

CANADIAN COLLEGE OF BUSINESS, SCIENCE & TECHNOLOGY

STUDENT HANDBOOK

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A Message from Your Director

Welcome to the Canadian College of Business, Science & Technology and thank you for choosing us for your training needs. We will do our best to ensure that you achieve your training goals. Our staff has helped thousands of students succeed and we will help you too!

The Canadian College of Business, Science & Technology is one of the GTA's largest and most successful private career colleges. Our philosophy is based on responding to the unique training needs of each student and our courses are developed to meet the requirements of the local job market. Our success is based on a dedicated and knowledgeable team who care about your success.

CCBST Offers:

- **100% Instructor-Led Training** — Learn from professionals with industry experience. All classes are taught by qualified instructors who can guide you and answer your questions as you work through each module. Trained backup facilitators/instructors are on hand at all times to mentor, encourage, assist, and monitor your progress.
- **Flexible Online Training** — Learn from experienced industry professionals. Our asynchronous courses allow you to learn at your own pace while receiving support from qualified instructors. Our Learning Management System (LMS) portal — the EXAM CENTER — provides robust course materials to support your learning at every step.
- **Complete Hands-On Training** — We want to make sure all students are ready for the workforce. Learn by working on the newest versions of all the latest software.
- **Flexible Scheduling and FREE Refresher Courses** — Classes are offered in morning and afternoon sessions. Should you require, you are welcome to repeat any module of your course for FREE at any time, even after your course has finished. Some conditions apply — please speak to the Campus Administrator for details.

This handbook is designed to help make your time with us rewarding and productive. It contains important information on academic and graduation policies, student services, and career services. If you have any questions, please ask. Our staff is committed to your success in your new career.

Our Training Philosophy

You will find when you begin your classes that the people who make up the student body come from a wide range of backgrounds. Each person brings a life experience that can and should be shared.

Our programs are designed not only to develop technical skills, but also to develop the qualities that employers want: initiative, discipline, the ability to solve problems, and the ability to work as part of a team. For this reason, we intentionally create and foster an office-like environment in our classrooms. Our codes of conduct, policies, and regulations have been developed with the employer–employee relationship in mind.

Attitudes cannot be taught — they can only be refined. For this reason, we place much of the responsibility for your progress squarely on you.

Government Registration, Licensing & Trademarks

The Canadian College of Business, Science & Technology is registered and approved by the Ministry of Colleges and Universities (MCU). Diploma-level programs taught at the college are registered with the appropriate government body under the Ontario Career Colleges Act, 2005, S.O. 2005, c. 28, Sched. L.

Academic Policies

Admission Requirements

In order to qualify for admission into any diploma or certificate course or program, all applicants must attend an initial interview and receive a positive recommendation from the Admissions Department. The minimum admission requirements are:

- An understanding of the English language. See the section on English Proficiency.
- Grade 12 diploma (Ontario) at the advanced or general level, or equivalent. Applicants must provide proof prior to or at the time of enrolment. OR
- A passing grade on the entrance exam (Wonderlic SLE) if a mature student — 18 years of age or older in the Province of Ontario. Proof of age is required.
- For NACC courses: a complete medical check, police clearance, and Vulnerable Sector Check are required. There may be additional program admission requirements — please see the Admissions Department for details.

English Proficiency

All courses provided by CCBST require an understanding of the English language. We are interested in your success, so English upgrading opportunities may be recommended before beginning your program. For NACC programs, an English literacy test will be administered as part of the pre-admission process as required by NACC.

Academic Exemption (Credit for Prior Learning — CPL)

Credit for previous education and training will be awarded to students who successfully pass a challenge examination. A score of 70% or better is considered a pass. Up to 40% of a diploma program may be exempted — this is an internal institutional limit established by CCBST. Where CPL is granted, the study period will be shortened and tuition fees adjusted accordingly.

A student may request to write a challenge exam in any course. This request must be received prior to starting classes and a fee of \$40.00 applies for each challenge exam. Credit for a successful challenge will be applied to the program you are enrolled in. Note: credentials from Private Career Colleges are not accepted for direct CPL transfer — a challenge exam is required for any such prior learning.

Attendance Policy

Students are expected to attend all classes. Regular attendance is not only a good habit — it is also important for professional growth and is directly related to academic success. A permanent record of your attendance is maintained.

