

# Student Handbook

New Image College

*Last updated February 2025*

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**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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

**NIC**

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## 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.

## 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.

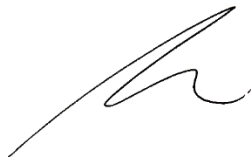
We are pleased that you have chosen to educate yourself at New Image College. New Image College is a Designed Learning Institute certified by the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education, Skills & Training. Our programs have been approved by the 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**

### **Gastown Location**

57 East Cordova St., Vancouver, BC

Canada, V6A 1K 3

Hours of Operation: Monday to Friday 8:30am to 5:30pm

### **Granville Campus**

987 Granville St., Vancouver, BC

Canada, V6Z 1L3

Front Desk Hours of Operation: Monday to Friday, 8:30am to 5:30pm

Program Hours of Operation: Monday to Sunday as per scheduled classes.

## **Closures and Class Cancellations**

Information regarding New Image College closures in the event of snow, or other unforeseen circumstances and emergencies, will be provided by the New Image College social media(s) - Facebook and Instagram - by 7:00 a.m. on the morning of the closure. Only cancellations or closures will be announced.

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

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

## **Statutory Holidays and Scheduled Breaks**

Statutory Holiday hours can be made up through a variety of projects. To schedule these hours, please contact the Senior Academic Officer. On Statutory Holidays, there will be NO classes. Statutory holidays are observed in accordance with the holiday website of the Province of British Columbia. Please check your program calendar to see when you are not expected in class.

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57 East Cordova St., Vancouver, BC,  
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#### **Granville Campus**

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## Contact Information

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

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

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

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

## Administration

### Admissions Department

admissions@newimage.ca

- Domestic admissions
- International admissions

### Student Coordinator

studentcoordinator@newimage.ca

- Report absence/lateness
- Accommodations
- Job placement and volunteer opportunities
- Health Insurance
- General Information regarding your student file
- Pending documents
- NIC events
- NIC List
- Student Loan Guidance
- Graduate successes

### **Accounting**

accounting@newimage.ca

- Financial questions
- Changes in post dated payment method
- Invoices

### **Student Services**

studentservices@newimage.ca

- College policies and procedures
- Enrolment documents and contract changes
- Visa and Permit applications and extensions
- Transcripts/Diplomas
- Customized letters
- Receipts
- Passwords reset.
- Re-admittance policies
- Study break request
- Year-end tax forms (T2202A)
- Student withdrawals or dismissals
- Letters of Acceptance
- Co-Op Working Letters
- Co-Op related questions

## **Faculty**

### **Senior Academic Officers**

Acting | Phil Granger | phil@newimage.ca

Makeup | Michelle Grady | michelleg@newimage.ca

- Discuss anything pertaining to your program or course in general.
- Personal issues/concerns
- Make up a project/practical/exam missed.

### **Instructors**

Emails can be found in the Google Classroom (People Section > Teachers > Envelope Icon)

- Discuss anything pertaining to your current course.

## Acceptance Policies

### Admissions Requirements

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

#### Completing a paper program application form.

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

#### Completing an online application form

- Complete full application via the New Image College website.
- Upload a copy of government-issued photo identification or upload a copy of your passport (international students).
- Pay the application fee (not refundable – please see refund policies for when it is refundable).
- Must be at least 19 years of age or have a High School diploma.
- If under 19:
  - Upload a copy of the High School diploma + transcript.
  - Submit Parental consent: upon acceptance, a parent or legal guardian must co-sign the registration.
- Provide for approval a detailed financial plan to cover tuition expenses.
- Complete a financial assessment and various required documents if applying for a government student loan. The final approval for financial readiness will be determined by the result of the notice of assessment that is issued by Student Aid BC

#### English Language Proficiency Requirements (International Students)

- Must provide proof of English language and academic proficiency.
- Results of one of the approved English language tests must be forwarded to the school before acceptance into the program. The minimum scores for each test are as follows:



<b>TEST</b>	<b>MINIMUM SCORE/LEVEL</b>
IELTS Academic (International English Language Testing System)	5.5
TOEFL IBT (Test of English as a Foreign Language)	46
CAEL (Canadian Academic English Language Assessment)	40
CELP/IP (Canadian English Language Proficiency Index Program)	Listening 6, Speaking 6, Reading 5, Writing 5
DET (Duolingo English Test)	95
PTE Academic (Pearson Test of English)	43
Cambridge English Qualifications: B2 First exam (FCE) Other Cambridge Qualifications at a higher level (i.e. CPE - C2 Proficiency)	160 or C
Cambridge Linguaskill	B2 level
LANGUAGECERT Academic	B2 level
MET (The Michigan English Test)	B2 level
ITEP Academic	3.5
EIKEN	Grade Pre-1

## **Program-Specific Requirements and Prior Learning Assessments**

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

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

Please see below program specific requirements.

### **Acting Programs**

Film Acting Conservatory Year 2, Film Acting Conservatory Co-Op, Co-Op Film Acting 1, Film Acting Intermediate

- Complete a successful audition in front of a panel of acting department personnel.
- Film Acting Conservatory Year 2 Program
- Acting diploma from New Image College or equivalent\*

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

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

### **Makeup Programs**

Film Makeup Masters skipping Professional Makeup Artist portion (22 weeks)

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

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

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

### **Esthetics and Nails Programs**

Esthetics skipping any specific module (nails, body, and/or skin)

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

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

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

## **Letter of Acceptance and Co-Op Work Letters**

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

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

## **General Policies and Guidelines**

### **Student ID Cards**

The following sections contain important information about the application process and ID picture guidelines. Make sure that you have read and understood them before applying. It can take up to two weeks for your application to be processed. Plan and submit your request well in advance.

#### **Check your eligibility**

To apply for a New Image College student photo ID card, you must be a current student enrolled in a New Image College program.

#### **Follow the ID photo guidelines**

Please make sure to follow the guidelines below when submitting your picture.

**EXAMPLES:**



*Unacceptable examples:*



- Must reflect your current appearance
- Taken front-on in portrait orientation (that is vertical and must not be at an angle)
- Clearly show your face (no hats, sunglasses, or shadows obscuring your appearance)
- Taken against a neutral background, no other visible people, or objects in the frame
- In colour, not black and white
- A passport-style picture is usually a safe bet, but you can smile
- Images with the following file formats are accepted: JPEG, JPG, PNG
- If you are taking a selfie on an iPhone, you may need to change the Camera Capture format under Settings from High Efficiency (HEIC) to Most Compatible (JPG).

**Sending your photo**

Email your photo to [reception@newimage.ca](mailto:reception@newimage.ca) with the subject line: Student ID Card Photo: Your Name and Last Name. Applications will be processed in the order they are received. Depending on the volume of requests, it can take up to two weeks for your application to be processed.

**Pick up**

Once you have received confirmation that your Student ID Card is ready, you can pick it up at the Granville Campus front desk from 9am to 5pm, Monday to Friday.

**Program Outlines**

**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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



All students receive program outlines as part of their contract. The evaluation methods, completion requirements, and courses for each program are outlined in the outlines.

## **Program Dates and Curriculum**

All students receive program dates as part of their contract.

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

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

## **Program Supplies and Equipment**

General supplies, scripts, and equipment will be provided at no additional cost to the regular tuition fees for each student. If applicable, a list of specific supplies and fees is provided with the program outline during the enrollment process. Please note that we analyze 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.

### **Makeup Supplies**

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

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

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

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

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

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

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

### **Nails and Esthetics Supplies**

When you receive your equipment(s), including the kit case, you must immediately check it in at the College. If you have a problem with your equipment or kit case, you must contact the Senior Academic Officer right away. We will be unable to assist you if you take your equipment/kit case home before reporting the problem. You have two weeks to return any equipment that has malfunctioned because of equipment failure. During the practical portions of the modules that they are attending at the time, students are given the use of supplies and products to work on each other.

### **Acting Supplies**

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

### **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

### **Documents and Customized Letters**

There is a minimum administrative cost of \$30.00\* for any document that needs to be issued again or customized, including but not limited to Proof of Enrollment, Enrollment Contract, Program Outline, Co-Op Work Letter, Transcript, Diploma, T2202A, etc. Your request will be completed within 14 working days after the payment's confirmation if the fee is paid in advance. To process your request please provide the following information by email to [studentservices@newimage.ca](mailto:studentservices@newimage.ca):

- Full legal name.
- Phone number
- Title of program you attended (or are attending)
- Start and end date of the program.
- What paperwork you are requesting (specify clearly)

Please submit your payment via e-transfer to:

- [accounting@newimage.ca](mailto:accounting@newimage.ca)
- Question: What is the name of my school?
- Answer: newimage

The documents are not mailed to you. The paperwork needs to be picked up in person or sent via email.

*\*The administrative fee for re-issuing documents from the archive is \$225.00, and processing time may vary.*

## 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 [reception@newimage.ca](mailto:reception@newimage.ca).

## Use of Common Areas

Depending on how long they are, breaks may be included in classes. Please use breaks to eat, go to the bathroom, and make calls. Your instructor will record it if you don't come back from break on time.

Please eat your lunch in the allocated student lounge or kitchen area, unless otherwise approved.

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

Please be aware that the refrigerator is emptied every Friday at 3:00 PM (this includes Tupperware). Kindly tidy up after yourself. Wash your dishes, use the cleaning materials to wipe down the counters, and dispose of any leftover food in the appropriate trash bins. Please place bottles and cans in the recycling.

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

Children, family members, friends, or models who are friends or family of students are not allowed to be present during class hours or during any other college-related activities, including those that take place in the classroom, common areas, or at promotional events where students are representing New Image College. If the person needs to be with you for a medical reason and you have a note from a doctor to prove it, an exception will be given.

## **Use of Cellphone**

Effective June 1<sup>st</sup>, 2023, the use of cell phones during class time is prohibited at New Image College. Students are required to store their phones away during class time and may retrieve them during designated breaks and lunchtime.

This policy is being implemented to ensure that our students remain committed to their studies while in class and to minimize disruptions. Cell phones have been shown to be a significant source of distraction for students, causing them to miss important information and potentially disrupting the learning experience for others.

By requiring students to put their phones away during class time, we are creating a more focused and engaged learning environment, allowing students to fully participate in class discussions, ask questions, and actively engage with the material being presented.

In the event of an emergency, students should contact the front desk, where staff will be available to assist them. We understand the importance of being reachable, and we encourage students to inform their family members, friends, and other important contacts of this policy to ensure that they are aware of the appropriate means of contacting students during class time.

In the case of Text Analysis courses (and other readings in a group setting), as well as Makeup and Nails students, if necessary and approved by your instructor, you can use your phone during class for reference research needs only.

Abusive or inappropriate use of cellphones and devices during class are considered a Minor Infraction under New Image College's Disciplinary Action Policy.

We ask that all students comply with this policy and work together to create a positive and productive learning environment. In accordance with Section 8 of the Canadian Charter of Rights and Freedoms (1982) which protects all citizens against unjustified intrusions on privacy interests, phones will not be searched and/or seized by any means.

### **Storing Phones Procedures**

1. At the start of each class, the instructor will announce that it's time for students to place their phones away.



2. Students are asked to turn their phones off/silent and place them in the box and store them away.
3. The box is placed in a visible area of the classroom where it can be monitored by the instructors and the students.
4. If a student needs to use their phone during class time for an emergency, they can ask the instructor for permission to access it.
5. During designated breaks or lunchtime, students can retrieve their phones and use them.
6. At the end of the day, students retrieve their phones.

## **Class and Facility 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. Unless otherwise authorized, food is not permitted in the classrooms. Always be considerate of other classes in other classrooms by keeping your classes as quiet as possible.

Lack of station and personal space tidiness and eating in class are considered a Minor Infraction under New Image College's Disciplinary Action Policy.

## **Personal Hygiene and Presentation**

Please be conscious of your appearance and personal hygiene. All students are expected to always present themselves professionally. Throughout your study, you will work closely with others, thus all students are expected to maintain the following standards or principles for personal hygiene:

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

Inappropriate clothing and Personal Hygiene issues are considered a Minor Infraction under New Image College's Disciplinary Action Policy.

## **Right to Refuse Service**

Students/instructors have the right to refuse service to anyone/classmate/student behaving improperly, intoxicated, or if their state of health may influence the effects of the service. They may also reject service to anybody who does not adhere to basic appropriate hygiene methods, which include but are not limited to frequent showering or bathing, hand washing, scalp hair washing, wearing clean clothing, brushing teeth, etc.

## **Smoking/Vaping, Drugs and Alcohol**

The provincial legislation prohibits smoking/vaping inside any building. Thus, there is no smoking permitted at New Image College. If smoking/vaping outside the buildings, ensure you keep six meters from the entrance as per Vancouver City bylaws. Unauthorized consumption of drugs and/or alcohol is prohibited. Drugs or alcohol use are considered a Major Infraction under New Image College's Disciplinary Action Policy.

## **Missed Hours**

Students can catch up on missed hours on occasion unless this privilege is abused. To reschedule, please contact the Senior Academic Officer via email. You cannot make up time without first receiving confirmation. An administrative cost of \$100.00 per week of class (20 hours) may be charged if the student must be accommodated in another group due to the amount of missed courses. This is a one-time fee that cannot be refunded.

You are in charge of alerting your regular instructor of your hours for attendance if you are making up hours in a class when your regular instructor is not present. Management at New Image College will not be in charge of keeping track of these hours for you.

## **Orientation**

Orientation acts as an introduction for new students to New Image College and to give students clear understanding of what is expected of them, the policies and procedures, rules, and regulations of the program to successfully graduate. Students will have the opportunity to meet various New Image College team members and fellow classmates.

All orientations are held on the Thursday prior to the start date in the contract for in-class programs.

You may be requested to book a time with a New Image College representative to complete your file prior to your start date. A variety of documents that may be pending on your file might also be requested via email prior to your start date. It is important to submit these documents to not delay your start of classes. Documents may include, but are not limited to, a high school diploma and transcript, copies of your study and work permits, post-dated payment methods such as credit card authorization form or an auto-withdrawal form, etc. Please keep a look out for the email with the list of documents pending.

## **Credentials**

Official credentials are issued as follows:

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

All students must fulfil all requirements stated in their specific program outline to get an official credential and transcript. New Image College does not issue a partial transcript.

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

## **Honours Diploma**

A letter of recommendation from New Image College may be requested for students who graduate with a minimum 92.5% percent academic and attendance record and have followed all New Image College policies. Students who achieve the percentage will also receive an honours diploma.

## **Reference Letters**

After completion of the program, students may contact the head office to see if requirements are met for the reference. Instructors are not permitted to provide letters of recommendation or reference letters.

## **Exit Interviews**

The Student Services department may request to book a meeting with you to complete your file.

## **Student Loan Borrowers**

Student Loan borrowers will also be requested to book a meeting with a New Image College representative in order to go over repayment options and the next steps with regards to your loan.

## **Co-Op Students**

Between the study and employment components of your program, co-op students will be asked to schedule a meeting with a New Image College representative. You will receive your Co-Op paperwork at this meeting, and you will also learn in detail how your program's work component runs.

## **Course and Instructor Reviews**

Our goal at New Image College is to provide our students with the best possible education. A New Image College representative will give you links to Google Forms at the conclusion of each course or module so you may complete course and instructor reviews. Please feel free to provide us with your honest feedback since the review is 100% anonymous.

