involve an individual or a group misusing their power, or perceived power, over one or more persons who feel unable to stop it from happening. What bullying is not:

- single episodes of social rejection or dislike
- single episode acts of nastiness or spite
- random acts of aggression or intimidation
- mutual arguments, disagreements, or fights.

These actions can cause great distress. However, they do not fit the definition of bullying and they're not examples of bullying unless someone is deliberately and repeatedly doing them.

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

- The behaviour can be direct or indirect, obvious, or subtle, active, or passive.

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- It can take the 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.

Dealing with bullying, discrimination, and harassment

Complainants should feel free to bring their complaints forward, and those accused should be given a full and fair opportunity to respond to those allegations. If you are being discriminated against or harassed, you have several options. Refer to the Student Dispute Resolution Policy for response and procedures.

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

DISCIPLINARY ACTION POLICY

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:

MINOR infractions. The 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 the start of class and breaks).
- Talking during demos.
- Eating in class, if not permitted by the instructor.
- Abusive or inappropriate use of cellphones and devices 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. The disciplinary procedure starts at stage 3* (please see stages below). It includes but is not limited to:

- Racism & other forms of discrimination
- Bullying and all types of Harassment
- 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, defaming, 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 products, 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 the form of a simple oral reprimand but also a full discussion if that is necessary. The amount of verbal warning may vary depending on the constancy before moving to step 2.

Stage 2: Official written reprimand (may include removal of a cellphone during class time, removal of students' participation on a special project, the 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 management which will include a final written warning and possible suspension/dismissal. 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.

The Vice-President makes decisions after thoroughly reviewing each scenario. New Image College reserves the right to obtain additional information from peers, coworkers, instructors, and outside influences such as parents. If New Image College believes it is necessary, it has the authority to contact the police.

STUDENT DISPUTE RESOLUTION POLICY

This policy governs complaints from students respecting New Image College and any aspect of its operations. Please note the following:

1. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
2. Student complaints must be made in writing via the Student Complaint Form.
3. The student making the complaint may be represented by an agent or a lawyer.
4. The student making the complaint may have assistance available as requested or as recommended by the Senior Academic Officer or Vice-President to assist with comprehending processes and discussions. Assistance may include but is not limited to interpreters, cultural advisers, and translators.
5. The complaint process will be confidential for all parties; however, anonymity cannot be guaranteed. Information will be shared and protected in compliance with the BC Freedom of Information and Privacy Act.
6. Except in cases where the Senior Academic Officer and/or management determine there may be a risk to safety or other disruptions that may occur in the teaching and learning environment, a student will be expected to continue with their courses, work experience, or other related educational activities pending the outcome of the complaint process.
7. The student may withdraw the complaint at any time. In such cases, the matter will be deemed resolved, and further complaints on the same case will not be considered, except in extenuating circumstances.

The process by which the student complaint will be handled is as follows.

When students have a disagreement, New Image College encourages them to resolve their differences on their own first. If it is safe to do so, the student should first approach the student with whom they disagree in person to try to resolve the issue. If a student wishes to file a complaint, he or she must do so in writing via the Student Complaint Form.

When a student has a disagreement with a New Image College representative, the student must file a written complaint via the Student Complaint Form. The Student Complaint Form should be directed to the respective Senior Academic Officer:

Student Complaint Forms should be directed to the respective Senior Academic Officer:

- Acting: Phil Granger phil@newimage.ca
- Beauty Makeup: Keely Anderson keely@newimage.ca
- Special FX Makeup: Michelle Grady michelleg@newimage.ca
- Nails and Spa: Alejandra Uribe ale@newimage.ca

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If any of the above are absent or named in the complaint, please forward your written complaint to the Vice-President:

- John Craig jt@newimage.ca

Step 1

The Senior Academic Officer or Vice-President will facilitate the discussions and will ensure the respondent is aware of the allegations. A meeting may be scheduled to give each student a voice. At that time, students should provide any documentation that was exchanged before the meeting and the official written complaint. New Image College will address both parties. Each student can bring a support person unrelated to the program (i.e., not a fellow student). This meeting should happen within 15 (fifteen) days from the time the written complaint gets to the Senior Academic Officer or Vice-President. Following the meeting with the students, the Senior Academic Officer or Vice-President 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.

Step 2

New Image College will provide the reasons for the determination and the reconsideration (if any) to the student no later than 15 (fifteen) days following the meeting. The Senior Academic Officer or Vice-President 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.

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, and a copy will be placed in the student file. If the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

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STUDENT DISPUTE RESOLUTION POLICY FORM

Today's date: _____

COMPLAINT INFORMATION

Complainant refers to the person making the allegation(s)

Name:

Program:

Contact Information:

Senior Academic Officer:

RESPONDENT INFORMATION

Respondent refers to the subject of the allegation.

Name:

Program:

INFORMATION ON ISSUE(S) OR INCIDENT(S)

Initial issue/incident occurrence date: _____

In your own words describe the occurrence and include all other dates, times, locations, witnesses, etc.

Please describe what actions, if any, that you have taken to try to resolve this problem.

	Yes	No
Have you documented any of this information?	<input type="checkbox"/>	<input type="checkbox"/>
Is this information attached?	<input type="checkbox"/>	<input type="checkbox"/>
Have you discussed the situation with the respondent?	<input type="checkbox"/>	<input type="checkbox"/>
Have you discussed the situation with the instructor?	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any ideas on how your complaint could be resolved? What is your preferred outcome? What resolution are you seeking?