Please give as much advance notice as you can if you are unable to attend class. Send an email to the campus as soon as possible stating the reason for your absence.

Hours of Attendance

Students must complete at least 25 hours per week (100 hours every 4 weeks). Attendance is reviewed daily and weekly by the college. Class hours for instructor-led classes are at the sole discretion of the college or based on the discretion of the funding body or agency.

Attendance Records

In-Person Programs

Each day you attend the college, your arrival and departure times are recorded manually. These records are kept confidential and are part of your permanent file, subject to audit by the government, sponsoring agencies, or their designated agents.

Online Programs

Attendance is tracked through the Student Exam Center Portal (LMS). Students must log in and log out daily. Attendance is calculated based on login/logout time, activity within the portal, and participation in scheduled sessions.

If a student forgets to log out: attendance is capped at 5 hours per day based on verified activity data. Adjustments to attendance records are permitted up to 10 times per program. After the 10th adjustment, any further missed or incomplete logins/logouts are recorded as absent. Where any adjustment affects an OSAP-funded student's weekly hours, the Financial Aid Administrator must review whether a Student Activity Update Form (SAUF) is required before the next Confirmation of Enrolment submission.

Attendance Monitoring and Warning Escalation

Where a student records fewer than 25 hours per week, the following graduated process applies:

Timing	Action	Detail
Week 1	First Written Warning	Campus Administrator emails a first warning noting the attendance shortfall.
Week 2	Second Written Warning	Second written warning issued. Student advised further shortfall triggers final warning.
Week 3	Third Written Warning (Final)	Final warning. Student advised failure to meet requirements in Week 4 will result in withdrawal.
Week 4	Withdrawal Notice	Withdrawal notice issued. Date of Withdrawal recorded. OSAP reporting obligations triggered for funded students.

A student who is absent for the first 14 consecutive days from their program commencement date — without providing written notice — will be immediately withdrawn. No graduated warning applies to this trigger.

A student absent for 28 consecutive days will be withdrawn regardless of prior compliance with the weekly minimum.

Note: A leave of absence is not permitted under OSAP. If a student ceases full-time attendance, the Ministry will be notified. Withdrawal after 28 consecutive days is mandatory under OSAP Active Participation Policy.

Make-Up Work

Students may be required to complete assigned make-up work. Attendance credit is granted only after instructor assessment and approval of the completed work.

Breaks

Students must treat their training as they would an employment situation. A 15-minute mid-morning or mid-afternoon break is standard. If you require an extended break (longer than 30 minutes), you must obtain permission from the instructor.

Online Learning and the Exam Center (LMS)

The college delivers programs through a flexible and blended learning model including in-person instruction, online synchronous (live) classes, and asynchronous (self-paced) learning. The Exam Center Portal is the official Learning

Management System (LMS), providing access to course materials, live sessions, assignments, assessments, and communication tools.

Student Responsibilities

- Log in and log out of the Exam Center Portal daily.
- Use only your assigned personal login credentials — sharing account access is prohibited and constitutes a breach of academic integrity.
- Complete and submit all coursework, assignments, quizzes, and exams through the LMS within specified deadlines.
- Monitor announcements, messages, and course updates in the portal regularly.

Equipment and Technical Requirements

Students must ensure they have reliable access to the following minimum technology before their program commences:

- A personal computer or laptop (Windows 10 or later, or current macOS).
- Stable internet connection with a minimum speed of 10 Mbps (fixed cable or DSL strongly recommended).
- A functioning webcam and microphone for live synchronous sessions.
- Google Chrome (preferred browser), or Safari, Firefox, or Microsoft Edge — kept regularly updated.
- Adobe Acrobat Reader or equivalent PDF software.
- Microsoft Office (latest version). Additional software as specified by the program.
- A personal email address and mobile phone number registered with the College.

Technical issues related to personal equipment or connectivity are not accepted as valid excuses for missed classes or incomplete work unless properly documented and communicated in advance.

Camera and Visual Confirmation Requirements

All students enrolled in online synchronous (live) classes must keep their camera on throughout each session. Continuous visual presence allows instructors to confirm attendance and monitor engagement. Attendance is verified at the beginning and at the end of each session. Students not visibly present during verification points may be marked absent even if logged in.

