

# Student Handbook

**Makeup Intensive In-Class**

**Acting 101 Online**

**Acting for the Camera Online**

## 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.**

*This program does not require approval by the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills & Training. As such, PTIB did not review this program. Students may not file a claim against the Student Tuition Protection Fund in relation to this program.*

### **Granville Campus**

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

**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](mailto: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

## CONTACT INFORMATION

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

**STUDENT SERVICES and ACCOUNTING DEPARTMENT** | Email: [studentservices@newimage.ca](mailto:studentservices@newimage.ca)

- Student guidance and general program questions
- Awards of completion
- Dispute Resolution Policy
- Student day-to-day unresolved issues
- College policies questions
- Registration
- Orientation
- Pending documents
- Refunds/Rescheduling
- Student withdrawals or dismissals
- Receipting and receipting discrepancies
- Invoicing
- Customized Letters

**GRANVILLE CAMPUS STUDENT ASSISTANT** | Email: [marina@newimage.ca](mailto:marina@newimage.ca)

- Lost and found.
- Day-to-day facility issues
- Pick-up of documents

### SENIOR ACADEMIC OFFICERS

**ACTING DEPARTMENT** | Phil Granger | Email: [phil@newimage.ca](mailto: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](mailto:keely@newimage.ca)

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

**SPECIAL FX DEPARTMENT** | Michelle Grady | Email: [michelleg@newimage.ca](mailto:michelleg@newimage.ca)

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

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## **ACCEPTANCE POLICIES**

### **ADMISSION REQUIREMENTS AND POLICY**

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

- Completion of the online application.
- A copy of Government Issued Photo ID.
- All documents and forms must be signed by the parent or guardian.
- Tuition fee payment.

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

## **GENERAL POLICIES**

### **PROGRAM OUTLINES**

All students receive program outlines as part of their enrollment package. To receive the program award of completion, the student must successfully complete all requirements.

### **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.

### **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.

### **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. 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.

### **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.

### **WITHDRAWAL POLICY**

A written letter of withdrawal is required, and it must be sent by the student to [studentservices@newimage.ca](mailto: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.

### **REFUNDS**

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

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

### **PRIVACY POLICY**

New Image 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.

### **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.

### Definitions

**Sexual Misconduct** includes sexualized violence and refers to any sexual act or act targeting an

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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 &amp; 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 &amp; 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: \_\_\_\_\_

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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**Granville Campus**

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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](mailto: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](mailto:phil@newimage.ca)
- Beauty Makeup: Keely Anderson [keely@newimage.ca](mailto:keely@newimage.ca)
- Special FX Makeup: Michelle Grady [michelleg@newimage.ca](mailto:michelleg@newimage.ca)
- Nails and Spa: Alejandra Uribe [ale@newimage.ca](mailto: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](mailto: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](http://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: _____
----------------------------------------------------------------------------------

## **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.

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## **IN-CLASS INSTRUCTION POLICIES**

### **PROGRAM SUPPLIES AND EQUIPMENT**

General supplies, scripts, and equipment will be provided at no additional cost to the regular 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.**

### **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

### **LOST AND FOUND**

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

### **USE OF COMMON AREAS AND 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.

Be considerate of classes that are still in session by being as quiet as possible.

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.

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## **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.

## **CLASS AND FACILITIES CONDITIONS**

Classrooms should be regarded as professional workspaces. 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.

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- 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.

### **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**

Students may be required to provide models. You will be given a calendar along with specific dates and instructions.

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. 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.

### **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.

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## GENERAL POLICIES DISTANCE DELIVERY INSTRUCTION

### WHAT IS DISTANCE DELIVERY?

Distance delivery programs are designed for students who desire flexibility and convenience in their studies. Programs offered online are equivalent to courses offered in a traditional classroom setting. New Image College's online courses are not self-paced and run on a weekly schedule.

Distance learning offers unique challenges and is not for everyone. There are several things to consider before enrolling in an online course.

- *Are you able to achieve success in a non-structured learning environment?*
- *Are you self-motivated and capable of self-discipline?*
- *Do you have access to a computer with an Internet connection? Do you have the computer skills necessary to comfortably navigate through an online classroom.*

Please note that to be successful in our distance delivery programs, you must be computer literate and have experience in computer communication. This means more than simply navigating the Internet – you should have good word processing skills, be able to upload, download, and save files, and send and receive email.

### DISTANCE DELIVERY EXPECTATIONS

New Image College's distance delivery programs are delivered entirely online. All course materials, communications, interactions, and learning assessments are provided and mediated in the online environment.

Some common activities that you may be expected to do in your online course are as follows:

- reading and taking notes on course material,
- participating in online discussions,
- watching lectures/videos/demos,
- taking online quizzes,
- submitting assignments via Google Drive,
- communicating with your instructor and/or classmates by email and other platforms,
- submit written assignments such as short essays and projects via Google Drive,
- submit pictures and videos via Google Drive.

When taking an online course, you should expect.

- to have access to your course one week before the beginning of the program.
- to receive timely responses to your email from your teacher.

### Method(s) of Evaluation

Various assignments, presentations, and projects.