Upon completion, please send it to your Senior Academic Officer.

Please note that this document and any attachments to it that you provide while filing a complaint will be held in confidence by the college. The complaint form and its attachments will be disclosed to the respondent in the complaint and to the investigator appointed to assist with the resolution of this complaint, as outlined in the policy procedures. Your signature confirms that you have been made aware and give permission for the above use of this information.

Print Name: _____

Signature: _____

Date: _____

OFFICE ONLY: Date Received: _____ Signature Senior Academic Officer: _____
--

DIGITAL RESOURCES

NEM IMAGE EMAIL AND DRIVE

All students will be assigned a New Image College email account.

Upon registration, you will receive an email with your email address and a temporary password.

Once you become a student and after graduation, New Image College will only communicate with you via your New Image College email. Please keep an eye on your New Image College email.

>> Use www.gmail.com or (for direct access) mail.newimage.ca to log in.

>> **Your username is:** firstname.lastname@newimage.ca

>> **Your temporary password is:** newimage

Note: Please be sure to change your password the first time you log in. Fill in your recovery and security information.

Add your New Image College account to your login options for Google, and afterward, make sure you are logged into the right account when using any Google page by checking the user icon in the upper right corner of your browser window.

The same goes for your online cloud service, which you can log in to from drive.google.com, or directly by visiting drive.newimage.ca.

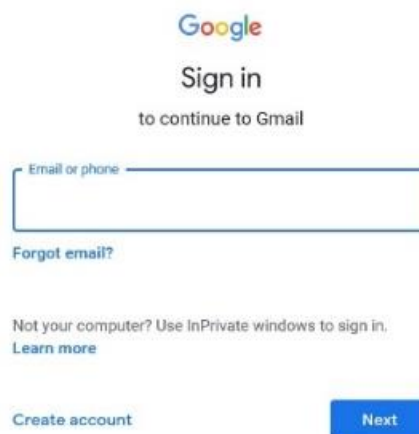
You can also use your account through Google's Mobile Apps (Gmail, Drive, etc) and on your devices and computers by adding it as if it were a normal Google account.

Visit page 15 of your Student Guide linked to the email for pictures and more information.

Please note that when taking part in group projects including Photoshoots, Films, Career Fairs, Events, PNE, etc., your email address may be shared with other participants.

How to access your New Image College Email through a computer

- On your favorite browser, type >> www.gmail.com
- You will see this



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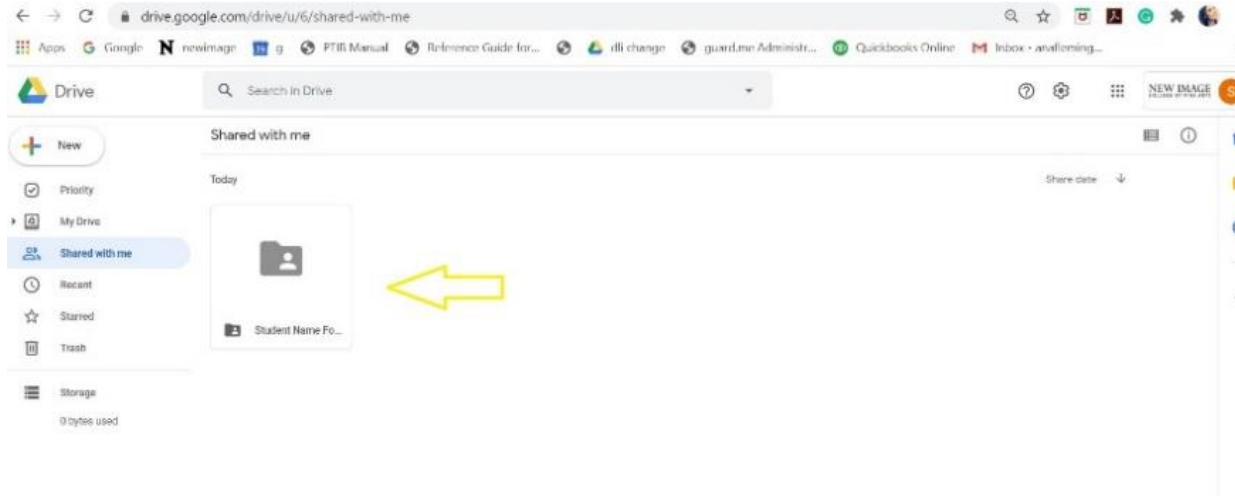
- If you already have a Gmail account, you might see this:



- In that case, click >> Use another account
- Sign in with your New Image College email (as highlighted above)
- Type the temporary password
- Click >> Accept
- Create your new personal password and click >> Change password
- Protect your account by adding a recovery phone number and a recovery email. You may choose to do this later.
- Done!

How to add your New Image College Email account to your iPhone

- Click on Settings 
- Choose the option >> Password & Accounts
- Click on >> Add Account
- Click on >> 
-
- Sign in with your New Image College email (as highlighted above)
- Type the temporary or personal password
- Done! Go to your main menu and click on 
- You will see your account there. Click on it to access your emails.