The following rules apply to camera compliance across the entire program:

Scenario	Status	Procedure
1st occurrence	Permitted — with documentation	Instructor logs the occurrence. Student must confirm the technical issue in writing to the Campus Administrator within 24 hours.
2nd occurrence	Permitted — with documentation + written warning	Same documentation as above. A written warning is issued advising that no further camera-off allowances remain.
3rd occurrence (and any subsequent)	Non-attendance recorded	The session (or the portion with camera off) is recorded as non-attendance. During any test or exam, camera-off at any point = automatic fail for that assessment, regardless of occurrence number.
Five consecutive sessions with camera issues	Written warning → Withdrawal (if unresolved)	One final written warning is issued with a 5-business-day resolution window. Withdrawal is initiated only if the issue remains unresolved after this warning.

Camera off during any exam or assessment = automatic fail for that activity, regardless of occurrence number.

Approved Communication Platforms

Official synchronous delivery uses Zoom (primary) or Microsoft Teams (secondary fallback). All official College communications are delivered by telephone or email. Consumer messaging applications (including WhatsApp) are not approved for official program delivery or College communication — they cannot produce the session logs required for regulatory compliance.

Active Participation Policy

All students are required to demonstrate a commitment to their studies and progress at a satisfactory rate. You demonstrate active participation by:

- Attending all scheduled classes and coming to class on time.
- Being prepared by reading the chapter before class and completing all homework and assignments.
- Being an active learner — listening, doing, and completing each task assigned.
- Remaining in class for the full scheduled time each day.
- Seeking help when you need it — academic, financial, and career guidance.
- Remaining in good academic standing.

Minimum Requirements — All Students

- Complete at least 25 hours per week of academic activity (full-time students).
- Complete all assignments, projects, and homework.
- Submit all quizzes, tests, mid-terms, and final exams on or before the scheduled date.
- Obtain a minimum of 65% in each course (minimum mark may vary by program).
- Maintain a minimum average of 65% in a diploma program.

A student may be placed on probation if the college believes the student has abused this policy. A verbal warning and a written warning will be issued before a student is dismissed for violation of the active participation policy.

For Online Programs — Definition of Non-Participation

Non-participation includes, but is not limited to:

- Failure to log into the Exam Center Portal regularly.
 - Keeping the camera off during live sessions without documented approval.
 - Lack of measurable activity or progress in coursework.
 - Failure to respond to instructor or Campus Administrator communications within specified timeframes.
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Diploma Program or Course Changes

Every request for a diploma program or course change will be considered, provided you have discussed the feasibility with the Admissions Office. You will be asked to provide a written request outlining your reasons and how the change will help you achieve your career goals. If approved, you will be required to complete a new registration contract.

Any courses you have completed may be applied to the new diploma program, provided they are listed on the new diploma selection list. Any changes to your program after you commence classes may affect your sponsorship or student loan funding — check with the Financial Aid Office or your sponsor before making a final decision.

Interruption and Resumption of Studies

Any prolonged period of non-attendance (more than 5 days) constitutes an interruption. The college will notify sponsoring agencies and/or student loan providers after 5 consecutive days of absenteeism.

If you must interrupt your studies but wish to return later, follow the appropriate procedure to obtain a leave of absence by contacting the Campus Director. An interruption may affect your eligibility for further funding — check with the Financial Aid Office.

Please note: non-attendance does not constitute official notice of withdrawal.

Scheduling and Curriculum Changes

Program outlines are provided to each student at the start of the program. Please note the scheduled end date for each course — this is when the final exam must be written. You may need to schedule extra time to adhere to your timetable and complete each course on the scheduled date.

Program End Date

Your program end date is specified in your Enrolment Contract. Students are expected to complete all courses in their diploma program outline by this date. For students through WSIB/LMR or Insurance: with the permission of your agency or insurance provider and the Campus Director, this end date may be extended (a valid written reason must be provided). The length of any extension is at the sole discretion of the Campus Director.

Tests and Final Examinations

Final examinations are normally scheduled for the last day of the course. Assignments and homework must be submitted by the due date or before the final exam. Additional in-class tests or quizzes are at the instructor's discretion.