Written evaluation upon completion of Program that consists in evaluating the following for each class:

1. **Attendance and Punctuality**
2. **Commitment** - dedication, concentration, focus, self-motivation, willingness to learn.
3. **Class Participation** - contribution to discussion and exercises, sharing, openness, support of classmates.
4. **Collaborative Skills** - working with scene partners, respect for people, places and equipment, reliability, being a team player.

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5. **Technique** - skills, tools, theory and vocabulary mastery, choices, character development, script analysis and memorization, taking direction/notes effectively.
6. **Unification and Application of Training** - applying learning to the work, confidence, clarity, truthfulness and specificity in presentation, infusion of one's own stamp/uniqueness to execution.
7. **Assignments** - completed on time, thoroughness, effort, details, understanding feedback.
8. **Extracurricular Involvement** - going the extra mile to help, learn and contribute regarding exercises, assignments, and productions.
9. **Professional Potential** - originality, creativity, initiative, self-knowledge, command of room, openness, flexibility, adaptability and thinking on one's feet.
10. **Personal Progress** - evolutionary learning, creative growth, ability to apply course content to one's developing practice.

**GENERAL SUPPLIES**

To successfully complete your program, we strongly recommend the following supplies:

- A computer that complies with the minimum technological requirements (listed in section below).
- A separate workspace helps you focus and get down to work more easily than if you were working in other places such as the couch or your bedroom.
- A comfortable chair that you can adjust to the right level to see your computer easily as you may find yourself sitting in one spot for a while as you engage in online learning.
- Earphones or earbuds help ensure you do not disturb those around you and can also drown out outside noise to minimize distractions.
- A Printer and printer paper can also be helpful. Even though the program runs online, you may want to print items for your records or to access them offline.
- Traditional schools supply such as pens, pencils, highlighters, and notebook paper on hand can assist your online learning.

**Attendance**

Participation-based attendance → A student is considered present based on their participation in one or more online activities shared during a session.

Performance-based attendance → A student is considered present based on the submission of assignments, homework, and presentations A basic level of mastery is expected.

**Instruction Delivery**

INSTRUCTION	DELIVERY
Pre-taped Video Instructional Content	Google Classroom
Resources: Reading & Links	Google Classroom
Assignments/Projects	Google Classroom
Online Discussions and Video Instructional Content	Zoom Meetings
Practice & Perfect	Home
Practical Assignments Submission	Google Drive/Classroom

## **TECHNOLOGY REQUIREMENTS**

New Image College's distance delivery programs require the following configurations for the programs to run efficiently. Failure to meet these requirements can result in performance problems.

### **SYSTEM REQUIREMENTS**

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
- A webcam or HD webcam - built-in, USB plug-in, or:
  - An HD cam or HD camcorder with a video-capture card
  - Virtual camera software for use with broadcasting software like OBS or IP cameras

### **SUPPORTED OPERATING SYSTEMS**

- macOS X with macOS 10.9 or later
- Windows 10\*  
**Note:** Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1
- Windows 7

### **SUPPORTED TABLETS DEVICES**

- Surface PRO 2 or higher and running Win 8.1 or higher  
**Note:** Tablets running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.

### **SUPPORTED BROWSERS**

- Windows: Internet Explorer 11+, Edge 12+, Firefox 27+, Chrome 30+
- macOS: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

### **PROCESSOR AND RAM REQUIREMENTS**

	<b>Minimum</b>	<b>Recommended</b>
Processor	Single core 1Ghz or higher	Dual core 2Ghz or higher (Intel i3/i5/i7 or AMD equivalent)
RAM	N/A	4 Gb

#### **Notes:**

- Dual and single-core laptops have a reduced frame rate when screen sharing (around 5 frames per second). For optimum screen-sharing performance on laptops, we recommend a quad-core processor or higher.
- Linux requires a processor or graphics card that can support OpenGL 2.0 or higher.

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### **BANDWIDTH REQUIREMENTS**

The bandwidth used by the plat will be optimized for the best experience based on the participant's network. It will automatically adjust for 3G, WiFi, or wired environments.

Recommended bandwidth for online video discussions:

- For 1:1 video calling:
  - 600kbps (up/down) for high-quality video
  - 1.2Mbps (up/down) for 720p HD video
  - Receiving 1080p HD video requires 1.8Mbps (up/down)
  - Sending 1080p HD video requires 1.8Mbps (up/down)
- For group video calling:
  - 800kbps/1.0 Mbps (up/down) for high-quality video
  - For gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)
  - Receiving 1080p HD video requires 2.5Mbps (up/down)
  - Sending 1080p HD video requires 3.0Mbps (up/down)
- For screen sharing only (no video thumbnail): 50-75kbps
- For screen sharing with video thumbnail: 50-150kbps
- For audio VoiP: 60-80kbps

Recommended bandwidth for webinar attendees:

- For 1:1 video calling: 600kbps (down) for high-quality video and 1.2Mbps (down) for HD video.
- For screen sharing only (no video thumbnail): 50-75kbps (down)
- For screen sharing with video thumbnail: 50-150kbps (down)
- For audio VoiP: 60-80kbps (down)