- To access the folder, double click on top of it.

GOOGLE CLASSROOM


Your class will be assigned its own Google Classroom.

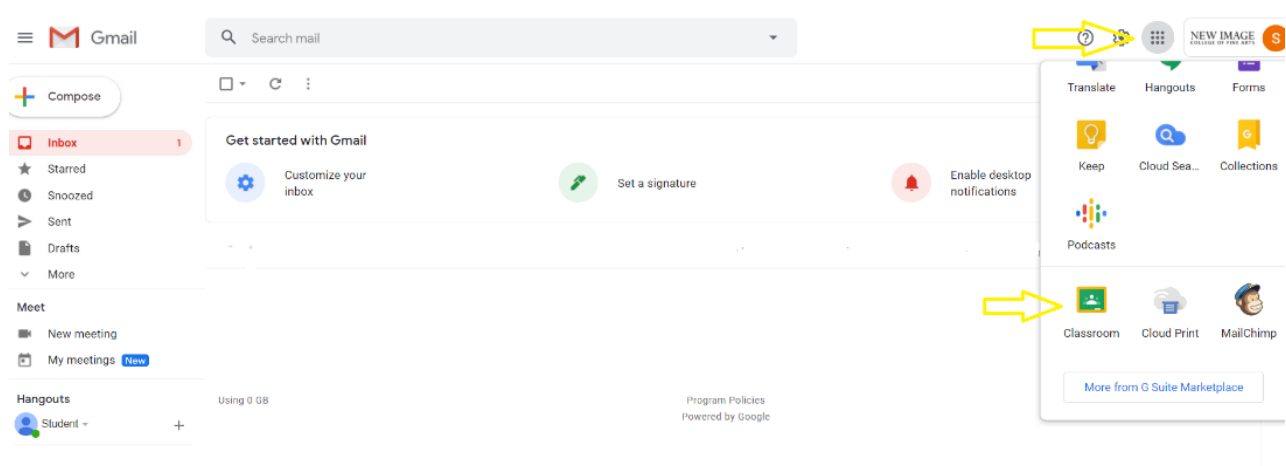
Invitations will be emailed to your New Image College email address.

Google Classroom allows teachers to create an online classroom area where they can manage all their students' documents, handouts, and resources.

It will also enable you to communicate with your classmates.

To access your Google Classroom, follow the following steps:

- If you already have received an email, click on the JOIN button.
- Afterward, to access the classroom, go to your New Image College inbox and click on the square with dots at the top right-hand side corner
- Scroll down and search for the Google Classroom icon 
- Click on the icon.



- Google will redirect you to your classroom.

NEW IMAGE COLLEGE JOB BOARD

New Image College has the resources for you to keep in the loop and to upgrade skills consistently without cost to you. We update job postings daily.

To access the job board, please follow the following steps:

- >> Go to <https://newimage.ca/job-board/>
- >> Your username is your New Image College email address.
- >> Your temporary password is firstname.lastname123

Now that you are logged in, feel free to navigate the various categories and browse different job opportunities depending on what you are interested in.

We have an administrative staff member dedicated to posting job opportunities daily for all our students. Don't miss out!

Note: Once you log in for the first time, please log out and click on FORGOT YOUR PASSWORD option to create your very own password.

If you need assistance logging in, please connect with Student Services @ studentservices@newimage.ca.

Please keep in mind that, while the College makes every effort to connect students with appropriate experience, opportunities, and employment, it cannot guarantee employment or involvement in the process.

New Image College will only refer students who have followed New Image College's policies and procedures and demonstrated consistency in attendance, punctuality, effort, and grades. Students from New Image College may also be recommended for open positions in the field.

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FINANCIAL POLICIES: TUITION AND REFUNDS

TUITION

Once accepted into a program, students must pay a tuition deposit in accordance with their contract and payment plan agreements. Contracts vary, but payments are due in accordance with your contract agreement

All payment plans require post-dated payments, and a post-dated payment method is required before students begin college.

If tuition is not paid according to the payment plan dates, the student will be unable to attend/stay in class and may lose the benefit of the payment plan.

Tuition post-dated payment options are exclusive via:

- Auto Withdrawal Authorization Form
- Post-dated Cheques
- Credit Card Authorization Form (2% service fee applies)

Once the post-dated payment method of your above choice is provided it will be used to process your upcoming tuitions.

Upon completion of certain financial obligations under the contract, New Image College will release the documents required for students to apply for their Canadian study permit, various funding, and, if applicable, a Canadian work permit.

All tuition must be paid 30 days before completion of the study portion of the program.

FINANCIAL CHANGES AND FEES

Changing your post-dated payment method

If you want to switch to another post-dated payment method (only the options listed above), please keep in mind that you must contact the College at least 7 (seven) business days before the due date and complete the payment by the due date. If we do not receive your contact as stated above, the post-dated payment method you have already provided will be processed on the dates and amounts specified in your enrollment contract.

Changing the date of your payment within the same month

In the event of change payment, a \$40.00 administrative fee will be charged.

A change payment is defined as a payment that is due within the month but is postponed to another date within the month. For example, your payment is due on the 3rd of the month, and you wish to postpone this payment to the 30th of the same month.