- You may ask questions during an exam regarding the interpretation of exam questions. Answers are limited to interpretation questions only.
- You are not allowed to leave the classroom during an exam. You may leave once the session ends or when you submit the exam.
- No time extensions will be given on a test or exam. No additional time will be given if you are late.
- If you are absent for a test or exam without sufficient reason, you will receive a grade of zero. If you had special circumstances, submit a letter to the Campus Director within three business days. If approved, one make-up date will be arranged. Failure to write the make-up results in a grade of zero, which is not open to further appeal.
- Should any examination be cancelled due to extreme weather conditions, alternate arrangements will be made by the college.

Grading System

The Canadian College of Business, Science & Technology develops examinations to test the student's knowledge and ability to apply the skills they have learned. The following grade scale applies:

Mark %	Grade	Standing
90 and above	Honours	Pass with Honours
81–89	A	Pass
70–80	B	Pass

Mark %	Grade	Standing
65–69	C	Pass
64 and below	F	Below Minimum

Note: A score of exactly 65% = Pass (Grade C). A score of 64% or below is below the minimum and makes the student eligible to apply for a module repeat.

Examination Petitions (Re-writes)

The college may offer alternatives for a student to rewrite an exam in a course within a diploma program where the grade is less than 65%.

- Students may rewrite any exam up to 2 times (for a total of 3 attempts) at no charge.
- The 3rd and 4th attempts each require a fee of \$40.
- There is no 5th attempt. If the student fails the 4th attempt, they may repeat the module once at no additional charge. If the student fails the module repeat exam, there is no further attempt.
- For every retest, five marks will be deducted from the score achieved on that attempt.
- The student must inform the Campus Administrator in writing at least five business days before the requested rewrite date.
- Retests will not be permitted for students who have not completed assignments and homework on time or who have not been attending class regularly.

Academic Dishonesty — Cheating

Cheating on assignments, tests, or exams will not be tolerated. Any student caught cheating will face the following penalties:

- First offence: Zero on the assignment, test, or exam.
- Second offence: Expulsion.

Acts that constitute cheating include, but are not limited to:

- Use of any means of aid not expressly permitted — results in immediate dismissal from the exam.
- Copying — the act of copying to provide advantage to yourself or another student.
- Plagiarism — representing someone else's work as your own (homework, written papers, exams, lab assignments, published work, circuit designs, software, etc.).
- Unauthorized collaboration — two or more students working jointly on any assignment when not permitted by the instructor. Includes writing an assignment for another student.
- Theft or solicitation of another student's assignments, grade books, un-administered tests, or other academic material — results in immediate expulsion.
- Intentionally helping another student cheat. First offence = zero for both students. Second offence = dismissal.

Protecting Academic Integrity

All students and staff are responsible for protecting the academic integrity of the college. Some ways to achieve this:

- Report any irregularities immediately to your instructor.
- Cover your work during exams.
- Refuse to share old assignments, papers, or computer files.
- Do not leave your work unattended.

Repeating a Course

All students are welcome to repeat any module within their course at any time, even after the course has finished. All modules may be repeated for FREE — provided you have completed all hands-on exercises, homework, and assignments on time and were present in class as specified in the enrollment contract.

Where possible, the course to be repeated will be rescheduled after you have completed the balance of your program. The college will make an exception when the course to be repeated is a prerequisite to one or more subsequent courses. Please note that there may be a fee for course materials or the current textbook.

Please note the minimum grade required for graduation may vary by program.

Official Transcripts and Official Documents

Official Transcripts are issued for programs in accordance with the Ontario Career Colleges Act, 2005, O. Reg. 415/06.

1. An Official Transcript will be provided upon successful completion of all course requirements, provided all financial obligations have been met. A fee of \$25.00 will be levied for any additional Official Transcript requests.
2. Diplomas are issued by the Canadian College of Business, Science & Technology. The college will contact you as soon as your diploma is ready. A fee of \$50.00 will be levied for replacement of lost or damaged diplomas.
3. Certificates are issued by the Canadian College of Business, Science & Technology. A fee of \$30.00 will be levied for replacement of lost or damaged certificates.
4. Certificates will be awarded upon successful completion of the respective modules, provided the grade achieved is 65% or greater, and all financial obligations have been met.

The college shall ensure that students have access to their Official Transcripts for at least 25 years after the student terminates or completes their studies. See Ontario Career Colleges Act, S.O. 2005, c. 28, Sched. L.