## **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 body must be always clean for all classes (New Image College has the right to send a student home to clean their clothes and body if management deems this necessary).
- Students are required to maintain a clean working area; spot checks will be conducted and marked from time to time.
- Please refer to your program curriculum for specific requirements.

## **Attendance and Lateness**

Success is largely dependent on being on time. To give students ample time to set up their stations, students should arrive 15 minutes before class begins. Being late may have an impact on your grade and attendance % since attendance is taken at the beginning of class. Demonstrations and other training may start right away after the attendance is taken. Latecomers could be required to wait until the following break before entering the classroom.

You must make up any coursework you missed while you were absent on your own time. If you can't make it to class, please let the Student Coordinator know via email [studentcoordinator@newimage.ca](mailto:studentcoordinator@newimage.ca) . To find out what work needs to be made up, speak with a classmate. Demonstrations won't be given again for absent students.

We are aware that there will be occasions when you need to arrive late, leave early, or skip a class. As a result, please remember to check-in when you arrive for class each day, check-out when you leave at the end of each class or if you need to leave early.

Unpreparedness for class and lateness are considered Minor Infractions under New Image College's Disciplinary Action Policy.

### **Attendance Warnings**

Students who fall under 60% of attendance in any given week (less than 12 hours attended) will receive a notification email from the Student Coordinator letting them know that we are aware of their absences/lateness.

Students who fall under 60% of attendance in any given week (less than 12 hours attended) following the week that they received the attendance email, will receive an Attendance Warning Letter #1 may be requested to book a meeting with the Senior member of NIC management.

Students who fall under 60% of attendance in any given week (less than 12 hours attended) following the week that they received the Attendance Warning Letter #1, will be required to attend a meeting with a member of NIC management and will receive an Attendance Warning Letter #2.

Student Services will follow with Attendance Warning Letter #3 if attendance does not improve. At this point, the student has 30 days\* to show the College that attendance will be improved or that would constitute a dismissal.

*\*If you are a student loan borrower from any province in Canada, your record will be submitted properly to that province student loan program.*

## **Intimate Relationship Between Students**

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

## **Digital Resources**

### **New Image College Email**

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

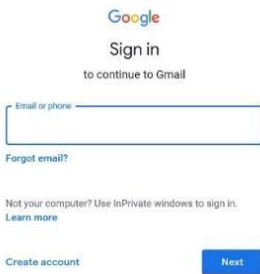
Upon registration, you will receive an email with your email address and a temporary password.

Once you become a student and after graduation, New Image College will only communicate with you via your New Image College email. Once you log in for the first time:

- Change your password for a personal one.
- Fill in your recovery and security information.
- Add your New Image College account to your login options for Google, and afterward, make sure you are logged into the right account when using any Google page by checking the user icon in the upper right corner of your browser window.
- 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.
- Please note that when taking part in any program, your email address may be shared with other participants.

### **New Image College Email Login Step by Step**

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



If you already have a Gmail account, you might see this (in this, click Use another account)



2. Sign in with your New Image College email (as highlighted above)
3. Type the temporary password.
4. Click Accept
5. Create your new personal password and click Change password.
6. Protect your account by adding a recovery phone number and a recovery email. You may choose to do this later.
7. Done!

### Google Classroom

Your class will be assigned its own Google Classroom.

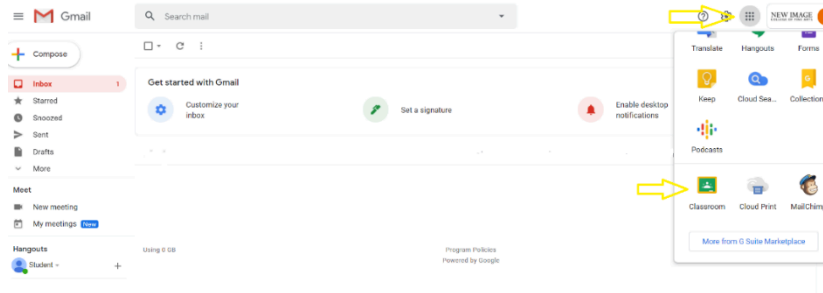
Invitations will be emailed to your New Image College email address.

Google Classroom allows teachers to create an online classroom area where they can manage communications, reminders, handouts, and resources. It will also enable you to communicate with your classmates.

**Google Classroom Step by Step**

To access your Google Classroom, follow the following steps:

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



4. Click on the icon
5. Google will redirect you to your classroom.

**Student Dismissal**

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

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 withdrawn by New Image College. When a student is dismissed, his or her academic record will show "Dismissed." Refunds are calculated by the Refund Policy; there are no exceptions.

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

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

The criteria above are also applicable to non-student loan students and each scenario will be evaluated individually and is at the College's discretion the final decision of dismissal.

### **Dismissal for Academic Reasons**

Students are typically dismissed if they do not make adequate academic progress in accordance with the timelines and policies established by their chosen program and/or the Senior Academic Officer.

A student will be informed in writing/email by the Senior Academic Officer of unsatisfactory progress and may be given an opportunity to discuss the matter with the Senior Academic Officer before any recommendation for dismissal is made to Student Services.

### **Dismissal for failure to attend**

A student who becomes absent without leave from their program for two or more consecutive weeks may be dismissed from the program. A student who misses enough classes that school officials feel they cannot successfully complete the program may be dismissed from the program. A student who misses enough hours jeopardizing projects or group projects completion may be dismissed from the program. New Image College will make attempts via e-mail and telephone to communicate that the student's absence may result in the student being dismissed. If there is response after the communication with the student, the student may be given an opportunity to discuss the matter and improve attendance immediately with the Senior Academic Officer before any recommendation for dismissal is made to Student Services.

### **Dismissal for non-academic reasons**

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

## **Withdrawal**

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. Refunds are calculated by the total program cost and does not include any bursaries or discounts awarded. Non-attendance does not constitute a written withdrawal notice from the student. There are no exceptions to the Refund Policy's calculation of refunds.

## **Authorized Leave**

Students may request an authorized leave from school in cases as described below.

Applies to: Domestic and International Students

Does not apply to: Canada Student Loan Borrowers



### **Definition**

New Image College authorizes a leave from your study program for:

- medical reasons or pregnancy
- family emergency
- death or serious illness of a family member
- any other personal issues that NIC authorizes

### **Implications**

- Students cannot take an authorized leave that exceeds 150 days.
- International Students are not authorized to work during a given unscheduled break.
- The contract payment plan remains active, and payments are due as per the contract. During an Authorized Leave, you are still considered an active student. Refunds are calculated as per your contract.
- Students may be charged a fee up to 100% of full tuition because they are issued a second seat in another program date (subject to availability and not guaranteed). Also note that we can't guarantee previous instructors and classmates.
- Course content is subject to change without notice.
- Tuition fees are subject to change without notice.
- Kits are subject to change without notice, and you may be charged additional fees to maintain satisfactory kit's content.

### **Requirements upon authorized leave**

- Written letter emailed to [studentservices@newimage.ca](mailto:studentservices@newimage.ca) specifying the reason you require this authorized leave.
- Written approval from New Image College.

### **Resuming studies**

- Written letter emailed to [studentservices@newimage.ca](mailto:studentservices@newimage.ca) specifying that you feel ready to resume your studies.
- Payment of any related fees determined.
- Confirmation of allocation to a different intake program. Note this is not a guarantee.
- In case of medical reasons, the student must have documentation from a qualified medical practitioner or counselor stating that the student is in good physical/mental health and can maintain the requirements set forth within our policies and procedures for the balance of the program.
- Alternatively, you may choose to not retake the portion of instruction missed but successful graduation is subject to an average of 60% attendance and 60% marks.
- Once 150 days have elapsed and we have not received notification from you about resuming your studies, the authorized leave will constitute an immediate dismissal.

### **Re-Admission**

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

Applies to: International Students, Domestic Students, and Canada Student Loan Borrowers.

**Definition**

A student that has cancelled their program or has been dismissed from their program due to:

- medical reasons or pregnancy
- family emergency
- death or serious illness of a family member
- financial reasons
- any other personal issues
- attendance reasons
- academic reasons

**Implications**

Tuition may be charged up to 100% of the tuition fees at the time of readmittance. In the event of any increase in tuition, supplies, and/or kits, you will be subjected to this change.

**Requirements upon re-entry**

- Written letter emailed to [studentservices@newimage.ca](mailto:studentservices@newimage.ca) specifying that you feel ready to resume your studies.
- Once student services have reviewed your request and determined that New Image College will review your case for possible readmittance, you will be asked to provide documentation as set out below. Please note that this list does not exhaust documents that New Image College may ask you to provide.
- A letter explaining the reasons they are ready to re-enter a program and how the student will make this re-entry successful for themselves and their classmates.
- Students must be able to fulfill all the usual admission requirements for their chosen program.
- The student must have documentation from a qualified medical practitioner or counselor stating that the student is in good physical/mental health and can maintain the requirements set forth within our policies and procedures for the balance of the program.
- In the case of mental health, the student must have documentation from a qualified medical practitioner or counselor stating that consistent counseling and or psychiatric appointments and/or check-ins have been happening for a period of 6 months or more.
- The student must have a personal interview with the Senior Academic Officer of the desired study program.
- Payment of any related fee
- Student Loan borrowers:
  - Students must not be delinquent with Student Aid BC or the National Student Loan Program.
  - Students must prove they have enough finances to afford all living costs as well as all tuition for the complete study period.
  - The student must be able to fund their education without funding from national or provincial student loans.

Please note: New Image College does not guarantee admittance and cannot be held responsible if admittance is not approved.

## **Student Records**

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

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

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

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

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

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

Copies of student records can be made available upon the request of current and former students for a \$30.00 administration fee. To retrieve files that are in the archive, the fee is \$150.00 and processing times might vary.

A file retrieval request must be submitted by email to [studentservices@newimage.ca](mailto:studentservices@newimage.ca) providing the following information:

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

## Privacy

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.

## Evaluations and Marking Sheets

All grades and evaluations attained by students throughout their course or module are made available to them upon completion of the academic term and are subsequently reviewed and discussed with them by the relevant academic personnel in a timely and constructive manner.

Digital and printed copies of evaluations and marking sheets are available upon request. Email your request to Student services by emailing [studentservices@newimage.ca](mailto:studentservices@newimage.ca) .

To ensure the privacy and confidentiality of student records, requests must come directly from the student. Student services will provide evaluations and marking sheets in the format that they were originally created. Evaluations and marking sheets are considered confidential information and are provided solely for the purpose of informing students of

their progress in their courses. They are not to be shared with third parties or used for any other purpose without the written consent of the student.

## **Grade Appeal**

Throughout your study period as a student, New Image College will make academic judgments on your progress, practical ability, and, ultimately, your eligibility for the credential for which you have been registered. If you have reason to believe that an academic decision made by the College is incorrect or based on incomplete or incorrect information, you have the right to appeal that decision without fear of retaliation. If you decide to appeal an academic or practical marking decision, you must do so within 15 (fifteen) days of the formal publication of your results.

### **Grounds of Appeal**

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

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

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

### **Academic Appeals Procedure**

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

- Address the appeal to the Senior Academic Officer.
- Clearly define the specific grounds for this appeal in writing (all personal information is treated as confidential and will be shared with other members of New Image College only where the Senior Academic Officer finds necessary and appropriate and only to investigate and determine the outcome of your appeal).
- First, the Senior Academic Officer will refer your appeal to the Vice President of the College for discussion and additional information to determine whether or not your appeal will be considered. When the Senior Academic

Officer receives the Vice President's response, he or she will consult with the instructor to determine whether the case for appeal conforms to the specified grounds for appeal.

- If the decision that the grounds for appeal do not accord with those stated under the grounds for appeal, the Senior Academic Officer will notify you of that decision in writing within 15 (fifteen) days of receiving the academic appeal letter. The appeal will be dismissed, and no further action will be taken.
- If it is determined that the grounds for appeal do accord with those prescribed undergrounds for appeal, the Senior Academic Officer will take one of the following actions, depending on the grounds for appeal.

In the case that there has been a mathematical or procedural error in recording or calculating the marks on which a decision was based, the Senior Academic Officer will consult the Vice President. If an error is found then the instructor/administrator decision will be amended if appropriate, including the reclassification of a diploma.

In the case of an appeal involving irregularities in the marking/assessment process, circumstances that had not been known at the time a decision was made, or allegations of bias, New Image College will establish an appeal committee.

### **Appeal Committee**

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

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

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

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

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

## **Respectful and Fair Treatment of Students**

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 programs 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. New Image College students are expected to follow the Academic Good Conduct Policy. New Image College is not liable for inappropriate behaviour that occurs off-campus or at unofficial events. Please check the Disciplinary Action for Major Infractions regarding infringement of respectful and fair treatment of student's policy.

## **Good Academic Conduct and Academic Integrity**

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. 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.

Please check the Disciplinary Action for Major Infractions regarding infringement of respectful and fair treatment of student's policy. Before being penalized 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.

### **Academic Integrity**

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 most students who pursue their studies honestly.

### **Good Academic Conduct**

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.

## **Bullying, Discrimination and Harassment**

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. 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.

### **Definition Bullying**

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.



### **Definition Harassment**

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.
- 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.

### **Definition Discrimination**

**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.

## **Sexual Violence and Misconduct**

### **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:

- Establish an environment where sexual violence and misconduct are not tolerated.
- Build and nurture a culture of consent.
- Support all members of the New Image College community who are affected.
- Provide a central site for information regarding the resources and options available to those affected.

- Use clear, appropriate, and fair processes for handling complaints of sexual violence and misconduct.
- Create and implement inclusive prevention education and response initiatives to address sexual misconduct to create a culture of consent.
- 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.
- 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 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 of the 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:

- sexual assault, which is any form of sexual touching or the threat, express or implied, of sexual touching without the individual's consent.

- 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.
- 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.
- 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.
- 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
- 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:

- Consent is never assumed.
- Consent is not implied or given by the absence of “no”.
- Consent is not implied or given by silence.
- Consent cannot be given if the individual is incapacitated by alcohol or drugs or is unconscious.
- Consent can never be obtained through threats or coercion.
- Consent can be withdrawn at any time.
- Consent cannot be obtained if a party induces another to engage in sexual activity by abusing a position of trust, power, or authority.
- 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.
- 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 as 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.
- Assure 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:

- Compassion, dignity, and respect, including respect for their choice as to whether they wish to disclose or file a Complaint regarding their experience.

- Timely assistance inclusive of information about available support services and resources.
- Timely consideration of appropriate academic, workplace, or other accommodations.
- Information on the options for addressing an incident of Sexual Violence or Sexual Misconduct, and the limits to confidentiality associated with each option.
- 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:

- Compassion, dignity, and respect.
- Timely information about available support services and resources.
- Information on the options available to them.
- 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:

- Providing a safety plan for the Complainant.
- Supporting the complaining in reporting the incident to the police, if appropriate.
- Communicating clearly to the Responded that behaviours are unwelcomed and must stop immediately.
- 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.
- Altering the learning schedule of an individual.
- Imposing a no-contact directive.
- 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:

- Reporting the matter to the police.
- Initiating a civil action.
- 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**

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:

- risk assessment and risk management practices.
- appropriate education and training for students and other members of the New Image College Community regarding this policy.
- procedures for reporting, investigating, and documenting incidents of Sexual Violence and Misconduct promptly and sensitively, and following WorkSafeBC regulations, where applicable.
- 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**

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.