### **DIGITAL PLATFORMS**

The digital platforms New Image College distance delivery programs use are:

- **Google Classroom:** Google Classroom is a web service, developed by Google for schools, that aims to simplify creating, distributing, and grading assignments in a paperless way. The primary purpose of Google Classroom is to streamline the process of sharing files between teachers and students.
- **Google Drive:** Google Drive is a cloud-based storage solution that allows you to save and share files online and access them anywhere from any smartphone, tablet, or computer.
- **Google PDF Viewer:** PDF viewer by this app offers the same capabilities in a standalone app so students can view, print, search, and copy text from pdf documents.
- **Zoom:** Zoom Video Communications is a remote conferencing services company that provides a remote conferencing service that combines video conferencing, online meetings, chat, and mobile collaboration.

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## NEM IMAGE EMAIL AND DRIVE

Distance Deliver students are given and provided their [newimage.ca](http://newimage.ca) email addresses upon registration. For instructions on how to log in with your New Image Email, please check your Official Registration Email sent by [studentservices@newimage.ca](mailto:studentservices@newimage.ca). Check your spam box if you do not see it in your inbox. Please note that New Image College student's emails are hosted by Google.

By successfully logging in with your New Image Email, you will have access to all Google App platforms including the Drive for your personal use. All can be accessed through mobile devices (phones and tablets) as well as laptops and desktops. Please check your Distance Delivery Guide to understand what platforms will be used in your program.

New Image College will correspond only via your New Image email once you become a student and after graduation. You must check your New Image email regularly and respond to any School's communication immediately.

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

Add your New Image 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](http://drive.google.com), or directly by visiting [drive.newimage.ca](http://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.

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## How to access your New Image Email through a computer

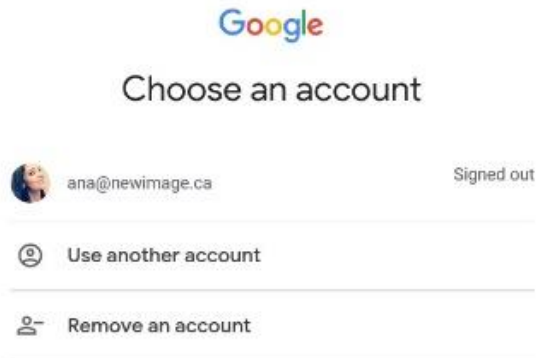
- On your favorite browser, type >> [www.gmail.com](http://www.gmail.com)
- You will see this

The screenshot shows the Google Sign in page. At the top is the Google logo, followed by the text "Sign in to continue to Gmail". Below this is a text input field with the placeholder "Email or phone". Underneath the input field is a link that says "Forgot email?". Further down, there is a line of text: "Not your computer? Use InPrivate windows to sign in." followed by a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

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



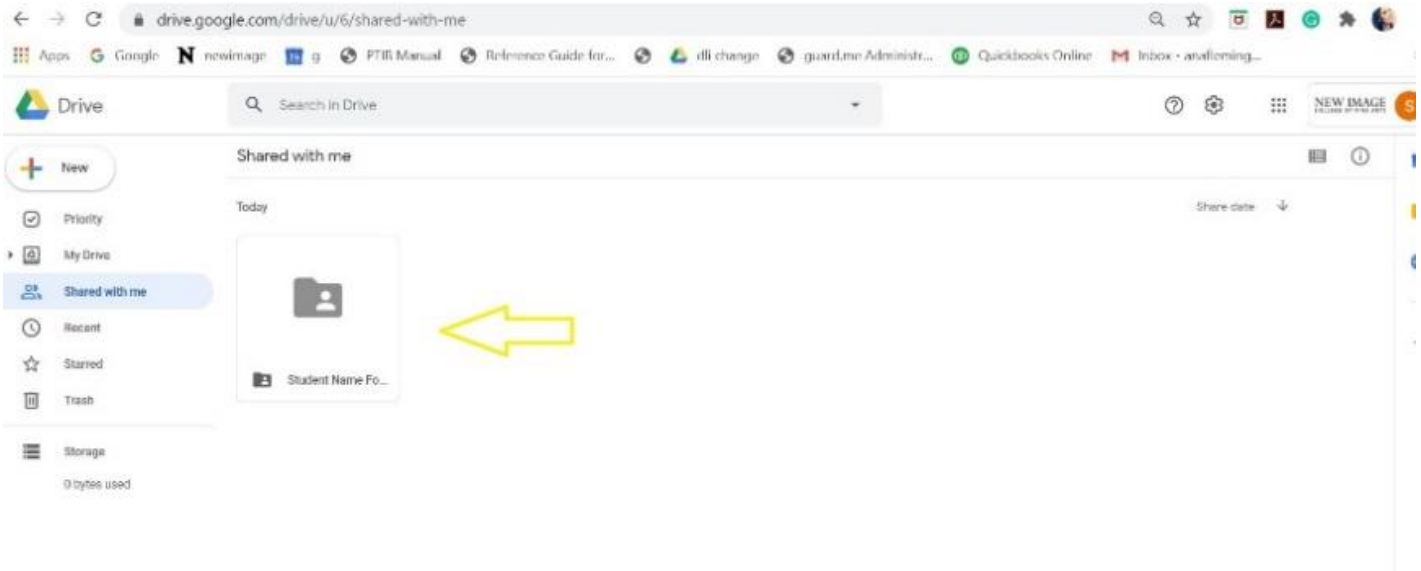
- In that case, click >> Use another account
- Sign in with your New Image College email (as highlighted above)
- Type the temporary password
- Click >> Accept
- Create your new personal password and click >> Change password
- Protect your account by adding a recovery phone number and a recovery email.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