Graduation Requirements for Diploma Level Programs

Graduation requirements for all students are:

5. Successfully complete all courses and other requirements as specified in the Diploma program outline.
6. Achieve a minimum overall average of 65% with no grade less than 65% (marks may vary by diploma program). Refer to your diploma program outline or program handbook for any additional requirements.
7. All financial obligations have been met.

It is your responsibility to ensure that you have met all graduation requirements. Obtain a progress report at the end of your training period and check with the Accounting Office to ensure financial obligations are met.

Graduation with Honours

To receive a diploma with the Honours designation, a student must obtain a minimum overall average of 90% with no grade lower than 65%.

Student Services

Privacy Policy

The collection, use, and disclosure of personal information by CCBST is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA), S.C. 2000, c. 5 — the federal private sector privacy law. CCBST is a private career college and is not subject to FIPPA or MFIPPA, which apply to public institutions and municipalities respectively.

The Ontario Career Colleges Act, 2005, S.O. 2005, c. 28, Sched. L also applies to information disclosure obligations specific to private career colleges.

The Canadian College of Business, Science & Technology is committed to and accountable for the protection and proper use of your personal information. Our commitment extends to meeting or exceeding all legislated requirements.

"Personal information" means personally identifiable information such as your name, address, email address, Social Insurance Number, complete birth date, and gender. Business contact information (name, title, business address, business email, business telephone of an employee acting in a professional capacity) is not considered personal information.

"Non-personal information" is information of an anonymous nature, such as aggregate data and demographic statistics.

Use of Personal Information

Personal information may be used by us for the following purposes:

- To manage and administer the delivery of training and services to CCBST students.
- To maintain the accuracy of our records in accordance with legal, regulatory, and contractual requirements.
- To contact students and graduates about training and services available from CCBST.
- To perform statistical analyses of student characteristics and behaviour to monitor and improve our operations.

Disclosure of Personal Information

We will not sell or rent your personal information. We will only disclose your personal information to third parties:

- Where you have specifically given us consent to disclose for a designated purpose.
- Who are acting on our behalf as agents, suppliers, or service providers, solely to enable us to deliver services you have requested.
- To government bodies (including MCU, OSAP, and NSLSC) as required by the Ontario Career Colleges Act, 2005 or OSAP Performance Requirements.
- As required by law, including by court order or lawful demand by a regulatory authority.

Please refer to your Enrollment Contract regarding "Consent to Use of Personal Information."

Privacy Breach Response

If you suspect a privacy breach has occurred, notify the Campus Administrator (or the Privacy Officer if the Campus Administrator is unavailable) immediately. The college will take all reasonable steps to stop the breach.

Under PIPEDA ss.10.1–10.3, the college is required to notify the Office of the Privacy Commissioner of Canada (OPC) and affected individuals for any breach that creates a real risk of significant harm — regardless of whether OSAP is involved. Where the breach involves OSAP documentation, the Ministry of Colleges and Universities (MCU) must also be notified.

To file a complaint with the OPC: www.priv.gc.ca | 1-800-282-1376

Access to Personal Information

You have the right to access your personal information held by CCBST. Submit a written request to the Privacy Officer. CCBST will respond within 30 days. No fee will prevent you from exercising your right of access under PIPEDA.

Online Class Recording Policy

Synchronous class recordings in which student faces are visible constitute the collection of biometric personal information under PIPEDA and OPC guidance. This section sets out the legal basis and conditions under which CCBST may save such recordings.

When Recordings May Be Saved

CCBST may save synchronous class recordings containing student faces only where all of the following conditions are met:

- Documented legitimate purpose: Recordings are saved solely for attendance verification and/or academic integrity purposes — not for general archiving, marketing, AI training, or any secondary purpose.
- Express written consent: Students have provided a signed, standalone recording consent form (separate from the enrollment contract) that specifically identifies the recording purpose, retention period, access restrictions, and student rights. A general reference in the enrollment contract or privacy policy is not sufficient.
- Defined retention period: Recordings are retained only for as long as necessary for the documented purpose — typically until the OSAP Confirmation of Enrolment for the relevant period is submitted, or a maximum of 90 days post-session, whichever comes first. They are then securely deleted.
- Access restrictions: Recordings are accessible only to authorized Campus staff for the specified purposes.
- Student rights: Students retain the right to access information about their recordings, request corrections, and challenge CCBST's compliance under PIPEDA.