Skipping a payment

In the event you request to skip a monthly payment of your payment plan, a \$100.00 administrative fee will be applicable. The amount of your skipped monthly payment will be added to your next payment due. A skipped monthly payment is defined as a payment that is due within that month and is postponed being paid within another month. For example, your payment is due on the 3rd of the month, and you wish to postpone this payment to the 3rd of another month.

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Changing a program start date before the program starts

In the event of a Program start date change, before it starts, a \$40.00 administrative fee will be charged for a change of contract and a \$250 administrative fee per new Letter of Acceptance may be charged. Acceptance is valid only for the year after application submission. A Program change date is defined as a change of the Program start date after the admission forms were signed/completed. For example, your Program starts on January 8th and you wish to postpone your start date to April 16th (or any other later intake date).

Changing a program start date after the program starts

In the event of a Program start date change, after it starts, we may charge up to 50% of your Program due to re-registration and administrative fees. For example, your Program started on January 8th and you wish to postpone your start date to May 16th (or any other later intake date).

Advancing Payments

In the event you want to advance payments from your payment plan, these extra payments in any given month will be applied to the last months of your payment plan. For example, you pre-pay 2 extra installments of your Payment Plan in January and have a Payment plan that runs until December. These 2 installments will be allocated to November and December payments, NOT February and March.

Non-sufficient funds

There is a \$40.00 fee for all NSF (non-sufficient funds) and returned methods of payment. (e.g.: your auto withdrawal or your cheque bounce back).

NSF fee and Change payment fee/Skip monthly payment fee is independent and might be applied cumulatively.

MAKING A PAYMENT

✦ Cash (for first tuition payment only + administrative fees).

Please note that per Canada Border Services Agency, New Image College does not accept sums of payment over CAD\$10,000 which is the maximum amount of any currency or monetary instruments you can cross the border without declaring. Any amount over CAD\$10,000 is not accepted by New Image College.

✦ Interac Email Transfer

- Email address: payments@newimage.ca
- Question: What is the name of my College?
- Answer: newimage

✦ Auto Withdrawal: This is a direct draw of funds from your Canadian bank account.

Required documents:

- Direct deposit form or VOID Cheque
- Sign authorization form

✦ Credit Card (2% service fee applies): Visa, MasterCard, JCB, and Amex

Please contact your credit card company ahead of time to authorize New Image College to charge your card for the amounts stated on your registration contract. Fax the credit card authorization form to 1-604-685-8870, or scan and email to studentservices@newimage.ca.

Required documents:

- Credit Card Authorization Form signed

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✦ **Cheque**

Make cheques payable to New Image College.

✦ **Bank Transfer** (normally for the first payment only + administrative fee).

If international Bank Transfers remember to include \$20.00 to cover your international bank transfer fee.

- College Account Name: New Image College
- Bank Name: Royal Bank of Canada
- Branch Name: Hastings Street Branch
- Bank Address: 685 West Hastings Street, Vancouver, BC Canada V6B 1N9
- College Address: 2nd Floor-987 Granville St, Vancouver, BC, Canada V6Z 1L3
- International Account Number or Swift Code: #ROYCCAT2
- Bank and Transit #: 06550-003
- New Image College Bank Account: 1019363

INDEBTEDNESS

A student may be placed on financial hold because of outstanding indebtedness to New Image College and no transcripts or diploma will be issued. The financial hold will be removed when the outstanding balance, including all penalties, is paid in full.

Once the outstanding balance reaches 45 (forty-five) days past due, a final notice will be mailed to the student at the address listed on the student contract, and the student may be dismissed if they fail to meet their financial obligation within 15 (fifteen) days of the final notice.

New Image College is unable to provide you with financial assistance. This means that New Image College does not make loans to students. If you need money, you can see if you qualify for a Student Loan or other alternative funding programs.

STUDENT LOAN

Canadian residents are eligible to apply for financial aid for postsecondary education. To apply for student aid in British Columbia, go to www.studentaidbc.ca. Refer to the "Applying for a BC Student Loan" guidelines for assistance and more information, or call Student Aid BC at 1-800-561-1818.

If you are not applying through the province of British Columbia, please contact the province in which you have resided for the previous 12 months for online application procedures.

Useful links:

- **Student Aid BC:** <https://studentaidbc.ca/>
- **Full-time student funding info:** <https://studentaidbc.ca/explore/full-time>
- **Grants and Scholarships:** <https://studentaidbc.ca/explore/grants-scholarships>
- **How to apply for a BC Student Loan:** <https://studentaidbc.ca/apply/how-to-apply>
- **Private Training Institutions Branch (PTIB):**
<http://www.privatetraininginstitutions.gov.bc.ca/students/pti-directory>
- **CIC designated learning institution:** <http://www.cic.gc.ca/english/study/study-institutions-list.asp>
- **National Student Loans Service Centre (NSLSC):** <https://csnpe-nslsc.cibletudes-canlearn.ca/Eng/Default.aspx>
- **Education Quality Assurance (EQA):** [View the Registry of EQA Designated Institutions \(PDF\)](#)

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REGISTERED EDUCATION SAVINGS PLAN (RESP)

A Registered Education Savings Plan (RESP) is special savings account for parents who want to save for their child’s education after high College. Once the child (the RESP beneficiary) has graduated from high College and enrolled full-time or part-time in a qualifying post-secondary educational program, the person who made the contributions to the RESP can request to withdraw money from the RESP to help pay for your studies.