- there is an imminent risk of harm to any member(s) of the New Image College Community and/or to the broader community.
- the Disclosure involves sexual harassment in a New Image College workplace
- a Young Person is involved or affected; or
- 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:

- the relevant details regarding the alleged incident of Sexual Violence, Sexual Misconduct, or other alleged violation of this policy.
- a list of any potential witnesses and a description of the information those witnesses are expected to provide.
- 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:

- appoint an Investigator to investigate the Complaint; or
- 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 support person 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:

- 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.
- meeting separately with or requesting further information from the Complainant.
- meeting separately with or requesting further information from the Respondent.
- 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.
- 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
- 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:

- a summary of the evidence considered.
- any assessment of credibility that is required to render a determination; and
- 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:

- 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.
- where suspension of a student or employee is a potential outcome, the Responsible Administrator will refer the matter to the President for decision.
- 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
- 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.

- 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.
  - any participants in an investigation from disclosing information about themselves or from disclosing information that they have obtained outside the investigation; or
  - New Image College representatives from disclosing investigation-related information as authorized under this policy.
  
- New Image College will not disclose any personal information related to an investigation except to the extent that such disclosure is:
  - expressly authorized by the affected individual.
  - 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);
  - 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.
  - authorized by this policy.
  - Authorized or required under the law, or
  - Deemed necessary to prevent imminent risk of harm to self or others in the New Image College Community or the wider community.
  
- 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 Complains made in bad faith**

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. 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. Where an investigation determines that a Complaint was filed in bad faith, the College may take appropriate disciplinary action.

### **Appeal**

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.

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).

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

**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.

- ON-CAMPUS
- OFF-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.

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

**Disciplinary Action**

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/behaviour/loitering.
- Personal Hygiene issues.
- Station and personal space tidiness.
- English-only policy.
- Late tuition payments.
- 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.

### **Stages of Disciplinary Action**

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.). 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. 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.

## **Dispute Resolution**

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

- 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.
- Student complaints must be made in writing via the Student Complaint Form.
- The student making the complaint may be represented by an agent or a lawyer.
- 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.
- 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.
- 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.
- 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.
- 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. If the Senior Academic Officer is absent or named in the complaint, please forward your written complaint to the Vice-President, John Craig ([jt@newimage.ca](mailto:jt@newimage.ca)).

## **Procedure**

### **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. Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

**Dispute Resolution 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.

Have you documented any of this information?

- Yes
- No

Is this information attached?

- Yes
- No

Have you discussed the situation with the respondent?

- Yes
- No

Have you discussed the situation with the instructor?

- Yes
- No

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: \_\_\_\_\_

## **Student Services and Support**

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

Student Services and Student Coordinator offices can be found in our Administrative Office. There you will find friendly and knowledgeable assistance during college, student loan repayment, employment, resume and post-graduation information, and so on.

## **Student Contact Information**

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

## **NIC 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.

## **Contests and Events**

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

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

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

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

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

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

- New Image College t-shirt
- Black bottoms and shoes
- Smocks for Nails and Esthetics students
- No gum chewing
- No eating during the event
- No use of cell phones at the event
- No friends or family hanging out at the event

- Come prepared to look your best, with hair and makeup done
- You are responsible for your transportation

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

## NIC Talks

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

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

## Mental Health & Well-being

### Counsellors

#### Ben Bass

Ben is a Registered Therapeutic Counsellor and Body Psychotherapist and accumulates other credentials as well. With integrated counselling and somatic therapy, he combines multiple modalities from both cognitive (talk) and somatic (body-centred) therapies that help individuals obtain a greater sense of safety, clarity and resilience. He offers in-person, online and over-the-phone sessions. He also offers a free 30-minute consultation to answer any questions, or concerns and give you an opportunity to get a feel for what he does.

Please note that this is not a complimentary service. Please inquire about session fees with Ben prior to committing to your appointments.

To book, please use the appropriate form on his website: [www.benbasscounselling.com](http://www.benbasscounselling.com)

Psychology Today: <https://www.psychologytoday.com/ca/therapists/ben-bass-vancouver-bc/915027>

## Community Emergency Resources

BC Health Info & Advice Line (24/7)

811



Emergency Services (24/7)  
911

Victim Link BC (24/7)  
Crisis support in 150 languages and information line for anyone who has experienced or is experiencing violence.  
1.800.563.0808 (call or text)

BC Mental Health Info & Support (24/7)  
310.6789

## **Mental Health**

Here2Talk (24/7)  
1.877.857.3397 | <https://here2talk.ca/>  
Connects students with mental health support when you need it. Through this program, all students currently registered in a BC post-secondary institution have access to free, confidential counseling and community referral services, conveniently available 24/7 via an app, phone, and web. English, Spanish, Punjabi, Mandarin & other languages. No appointment necessary. Connect via app, phone, or web.

Wellness Together (24/7)  
Mental health and substance use support.  
1.866.585.0445 | [wellnesstogether.ca](http://wellnesstogether.ca)  
Immediate crisis support: Text WELLNESS to 74174

The Foundry  
Health and wellness resources for people ages 12–24, including drop-in counselling, mental health services, and virtual counselling.  
[foundrybc.ca](http://foundrybc.ca) | Mon–Sun: 1:15 pm–7:15 pm | 1.833.308.6379

Access & Assessment Centre (VGH)  
Acute mental health and addiction support including suicidality, psychiatric crisis, intakes, and referral.  
604.675.3700

The Mood Disorders Association of BC  
Support, treatment, education, and hope for people living with a mood disorder.  
604.873.0103

NASEEHA Mental Health Help

Mental health line for Muslims, including workshops, and web therapy.  
7 days a week | 9:00 am–9:00 pm | 1.866 NASEEHA | 1.866.627.3342

## Suicide and Self-Harm

BC Crisis Line (24/7)

Confidential, non-judgemental, free emotional support.

1.800.SUICIDE | 1.800.784.2433

Live Chat: 12:00 pm–1:00 am | [crisiscentrechat.ca](https://crisiscentrechat.ca)

Youthspace.ca Online Chat (24/7)

A community of volunteers who can provide emotional support, crisis response, and more. Available 6pm to midnight Pacific Time. Also available by text at 778-783-0177 | <https://youthspace.ca/>

YouthinBC Online Chat

Get support, information and resources for youth in B.C. and Yukon. Online chat is available from noon to 1am Pacific Time. | <https://youthinbc.com/>

## Indigenous Resources

First Nations Health Authority (FNHA)

Mental health and wellness counselling and mental health programs.

1.855.550.5454 Free counselling services (up to 20 sessions per 12 months) included in FNHA benefits.

KUU-US Crisis Line (24/7)

Crisis response for Indigenous people in BC.

1.800.588.8717

Metis Crisis Line BC (24/7)

Crisis intervention, relationship troubles, depression, anxiety, financial issues, bullying, and peer pressure support.

1.833.638.4722

## LGBTQSAI+ Resources

LGBT Youthline

Lesbian Gay Bi Trans Youth Line provides service for youth, by youth that affirms the experiences and aspirations of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer, and questioning youth.

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### Gastown Location

57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

### Granville Campus

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

1.800.268.9688 | Text: 647.694.4275 | Live Chat: [www.youthline.ca](http://www.youthline.ca)

#### QMUNITY

Serves and supports LGBTQ2SAI+ people and their allies. Houses the Bute Street Clinic, which offers STI/HIV testing and counselling.

Mon–Fri: 10:00 am–6:00 pm | 604.684.5307

#### Rainbow Refugee

Vancouver based community group that supports people seeking refugee protection in Canada because of persecution based on sexual orientation, gender identity, gender expression (SOGIE) or HIV status.

[rainbowrefugee.com](http://rainbowrefugee.com)

#### Trans Lifeline (24/7)

Staffed by transgender people for transgender people, connects trans people to the community, support, and resources they need to survive and thrive.

1.877.330.6366

## Black Students

#### Healing in Colour

Offers a directory of BIPOC therapists who are committed to values supporting BIPOC in all intersections.

<https://www.healingincolour.com/>

#### Vancouver Black Therapy Foundation

Non-profit organization that raises funds to connect Black community members with accredited Black counsellors and therapists locally.

<https://vancouverblacktherapyfoundation.com/>

## Drugs and Alcohol

#### BC Alcohol & Drug Info Line (24/7)

Confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). | 1.800.663.1441

#### Overdose prevention Information

**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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

**NIC**

<https://www2.gov.bc.ca/gov/content/overdose/what-you-need-to-know/overdose-prevention>

Tips for reducing harm during substance use.

<https://foundrybc.ca/articles/substance-use-tips-reducing-risk-harm/>

### **Overdose Prevention and Response**

1. Call 911 immediately.
2. Stay with the person (e.g., do not leave to fetch a Naloxone kit).
3. While you await emergency response, ensure your own safety and take direction from the 911 call-taker. This may include trying to wake the person, checking for an open airway, safely providing rescue breaths or chest compressions, or placing them in a recovery position.

Important to note:

- If you are trained to administer NARCAN Spray or Naloxone injection and have it with you, you may administer it during Step 2. You must still contact emergency services as indicated in Step 1 above.
- It's important to include that folks helping will NOT get in trouble through these processes. It seems to be a barrier when folks witness or are involved with OD cases.
- A bystander CAN administer Narcan or Naloxone before CPS arrives if they have it and if they think it's an overdose. If they are trained and feel safe to do so.

### **Sexual Misconduct or Assault**

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

#### **MOSAIC**

Services and counselling to multicultural victims of all types of crime in Vancouver. Free and confidential. Stopping the Violence Counselling to women experiencing abuse – services available in Hindi, Punjabi, Spanish and other languages.  
Mon–Fri: 9:00 am–5:00 pm | by appointment only | 604.254.9626

#### **Family Services of Greater Vancouver - VISAC**

Victim Support Services – VISAC

Vancouver - 604.874.2938

#### **Family Services of Greater Vancouver**

Domestic Violence Unit – DVU

Vancouver – 604.717.2653

#### **Women Against Violence Against Women Rape Crisis Centre (WAVAW/RCC)**

Specialized Victim Services

Vancouver – 604.255.6344

Battered Women's Support Services  
Specialized Victim Services  
Vancouver – 604.687.1868

Downtown Eastside Women's Centre  
Specialized Victim Assistance Program  
Vancouver – 604.681.8480

## **Food and Nutrition**

### Local Food Banks

- The Greater Vancouver Food Bank serves Vancouver, the North Shore, Burnaby, and New Westminister.
- Existing and new members need to register for a membership.
- Please bring government identification and proof of address.
- Members may visit one Food Bank site per week.
- All sites are closed the week social assistance cheques are issued.
- Dates, times, and locations are subject to change without notice so check the Greater Vancouver Food Bank website regularly.
- Members can also pick up an Annual Grocery Bag from the main office one (1) time every 12 months.

## **Housing & Tenancy Rights & Responsibilities Resources**

### DIAL-A-LAW

Free legal information on the law in British Columbia in 190 areas including resolving disputes, rights & citizenship, and support & property.

1.800.565.5297 or 604.687.4680

### Residential Tenancy Board

Information on rent freezes, guides to dispute resolution, tenancy agreements, and guidelines on rights and responsibilities.

604.660.1020

### Tenant Resource & Advisory Group

Provides tenants free legal information and referrals services.

Mon–Tue & Thu–Fri: 1:00 pm–5:00 pm | Wed: 5:30 pm–8:30 pm  
604.255.0546 or 1.800.665.1185

## Department Related Policies and Guidelines

### Acting Department

#### Film and Theatre Production Projects

Film and theatre productions are an ongoing part of the curriculum at New Image College that is organized, scheduled, and prepared in advance of your course start date, which may include outside writers and faculty.

We provide our graduates with a one-of-a-kind opportunity to refine their skills and continue to learn by participating in on and off-campus film and theatre productions. We may invite our graduates to audition for additional roles and work on the production crew.

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

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

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

#### Attendance and Understudy

A student can and may be replaced if they are missing or come late for a production (such as a play or a short film). After being replaced, the actor will either understudy the role in that show or be assigned to another backstage position, such as stage management, wardrobe, front-of-house, assistant directing, stage lighting, etc. Attendance must always be at 100%.

#### Auditions/Showcase

As part of our Film Acting Conservatory program, New Image College offers a mentorship course. This course is designed for agents, casting directors, directors, and all professionals in the acting field to audition our student body.

Our students are given professional exposure at this point to audition and sign with a professional agent in Canada. This is a big part of our student's future success.

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

### **Respecting Ensembles**

In order to maintain a productive and respectful learning environment, students are not to enter/walk in other operating classrooms, groups, or ensembles without a valid reason or authorization from the Senior Academic Officer. This policy aims to promote academic focus, minimize disruptions, and foster a sense of responsibility among students. This policy applies to all acting students enrolled at New Image College. It encompasses all areas within the school premises, including classrooms, group activity areas, rehearsal spaces, and common areas. Violations of this policy will be subject to appropriate disciplinary actions in accordance with the school's disciplinary policy.

### **Content**

New Image College recognizes that certain course material may have a negative impact on the well-being and academic performance of students who have personally experienced the associated traumas.

These students may not be prepared to address a personal trauma in an academic setting just yet. Even while we work hard to safeguard each student's overall wellness, it is impossible to foresee every topic that might be triggering to some students.

The career of acting is about storytelling and embodying other people's lives. Our content is classified as PG rated, which means that some readings and other content in these programs will include topics that some students may find offensive and/or traumatizing but nevertheless are part of the story. Please acknowledge this prior to registering to any of the Acting programs at New Image College. We kindly request that all students contribute to fostering a respectful and sensitive environment.

Please note that this warning doesn't mean that students can exempt themselves from completing parts of the coursework. A student who is genuinely concerned about being re-traumatized by forthcoming course content must privately inform their instructor of this concern. The instructor can then accommodate the student by proposing alternative character content or an alternative learning activity within that project, such as a crew member to allow the student to achieve their course mark.

New Image College and its faculty is not legally responsible for protecting students from emotional trauma.

### **Instructors and Calendars**

New Image College makes an effort to adhere to the calendar provided at the beginning of your program as well as an instructor throughout the course/module. Please bear in mind that because your instructors are working actors, they are subject to change without notice.

### **Film Production Studio Clean-Up Protocol Checklist**

Courses: On Camera Acting. Camera Project. Advanced Film Project. Demo Reel.

Purpose: To ensure all studio spaces, props, and equipment are restored to their original, clean, and sacred state after production. This process fosters respect for shared spaces and ensures readiness for future use

#### General Guidelines

1. Responsibility: The production team, and the instructor, are responsible for meeting these standards.
2. Sacred Space: Treat all spaces respectfully, ensuring they are returned to their original condition.
3. Prop Management: Maintain organization and accountability for all props and equipment.

The instructor must designate a time at the end of the class day or production to ensure that protocol standards are met.

#### Clean-Up Protocol Checklist:

##### Studio Space:

- Remove all trash and debris from the studio or school space.
- Wipe down surfaces, including tables, chairs, and equipment areas. Craft Service.
- Sweep/vacuum/mop the floor as necessary.
- Reset furniture and equipment to their original positions.
- If furniture is used in the common area, it must be carried and not dragged on the floors.

##### Prop Room

- Any props or furniture to be used from campus must be documented and photographed.
- Return all props to their original locations in the prop room.
- Ensure that the prop box (if used) is emptied and its contents returned to their appropriate spots.
- Verify no items are left behind or misplaced.
- Clean and organize the prop room after returning items.