Student Rights Regarding Recordings

You have the right to:

- Know whether a recording exists of any session you attended.
- Request access to the recording or a summary of what was recorded.
- Withdraw consent for future recordings (noting this may affect CCBST's ability to verify attendance for OSAP purposes).
- File a complaint with the OPC if you believe your recording information has been mishandled.

CCBST will never use recording data for any purpose beyond those stated in the consent form. Withdrawing consent will not result in adverse academic action.

Student Records

All student records are confidential. Records are retained for the period required under O. Reg. 415/06 (minimum 3 years from the date the student left the program; longer for OSAP-funded students in accordance with OSAP Performance Requirements).

Academic records are computerized and maintained by CCBST. No information about a student will be released or confirmed without proper written authorization from the student. The Ministry of Colleges and Universities (MCU) has the right to inspect student files without notice.

The college will cooperate, where it deems proper, with police or other government agencies investigating a crime. Upon presentation of a valid subpoena, the college will release a student's file to the court.

Change of Address and/or Personal Data

It is your responsibility to inform us of any changes to your name, address, telephone number, or other important contact information. Keeping your contact details current is essential — the college is not responsible for failure to reach you at an outdated address.

Student Identification

A student contract registration number has been issued to you upon enrollment. You may need it for: signing out additional resource materials; proof of identification to use college equipment or facilities; acquiring student bus passes; and obtaining official documents such as transcripts, tuition receipts, or letters.

Student Telephone Calls

The college will only relay a message in cases of extreme emergency. Try to inform the office about any situation where we may be required to relay a message (e.g., serious illness in the family, daycare, etc.). Students will have access to a phone should they need to make an important call — please keep calls to a minimum.

Hours of Operation

The college is generally open 5 days a week — Monday through Friday. Check with your campus to confirm their hours of operation.

Holidays

The college operates year-round. The college will be closed between Christmas and New Year's for a winter break. All statutory government holidays are observed.

General Illness

If you are unable to attend your program, contact your campus early in the morning by phone and email to the designated Campus Administrator. If you are sponsored, contact your funding agency regarding your absence. Absenteeism of more than 3 consecutive days requires a doctor's note, which must be submitted to the campus as soon as possible upon your return.

Facilities

Break Area / Lunchroom: Some campus locations have a break area or lunchroom for refreshments and breaks. Please keep the tone of your voice down so as not to disturb other students. Keep the area neat and tidy and discard any food left in the fridge on the same day.

Washroom Facilities: Please keep washroom areas tidy. Wipe any water spills from the counter and properly discard used paper towels.

Smoking: The college does not provide a smoking area or facility.

Cancellation of Classes

Classes are cancelled only in cases of public emergencies or extremely poor weather conditions. Call the campus before you leave home to ensure it is open.

Textbooks, Lab Fees, and Supplies

Textbooks become the property of the student once the course of study is available and issued upon receipt of full payment. Textbooks are supplied at the beginning of each course module — textbooks for courses not yet started will not be issued. All student data files and original software remain the property of the college.

You will be required to buy general school supplies such as pens, pencils, notebooks, and USB storage devices.

Lost or Misplaced Textbooks

Students are responsible for replacing lost textbooks at their own cost. Please keep your textbooks in a safe place.

Workstation Guidelines

- All media presentation material (cassettes and CD-ROMs) is copyright material and cannot be removed from the classroom.
- Leave your workstation clean and tidy.
- Obtain permission to remain at the workstation beyond your scheduled time.
- Do not leave personal belongings at the workstation.

The college reserves the right to inspect, at any time, the computer display, hard drive, and any media students bring into the facility, where there is reason to suspect an infraction of the rules.

Internet and Email

Your campus has provided you with internet and email access to assist you in completing course assignments. Please refrain from using these tools for personal use. All computers used at CCBST must be used in a responsible, efficient, ethical, and legal manner.

Unacceptable uses include: using the internet for any illegal activity; violating school policies or behaviour standards; accessing or transmitting pornography, hate literature, offensive or obscene materials, hacking tools, or viruses; invading others' privacy; gaining unauthorized access; using another user's account; using the internet to promote violence or hatred.