## How to add your New Image 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.

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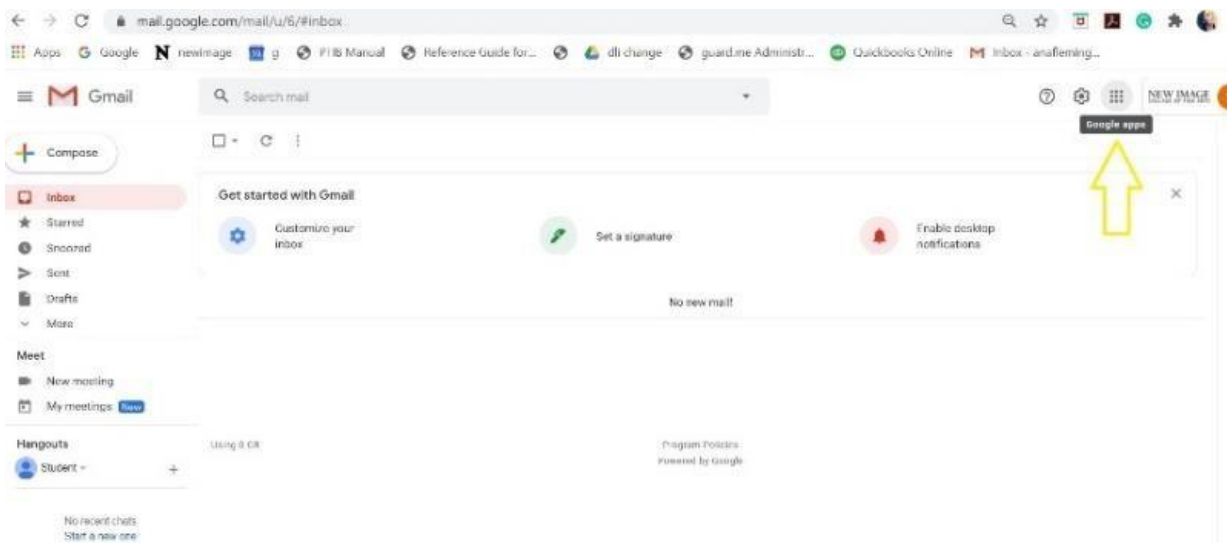


- To access the folder, double click on top of it.

## GOOGLE DRIVE

### How to access your Google Drive folder

- Log in to your New Image College email account.
- Click on the dots options on the right top corner