When government payments or interest earned from a RESP account is withdrawn, that money is called an Educational Assistance Payment and includes the interest earned in the RESP as well as any Canada Education Savings Grants, provincial grants, and Canada Learning Bonds received. This money can be used to pay for post-secondary college expenses like tuition, books, and transportation and is called Educational Assistance Payments (EAPs).

To withdraw money from a RESP account the person who made the contributions must contact their RESP provider (financial institutions such as banks and credit unions, as well as certified financial planners and group plan dealers, provide RESPs). They will ask to see official proof of enrollment before issuing the Educational Assistance Payment. Note that your RESP provider may have established guidelines or policies concerning acceptable educational expenditures. For more information, visit the Canada Revenue Agency website.

REFUND POLICY

Tuition fees are indicated on each of our program outlines and the Student Enrolment Contract.

Be advised that the **Application Fee is non-refundable**.

New Image College Refund Policy is in accordance with the PTA Act established by the Private Training Institutions Branch (PTIB) of British Columbia.

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.
<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.
<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.
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.
<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.

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 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: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student completed up to 30% of the program. 	Institution may retain up to 30% of the tuition.
<ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	Institution may retain up to 50% of the tuition.

New Image College will 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).

PRIVATE TRAINING INSTITUTIONS BRANCH

New Image College is certified by the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education and Skills Training. Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.

Please be advised that under section 61 of the *Private Training Act*, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar’s regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

Refund payments are by **cheque** and in Canadian Dollar only (no exceptions). Refunds are paid by cheque (only) to be picked up on the 30th day (due date) at our Granville Campus. If you wish to proceed with an alternative method of refund, please see the costs below:

Mail: \$20 administrative fee + any mailing fees will be deducted from the amount to be refunded. Please provide full address with postal code.

E-transfer: \$20 administrative fee will be deducted from the amount to be refunded. Please provide a valid email address.

Bank Transfer: \$120 administrative fee + any other bank fees will be deducted from the amount to be refunded. Please provide the following information:

- Full name as the beneficiary.
- Full address as the beneficiary, including postal/ZIP code (PO Box is not acceptable).
- Date of birth.
- Phone number (including country/city codes).
- Account number or reference number.
- The financial institution name and address.
- SWIFT for the beneficiary bank or IBAN number.
- Intermediary Bank name + SWIFT code + IBAN or ABA (Intermediary Bank is the Institution that converts international currency to your Country’s currency)

STUDENT SERVICES AND SUPPORT

STUDENT CAMPUS LIFE AND SUPPORT

The New Image College student body is hand-picked by our admissions team. Each of you will have the opportunity to learn from the best instructors this country has to offer. Throughout your educational journey with us, you will be challenged creatively, emotionally, physically, and personally in order to achieve the highest level of success in your chosen career field.

New Image College is dedicated to assisting its students both during and after graduation.

Student Services and Student Support offices can be found on the Granville Campus. There you will find friendly and knowledgeable assistance during college, student loan repayment, employment, resume and post-graduation information, and so on.

New Image College may also send you information about job and event postings as well as newsletters via email to your New Image College email address. Check your emails on a regular basis.

STUDENT CONTACT INFORMATION

Students must keep their contact information (phone number, e-mail address, mailing address, visa/residence status, and so on) up to date by emailing studentservices@newimage.ca.

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. Let us know your Instagram account so we can follow you back!

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

PSYCHOSOCIAL AND MENTAL HEALTH

On site complimentary counselling

We care about your academic and professional success, and we understand that the stresses of everyday life can be overwhelming at times. With this in mind, students and alumni can take advantage of New Image College's on-campus confidential counselling. Bill Dyck, our counsellor, is a registered clinical counsellor with over 45 years of experience in the field and is known for being skilled and easy to talk to. Speaking with a counsellor can assist in clarifying concerns or situations and opening up new avenues for dealing with them. Please contact the Granville Campus Front Desk to schedule this complimentary service.

Here2Talk: <https://here2talk.ca/> Connects students with mental health support when you need it. Through this program, all students currently registered in a BC post-secondary institution have access to free, confidential counseling and community referral services, conveniently available 14.7 via an app, phone, and web.

Wellness Together Canada: <https://ca.portal.gs/> Get connected to mental health and substance use support, resources, and counseling with a mental health professional.

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AUDITIONING FOR AN ACTING AGENT

As part of our Film Acting Conservatory program, New Image College offers a mentorship course. This course is designed for agents, casting directors, directors, and all professionals in the acting field to audition our student body. Our students are given professional exposure at this point to audition and sign with a professional agent in Canada. This is a big part of our student's future success.

Our acting graduates may want to audition for different agents and casting directors over time, which is why New Image College graduates are welcomed back at every audition module of the program throughout the year. If you are interested in participating in this opportunity, please contact Student Services at studentservices@newimage.ca.

CONTESTS AND EVENTS

Throughout the year, New Image College collaborates with some of the largest events on the West Coast as well as Career Fairs throughout British Columbia. Both students and alumni are encouraged to apply to help out at these events. They serve as an excellent venue for showcasing your abilities, developing strong presentation and communication skills, networking, and earning money all at the same time.