Students are responsible for their own actions while using college technology and internet resources.

Consideration for Others

Please be considerate of fellow students to maintain a quiet learning environment. Be especially considerate of students writing exams. Keep conversations in social areas designated by your campus. Mobile telephones must be turned off in class and examination areas.

Student Complaint Procedure

The Complaint Procedure provides students with two processes — Informal and Formal — to resolve concerns. Students are encouraged to address concerns immediately with the staff member involved.

Informal Complaint Process

Discuss any problems or concerns promptly with your instructor. If additional assistance is needed, your instructor will direct you to the appropriate staff member. If the matter is not resolved, proceed to the Formal Complaint Process.

Formal Complaint Process

In the event of an unsuccessful informal resolution, a meeting with the Campus Director may be requested.

8. Complete a Student Complaint Form (available at your campus) before meeting with the Campus Director. Include: the nature of the complaint, date of issue or occurrence, names of parties involved, and copies of any relevant information.
9. The Campus Director will arrange to meet with the student within 3 business days of receiving the written complaint. If a resolution is mutually agreed, the decision, reasons, and implementation plan will be documented on the Record of Complaint Form and signed by both parties.
10. Copies of all complaint and resolution documents are kept in the student file and in a separate file for three years.

Review Process

If the complaint remains unresolved after 3 business days, you may appeal to CCBST Head Office by completing the Request to Review Complaint Decision section and sending all complaint documentation to:

208-4900 Sheppard Avenue East, Toronto, Ontario, M1S 4A7 | Attention: Student Complaints

Every effort will be made to resolve the complaint within 10 business days of receipt. If a mutually satisfying resolution cannot be reached, you have the right to contact:

Superintendent of Private Career Colleges, Ministry of Colleges and Universities (MCU), 77 Wellesley Street West, Box 977, Toronto, Ontario, M7A 1N3

Expulsion Procedure

CCBST reserves the right to expel a student whose conduct is deemed unsatisfactory. Unsatisfactory conduct includes: academic fraud, non-payment of outstanding fees, violation of the code of conduct, significant omissions or errors in admissions documentation, academic failure, non-attendance, harassment or discrimination, misuse of college property, or endangerment of staff or students.

The following outlines the conditions under which a student may be expelled:

- Academic Fraud — any action performed alone or with others for unfair advantage, including: reproduction of CCBST courseware, unapproved collaboration, alteration of records, plagiarism, bribery, dishonesty, or cheating.
- Outstanding Fees — where a student has outstanding tuition or fees owing and has not addressed or made restitution within 7 days of written notification.
- Code of Conduct — where a student on suspension fails to comply with the terms of the college; where a student is found under the influence of drugs or alcohol or carrying weapons (immediate expulsion); or where a student has been disruptive or insubordinate.
- Admissions Policy — where a student has provided inaccurate information on their application.
- Academic Failure — where a student fails to meet the academic requirements of their program.
- Attendance — where a student did not meet the required attendance for the program, or has been absent without sufficient cause for 28 consecutive days.
- Harassment or Discrimination — see also the Sexual Violence Policy. For incidents involving sexual misconduct, the Sexual Violence Policy investigation process takes precedence.
- Misuse of College Property — damage, destruction, misuse, or theft of college property. The student will be required to make full restitution.
- Endangerment of Staff or Students — any act of assault or action that endangers the safety of any person at the college.

At the discretion of the college and depending on the severity of the incident, the following graduated steps may be taken before expulsion: verbal warning → written warning → suspension → expulsion.

Notification of Expulsion

A student subject to expulsion will be notified in writing, either by hand delivery or by registered mail with return receipt. The notification will contain the reason and the effective date of the expulsion.

If you wish to dispute the expulsion, you must file a written appeal within 10 business days of receiving the notification. Your appeal must state the grounds of the appeal and include any available supporting documentation. You may request a single extension of up to 5 additional business days in writing before the deadline expires, explaining the reason.

If the internal appeal is unsuccessful, you may file a further appeal through the Complaints process of the Ministry of Colleges and Universities (MCU), provided you are attending a registered program under the Ontario Career Colleges Act, 2005.