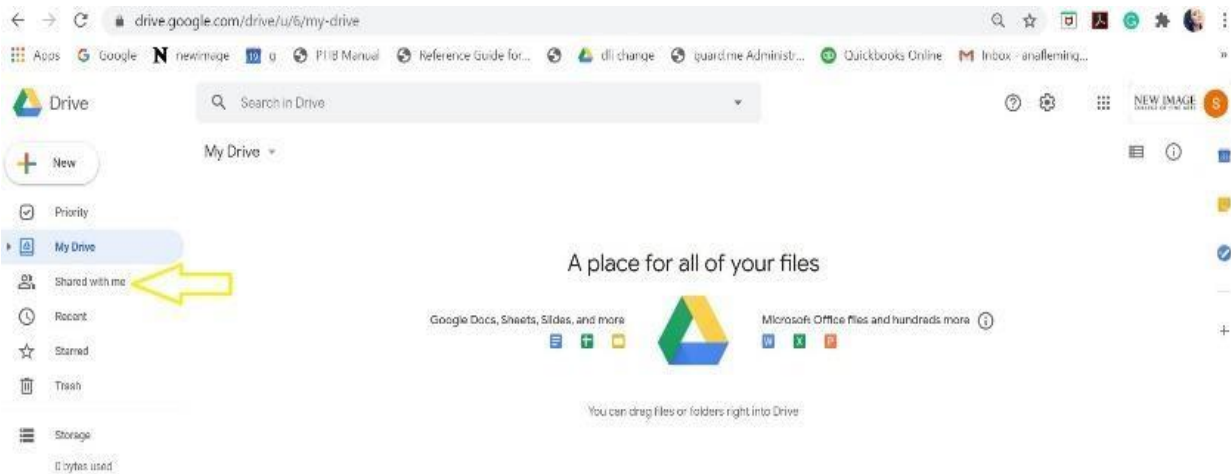
Click on the Drive icon >> 

### Granville Campus

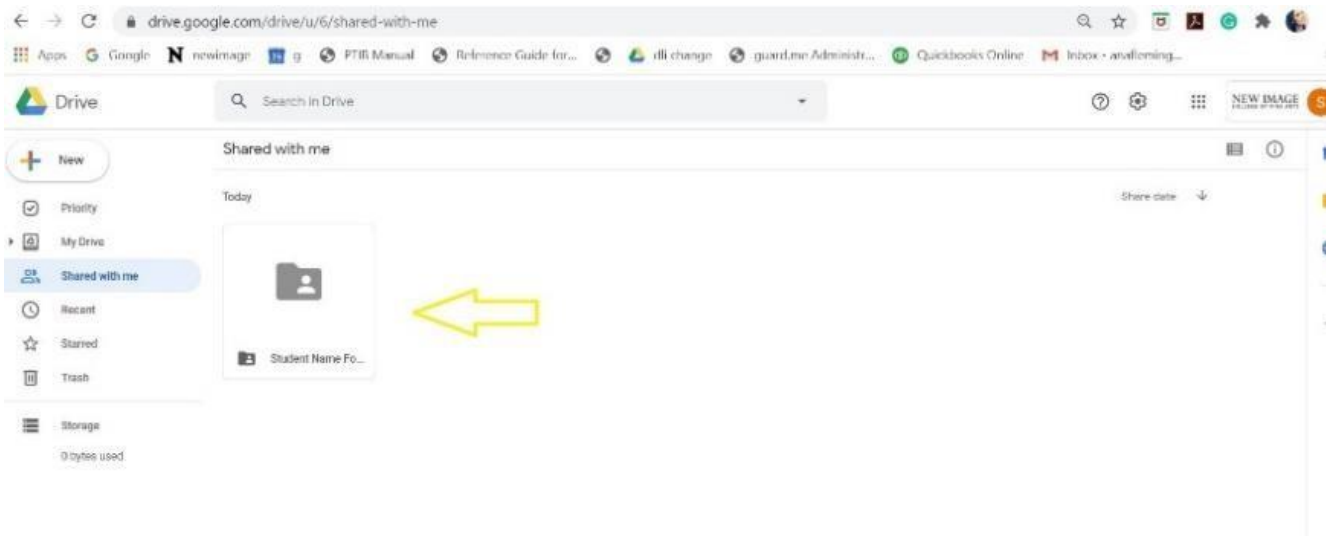
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- Click on the left side of the page the button >> Shared with me



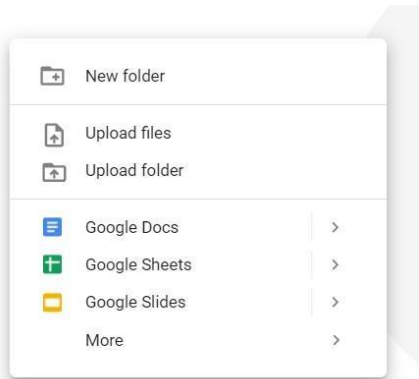
- When your Student Folder is shared with you, you receive a notification email.
- Once you click on >> Shared with me, you will see the folder with your name there.



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

## How to upload an assignment on my Google Drive folder

- Open the shared folder with your name as described above.
- Right-click on any blank space. You should see these options:



- Choose >> Upload Files
- Select the files you want to upload in your folder from your computer or other devices.
- Click >> Open! Your file will be automatically uploaded to your folder and all your instructors will have access to it.

## GOOGLE CLASSROOM

**Join a class:** Use your New Image College email on your computer or mobile device to join a Google Class. After you join a class, you can get work from your teacher and communicate with your classmates.

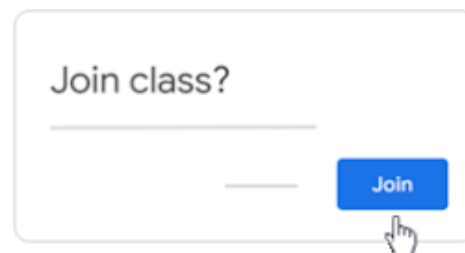
You can join a class with:

- A class link.
- A class code.
- An email invite.

After you join a class on one device, you are enrolled in that class for all devices. To join a class, be sure to sign into the Classroom with the correct account.

### Join with a class link

1. Click the class link your teacher shared.
2. Select the account you use for the Classroom.  
**Note:** If you need to switch accounts, click **Switch accounts** before you try to join.
3. Click **Join**.