**Gear and Equipment:**

- Ensure all production gear is returned to its proper storage area.
- Verify all equipment is clean and in working order.
- Report any damaged or malfunctioning equipment to the instructor or technical staff.
- Furniture borrowed for film production. If the furniture is borrowed from campus. We will need details of the scene. Photos taken before and after return.

**Art Department Props/ Furniture/ Etc**

- Return all art department props and set decorations to their designated spots. Neatly put away.
- Remove adhesive, tape, or markings used during production.
- Clean and restore any altered or used items to their original condition.

**Location Spaces (Within School)**

- If any school spaces were used, ensure they are cleaned and reset to their pre-production state.
- Check that any borrowed furniture or decorations are returned.
- Submit location booking details in advance and verify the approval process.

**Instructor Final Inspection**

- Perform a final walkthrough of all spaces with the instructor or designated person to the department. IE: Art, Craft Services ect
- Ensure all areas meet the standards outlined in this protocol.

Group #	
Title of Production	
Dates of Use	
Instructor Name and Signature	

**Theater and Film Paint Clean-Up Protocol Checklist**

General Guidelines

1. Designated Sink Use: Only the plastic white utility sink in the back laundry room is to be used for paint cleanup. Do not use any other sink on the NIC campus.

2. Equipment Familiarity: Ensure familiarity with all painting tools and equipment prior to use to maintain safety and efficiency.

Step-by-Step Cleanup Protocol

1. Pre-Cleanup Preparation: Scrape Off Excess Paint:

- Use a paint scraper or similar tool to remove excess paint from brushes, trays, and other tools. Dispose of the paint residue in a designated garbage can, not down the sink.

2. Cleaning Brushes:

- Rinse brushes under hot running water in the utility sink.
- Gently work out any remaining paint until the water runs clear.
- Run hot water in the sink for 5 minutes after cleaning to flush out any residue.

3. Cleaning Paint Trays and Other Tools:

- Scrape off all excess paint into the garbage.
- Rinse trays and tools thoroughly under hot water until no paint remains.
- Run hot water for 5 minutes to ensure proper drainage and prevent plumbing issues.

4. Sink Area Maintenance

Wipe Down the Sink:

- Use a suitable cleaner to clean the sink and surrounding surfaces. Ensure no paint or residue is left behind.

Dispose of Waste Properly:

- Discard all cleaning materials, such as paper towels, in the designated garbage bin.

5. Environmental Considerations:

- Minimize the amount of paint and chemical residue entering the plumbing system. Follow all NIC policies regarding environmentally responsible cleanup practices.

6. Final Steps:

- Inspect the utility sink area to ensure cleanliness.
- Confirm that all tools and equipment are cleaned and returned to their proper storage locations.
- Dispose of any paint containers or waste in the appropriate receptacles.

Post-Production Responsibilities

1. Dressing Room Cleanup:

- Ensure the dressing room is cleaned thoroughly after the play or production .
- Remove all props and wardrobe items and return them to their designated storage areas.

2. Prop and Wardrobe Storage:

- Verify that all props are stored neatly and in their original locations. Clean and organize the prop room to maintain a professional, sacred space.

3. Gear Return:

- Return all borrowed equipment to its proper location and ensure it is in working order.

Importance of Compliance: These steps are critical to maintaining the longevity of NIC’s equipment and preventing costly maintenance issues, such as plumbing backups. Proper cleanup demonstrates respect for the shared workspace and supports a positive learning environment.

For any questions or clarification, please contact Philip Granger, Senior Academic Officer and Artistic Director.

## **Makeup Department**

### **Photoshoots**

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

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

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

### **Makeup Practical Exam Conditions**

For the student to take their practical they must:

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

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

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

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

### **Missed Exams**

You can retake missed exams for a \$25.00 administration fee. Payment must be received in CASH at the front desk before the exam date. No payments are to be made to instructors. For Makeup practical/final exams there are designated days bimonthly (check the dates at the Campus' Front Desk).

To be eligible to retake a practical/final exam the student is required to have attended the instructor's demo of that course, connect with the front desk to reschedule informing what are the practical/final exams you missed and what day you would like to re-take them, and pay the administrative fee described above and your name will be placed on the list.

To catch up on classes/exams at no cost, New Image College requires a medical letter from a licensed medical practitioner in Canada, written in English, describing the illness and how it prevented you from attending college. Note that this privilege is only applicable to medical/dental illnesses and/or emergencies related to it and only prevents the student from coming to New Image College or staying in class/exam. This is not a privilege for permanent conditions or conditions that happen on an ongoing basis. For any other circumstances, the administrative fee will be applicable (e.g., esthetics procedures, follow-up appointments). If it is a long-term medical issue, a re-admission policy may be applicable. If the time absent from New Image College exceeds 1 (one) week, the student is subject to the administrative fee described below.

### **Sanitation Protocols**

Students who have not mastered sanitation protocols taught during the beginning of their courses/module/program will be banned from working on others including classmates, models, and clients and may be required to pay for private lessons in the specific section.

### **Makeup Kits**

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.

### **Models**

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

If you are new to the city and are looking for models, we recommend posting an ad on [vancouver.craigslist.ca](http://vancouver.craigslist.ca), [modelmayhem.com](http://modelmayhem.com), or Facebook groups. You may be required to purchase additional equipment to complete your studies and hire a model for your class time. It is the responsibility of the student to have their model sign the model release. No model may be photographed unless a release is signed, dated, witnessed, and given to the instructor.

Students will be solely responsible for sending the photos to their models.

### **In-Class Practice**

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 practice on you, please provide a doctor's note defining these allergies before registering. 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.

## **Esthetics and Nails Department**

### **Dress Code**

Esthetics and Nails Department students follow the dress code below:

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

Failing to comply with the dress code is considered a Minor Infraction under New Image College's Disciplinary Action Policy.

### **Extra Practice**

For Esthetics and Nails students, New Image College accommodates those that wish to request extra hour practice during their scheduled program. New Image College offers this privilege to have our students feel and be the best professionals they can be in the marketplace. New Image College reserves the right to deny anyone that misuses this privilege. Missed hours and extra practice will be given priority to NIC Spa clients when you become an advanced student ready to work on clients in a professional environment (booked up to 24 h notice). You may confirm your family/friend appointment if you do not have a NIC Spa client scheduled. Please schedule an appointment with the front desk at [reception@newimage.ca](mailto:reception@newimage.ca). In addition, from the information above, please note that the following is also required:

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

### **Missed Exams**

You can retake missed exams for a \$25.00 administration fee. Payment must be received in CASH at the front desk before the exam date. No payments are to be made to instructors.

### **Sanitation Protocols**

Students who have not mastered sanitation protocols taught during the beginning of their courses/module/program will be banned from working on others including classmates, models, and clients and may be required to pay for private lessons in the specific section.

### **Nail Kits**

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.

Product List - Please note that these products are not included in tuition fees.

Basic school supplies including pens, pencils, highlighters, sharpeners, erasers, white-out, tape, scissors, binders, paper, etc. Nail Kit is not included, students will be given a kit list to purchase on their own.

- CS20 Disinfectant
- LED light (hybrid)
- Acetone
- Alcohol
- Nail Drill
- Nail Drill bits
- Cotton
- Nail files #100 #150 #180 (at least 5 of each)
- Disposable Nail files and buffers
- Nail Tips
- Nail Tip cutter
- Nail Forms
- Nail glue
- Ph Bond
- Primer
- Nail gel base coat/ Foundation
- Nail gel Top Coat preferably NON wipe
- Red, white and black gel polish
- Red, white and black regular polish
- Matte gel top coat
- Regular base coat
- Regular top coat
- Cuticle oil
- Cuticle softer/Remover
- Hand cream/lotion
- Hard gel/ sculpting gel clear and cover pink
- French brush
- Gel brush
- Liner brushes
- Cuticle Pusher
- Cuticle nipper
- Nail clipper
- Tweezer's
- Scissors
- Foot paddle
- Orange Woodsticks
- Antiseptic
- Dusting brush
- Cat eye gels and spider gels
- Nail art kit (embellishments, crystals, gold leaf, magnets, foils, 3D gels)
- Acrylic Brush #10
- Acrylic powder white, clear, pink and cover pink
- NON Acid primer
- Dappen dish
- Monomer 16oz
- UV Light for Gel Nails / Nail Dryer /Nail Light

### **In-Class Practice**

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 practice on you, please provide a doctor's note

defining these allergies before registering. Some courses will require students to enter the classroom with polish-free nails. This allows for class/practice to begin right away. Please be sure you follow this instruction when requested by your instructor.

## International Students

### Health Insurance

For the duration of their studies at New Image College, all international students are required to have basic health insurance. This is because, without insurance, the cost of medical care in Canada can reach thousands of dollars per day. Here is a table with some main medical fees and their cost in order to compel them to understand this service:

Type of fee	Cost without insurance
Emergency visit	\$927
Outpatient visit/day	\$1000+
Day surgery	\$3,495
X-Ray	\$49+
MRI	\$2,028
Ambulance Charges	\$240
Lab test	\$125
Physician fees	\$100-240

All international students must have basic insurance, which covers most medically required services while studying in Canada.

You'll need to apply for coverage before you arrive in Canada, and it must cover you for your first three months in British Columbia.

Students attending New Image College **MUST** have health insurance in order to be eligible for our services.



- Guard.Me for first 3 months in Canada [1]
- MSP from 4th month until the expiry of your study permit [2]

Before your MSP health-care coverage begins, there is a wait period consisting of the balance of the month that residency is established, plus two months, that is the reason why international students must carry private insurance until this wait period ends and provincial coverage begins.

**[1] Guard.me** (<https://www.guard.me/> )

This plan will cover if you have a new sickness or injury that first occurs AFTER the start date of your policy, your policy will cover these expenses:

**Doctor**

They will pay for doctor's visits to treat a new emergent condition in a doctor's office or clinic. They will pay the doctor when you need to go to the Emergency Room.

**Emergency Room**

When the doctor says you need to go to the hospital, or you need emergent medical care outside the regular clinic or office hours, they will pay for treatment at an Emergency Room (ER) at the Hospital.

**Emergency Transportation**

Ambulance - When you are unable to get to a hospital for an emergent condition, they will pay for an ambulance to take you to and from a hospital or medical clinic.

Taxi - When you are unable to get to a hospital for an emergent condition, they will pay for a taxi fare to take you to and from a hospital or medical clinic.

**Diagnostic Tests**

When the doctor says you need minor tests (such as lab work, x-rays, or ultrasounds) to diagnose your new condition, they will pay for these tests. FOR MAJOR TESTS SUCH AS "CAT" OR "CT SCANS" AND "MRI'S" YOU MUST CALL THE ASSISTANCE LINE FIRST BEFORE YOU HAVE THE TESTS DONE.

**Hospital**

If you need to stay in the hospital, they will pay for all associated inpatient costs.

**Dental**

Coverage for dental work for the relief of acute pain and suffering.

**Accidental Death**

If you are hit in the mouth or are in an accident and your own teeth are damaged, they will pay to repair or replace those teeth.

**Prescription Medicines**

If you go to a doctor who gives you a prescription to go to the drug store to buy medicine from the pharmacist, they will pay for the medicine up to a maximum 30-day supply. We will NOT pay for refills of medication visits.

**mobileDOCTOR**

Note: This is a summary of benefits only. Full details on benefits, exclusions and limitations are found in its entirety in the policy. If you prefer to read the policy in your native language, please let me know and I am happy to forward this as well. (attached)

**What is not covered? (Exclusions)**

This is a summary of exclusions ONLY, please read your policy carefully for complete details.

- Treatment or medication to maintain a chronic, ongoing condition (such as high blood pressure)
- Unstable Pre-existing conditions (please refer to the policy for details)
- Plastic or cosmetic surgery or procedures
- Any expenses before coverage starts or after coverage have expired medical services provided in your home country.
- Extreme activities such as bungee jumping, skydiving, etc.
- Medications available without a prescription (over the counter or OTC medicines) Any treatment required due to use or misuse of alcohol or drugs.

Cost: \$3/day.

For a period of 90 days, which is the minimum period we would recommend (starting from your arrival date), your total cost would be the following:

Total insurance: \$270 Taxes: \$13.50

Credit Card Fee 4%: \$11.34 Final total: \$294.84

The information New Image College requires from you to enroll in the Health Insurance is the following in addition to the payment of the fee is:

- First and Last Name
- Date of Birth
- Sex

- Country of Origin
- Preferred Language
- Email
- Destination
- Policy Start Date – when do you want your coverage to start (the day you arrive in Canada)
- Policy End Date – 90 or 180 days after the policy start date
- Current Address

**Overview of process**

<b>When to apply</b>	Before arriving in British Columbia
<b>Cost</b>	\$3/day for study permit holders
<b>Processing time</b>	Immediately after payment is provided
<b>How</b>	Pay the fees. Email <a href="mailto:studentcoordinator@newimage.ca">studentcoordinator@newimage.ca</a> with the information above.

**[2] MSP**

The BC Medical Services Plan (MSP) is the provincial government program that provides basic medical benefits. Everyone living in British Columbia (BC) for more than 6 months is required to enrol in MSP. Study permit holders are assessed a \$75 healthcare coverage fee per month.

You should apply for MSP online immediately upon your arrival.

Apply here: <https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents>

**Overview of process**

<b>When to apply</b>	Immediately after arriving in British Columbia
<b>Cost</b>	\$75 per month for study permit holders
<b>Processing time</b>	1 to 2 months; coverage begins after a waiting period (the remainder of the month of arrival plus 2 full calendar months)
<b>How</b>	<u>Apply online</u> (recommended) or by mail
<b>Supporting documents</b>	Copy of valid study permit <b>or</b> work permit. Other documentation may be required such as proof of address.

## Visas and Permits

All documents needed from the school for students to apply for their Study and Work (if Co-Op) Permits are attached to your registration email. Please apply for the permits immediately. Permit applications may be processed at a visa office within your home country or in a neighbouring country. Students must apply for this visa/permit no later than 14 weeks or more prior to your start date. Please note, a delay in applying for your visa may postpone your start day and this may cause additional fees.

### What You Need to Apply for your Study Permit

Documents for submission will vary depending on your country of residence and citizenship. Review the visa office instructions for your country of residence. More information can be found on <https://www.cic.gc.ca/english/information/applications/student.asp> . For most study permit applications, you will be required to submit:

- Your Letter of Acceptance from New Image College. You will be sent the Letter of Acceptance from Student Services during registration.
- Proof of identity, such as a valid passport or travel document
- Proof of finances to pay for tuition fees, living expenses, and return transportation (for yourself and any family members you bring with you). Check the IRCC website for the required amounts.  
<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/get-document-s.html>A Letter of Explanation, a document explaining why you wish to study in Canada and that you understand the regulations and limitations of the study permit
- Application for a Study Permit Made Outside of Canada (IMM1294)
- Additionally, you may need to submit the following documents:
  - Biometrics: digital copies of your fingerprints, retinas, and photos.
  - Medical Exam: You may arrange a medical exam with an IRCC panel physician and include their report with your study permit application or apply for the study permit and wait for instruction from the visa officer.

You may access the complete information on how to apply here:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/apply.html>

### Fees

Currently, the processing fee for a study permit application is CAN\$150. An additional fee of CAN\$85 is required for biometrics.

### Duration

Your study permit is generally valid for the duration of your study period plus 90 days (so that you may arrange for travel home or apply to extend your stay). When your study permit expires, you are expected to leave Canada. If you finish your program earlier than expected, your permit will expire 90 days after the date you complete your studies, regardless

of the expiry date printed on the permit. If you are not able to finish your studies before the expiry date on your permit, you will need to extend your study permit.