A student must have a successful attendance rate and a positive attitude in order to participate in and be paid for any New Image College event. In addition, a student with a positive attitude may make up missed hours at an event for free. A schedule will be emailed to you once you have been booked to work at an event. If you need to cancel your reservation, you must do so at least 24 hours before the event. You must find a replacement, who must be approved by event management.

Please be aware of the policies governing safety and health. Manicure and pedicure disposables are a must. The makeup artists must bring their own makeup kits, as well as clean brushes and accessories. You will be given items such as baby wipes, compressors, alcohol, and paper towels. Your event coordinator will contact you to discuss the specifics of each event. Students should refrain from consuming alcohol during any New Image College event.

We do not charge any fees or accept tips at the event. We are not permitted to collect money.

On the last Friday of each month, at 4:00 p.m., event cheques are available. Please pick up your cheque at the Granville Campus's front reception desk. Students who owe tuition and volunteer at a New Image College event will have their payment applied to their tuition.

New Image College dress code and guidelines for contests/events:

- New Image College t-shirt
- Black bottoms and shoes
- Smocks for Nails and Spa students
- No gum chewing
- No eating during the event
- No use of cell phones at the event
- No friends or family hanging out at the event
- Come prepared to look your best, with hair and makeup done
- You are responsible for your transportation

New Image College also runs internal contests periodically that gives you the opportunity to get creative and the chance to win some awesome prizes while doing so!

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FILM AND THEATER PRODUCTION AND PROJECTS

Film and theatre productions are an ongoing part of the curriculum at New Image College. We provide our graduates with a one-of-a-kind opportunity to refine their skills and continue to learn by participating in off-campus film and theatre productions. We invite our graduates to audition for roles, work on the production crew, or be the makeup artist for these productions.

Please note that if you have withdrawn from your group, you may not return to the productions of that specific group.

Please keep in mind that every production is a collaborative effort. They cannot be achieved without the dedication and professionalism of all parties involved. Everyone should be aware of the costs and hours required to organize and orchestrate a film/theatre/event production. No matter how big or small your role or position is, you must serve the story and the production.

It is strongly discouraged to take someone else's work or idea and create an unoriginal design. All replications must be referenced. New Image College is not responsible for policing student work, and any plagiarism is solely the responsibility of the student.

NEW IMAGE COLLEGE TALKS

NIC Talks are open discussions led by some of the industry's most well-known professionals. We are honoured to have masters who work as actors, agents, makeup artists, and professionals among us. Together, these veterans inspire with their seasoned experience and candid wisdom, guiding our students down the path to success.

We are delighted to invite all current and past students to these free workshops. All our students are encouraged to conduct research and come prepared with questions for your guest. These professional Q&A-style workshops are a priceless addition to your training. Our guest speakers will give you firsthand, expert advice on how to succeed in your chosen field, and many of them will perform a demonstration.

PHOTOSHOOTS

Photoshoots are completed on a regular basis at the college to provide students with images for their portfolios. Work is shot by both students and/or instructors, depending on student eligibility and other class scheduling. New Image College provides the use of a camera, lighting equipment and accessories to capture your work consistently and professionally.

The retrieval of student photographs from the College camera is the student's responsibility. It is not the responsibility of the instructor(s) or the College. Photos must be extracted from the camera during class time; this is the sole responsibility of the student. No photographs of student work should be downloaded onto the instructor's computer. Consequently, the instructor(s) and college cannot be held accountable for student photographs and are not required to save, store, upload, email, or transfer images to students.

SD cards are available in the Makeup Department. Please use it under supervision of a department head and return directly after use. Students may also provide their SD cards when using the College camera.

It is up to individual students to purchase, collect images and examples of work, and prepare professional portfolios. However, guidance on this will be offered as part of your Professional Development course.

WORK EXPERIENCE POLICY/CO-OP PROGRAM

Co-Op Educational Programs combine academic studies with relevant work experience for students. This programme is only available to international students. The policies and procedures listed below apply to the following programs:

- Spa Technician Co-Op Diploma
- Nail Technician Co-Op Diploma
- Film Makeup Masters Co-Op Diploma
- Professional Makeup Artist Co-Op Certificate
- Film Acting Conservatory Co-Op Diploma
- Co-Op Film Acting 1 Diploma

Work Period Requirements and Employment Criteria

→ Student must have a **Co-Op work permit** for the term of their work period within their Co-Op program.

→ Student is available to accept work within regular business hours.

→ Each employment position needs to take place in Canada and be approved by the Co-Op Department as a suitable and appropriate placement to meet the learning outcomes required for completion of the Program.

→ The student will engage in meaningful and practical experience through hands-on learning during the work period of their Program.

→ The student will receive remuneration for the work performed.

→ The student's progress on the job is monitored monthly by the Co-Op Department at New Image College.

→ The student's performance on the job is supervised and evaluated by the student's Co-Op employer;

→ Time spent in a work period must be no more than 50% of the time spent in the program of study and follow a formalized sequence.

→ The student will be responsible for any cost related to the CO-OP work program including, but not limited to, transportation to and from the interview and placement, criminal record checks, etc.