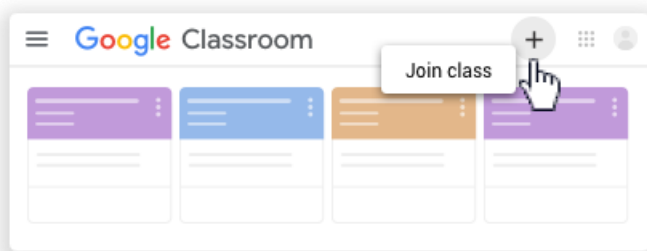
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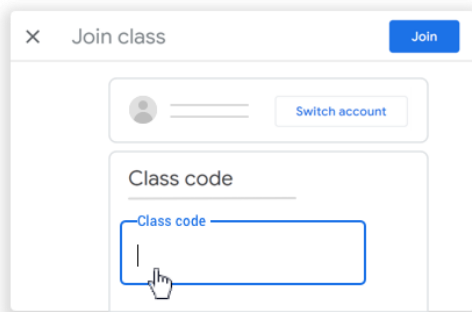
## Join with a class code

Your teacher can tell you about the class code. After you get the code, follow these steps:

1. Go to [classroom.google.com](https://classroom.google.com).
2. Make sure to sign in with the correct account. If you're already signed in and need to switch accounts, in the top-right corner, click your profile picture select, or add your account.
3. At the top, click Join class .



4. Enter the class code from your teacher and click **Join**.

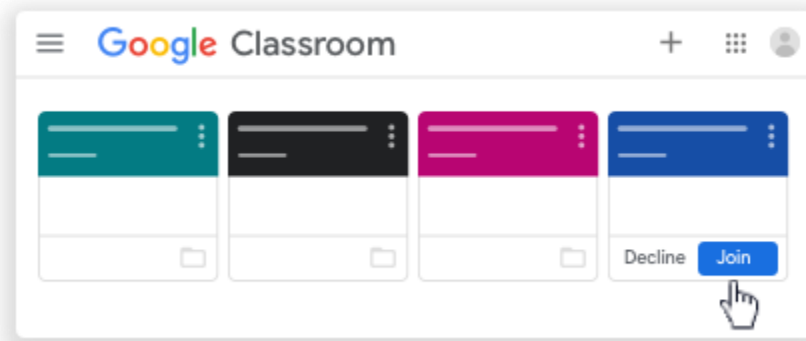


**Note:** Class codes are 6-7 characters and use letters and numbers. Codes can't have spaces or special symbols.

## Join with an email invite

Your teacher might send you an email invite. You can join the class from the email or in the Classroom. Accept the invite to the Classroom:

1. Go to [classroom.google.com](https://classroom.google.com).
2. Make sure to sign in with the correct account. If you're already signed in and need to switch accounts, in the top-right corner, click your profile picture select, or add your account.
3. On the class card, click **Join**.



## Accept the invite in your email

1. Open the email program you use for the Classroom.
2. In the email invite, click **Join**.
3. Click **Join**.

## The Stream

The stream is where students can view and access announcements, assignments, discussion topics, and comments. Students can also add posts and leave comments.

You can click on “Share something with your class” and post. Please note this is viewable by your teacher and the entire class.

Use the post to ask relevant questions about class, assignments, collaborate with other students in your class, or to share relevant resources related to the class subject and topics.

Your comments are saved, even after they have been deleted. Your teacher can always see what you share so keep it appropriate!

Optionally add other content to your posts:

- File Attachments: files saved locally on your computer or device.
- Google Drive: files saved in your Google Drive.
- Web Links to outside websites, YouTube videos, resources, etc.

## Announcements

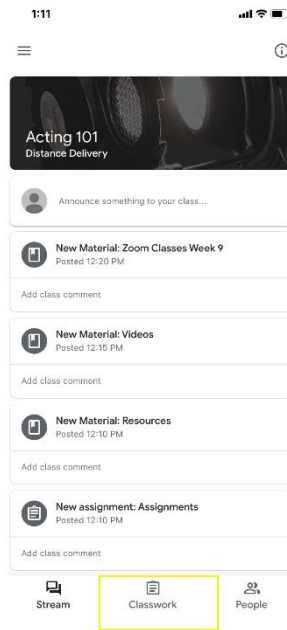
Announcements will appear in the stream and are generally read-only, but students have the option to leave a class comment if this has been enabled by the teacher. Class comments are viewable by the teacher and all students in the class. If the announcement has attachments, the students can also view the files, links, or videos.

## Submitting a Photo/Video from your phone

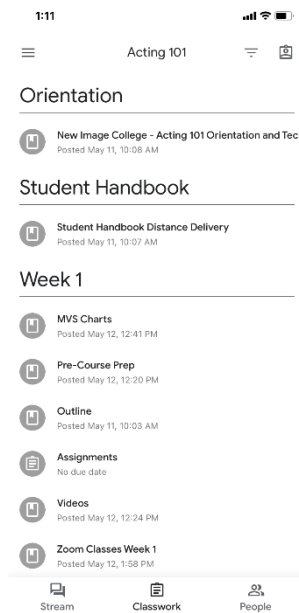
- >> Download the Google Classroom on your phone.
- >> Login with their New Image College email
- >> 1. Click on top of your Google Classroom