### **Co-op and Work Permit**

You are eligible to apply for a co-op work permit if you hold or have applied for a Study Permit and are taking part in one of New Image College's Co-Op programs. Your co-op work permit can only be used for this kind of work, that is, Co-Op placement. If you haven't already applied for your study permit, you can apply for your co-op work permit at the same time. Make sure to include the Work Agreement Letter when applying for that type of permit alongside your Study Permit. IRCC will process your co-op work permit with your study permit application.

### **Travelling outside Canada**

If you are planning to leave Canada to visit another country during your period of studies, it is important that you ensure that your entry document will be valid for when you plan to return. Depending on your country of citizenship, you may need a temporary resident visa (TRV) or an electronic travel authorization (eTA) to enter Canada. Find out which document you will need by clicking <https://www.cic.gc.ca/english/visit/visas.asp>

### **What is next?**

Once you have been approved, IRCC will issue you a Letter of Introduction approving your permits and also issue an eTA (if applicable) or a Temporary Resident Visa (that will be attached to your passport).

Once you arrive in Canada, the Border Officer will issue your legal paper permits.

Please make sure to take a picture/scan the permits and send them to us. Please notify us immediately when you have received this letter.

This letter is not your Study Permit. When you enter Canada, a border services officer will issue your official Study Permit upon presentation of your Letter of Introduction, your Letter of Acceptance from New Image College, and other necessary proof and documents. You may also be required to answer questions as directed. The border services officer has the final say on who is allowed to enter Canada.

### **Extend your Study Permit**

If you want to study in Canada longer, you need to extend your study permit.

You should apply to extend your study permit at least 30 days before your current permit expires. However, we recommend you apply more than 30 days before it expires.

If you need to renew your Social Insurance Number (SIN) or health insurance, you need a valid study permit. If you wait until there are only 30 days left, you may have problems renewing these, because your study permit will be expiring.

We are not permitted to answer questions about your visa, New Image College can only provide general information about study and work permits. You must ask a qualified immigration consultant detailed and case-specific questions. You can also reach out to IRCC directly or via their website. If your permits are set to expire during the course of your program, you must apply for extensions for both your Study and Work permits.

### **Transferring from another Post-Secondary Institution – DLI Change**

If you already have a valid study permit for post-secondary studies in Canada, you must notify IRCC that you will be transferring to another DLI.

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

Changing the post-secondary school on your account is free and requires no application process.

What you will need:

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

### **SIN Number**

A Social Insurance Number (SIN) is a 9-digit number issued by Service Canada, a Canadian government department. You need a SIN before starting work in Canada and to file taxes. You will also need to provide your SIN to New Image College for tax purposes. You can only apply for your SIN once you’ve arrived in Canada because you will need your Study Permit for that. You can only get your SIN after you’ve arrived in Canada because you need your study permit at the airport or border crossing before you can apply. Make sure to follow the steps below once you have arrived:

#### **Check your study permit conditions.**

To be eligible for a SIN, you must have a study permit with at least one of the following conditions:

*“May accept employment on or off campus if meeting eligibility criteria, per paragraph R186(f), (v) or (w) and must cease working if no longer meeting these criteria”*

*“May work 20 hours per week off campus or full time during regular breaks if meeting criteria outlined in paragraph 186(v) of the Immigration and Refugee Protection Regulations”*

*“May accept employment on the campus of the institution at which registered in full-time studies”*

You can also apply if you have a work permit, such as a co-op work permit, a Post-Graduation Work Permit, or a spousal work permit.

### **If your study permit does not state, you can work**

You must either "amend" or "change the conditions" of your study permit depending on your circumstance if you are qualified to work in Canada as a student. You can apply for a SIN after you've received your new study permit with conditions allowing you to work.

### **Applying for a SIN as an international student**

We advise you to submit an online SIN application. If you experience difficulties applying online, you can also apply by mail or request an in-person appointment.

Even without a Canadian mailing address, you can apply online for a new or extended SIN or confirmation of a SIN if you are outside of Canada and hold a study or work permit. You'll also need a passport, a form of identification that verifies your address, and a work or study permit. If the document is not written in English or French, you must translate it.

Click here to apply: <https://www.canada.ca/en/employment-social-development/services/sin/apply.html>

### **Type of work permitted**

If you meet the work eligibility requirement and you've applied for the SIN, you can work for a job that is considered insurable employment. Insurable employment is work under the authority of an employer in Canada who controls your wages, hours, and tasks.

### **Typical processing times**

- Online applications may take 15 business days.
- Mail applications may take 25 business days.
- If you applied in person, you'll receive the SIN during your visit.
- If your application has exceeded normal processing times and you have not received a letter, please contact the SIN Program.

### **Your SIN digits after applying**

International students get a SIN starting with the number "9", which lets employers know that you are a temporary resident in Canada.

Your SIN will remain the same unless you become a permanent resident, in which case you can apply for a new SIN which doesn't start with the number '9'.

### **Keeping your SIN safe**

Protecting your SIN is important because it is thought to be sensitive personal information that shouldn't be shared. Be wary of phoney emails or phone calls that want your SIN or other sensitive information.

### **English Only**

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

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

International students have come to New Image College to improve their English skills, and we teach in English. This is only possible if students make an effort to speak English at all times. In addition, to successfully complete the program as a Co-Op student, you must complete the work term as an essential and integral part of your program of study, which requires you to speak in English.

Failing to comply with the English Only policy is considered a Minor Infraction under New Image College's Disciplinary Action Policy.

## **Domestic Students**

### **Health Insurance in BC**

The Government of B.C. health plan is called the Medical Services Plan (MSP). It pays for basic, medically required health services. These include some doctor visits, medical tests, and treatments.

Not all health costs are covered by MSP. For example, you have to pay for dentists, optometrists, and physiotherapists yourself.

### **MSP is for all B.C. residents who are Canadian citizens or permanent residents.**

Everyone living in British Columbia (BC) for **more than 6 months** is required to enrol in MSP, except for students with existing coverage from another Canadian province or territory.



Contact your health coverage institution from the province you are coming from to ensure that you are covered in B.C. and won't need to apply for MSP. Usually, you can keep coverage while studying full time in B.C., but different provinces require different notifications and documents.

If you come to British Columbia without coverage under MSP or another provincial or territorial health plan and will be here for 6 months or longer, you should apply for MSP online immediately upon your arrival.

**Applying for MSP and BC Services Card**

You will need a BC Services Card to [access health care services](#). Follow these steps to get your BC Services Card.

1. Apply for MSP.

- Complete and send the [BC MSP enrolment form](#).
- You can also [apply online](#).

2. Visit an ICBC driver licensing office. After you apply, you will receive a letter in the mail. Take the letter to an ICBC driver licensing office. You will also need to take 2 pieces of identification.

- [Find out what kind of identification you will need](#).
- [Find an ICBC office near you](#).

**Overview of process**

<b>When to apply</b>	Immediately after arriving in British Columbia
<b>Cost</b>	\$0
<b>Processing time</b>	You may have to wait for up to 3 months for your application to be processed.
<b>How</b>	<a href="#">Apply for MSP online</a> (recommended) or by mail, wait for your letter of instruction, and take the letter and a primary and secondary photo ID document such as your driver's license or your BC ID Card, to an ICBC office near you.

**Moving from Ontario**

If you're moving from Ontario to study for more than seven out of twelve months, you need to confirm your coverage before you leave.

To keep your OHIP coverage while studying full time in another province or territory in Canada, you must bring proof to the nearest ServiceOntario centre that you:

- have lived in Ontario for at least five months in the 12-month period immediately before leaving.
- proof of residency required (e.g., most recent income tax assessment, valid Ontario driver's licence, utility bill)
- are enrolled in full-time academic studies elsewhere in Canada (e.g., letter on school letterhead)

Service Ontario

Locations: <https://www.ontario.ca/locations/serviceontario>

Call Monday to Friday, 8:30 a.m. to 5:00 p.m. Eastern time, excluding holidays.

416-326-1234 or Toll-free: 1-800-267-8097

### **Moving from Manitoba**

If you are leaving Manitoba permanently, you should apply to the Registration and Client Services Unit for an Out-of-Province Certificate.

Coverage by Manitoba Health will continue for the remainder of the month in which you arrive in your new province or territory plus two additional months (except personal care home benefits). Immediately upon arrival to your new province or territory, be sure to contact that province's or territory's health insurance plan to arrange for continuity of coverage.

General Inquiries Line: 204-786-7101 or Toll Free: 1-800-392-1207

Email: [InsuredBen@gov.mb.ca](mailto:InsuredBen@gov.mb.ca)

### **Moving from Alberta**

Leaving Alberta for studies for an extended period of time may impact your Alberta Health Care Insurance Plan (AHCIP) coverage. You can leave Alberta and keep your AHCIP coverage if:

- you are staying in another province or territory for less than 12 consecutive months.
- you are staying outside Canada for less than 6 consecutive months.

You must return to Alberta and maintain a permanent residence on the conclusion of your stay outside Alberta.

If you are not or will not be physically present in Alberta for at least 183 days in a 12-month period, contact AHCIP and let us know.

Office hours: 8:15 am to 4:30 pm (Monday to Friday, closed statutory holidays)

If possible, have your personal health number ready when you call.

Phone: [780-427-1432](tel:780-427-1432)

Toll free: [310-0000](tel:310-0000) before the phone number (in Alberta)

Email: [health.ahcipmail@gov.ab.ca](mailto:health.ahcipmail@gov.ab.ca) – For general information or non-personal questions only.

### **Moving from Saskatchewan**

If you attend school full time outside of Saskatchewan, within Canada, and plan to live in Saskatchewan after completing your studies, you need to update your health registration information online or complete the following forms, to retain Saskatchewan health coverage:

1. Apply for extended absence from Saskatchewan.

<https://www.ehealthsask.ca/forms/Forms/Notification%20of%20Extended%20Absence%20-%20Fillable%20-%20Feb%2024%202022.pdf>

2. Saskatchewan Student Certification

<https://www.ehealthsask.ca/residents/health-cards/PublishingImages/Pages/Eligibility-for-Health-Benefits/Saskatchewan%20Student%20Certification.pdf>

### **All other provinces**

Please check your provincial health coverage website for accurate guidelines.

## **Work Experience – Co-Op Program**

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

- Esthetics Co-Op
- Nail Technician Co-Op
- Film Makeup Masters Co-Op
- Professional Makeup Artist Co-Op
- Film Acting Conservatory Co-Op
- Co-Op Film Acting 1

### **Eligibility**

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**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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

**NIC**

The Co-op is an optional program that is suited to international students who performed well in the study portion of their program and can handle the professional workload of participating in a Co-Op placement.

Please keep in mind that eligibility to participate in the program is determined throughout the study period, even though a student may register in advance for their Co-Op Work Term.

Please be aware that a Co-Op placement is similar to a typical job search after graduation or outside of Co-Op, where an employer selects a successful candidate from a pool of applicants. As a result, we strive diligently to only make eligible students who will succeed in the work experience.

We assess the following qualities in prospective students through your study section:

- Strong oral communication skills.
- Demonstrated professionalism and good academic conduct while attending classes.
- Demonstrated time management, and teamwork qualities.
- Demonstrated maturity, enthusiasm, flexibility, and reliability.
- For Esthetics and Nails Co-Op, students must also demonstrate strong customer service and an array of NIC spa performed services.

In addition of the above, the following eligibility requirements are the same for all Co-Op programs:

- Be a registered, full-time student in a Co-Op program.
- Have an average of 60% or higher in each of the modules taken.
- Have an average of 60% or higher attendance.

## **Work Period Requirements and Employment Criteria**

- Students must have a Co-Op work permit for the term of their work period within their Co-Op program.
- Students are available to accept work within regular business hours.
- Each employment position needs to take place in Canada and be approved by the Co-Op Department as a suitable and appropriate placement to meet the learning outcomes required for completion of the Program.
- The student will engage in meaningful and practical experience through hands-on learning during the work period of their Program.
- The student will receive remuneration for the work performed.
- The student's progress on the job is monitored monthly by the Co-Op Department at New Image College.
- The student's performance on the job is supervised and evaluated by the student's Co-Op employer.
- Time spent in a work period must be no more than 50% of the time spent in the program of study and follow a formalized sequence.
- The student will be responsible for any cost related to the CO-OP work program including, but not limited to, transportation to and from the interview and placement, criminal record checks, etc.

## Program Hours and Learning Objectives

### Esthetics Co-Op

Total Program Length	1974 hours
Co-Op Study Period	987 hours
Co-Op Work Period	987 hours
Credential	Diploma

#### Learning Outcomes:

- General hand and foot maintenance
- Customer service and Communication skills
- Retail sales
- Nail design
- Speed and accuracy in application
- Event production
- Spa bookings and clientele management
- Body massage and Hair removal
- Dermatology and skin care and analysis
- Understanding and management of salon business
- Introduction to aromatherapy
- Physiology and histology
- Esthetics product knowledge
- How to own and operate a spa or salon

### Nail Technician Co-Op

Total Program Length	800 hours
Co-Op Study Period	400 hours
Co-Op Work Period	400 hours
Credential	Diploma

#### Learning Outcomes:

- General hand and foot maintenance
- Customer service
- Retail sales
- Nail design

- Artificial nails
- Speed and accuracy in application
- Event production
- Communication skills
- How to own and operate a spa or salon

**Film Makeup Masters Co-Op**

Total Program Length	2000 hours
Co-Op Study Period	1000 hours
Co-Op Work Period	1000 hours
Credential	Diploma

Learning Outcomes:

- Product knowledge
- Makeup application for film and video
- Body painting
- Event production
- Speed and accuracy in application
- Communication skills
- Film character makeup, fantasy makeup, and special effects

**Professional Makeup Artist Co-Op**

Total Program Length	880 hours
Co-Op Study Period	440 hours
Co-Op Work Period	440 hours
Credential	Certificate

Learning Outcomes:

- Product knowledge
- Retail sales
- Customer service
- Beauty makeup application
- Hair design
- Body painting
- Event production
- Speed and accuracy in application

**Film Acting Conservatory Co-Op**

Total Program Length	2920 hours
Co-Op Study Period	1960 hours
Co-Op Work Period	960 hours
Credential	Diploma

Learning Outcomes:

- Theatre acting
- On-camera acting
- Background acting
- Voiceovers, movement, voice and speech training
- Text analysis
- Scene study
- Event productions
- Live performance
- Public speaking
- Action for actors

**Co-Op Film Acting 1**

Total Program Length	1920 hours
Co-Op Study Period	960 hours
Co-Op Work Period	960 hours
Credential	Diploma

Learning Outcomes:

- Theatre acting
- On-camera acting
- Background acting
- Voiceovers, movement, voice and speech training
- Text analysis
- Scene study
- Event productions
- Live performance
- Public speaking
- Action for actors

**Co-Op Attendance**

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

## **Study and Work Permits Instructions**

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

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

## **Appropriate Work Experience**

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

## **Work Experience Hours**

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

## **Correct Sequence of Work Experience**

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

## **Final Work Report**

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



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

## **Meetings**

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

## **Consultation and Evaluation**

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

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

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

## **Joint Evaluation**

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

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

## **Assistance**

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

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

## **Co-Op Graduation Documents**

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

## **Co-Op Job Placement**

The New Image College Co-Op department will assist students in finding Co-Op work placements, which will be posted as they become available. When offers are made to students, they must decide whether to accept the position immediately (within 48 hours), and if the position is accepted, students must forgo any other interviews. Students can also plan their own work placement; however, the appropriateness of the employer must be evaluated by New Image College first. Students are in charge of delivering the Co-Op manuals and related documents to the host company. If a student is unable to work during regular business hours due to personal circumstances, New Image College will no longer assist with placements.