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CO-OP PROGRAM HOURS AND THE REQUIRED LEARNING OBJECTIVES

Professional Makeup Artist Co-Op

Total Program Length	26 weeks / 520 hours
Co-Op Study Period	13 weeks / 260 hours
Co-Op Work Period	13 weeks / 260 hours
Credential	Certificate
Learning Outcomes <ul style="list-style-type: none"> ● Product knowledge ● Retail sales ● Customer service ● Beauty makeup application ● Hair design ● Body painting ● Event production ● Speed and accuracy in application ● Communication skills 	

Film Makeup Masters Co-Op

Total Program Length	100 weeks / 2000 hours
Co-Op Study Period	50 weeks / 1000 hours
Co-Op Work Period	50 weeks / 1000 hours
Credential	Diploma
Learning Outcomes <ul style="list-style-type: none"> ● Product knowledge ● Retail sales ● Customer service ● Beauty makeup application ● Hair design ● Body painting ● Event production ● Speed and accuracy in application ● Photography ● Film character makeup, fantasy makeup, and special effects ● Communication skills 	

Nail Technician CO-OP

Total Program Length	40 weeks / 800 hours
Co-Op Study Period	20 weeks / 400 hours
Co-Op Work Period	20 weeks / 400 hours
Credential	Diploma
Learning Outcomes <ul style="list-style-type: none"> ● General hand and foot maintenance ● Customer service ● Retail sales ● Nail design ● Artificial nails ● Speed and accuracy in application ● How to operate a salon ● Event production ● Communication skills 	

Spa Technician CO-OP

Total Program Length	94 weeks / 1974 hours
Co-Op Study Period	47 weeks / 987 hours
Co-Op Work Period	47 weeks / 987 hours
Credential	Diploma
Learning Outcomes <ul style="list-style-type: none"> ● General hand and foot maintenance ● Customer service and communication skills ● Retail sales ● Nail design ● Speed and accuracy in application ● Event production ● Spa bookings and clientele management ● Body massage and Hair removal ● Dermatology and skincare and analysis ● Understanding and management of salon business ● Introduction to aromatherapy ● Physiology and histology ● Esthetics product knowledge ● How to own and operate a spa or salon 	

Film Acting Conservatory Co-Op

Total Program Length	113.5 weeks / 2920 hours
Co-Op Study Period	65.5 weeks / 1960 hours
Co-Op Work Period	48 weeks / 960 hours
Credential	Diploma
Learning Outcomes <ul style="list-style-type: none"> • Theatre acting • On-camera acting • Background acting • Voiceovers, movement, voice, and speech training • Text analysis • Scene study • Event productions • Live performance • Public speaking • Action for actors 	

Co-Op Film Acting 1

Total Program Length	96 weeks / 1920 hours
Co-Op Study Period	48 weeks / 960 hours
Co-Op Work Period	48 weeks / 960 hours
Credential	Diploma
Learning Outcomes <ul style="list-style-type: none"> • Theatre acting • On-camera acting • Background acting • Voiceovers, movement, voice, and speech training • Text analysis • Scene study • Event productions • Live performance • Public speaking • Action for actors 	

CO-OP ATTENDANCE POLICY

Students are required minimum attendance of 60% of the total program hours (study period + work period) to graduate. The Host Company must keep a record of the student's attendance during their Co-Op work experience, and the student must report it to New Image College monthly (on or before the 10th day of the following month of work). Late submission of Co-Op work attendance will result in loss of marks and may result in dismissal if reported to IRCC.

STUDY AND WORK PERMIT INSTRUCTIONS

You will need a study and student work permit as an international student participating in a Co-Op program. Working in Canada without a valid work permit is illegal. Failure to comply could result in a variety of consequences, including deportation from Canada.

If your permits are set to expire during your program, you must apply for extensions for both your Study and Work permits. The student is required to comply with all Canadian Immigration regulations regarding any program changes that may affect their authorized permit.

APPROPRIATE WORK EXPERIENCE

Before a student confirms a placement with a host company (or employer), New Image College must assess the position's appropriateness and relevance to the program's learning outcomes. There must be a clear link between the program's learning outcomes and the duties and responsibilities that the student will have in the job placement. New Image College also monitors the student's tasks and duties within their host company to ensure that they meet the program's prescribed learning outcomes.

WORK EXPERIENCE HOURS

To receive a diploma for a program, the student must complete the program outline's required average percentage. The instructor will keep track of your attendance during the study period. Attendance during the work period will be recorded by the host company, submitted by the student to New Image College monthly.

CORRECT SEQUENCE OF WORK EXPERIENCE HOURS

Students must adhere to a structured sequence of program and study periods within their programme. Students must first complete the study period portion before beginning their work term.

FINAL WORK REPORT

Co-Op students must complete a Co-Op work term final report, which is a report on their work experience. Two copies of the work term report must be submitted within one week of the completion of the Co-Op work term, one to the employer and the other to New Image College (studentservices@newimage.ca).

Note: Students should discuss with the employer their work term final report topic and any issues pertaining to research confidentiality. If a report contains confidential information, the employer may arrange to undertake the assessment or arrange for a non-disclosure agreement with the New Image College.

MEETINGS

Students at New Image College must meet with the Co-Op department at least once a month, either in person, by phone, or by email. During these opportunities, the student will provide the attendance sheets that their host company has recorded and discuss any concerns or issues that have arisen.

CONSULTATIONS AND EVALUATION OF WORK EXPERIENCE APPROPRIATENESS

New Image College will also provide ongoing consultation and evaluation regarding the work placement and its suitability for the program's learning outcomes.