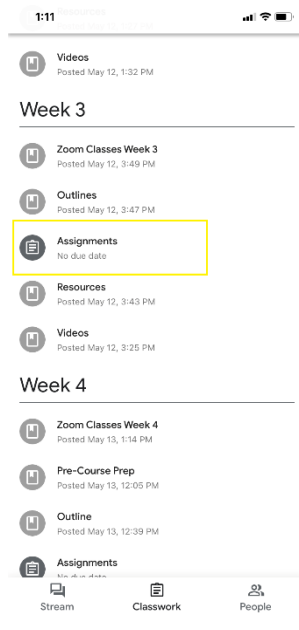
- >> 2. Select CLASSWORK



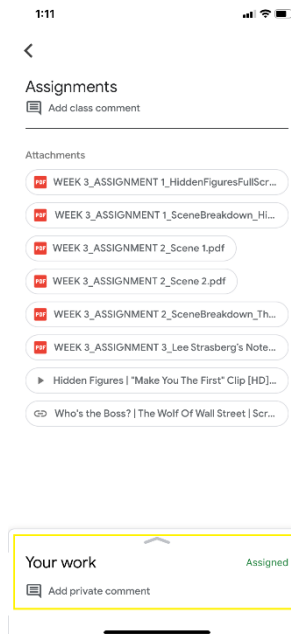
>> 3. Scroll down to the week you want to submit the assignment



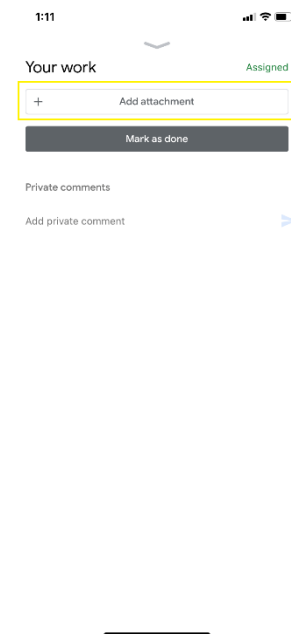
>> 4. Click ASSIGNMENTS



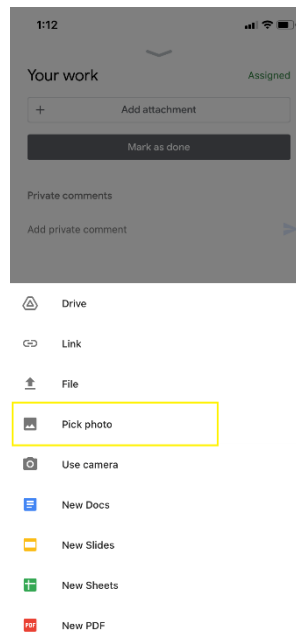
>> 5. Click on YOUR WORK at the bottom to expand



>> 6. Click on ADD ATTACHMENTS



>> 7. Select PICK A PHOTO



>> Choose a photo/video and click CHOOSE

>> Wait until it uploads

>> Click on TURN IN

## Submitting a Photo/Video from your computer

>> Open your Google Classom

>> Select CLASSWORK

>> Scroll down to the week you want to submit the assignment

>> Click ASSIGNMENTS

>> Click VIEW ASSIGNMENTS

>> Check the YOUR WORK section on the right

>> Click on ADD or CREATE

>> Add from your own computer your Word file or use one of the options of platform do create from there (i.e., Google Docs)

>> If adding a file from computer, click on FILE

>> Select file

>> Select Browse

>> Browse for the file

>> Open

>> Select TURN IN

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## ZOOM MEETINGS

All Zoom Meetings will be pre-scheduled. You will receive an invitation to each meeting via your Google Classroom. That will include a link that directs you straight to the meeting as well as the meeting's Meeting ID and Password. You can choose which method you will use to join a meeting.

### Sign Up to Zoom using your computer

- Please click here to sign up via your computer: <https://zoom.us/signup>
- Download the program on your computer.
- Make sure to use your New Image Email address.
- Zoom will send a confirmation link to your email.
- Click on the button ACTIVATE YOUR ACCOUNT.
- You will be directed to a ZOOM page where you will be prompted to fill out your personal information and create your password.

### Sign Up to Zoom using your mobile device

- Search in the app store for the Zoom app. Their logo is the following:



- Download the app on your phone.
- Make sure to use your New Image Email address.
- Zoom will send a confirmation link to your email.
- Click on the button ACTIVATE YOUR ACCOUNT.
- You will be directed to a ZOOM page where you will be prompted to fill out your personal information and create your password.

## COMMUNICATION MODE

Distance delivery programs at New Image College consist of both synchronous and asynchronous modes.

- Synchronous: a student is required to take part in live, real-time interaction between student and instructor, or student to student.
- Asynchronous: a student may not be required to be participating at the same time but may be required to participate in an asynchronous tool such as a threaded discussion and then return to view other responses posted by other students at different times, depending on the program,

## ONLINE STUDENT INTERACTION CONDUCT

Students taking Distance delivery programs at New Image College are entitled and held to the same student rights and responsibilities as on-campus students. Instances of academic misconduct in distance delivery programs will be handled as outlined in the Disciplinary Action Policy. Furthermore, all interactions within the online environment are subject to New Image College's Academic Good Conduct Policy.

Students have the right to express themselves and participate freely in an online class. Students are expected to treat each other and the instructor with courtesy and respect.

Offensive or inappropriate language is not to be used in any form of communication e.g., emails, discussion postings, online interactions, submitted assignments. Students can disagree with each other or the instructor but must do so in a civil manner.