## **Job Interview**

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

## **Confirming Placement**

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

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

## **Students obtaining their own Co-Op Experience**

Students may conduct their own research, set up interviews, and accept or reject an offer at their discretion. Students who accept a job offer, on the other hand, must adhere to all Co-Op placement forms as guidelines. Students who

accept an employment offer must confirm with the New Image College Co-Op department that the placement meets the required learning outcomes for the program of study. Therefore, before beginning any Co-Op work obtained on their own, students must submit the Host Company information to New Image College and request for approval by New Image College with regards to the adequacy of the employer prior to commence Co-Op work. Please also make certain that your employer abides by labour relations laws (<http://www.lrb.bc.ca/>).

## **Unforeseen Situations**

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

## **Co-Op Withdrawal**

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

## **Co-Op Program Changes**

### **Cancelation/Withdrawal of the Co-Op Term**

If the student desires a credential just for the study period of the program, they must submit this request in writing 1 week before the study end period. There is a program change administrative fee of \$250.

### **Joining the Co-Op Term**

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

## **Tuition and Refunds**

### **Payment Plans**

New Image College offers various payment plan structures to our students to assist with the financial pressures in today's world. It's important to note that payment plans are not obligatory; they are a privilege extended to our students.

Monthly payments within the payment plans are not intended to cover the costs of education for that specific month. The tuition fees encompass the total program, and any applicable refund policies are based on the total tuition due for the entire program.

You may choose to opt-in for a payment plan with its specific terms and conditions of payment plan that are outlined in your contract by signing the Tuition Payment Plan Agreement.

Full tuition must be paid 30 days prior to the completion of the study portion of the program. In the event of a withdrawal, cancellation, or dismissal, any bursaries or scholarships awarded will become null and void, and any refund calculations will be based on the total tuition due.

If you wish to modify my post-dated payment option it is required to give 7 business day's notice to [accounting@newimage.ca](mailto:accounting@newimage.ca) and there is an administrative fee of \$40.00 for each modification.

You will need to supply a post-dated payment method. These post-dated payments must be submitted 30 days before your scheduled program's orientation date to avoid delays in your start date.

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

## **Tuition Post-Dated Payment Options**

- Auto Withdrawal Authorization Form
- Post-dated Cheques
- Credit Card Authorization Form (4% service fee applies)

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

## **Administration Fees and Lateness**

A \$40.00 administration fee will apply to your monthly tuition fees if the following occurs:

- Your credit card does not approve on the arranged payment due date.
- You have not supplied updated credit card details to charge your card on your payment due date.
- Your auto pull and/or cheques has been returned as non-sufficient funds.
- Any payment that is not made on the payment due date.

Late fees related to being delinquent in payment - first the above administration fee will apply + an additional fee of

\$2.50 each day that the payment is late.

## **Tuition Deposit Methods**

Upon completion of certain financial obligations under the contract, New Image College will release the Letter of Acceptance, Work Letter and any other Verification of Enrollment needed.

### **Cash**

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

### **Interac Email Transfer**

Recipient Email Address: [accounting@newimage.ca](mailto:accounting@newimage.ca)

Question: What school are you attending?

Answer: newimage

### **Auto Withdrawal**

This is a direct draw of funds from your Canadian bank account.

### **Credit Card**

4% service fee applies. Visa, MasterCard, JCB and Amex.

Please contact your credit card company in advance to authorize New Image College to charge your card for the stated amounts on your registration contract. Fax the credit card authorization form to 1-604-685-8870 or scan and email the form to [accounting@newimage.ca](mailto:accounting@newimage.ca)

### **Cheque**

Make cheques payable to New Image College #987 Granville St., Vancouver, BC, Canada, V6Z1L3

### **PayPal**

New Image College will credit your tuition account the “net” deposited into the college’s bank account..

### **Bank Transfer**

Transfers to include \$20 fee. New Image College will credit your tuition account the “net” deposited into the college’s bank account.

Beneficiary Information

Account Name: Global Model and Talent Inc

Account Name: 987 Granville St, Vancouver, BC, Canada V6Z 1L3

Banking Information

Bank Name: Royal Bank of Canada

Bank Address: 685 West Hastings St, Vancouver, BC, Canada, V6B 1N9

Account Number: 065501019363 (12 Digits All Together)

Swift Code: ROYCCAT2

## **Academic Hold Policy Due to Tuition and Payment Issues**

**Policy Statement:**

This policy outlines the procedures and implications associated with placing students on academic hold due to failure to meet tuition and payment obligations at New Image College.

**Scope:**

This policy pertains to all presently enrolled students at New Image College who have surpassed a 30-day timeframe without rendering payments for tuition, administrative fees, or any pending balances, and have not undertaken efforts to establish a mutually acceptable financial arrangement.

**Policy Details:**

**Notification and Communication:**

- Students will be notified of any outstanding tuition and payment obligations via email.
- Students will receive a notice of intent to place an academic hold if their outstanding balance remains unresolved by the designated deadline. (TUITION PAYMENT PLAN INFRINGEMENT NOTICE)

**Academic Hold Implementation:**

- An academic hold will be placed on the student's account once their outstanding balance surpasses the stipulated deadline for payment.
- The academic hold status will restrict students from attending classes and/or projects.
- Students on academic hold will have restricted access to email, Google Classrooms and events until the financial matter is resolved.

**Transcripts and Graduation:**

- Students under an academic hold will not be able to request official transcripts/customized letters until the financial hold is cleared.
- Unpaid late fees will be applied to the student's final tuition receipt. The late fee amounts are determined based on the date of payment.
- To be eligible for the release of graduation documents(e.g., certificates, diplomas, and transcripts) and or move to the Co-Op portion of the program (if applicable) students must settle all outstanding balances, including late and administrative fees, with New Image College.
- Graduation documents will not be released until the student's account is clear of any outstanding debts.
- Clearance of the financial hold is a prerequisite for participating in commencement ceremonies.
- Students under academic hold must contact the Accounting Department to discuss their outstanding balance and explore potential payment arrangements.
- The Accounting Department will work with students to establish a feasible payment plan aimed at resolving the outstanding balance within a reasonable timeframe.

**Hold Removal:**

- The academic hold will be removed once the outstanding balance is fully resolved, or an agreed-upon payment plan is in place.
- Students will regain access to course enrollment and online resources upon clearance of the academic hold.

**Debt Collection Process:**

- In cases where a student's outstanding balance remains unresolved despite notifications and academic hold implementation, dismissal, and/or the program has reached its end date, New Image College reserves the right to engage a professional collection agency to recover the debt.
- The collection agency may initiate contact with the student through various means, including phone calls, letters, and emails, to pursue debt resolution.

**Repercussions of Debt Collection:**

- Engaging a collection agency will have an adverse impact on the student's credit rating, potentially leading to decreased credit scores and hindrances in obtaining loans, credit cards, and other financial services in the future.
- Students with unresolved debt sent to a collection agency may be subject to legal actions and potential court proceedings to recover the outstanding amount.

- The student's personal information, as required for debt collection purposes, will be shared with the collection agency, adhering to all relevant privacy regulations.
- The academic hold will remain in place until the collection agency confirms full resolution of the outstanding debt.
- Once the debt is resolved with the collection agency, it is the responsibility of the student to notify New Image College and provide confirmation of debt settlement.
- After confirmation of debt settlement, New Image College will initiate the process of removing the academic hold and reinstating access to academic resources.

It is essential for students to understand the gravity of the financial obligations associated with their enrollment at New Image College. This policy is intended to maintain the financial stability of the institution while ensuring that students are aware of the potential consequences of failing to meet their tuition and payment obligations. New Image College is committed to working with students to find reasonable solutions and payment plans to prevent academic holds and debt collection whenever possible.

## **Financial Aids**

During your registration process, your advisor will discuss various options of methods to pay your tuition fees. The following are options for you to consider. For certain methods of payment, you may require a Confirmation of Enrollment (COE). This letter will be issued to you once you have completed the registration process with your advisor.

Payment plan and financial commitments are agreed upon signing the school's contract. We understand that financial matters can be daunting, but it is important to clarify that student aid funding, for example, does not come from the school, and therefore, it is not the school's responsibility. The responsibility of approving and disbursing funds lies solely with the student aid organization and programs as per your notice of assessment.

## **National Student Loans and Provincial Student Loan**

National and Provincial Student Loans are available to Canadian Citizens, Permanent Residents and landed Immigrants who are enrolled in a full-time program at New Image College.

The amount of funding you receive is based on the tuition, length of your program, fees, books, supplies, household income, available resources, marital status, and other factors and reaches a maximum yearly level that varies province by province.

Please contact one of our Advisors who are available to help answer your questions and provide detailed information on any aspect of the qualifying criteria and maximum loan amounts to your specific situation.



To apply for student aid in British Columbia, go to [www.StudentAidbc.ca](http://www.StudentAidbc.ca). Refer to the "Applying for a BC Student Loan" guidelines for assistance and more information or call Student Aid BC at 1-800-561-1818.

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

### **National Student Loan Program Information**

National Student Loan funding

Phone – Toll-Free: +1 (888) 815-4514

### **Registered Education Savings Plans – RESP**

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

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

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

### **Life Learning Plan (LLP)**

LLP is a program that allows Canadian residents to withdraw funds from their Registered Retirement Savings Plans (RRSPs), without penalty, to fund their education. The LLP allows you to withdraw up to \$10,000 per year (to a maximum of \$20,000) for you, or your spouse, without the withdrawal being taxed. You have up to ten years to pay back your withdrawal. To apply, you must have an official letter of acceptance for a full-time program from New Image College.

*Note: The financial options that have been presented have no affiliation with New Image College and are listed for information only. Please read carefully the full text (and the fine print) of any contract in which you engage and be sure you understand it before you sign it. New Image College is not responsible for terms and conditions imposed by third-party services.*

## Refund Policy

- Tuition fees are indicated on each of our program outlines and the Student Enrolment Contract.
- In the case of a withdrawal/cancellation/dismissal, bursaries and scholarships are null and void and refund is calculated based on full tuition due.
- Be advised that the Application Fee is non-refundable, unless specified otherwise in the Refund Policy
- New Image College Refund Policy is in accordance with the PTA Act established by the Private Training Institutions Branch (PTIB) of British Columbia.

Approved Programs – In-class, or Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal :	
<ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> <li>• More than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> <li>• No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>• After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.

<ul style="list-style-type: none"> <li>• After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	No refund due.
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>• A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, or Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>• Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>a) The program start date in the most recent Letter of Acceptance</li> <li>b) The program start date in the enrolment contract</li> </ol> </li> <li>• Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>• No later than seven days after student signed the enrolment contract, and</li> <li>• Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course material.
<ul style="list-style-type: none"> <li>• More than seven days after student signed the enrolment contract, and</li> </ul>	Institution may retain up to

<ul style="list-style-type: none"> <li>• Before the program start date.</li> </ul>	10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>• No later than seven days after the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has completed no more than 10% of the program.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has completed no more than 10% but less than 30% of the program.</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has completed more than 30% but less than 50% of the program.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>• Student has completed 50% or more of the program.</li> </ul>	No refund due.

\* **Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>• If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>• The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

Programs that do not require approval – programs that have tuition of \$4,000 or more and that are not solely provided through distance education:	Refund Due
--	------------

<ul style="list-style-type: none"> <li>● The student does not attend the program, and</li> <li>● The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:             <ul style="list-style-type: none"> <li>a) the start date of the program in the most recent Letter of Acceptance</li> <li>b) the start date of the program in the enrolment contract.</li> </ul> </li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>
--	---

New Image College will pay the student within 30 days of receiving a notice of withdrawal or a copy of refusal of a study permit, as applicable.

## Private Training Institutions Branch

New Image College is certified by the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education and Skills Training. Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. Please be advised that under section 61 of the Private Training Act, the Registrar is authorized to collect, use, and disclose personal information in accordance with the Registrar’s regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

For more information about PTIB, go to [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

## Refund Methods

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

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

E-transfer: \$20 administrative fee. Please provide an email address.

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

- Full name as the beneficiary.
- Full address as the beneficiary, including postal/ZIP code (PO Box is not acceptable).
- Date of birth.
- Phone number (including country/city codes).
- Account number or reference number.
- The financial institution name and address.
- SWIFT for the beneficiary bank or IBAN number.

- Intermediary Bank name + SWIFT code + IBAN or ABA (Intermediary Bank is the Institution that converts international currency to your Country's currency)

## **Student Loan Borrower Guide**

### **What is Student Aid BC?**

Student Aid BC helps eligible students with the cost of their post-secondary education through loans, grants, bursaries, scholarships and other programs. It also has programs for borrowers who need help repaying their loans.

Student financial assistance is needs-based and is not intended to fully fund your post-secondary education and living costs.

Most Student Aid BC programs provide financial assistance where students and their immediate families do not have the resources to meet the costs of post-secondary education and basic living expenses.

Federal and provincial government student financial assistance programs exist to supplement, not replace, funds available to students through work, savings/assets and family resources/ income. The program considers income and resources against basic educational costs and a moderate standard of living. It is important to note that not all students receive the maximum amount of funding and that your educational and living costs may exceed the amount you'll receive from Student Aid BC.

A basic principle of Student Aid BC and the Canada Student Loans Program is that the main responsibility for the funding of post-secondary education rests with the student and the student's parent(s), stepparent(s), sponsor(s), legal guardian(s) or spouse.

Be sure to investigate all possible funding options before seeking assistance with the federal and provincial governments.

And remember to read the Declaration on your Student Aid BC application and any related appendices so that you understand the details of the binding legal contract you are entering with the provincial and federal governments.

If you are a B.C. resident planning to attend New Image College, this guide is a source for information on applying for student financial assistance for the 2019/2020 program year for classes starting between August 1, 2019, and July 31, 2020.

While support is available from both the provincial and federal governments, the loan process is integrated for administrative purposes. A single application form is used to determine your eligibility for student financial assistance from both governments.

## **Application Deadlines**

The latest you can apply for full-time assistance is six weeks before your study period ends, as long as you have provided all the required documentation.

You do not have to be accepted into your program of study before applying for student assistance; however, you will not receive any funding until New Image College confirms you are enrolled in full-time studies and your study period has begun.

## **Budget Calculator**

Completing the budget worksheet will help you determine how much money you will need during your study period. Please email [studentcoordinator@newimage.ca](mailto:studentcoordinator@newimage.ca) for a blank template.

## **Studying Full Time**

### **Signing an enrolment contract**

Once you have been accepted by New Image College, you must sign an enrollment contract.

### **Verification**

The information you provide on your Student Loan application is subject to verification at any time.

Each year, a percentage of files are reviewed to verify the information provided by students, their spouse/common-law partner and/or their parent(s)/stepparent/sponsor/legal guardian. If the information you provided is verified, you will need to support your application with documentation.

False or misleading statements or failure to fully disclose information may restrict you from receiving further student financial assistance including loans, grants and repayment assistance.

### **Before you sign the declaration**

You must read the declaration on your Student Aid BC application and any related appendices, so you understand the details of the binding legal contract you are entering with the provincial and federal governments.