Consultation consists of a meeting, a phone call, or an email to assist students in achieving their prescribed learning outcomes within the Host Company. If necessary, it may also entail contacting the Host Company.

Attendance, preliminary documents, joint evaluation, student work report, and punctuality are all included in the **evaluation** of the work experience in general throughout employment.

JOINT EVALUATION OF CO-OP STUDENT

The host company will be responsible for answering the work term evaluation. Any appeal regarding employment evaluation should be addressed immediately and directly to the employer.

Upon completion of the required hours of the work term, the New Image College Co-Op representative or Senior Academic Officer and the host company representative conduct a joint assessment and evaluation of the Co-Op student's work before the student's final marks are confirmed. A student must complete both the study period and work period of the program to receive a diploma and transcript.

ASSISTANCE

If you require assistance or advice at any time during your study or work period, please contact the Co-Op Department to make an appointment for any issues, including but not limited to:

- Language concerns.
- Your academic performance and marks.
- Creating and polishing your resume , how to perform in a job interview, and common questions to prepare for
- Potential work placements and job opportunities
- Referral information of Immigration Consultant for assistance with study and work permits.

CO-OP GRADUATION DOCUMENTS

Graduation documents for Co-Op Programs will be issued only upon completion of both study and work portions of the Program.

CO-OP WITHDRAWAL POLICY

If a student withdraws from the work term after agreeing to a placement, New Image College will no longer be able to assist with future placements. In these cases, it is the student's responsibility to notify the appropriate government body of the cancellation of their study and work permit.

CO-OP JOB PLACEMENT POLICY

The New Image College Co-Op department will assist students in finding Co-Op work placements, which will be posted as they become available. Students are interviewed, and the employer makes the final hiring decision.

When offers are made to students, they must decide whether to accept the position immediately (within 48 hours), and if the position is accepted, students must forego any other interviews. Students can also plan their own work placement.

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Students are in charge of delivering the Co-Op manuals and related documents to the host company. If a student is unable to work during regular business hours due to personal circumstances, New Image College will no longer assist with placements.

JOB INTERVIEW

New Image College will coordinate the provision of work placement opportunities and assist students in arranging job interviews with participating host companies. Interviews will be held at the host company on the date and time requested by the host company, in order to accommodate the student's schedule. Students must travel to and from the interview on their own time and expense.

CONFIRMING PLACEMENT

Acceptance will be verbally confirmed with the employer and student once New Image College has confirmed that the student and employer match. If the offer is accepted, the employer will be given the employment policies and contract to review and sign. Students will be placed based on a variety of factors that may be set by New Image College or the employer, such as:

- The availability of the employer.
- The timing of the placement period.
- English language level (both written and verbal).
- Assessed academic level and experience.
- Personal Interview.
- Learning Outcomes.

STUDENTS OBTAINING THEIR OWN CO-OP WORK PLACEMENT

Students may conduct their own research, set up interviews, and accept or reject an offer at their discretion. Students who accept a job offer, on the other hand, must adhere to all Co-Op placement forms as guidelines. Students who accept an employment offer must confirm with New Image College Co-Op that the placement meets the required learning outcomes for the programme of study. Before beginning any Co-Op work, New Image College requires students to approve the adequacy of the host company. Please also make certain that your employer abides by labour relations laws (<http://www.lrb.bc.ca/>). "

UNFORESEEN SITUATIONS

Occasionally, students find themselves in circumstances beyond their control that prevent them from successfully completing a work term (e.g., serious illness, company financial difficulties/receivership, labor problems, strike or lay-off). In any of the aforementioned cases, the student must meet with New Image College and submit a written report detailing the unforeseen situation (or a medical note in case of illness). If approved by the New Image College, the College will assist the student in finding an alternate placement.

FREELANCING

Work as a freelancer is only accepted if it is remunerated. To submit hours, please fill out the freelancing hours sheet and have your client or supervisor initial the page.

CO-OP PROGRAM CHANGES

Cancelation of the Co-Op Term

If the student has completed 30% of the Study Period, as per the Refund Policy, there is no refund. If the student desires a credential just for the study period of the program, they must submit this request in writing 1 week before the study end period. There is a program change administrative fee of \$250.

Joining the Co-Op Term

A student that wishes to join a Co-Op work term must follow all the requirements described above. There is a program change administrative fee of \$250, and subject to the new program tuition difference.

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**
General Information

Student Name [Full & Legal]:
.

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: _____

STUDENT STATEMENT OF RIGHTS

New Image College is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training. Before you enrol at a certified private training institution, students should be aware of their rights and responsibilities.

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

Students 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.

Students must make sure they read the contract before signing. New Image College will provide you with a signed copy.

Students have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint. Students have the right to make a claim to PTIB for a tuition refund if:

- New Image College ceases to hold a certificate before you completed an approved program
- Student 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>

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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 College 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 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 College 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 scriptwriting, 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 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 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 demands, cause of action, and/or judgments of whatsoever nature of the character, past or future, known or unknown, whether in contract or 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 understood 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.

Student Name (please print) _____

_____ Date _____

Student Signature

_____ Date _____

Signature of parent/guardian (if under 19 years of age

Initial that you have read and understand these policies and procedures _____

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