The stream section of the Google Classroom is reserved for postings related to the program only. Postings of a personal or non-academic nature are not permitted and may be removed by the instructor should they appear. Grades and personal issues should be handled by private email to the instructor.

## Student Guidelines for Respectful Online Conduct

New Image College is committed to providing all students and faculty with a positive learning environment, whether face-to-face or online. All New Image College members should play a part in creating a learning environment that advances excellence, wellbeing, safety, and mutual respect.

### Written Interactions

1. **Misinterpretations:** Be mindful that it is easy to misinterpret written communication. Be careful with your tone, statements, and language when interacting online. Words can be interpreted differently than what you intended without context or non-verbal clues such as facial expressions.
  - a. Use humor, joking, or sarcasm with caution.
  - b. Use full sentences to convey your message and refrain from using slang.
  - c. Do not write in all caps and it is often interpreted as yelling.
  - d. When using emojis, stick to simple smiley faces and be sure to explain what you mean in words.
  - e. No threats of any kinds will be tolerated.

2. **Be respectful:** Be professional, clear, and respectful while interacting online. Distance delivery programs abide by New Image College's policies including Academic Good Conduct Policy, Disciplinary Action, and Discrimination and Harassment Policy. Remember to use a positive tone and adhere to the same rules you would follow in face-to-face communications. If you find you were disrespected, consider talking to the person in question informally, allowing for a mutual exchange of perspectives to come to a common understanding. Please refer to the Student Dispute Resolution policy for more information.
3. **Be patient:** Remember that your program is online. Therefore, your instructor and classmates may have different schedules than you do and be in different time zones. That means that you may not always receive an immediate response.
4. **Respect boundaries:** The online academic environment is not a place to seek out more meaningful connections and conversations. Keep personal information private.

## Online Discussions/Instruction

1. **Be respectful.**
  - a. Choose a place suitable for the live class. Make sure that others can listen to you without being distracted by background noises.
  - b. Consider muting your microphone when you are not speaking.
  - c. Ensure that you do not have any posters, drawings, or writing in the background of your screen that could be offensive to others.
  - d. Behave as you would if were taking classes on campus.
2. **Be present and follow guidelines.**
  - a. Turn on your webcam for face-to-face interactions. That is because much of communication is seeing and responding to people's faces.
  - b. When participating in live instruction/discussions, follow whatever 'terms of engagement' your instructor sets. For example, some instructors will want you to use the hand-raising feature or ask you to raise your hand with your webcam on. Whatever process your instructor uses, follow it.

## **CYBERBULLYING**

### **What is cyberbullying?**

According to the Info Sheet: Cyberbullying ([publicsafety.gc.ca](http://publicsafety.gc.ca)), cyberbullying has been defined as "willful and repeated harm inflicted through the use of computers, cell phones, and other electronic devices").

The intent of cyberbullying incidents is to threaten, harass, embarrass, or socially exclude another using online technology. As with traditional bullying, there is usually a power imbalance between the cyberbully and the cybervictim.

Cyberbullying can take place through various electronic media, including: phone calls; e-mails; texting (which may include picture and/or video messages); instant messaging (e.g., Windows Live Messenger); social networking platforms (e.g., Facebook); microblogging sites (e.g., Twitter); rating sites (e.g., Hot or Not); online gaming sites and massive multiplayer online role-playing games

(MMORPG); video broadcasting websites (e.g., YouTube); chat rooms; website forums / bulletin boards / “bash boards”; and dedicated websites.

Cyberbullying can include the following behaviours which may occur at various levels of severity:

- Teasing / belittling / name-calling
- Exclusion: Deliberately leaving certain individuals out of online social exchanges (e.g., instant messaging or email conversations)
- Rumour-spreading.
- “Flaming” or “bashing”: Verbally attacking an individual with belligerent or denigrating language (e.g., insults, bigotry, or other hostile expressions);
- Online harassment: Repeatedly sending offensive messages to an individual.
- Cyberstalking: Online harassment that includes intimidation and/or threats of harm.
- “Cyber-smearing”: Creating, posting and/or distributing sensitive, private and/or embarrassing information or images (including doctored images);
- Impersonating someone or creating a false identity to deceive another individual (“catfishing”).
- Rating aspects of an individual (e.g., appearance, character) on a rating site; and
- Creating derogatory websites that mock, torment, and harass the intended victim.

Cyberbullying is considered a major infraction according to New Image College’s Disciplinary Action Policy and as such, the disciplinary procedure starts in an online meeting with the Senior Academic Officer to cover Corrective Actions/Counseling and it may be subject to the Vice-President to immediate indefinite suspension or dismissal.

**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: \_\_\_\_\_

## 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) \_\_\_\_\_

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

\_\_\_\_\_  
Signature of parent/guardian (if under 19 years of age)

Initial that you have read and understand these policies and procedures \_\_\_\_\_

**POLICIES AND PROCEDURES ACKNOWLEDGMENT SIGNATURES**

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

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

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

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

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

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

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

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

\_\_\_\_\_  
DATE

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

\_\_\_\_\_  
DATE