**IMPORTANT:** Have you and/or your parent(s)/stepparent/sponsor/legal guardian or spouse/ common-law partner (if applicable) filed your Canadian income taxes? Income information from the Canada Revenue Agency is used to calculate your financial need when applying for Student Aid BC funding. Your previous year's Canadian income tax

information will be used in the assessment of your financial need. If you and/or your parent(s)/stepparent /sponsor/legal guardian or spouse/ common-law partner (if applicable) haven't filed your previous year's income taxes, processing of your Student Aid BC application may be delayed while your income is verified.

### **Receiving full-time student financial assistance**

To receive full-time student financial assistance, you must:

- be a Canadian citizen, permanent resident or have protected person status.
- have a valid Canadian Social Insurance Number.
- be a resident of British Columbia.
- be pursuing full-time studies as your primary occupation.
- be enrolled full-time in an eligible program of study at a designated post-secondary institution.
- be able to demonstrate financial need.
- make academic progress and achieve satisfactory scholastic standing in each period of post-secondary study.
- have either completed Grade 12 (or equivalent), be 19 years of age or attend a program approved by the Industry Training Authority; and
- pass a credit check if you are 22 years of age or older and applying for the first time.

Note: You can apply to only one province for funding.

You may not be eligible for student financial assistance if:

- you are delinquent or in default of previous student loans.
- you are participating in a bankruptcy-related event.
- the information you have provided is being verified, or have an over award (in this case, your funding may be withheld); or
- you are incarcerated or have any outstanding warrants for your arrest.

### **Residency - Are you a resident of B.C.?**

To receive student financial assistance, you must be a resident of B.C.

To determine residency, students are classified either as "dependent" or "independent".

- "Dependent" students are considered to be financially dependent on their parent(s), step- parent(s), sponsor(s) or legal guardian(s) and have never been married, do not have dependent children, have not been out of high school for 48 months and have not been in the labour force for two periods of 12 consecutive months.

As a dependent student, you are a resident of the province in which your parent(s), step- parent, sponsor or legal guardian have most recently lived for 12 continuous months as of your first day of classes. If they do not live in B.C., you must apply for financial assistance from the province or territory in which they lived for 12 consecutive months as of your first day of classes. If you are a permanent resident under sponsorship, your



sponsor must complete Appendix 1. Residency is based on where your sponsor lives. You may only apply for funding from one province or territory.

- “Independent” students are considered to be financially independent of their parent(s), stepparent(s), sponsor(s) or legal guardian(s), have dependent children, have been out of high school for more than 48 months or have been in the labour force for two periods of 12 consecutive months.

As an independent student you are a resident of B.C. if:

- you have lived in B.C. all your life; or
- B.C. is the province where you last lived for 12 continuous months, as of your study start date, not including months of full-time post-secondary study; or
- you arrived in B.C. as a permanent resident or protected person, and will attend school in B.C., and you have not lived in any other province for 12 continuous months. If you are not a B.C. resident as defined above, you are not eligible for financial assistance through Student Aid BC. You must apply for assistance through your home province or territory.

## Receiving Income Assistance

Generally, students are not eligible for benefits from the B.C. Ministry of Social Development and Poverty Reduction while they are enrolled in post-secondary education. The exception is students with permanent disabilities who receive disability assistance.

Contact your employment-assistance worker to discuss your education plans and the financial assistance available to you.

## Loans for Full Time Students

The province of British Columbia offers Canada-B.C. integrated loans. An integrated student loan has two lenders, the governments of Canada and British Columbia. However, it is administered as a single loan, which streamlines service delivery as students sign a joint federal-provincial loan agreement and have a single point of contact for managing their loans. When it's time to repay, students make just one monthly payment towards their integrated loan balance.

Interest is not charged on the provincial portion of your Canada-B.C. integrated loan. The interest on the Canada Student Loan portion of your student loan is paid by the federal government while you are attending school full-time. You must be enrolled in at least 60% (40% for students with permanent disabilities) of a full-time course load. Repayment will begin six months after your studies end. You are responsible for repaying the total amount loaned to you.

If you are approved for full-time funding through Student Aid BC you need to complete and agree to the Terms and Conditions of the Master Student Financial Assistance Agreement (MSFAA). The MSFAA is a legal agreement between you, the Province of British Columbia, and the Canada Student Loans Program about borrowing and repaying your student loans.

Grants and bursaries for full-time students.

## Grants

When you apply for Student Aid BC funding, you will be automatically considered for loans, grants and bursaries from both the Government of British Columbia and the Government of Canada. An Appendix 8 – Request for Permanent Disability Programs is required for accessing grants for students with permanent disabilities. Students who qualify for a student loan and meet the grant eligibility requirements may be eligible to receive one or more student grants.

For grants: <https://StudentAidbc.ca/sites/all/files/form-library/studentguide.pdf>

## How Do I Apply?

To complete Student Loan application, you will need to complete the following steps:

1. Successfully complete the application and registration process with your Program and Career Advisor.
2. Complete the financial assessment with your Program and Career Advisor that includes the Budget Worksheet.
  - Check your eligibility for the maximum funding limits. Remember that not all students receive the maximum amount of funding, and that your educational and living costs may exceed the amount you'll receive from Student Aid BC.
  - Look for other resources to help pay for your school and living costs (this will help reduce your debt load when you finish school) such as: family, part-time employment, bursaries and scholarships or jobs through your school.
3. Set up a mobile card:  
You need your BC Service Card with Picture or Driver's License (Combo Card) with BC Service Card.

## Photo BC Services Card

If you're already enrolled in the Medical Services Plan (MSP), you can get a Photo BC Services Card to

- Replace your Care Card
- Use as a reliable piece of photo ID

If you drive, a more convenient option is to combine your driver's licence with your BC Services Card.

## Follow the steps to get a Photo BC Services Card

Before you go

- If you have a BC Services Card, or still have a Care Card, make sure the name on that card exactly matches the name on your driver's licence. If not, call Health Insurance BC

- 

What to bring

- Two acceptable pieces of ID
- Your BC Services Card - if you have it
- Your CareCard - if you have it

Where to go

- Visit an ICBC driver licensing office and confirm you're a B.C. resident
- They'll take your photo
- Your Photo BC Services Card will be sent to you in the mail

The Card



1. BC Services Card

The card is a BC Services Card only.

The first, middle and last name of the individual.

3. Card Issued Date

The date an individual had their identity verified at an ICBC driver licensing office.

4. Card Expiry Date

Renew your BC Services Card by this date.

5. Date of Birth

6. Magnetic Stripe

Used by card readers, it contains the same information that appears on the card.

**7. Not a Driver's Licence**

This card is not to be used or accepted as a driver's licence.

**8. Personal Health Number**

A unique number assigned by the Ministry of Health to eligible beneficiaries.

**9. Barcode**

Used by scanners, it contains the same information that appears on the card.

**10. Card Serial Number**

## **How to set up the BC Services Card App**

If you have a BC Services Card, or you still have a Care Card, make sure the name on that card exactly matches the name on your drivers' license. If not, call Health Insurance BC. If you are 19 years of age and older and needs a photo BC Service Card:

Before you set up the BC Services Card app, make sure you protect your device.

### **Get started**



- Get the BC Services Card app
- Open the app



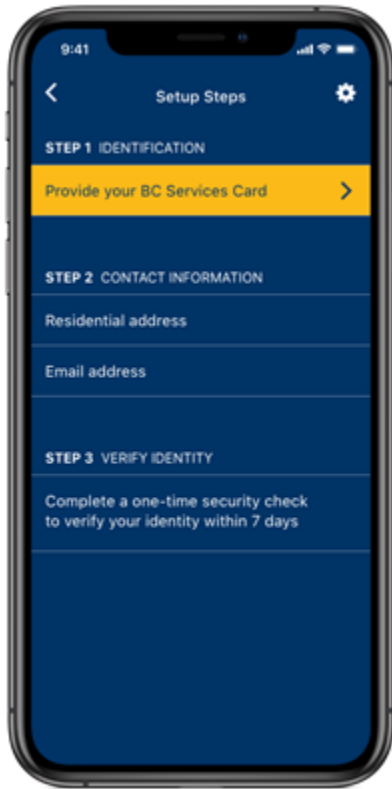
- When prompted, is it recommended you allow notifications?
- With notifications enabled, you'll be able to remember a paired device to use the next time you log in
- Read and accept the BC Login Service Terms of Use
- Review privacy information and learn how to protect your device.

### Step 1: Provide your ID

**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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



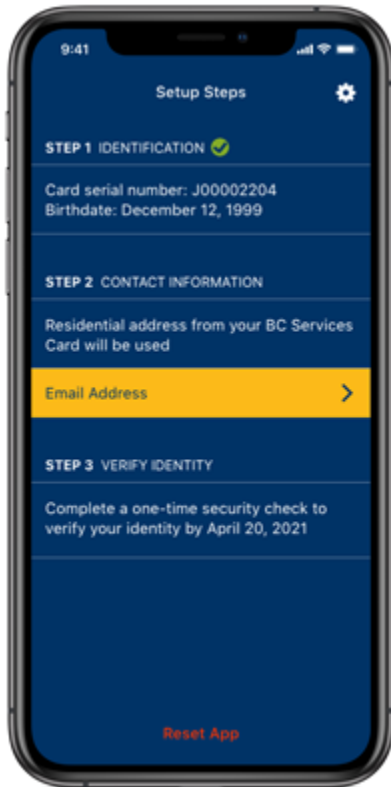


The ID types accepted and the number of IDs you need to provide depend on what type of BC Services Card you have.

The names on all ID provided must match. If you're using a Non-Photo BC Services Card and the name on your additional ID doesn't match what's on your card, you can go in person to verify your identity in step 3 and bring documentation that shows both names – such as a marriage certificate.

Note: if you have the app set up on another device, you can skip the next steps and scan a QR code to complete setup.

## Step 2: Provide your email address



Your email address will be used to contact you about your logins or changes to your account.  
You will be asked to confirm your email address by entering a code that is sent to your email account to:

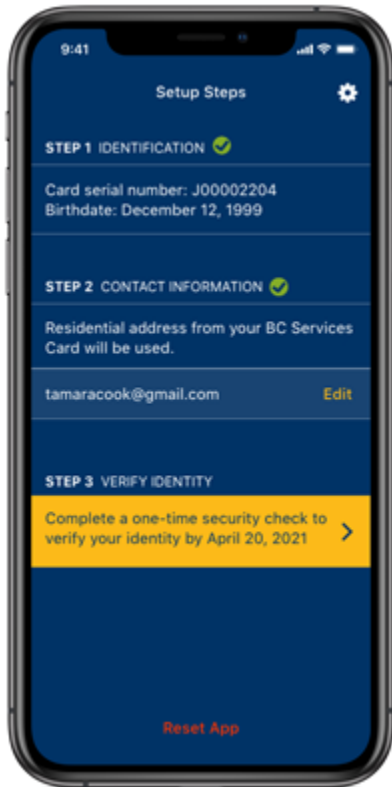
- Make sure you entered the email address correctly
- Prove you have access to that email account

**Step 3: Verify your identity**

**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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





Complete a one-time security check to verify your identity.

- Verify your identity by video – see below
- Verify your identity in person - see below

Verifying your identity is important:

- It proves you are who you say you are
- It makes sure no one else can set up the app with your ID
- It helps protect your privacy
- It makes the app more secure with enhanced levels of security

Verify your identity within seven days of adding your card to the app. If you can't complete it within that time, simply start again when you're ready.

All new full-time student loan applicants will need to have their identity verified prior to accessing the student loan application via their online Student Aid BC dashboard.

You are considered a new applicant if you have not previously received funding from Student Aid BC.



**Students have two options to verify their identity**

**1. In-person at a Service BC Centre**

You must always bring your BC Services Card.

You must also bring:

- The iPhone, iPad or Android mobile device you're setting up the app on
- Any additional photo ID you provided in the app

Name different? If the names on the ID you present do not match the name on your Non-Photo BC Services Card, you must bring documentation that shows both names, such as a marriage certificate. You can also call HIBC to update the name on your non-photo BC Services Card to match your supporting ID.

*For applicants who cannot visit a Service BC location*

*There may be situations where students are studying out of province or they may have an exceptional circumstance that prevents them from visiting a Service BC location to have their identity verified. This could impact both applicants over and under the age of 19's ability to access the full-time student loan application. These students will be required to contact Student Aid BC to seek permission to have a guarantor verify their identity. If/when the student has been deemed eligible, they will be provided a "Guarantor Form" exclusively from Student Aid BC. See a sample of the Guarantor Attestation form that was included with this FAQ.*

**2. Online using Mobile Video Chat**

Enhanced levels of security make using the BC Services Card app more secure and help protect your privacy. This means you must verify your identity to set up the app. You can do this right from your mobile device by sending a video to Service BC. To send a video:

- Take a video of yourself in the app and send it to Service BC anytime
- A Service BC agent will review your video to verify your identity
- It may take a few days to be verified

Can't send a video? You can have your identity verified during a short video call with a Service BC agent. Calls are accepted Monday to Friday 7:30 am – 5 pm Pacific Standard Time – except statutory holidays. Your identity can be verified in person at a Service BC location.

**Steps to verify by video**

The steps are the same when having a video call with Service BC and when sending a video to Service BC.

Open the app

- Open the BC Services Card app on your mobile device
- If you don't have it yet, get the BC Services Card app

Complete steps 1 and 2 in the app

- Provide your BC Services Card
- If you have a Non-Photo BC Services Card, also provide additional photo ID to help verify your identity
- If you need more help, read how to set up the app

Choose an option

- Decide if you want to have a video call with Service BC or send a video to Service BC.

Provide additional information

- Take a photo of your face for the Service BC agent to compare with your ID
- Take the video of yourself (if applicable)

Start your video call, or send your video

- If you talk to a Service BC agent in a video call, your identity will be verified during the call
- If you send a video to a Service BC agent, you'll get an email back once your identity is verified

Verifying your identity is important

- It proves the card you're setting up as a mobile card belongs to you
- It helps protect everyone's privacy
- It makes your mobile card more secure with enhanced levels of security
- Verify your identity within 7 days of adding your card to the app. If you can't complete it within that time, simply remove and add your card again when you're ready.

**BC Services Card login option for students who don't have a mobile device**

Student Aid BC promotes the BC Services Card mobile app as a safe and secure way for students to log in to their Student Aid BC Dashboard.

Students who do not have a mobile device (smartphone or tablet) can now set up their Student Aid BC account and log in to the Dashboard using their BC Services Card along with a small device (BC Token).

To obtain a BC Token, students must visit a Service BC Centre and bring their BC Services Card (if it doesn't have a photo, they should bring additional ID). Once their identity is verified, they will get a BC Token and a receipt that they will use to set up their username and password on any computer.

To log in to Student Aid BC using a BC Token with a username and password, students need to click on 'Login with BC Services Card' on the Student Aid BC Dashboard.

For assistance with issues related to the BC Token process, please contact the BC Services Card Help Desk.

## Begin your Student Loan Application

PLEASE NOTE: Allow 30-45 minutes to fully complete the application. Ensure you read the questions slowly and answer correctly. Any inaccurate information may affect your application.

You will need the following

- Your SIN number
- Student Number (Find on Contract);
- Contract: Program Information, Start and End dates, Student Number, etc. (Find on Contract) Line 150 of the past year tax return.
- All income and expense information to complete this application.
- Date you graduated high school (MM/YYYY).
- How much your parents/family support you financially during your study period.
- How much income you will make during your study period?

On your iPhone, iPad, or Android mobile device with your mobile card:

- Open the BC Services Card app
- Choose to pair with another device
- Enter the pairing code from step 4
- When prompted, agree to log in with your mobile card

Return to the website on your computer or laptop:

- Follow the instructions to continue login
- Should you require assistance, you have a few options
- Click the “?” icon that is beside the question you need help with. This will open a new tab with the guidance on how to answer the specified question.
- Contact Student Aid BC at 1-800-561-1818 (Hours: 8am-4:30pm PST) or [www.StudentAidbc.ca](http://www.StudentAidbc.ca)
- Contact New Image College Student Services at 604-685-8807 or email your Program and Career Advisor

### WRITE DOWN YOUR LOGIN INFORMATION HERE FOR FUTURE REFERENCE

Username: \_\_\_\_\_

Password: \_\_\_\_\_

- When you are registered/logged in, click ‘Apply for a Student Loan’
- Click the calendar year that you will be starting school
- Verify your personal information. Click ‘Save and Continue’
- Your personal information will be automatically filled in

## Helpful Tips

### Program Information

Select your Program of Study – from the drop-down list

Note down the code that appears in brackets beside your program, you will need to refer to this to answer another question in this section

PROGRAM NAME/CREDENTIAL	PROGRAM/FACULTY	PROGRAM CODE
Acting – Conservatory Year 1 Diploma	Select Arts & Sciences	XIR7
Acting – Conservatory Year 2 Diploma	Select Arts & Sciences	XIR7
Esthetics Program Diploma	Select Arts & Sciences	TXB7
Nail Technician Program Diploma	Select Arts & Sciences	PTE7
Film Makeup Masters Diploma	Select trades	PTF7
Professional Makeup Artist Certificate	Select trades	PTF8
Cutting Edge Advanced Prosthetics Diploma	Select trades	TCY7

### Course Load

Course load for all programs offered at New Image College are: 100%

### Student Number

Your student number is located on the top right-hand corner of your registration document

### Selecting your program from the drop-down menu

If you do not see your program date, please select “My program date is not found”

Once you have selected this option, they will ask you to confirm that New Image College can complete an appendix 3

Please confirm that they may send New Image College certain information, so we can complete this form online for you as soon as possible

Then move forward to entering your dates manually on the student loan application.

### Question #45

No, New Image College programs are not co-op programs for Canadian Residents

### Question #51

Are any amount that you have received as a bursary or scholarship from any Government Body, High School or New Image College

**Question #52 b**

(b) Is your employment during school. Monthly employment x the number of months your program of study is = Question #52b

**Question #52 c**

(c) is the amount that your parents/sponsor(friend)/legal guardian will be supporting you during your study period. This could be the deposit you may have put down for your tuition. This could be a monthly support amount.

**Credit Check**

A credit check is done on all first-time, full-time applicants to Student Aid BC who are over 22 years of age on the first day of their classes. Funding will be denied if you have had at least three instances when installments on three or more loans or debts over \$1,000 were more than 90 days overdue.

**Living Allowance**

The monthly student living allowances for each category of student are intended to cover costs for shelter, food, local transportation, and miscellaneous expenses. They are standard allowances for a moderate standard of living established by the federal government. The allowances vary based on a student’s living situation and the province or territory where they will be studying. Allowances for living situations can be found in the Student Aid BC Policy Manual, at [www.StudentAidBC.ca](http://www.StudentAidBC.ca).

Note: These allowances are used to calculate your financial need and may not be the monthly amounts you will receive. The amount of student financial assistance available to you is determined by your assessed need, whether you have dependents, the length of your study period and the maximum amounts set by the Canada Student Loan Program and by Student Aid BC.

**What happens after I apply?**

**Notice of Assessment**

Once Student Aid BC has processed your application for financial assistance, a Notification of Assessment (NOA) will be posted to your dashboard account.

The NOA will:

- Indicate the type of funding you have been approved for (loan, grant/bursary).
- Show the amount of money you have been approved for.
- Tell you when you are eligible to receive your money.
- Include a 10-digit Master Student Financial Assistance Agreement (MFSAA) number.

If you are approved for full time funding, you need to complete and agree to the terms and conditions of the Master Student Financial Assistance Agreement (MSFAA).

The MSFAA is a legal agreement between you, the Province of B.C. and the Canada Student Loans Program about borrowing and repaying your student loans. It is a multi-year agreement, so you won't have to submit a new agreement every time you apply for funding through Student Aid BC. If you need to complete an MSFAA, you will receive an email from the National Student Loans Service Centre with instructions.

### **Confirm your enrolment**

Before your student loan and/or grant funding can be released, New Image College must confirm that you are enrolled in an eligible, full-time post-secondary program for the entire study period for which you have been awarded funding. New Image College confirms your full-time enrolment directly with Student Aid BC.

Once your confirmation of enrollment is processed, your funding can be released. New Image College cannot confirm enrolment prior to the disbursement date.

### **What if I want to appeal my assessment?**

Not everyone receives the full-time student financial assistance they may think they should be receiving. If you are not approved for funding or think that your circumstances require special consideration, you can ask for an appeal of your assessment. Please note that if you have been approved for a maximum award for your study period, this is not subject to appeal. Visit [www.StudentAidBC.ca](http://www.StudentAidBC.ca) for more information.

### **What can I do if my appeal is denied?**

In some cases, an appeal request will be referred to the independent appeal committee for further consideration. The committee includes members of the public, students and financial aid officers from B.C. colleges, institutes and universities. The committee reviews each case individually and makes recommendations to the Deputy Minister of the Ministry of Advanced Education, Skills and Training.

### **How to cancel an application**

If you choose to cancel your application, notify Student Aid BC by email at: [SABC.AdminUnit@gov.bc.ca](mailto:SABC.AdminUnit@gov.bc.ca) requesting your application be cancelled and reference your Student Aid BC application number. You cannot request your application be cancelled over the phone. An application cannot be cancelled if you have already received funding for this study period.

### **What are my obligations while at school?**

After you have received your funds and are attending classes, there are things you must do to keep your loans in interest-free status and stay eligible for future funding.

### **Pay tuition and other required fees first.**

The financial assistance that you receive is for your education. Your first responsibility is to pay your tuition and other required fees to New Image College. That has priority over all other costs for which you may have received funding.

**Continue in full-time studies.**

To stay eligible for full-time loans and/or grants, you must attend full-time for the entire study period for which you have received funding.

**Maintain a satisfactory scholastic standing (successful completion).**

Students must attain a satisfactory scholastic standard to be eligible for student financial assistance.

**Maintain interest-free status.**

You are not required to make principal or interest payments on your existing student loans while you are enrolled in an approved full-time study program at New Image College.

## What if my circumstances change?

If there are any changes in your circumstances after you have applied for student financial assistance, you must notify Student Aid BC by completing an Appendix 7:

- Request for Reassessment. Download the Appendix 7 at [www.StudentAidBC.ca](http://www.StudentAidBC.ca).
- Complete and submit the form to Student Aid BC.
- The completed Appendix 7: Request for Reassessment form and supporting documentation must be received by Student Aid BC no later than six weeks before your study period end date. Funding cannot be issued after your studies end date.

## Repaying your loan

It's time to start repaying your full-time loan six months after you:

- have graduated from or otherwise finished your studies
- have transferred from full-time studies to part-time studies
- are taking time off school for more than six months, or
- have reached your lifetime limit for student financial assistance.

You will repay your student loans through the National Student Loans Service Centre (NSLSC).

You will receive details of your personalized repayment terms before you enter repayment.

If you don't make contact with the NSLSC, your loan payments will start to automatically be withdrawn from the same bank account where your loans were deposited. If you don't have money in that account, you may enter into default, which could affect your credit rating.

### Exit Interview for Student Loan Borrowers

As you approach your graduation date, Student Services will schedule an exit interview with you to provide essential information and support regarding your student loans. This interview aims to help you understand your responsibilities as a borrower and prepare you for successful loan repayment. During the exit interview, Student Services will cover the following topics:

- **Navigating Your Student Loan Accounts:** Guidance on how to access and manage your student loan accounts.
- **Reviewing Repayment Options:** An overview of the different repayment plans available to you, helping you choose the one that best fits your financial situation.
- **Financial Resources:** Information on additional financial resources that may assist you in managing your student loan repayment.
- **Updating Contact Details:** Ensuring your contact information is current with both the government and NIC, so you receive all important communications regarding your loans.
- **Consequences of Non-Payment or Non-Response:** A discussion on the potential consequences of not making payments or failing to respond to loan servicers, including default and its impact on your credit.
- **Repayment Checklist:** A comprehensive checklist of all the steps you need to take to successfully manage and repay your student loans.
- **Personal Financial Budgeting:** Tips and tools for creating a personal budget that supports your loan repayment and overall financial health.

The goal of this exit interview is to provide you with the information and support you to effectively manage your student loan repayment and fulfill your responsibilities as a borrower.

If you have any questions or concerns about your student loans, please reach out to Student Services for assistance. We are here to help you succeed!

### When does interest start accumulating?

Interest begins accumulating on your loan as soon as your study period ends. You are not required to begin making payments until the first day of the seventh month after your study period ends; however, you can make payments anytime during your study period and your six-month non-repayment period. Be aware that interest is charged during the non-repayment period. You have the option of paying it; or, adding it on to your principal balance at repayment (consolidation) time.

### What interest rate will I pay?

The interest rate for the Canada portion of your integrated student loans is either a floating interest rate (the prime rate plus 2.5 percent) or a fixed rate (the prime rate plus 5 percent). The Canada portion of your integrated loan will automatically be charged the floating interest rate unless you choose to change to the fixed rate. Switching from a fixed



to a floating rate is not permitted. As of February 19, 2019, the interest rate for B.C. Government-issued loans were eliminated.

### **What happens if I don't repay my student loans?**

As a borrower, you are required to fulfill your obligations and responsibilities so it's important to fully understand the terms and conditions of your loans as indicated on the Master Student Financial Assistance Agreement (MSFAA).

Missing payments could lead to:

- added interest charges on the federal component of your Canada-BC Integrated student loan.
- the loss of eligibility for future Student Aid BC funding.
- being contacted by a collection agency.
- a bad credit rating and inability to get credit.
- the loss of future income-tax refunds and tax rebates.
- being taken to court.
- garnishment of your wages; and/or
- liens against your property.

All repayment activities are reported to the credit bureau. If you are having difficulty making your loan payments, contact the NSLSC. There are many programs and services available to help you manage your payments and to avoid defaulting on your loan.

## **Contact Information and Important Resources**

### **Repayment**

[https://players.brightcove.net/2456793370001/uqkGU5crh\\_default/index.html?videoid=5859486027001](https://players.brightcove.net/2456793370001/uqkGU5crh_default/index.html?videoid=5859486027001)

### **Orientation**

[https://players.brightcove.net/2456793370001/uqkGU5crh\\_default/index.html?videoid=5859470801001](https://players.brightcove.net/2456793370001/uqkGU5crh_default/index.html?videoid=5859470801001)

### **YouTube**

The National Student Loans Service Centre is now on YouTube! Check out their channel for more information on the support they offer borrowers throughout their student loan experience:

<https://www.youtube.com/c/NationalStudentLoansServiceCentre>

### **Student Aid BC Phone**

1-800-561-1818 toll-free from anywhere in Canada or the US.

250 387-6100 from outside North America

### **Student Aid BC Mailing address**

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**Gastown Location**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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

**NIC**

Student Aid BC - PO Box 9173, Strn. Prov. Govt. Victoria, BC V8W 9H7

**National Student Loan Service (NSLSC) Phone**

1-888-815-4514 (Within North America)

800 2 225-2501 (Outside North America)

**National Student Loan Service (NSLSC) Mailing address**

National Student Loans Service Centre - P.O. Box 4030 Mississauga, ON L5A 4M4

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Canada, V6A 1K3

**Granville Campus**

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## Waiver: Release of Information Form

NEW IMAGE  
COLLEGE

### WAIVER: RELEASE OF INFORMATION FORM

Waiver: Release of Information Form  
Page 1 of 1

STUDENT NAME (FULL & LEGAL)

PHONE NUMBER

EMAIL

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):

NAME

PHONE NUMBER

EMAIL

New Image College requires your written permission before we can release specific information to third parties. This waiver is in effect until you withdraw your permission, in writing, to New Image College, or turn 19 years of age.

STUDENT SIGNATURE

DATE

**Gastown Location**  
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Canada, V6A 1K3

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

**NIC**

(604) 685-8807 · Fax: (604) 685-8870 · info@newimage.ca · newimage.ca

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## Student Statement of Rights

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

- Students have the right to be treated fairly and respectfully by the institution.
- Students have the right to a student enrolment contract that includes the following information:
  - amount of tuition and any additional fee for your program
  - refund policy
  - if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
  - whether the program was approved by PTIB or does not require approval.
- Students must make sure they read the contract before signing. New Image College will provide you with a signed copy. Students have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint. Students have the right to make a claim to PTIB for a tuition refund if:
  - New Image College ceases to hold a certificate before you completed an approved program
  - Students were misled about a significant aspect of your approved program.
  - You must file the claim within one year of completing, being dismissed or withdrawing from your program. For more information about PTIB and how to be an informed student, go to:  
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

## Policies and Procedures Acknowledgement

- 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 enrollment 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.
- I consent to receive my T2202 form electronically from New Image College.

STUDENT NAME (PLEASE PRINT)

STUDENT SIGNATURE

DATE SIGNED (YYYY/MM/DD)

PARENT/GUARDIAN SIGNATURE (IF UNDER 19 YEARS OF AGE)

DATE SIGNED (YYYY/MM/DD)

INITIAL THAT YOU HAVE READ AND UNDERSTAND THESE POLICIES AND PROCEDURES

**Administration Office**

57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

**Granville Campus**

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



## Schedule A: For Nail and Esthetics Students

By signing and dating below I, \_\_\_\_\_ (please print), acknowledge that the Nail Kits for future students might include different items from mine or might include items that mine does not currently include.

STUDENT SIGNATURE

DATE SIGNED (YYYY/MM/DD)

**Administration Office**  
57 East Cordova St., Vancouver, BC,  
Canada, V6A 1K3

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

**NIC**

## Schedule B: Acting Student Release of Liability Statement

I, \_\_\_\_\_ (please print), hereby acknowledge and agree that my participation in acting scenes as part of the learning curriculum at Global Model and Talent Inc. dba. New Image College (the “College”) New Image College Entertainment Corp. is entirely voluntary and at my own risk.

I understand that engaging in acting activities involves physical and emotional exertion, and there is a possibility of injury. I acknowledge that the College has taken reasonable precautions to minimize the risks associated with these activities, including providing appropriate training and supervision.

By signing this release of liability statement, I hereby release, discharge, and hold harmless Global Model and Talent Inc. dba. New Image College (the “College”) New Image College Entertainment Corp., its directors, instructors, employees, and agents from any and all claims, demands, actions, or causes of action arising out of or in connection with my participation in acting scenes.

I affirm that I have read this release of liability statement, understand its contents, and voluntarily agree to its terms.

STUDENT NAME (PLEASE PRINT)

STUDENT SIGNATURE

DATE SIGNED (YYYY/MM/DD)

PARENT/GUARDIAN SIGNATURE (IF UNDER 19 YEARS OF AGE)

DATE SIGNED (YYYY/MM/DD)

INITIAL THAT YOU HAVE READ AND UNDERSTAND THESE POLICIES AND PROCEDURES

**Administration Office**

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