Fees Following Expulsion

Where a student has been expelled, they will be considered withdrawn from their program as of the effective date of the expulsion. The college will calculate the student's account as of that date and apply the Refund Policy (Ontario Career Colleges Act, 2005, O. Reg. 415/06, ss.24–35).

Return of Property

A student who is expelled is responsible for returning any college equipment or books (unopened, in original condition) within 10 days of expulsion. Failure to return property will result in the student being held financially responsible.

Emergencies

In case of fire, the fire alarm will sound continuously. Students must obey all college and other officials during emergencies. Check Evacuation Procedures posted in each classroom. Students must leave the premises immediately and in an orderly fashion. Report any hazards, accidents, or injuries immediately to a college official.

Student Dress Code

The college wants to help you prepare for the business world. While casual dress is acceptable, we encourage appropriate business attire. Please — no cutoffs, halter tops, ripped clothing, etc. The college reserves the right to request any student wearing inappropriate attire to leave and return once properly attired.

Disclosing Default Rates and Other Performance Indicators

Key performance indicators are the graduation, employment, and default rates for each program. The Ministry of Colleges and Universities (MCU) requires all post-secondary institutions to inform potential students of these indicators for the program they are considering. See Ontario Career Colleges Act, 2005, c.28, Sched. L.

The most recent statistics for CCBST's key performance indicators are available on the OSAP website (osap.gov.on.ca) or upon request. Speak to the Admissions Office, Financial Aid Office, or Campus Director if you have questions.

Financial Obligations

General

The college expects students to pay their tuition according to the arrangements with the Admissions Office as outlined in the registration contract.

11. Students are financially responsible for all charges incurred after the Enrolment Contract has been signed, under the Ontario Career Colleges Act, 2005, O. Reg. 415/06.
12. All fees are payable as specified in the payment schedule in the Enrollment Contract.
13. A fee of \$30.00 will be levied for any returned cheques, regardless of the reason.
14. Academic credits and release of official documents will be withheld until all financial obligations have been met.
15. Textbooks may not be included in tuition fees. Textbooks will be provided at the start of each course.

Tuition Payment, Inquiries, and Deferments

Tuition is due according to the Student Payment Schedule in your Enrollment Contract. If you run into financial difficulties, speak to the Campus Director. Receipts will be given each time monies are received. Deferment of tuition is available for students who have applied for OSAP but have not received loan documents by the first day of class, and for students sponsored by an agency.

Financial Clearance

Graduating students must be in good financial standing before a diploma, certificate, or transcript is issued. Check with the Accounting Office at the end of your program to ensure your account is cleared.

Withdrawal Procedures

The college's policy on withdrawals and refunds adheres strictly to the Ontario Career Colleges Act, 2005, O. Reg. 415/06. Students wishing to withdraw must:

16. Meet with the Admissions Specialist or Campus Director; AND
17. Submit a written letter of withdrawal (delivered personally, by registered mail, or by regular mail). This letter is your official notice of withdrawal. Non-attendance does not constitute notice of withdrawal.

Refund Policy

The refund policy is outlined in your Enrollment Contract and follows the Ontario Career Colleges Act, 2005, O. Reg. 415/06, ss.24–35. Please ensure you understand the refund policy before withdrawing.

Key refund timelines:

- Refund calculation completed within 5 business days of the Date of Withdrawal.
- Refund payment issued to NSLSC (for OSAP students) or directly to the student (non-OSAP) within 30 calendar days of the Date of Withdrawal.
- Student Activity Update Form (SAUF) submitted to OSAP within 30 days of the effective notification date (OSAP students).

Non-attendance does NOT constitute Notice of Withdrawal. A student is responsible for all charges up to the time the college receives an official written notice of withdrawal. In Ontario, a student is not entitled to a refund if the college has serviced and supplied 50% or more of the diploma program.

Services after Graduation

Job Search Facilities

As a graduate, you are entitled to job search assistance. You may access computers, a printer, fax machine, photocopier, internet, directories, and other resources needed for a successful job search — at no charge. Staff can assist with your resume, finding part-time employment, or volunteer positions. See your Campus Director for details on the resources available at your location.

Graduate Employment Survey

Your success is important to us. After you complete your studies, a member of our staff and/or a third-party contracted by the college will contact you to update your employment status. Please keep your current phone number and address on file with the college. The Graduate Employment Survey in Ontario is conducted annually by a third-party firm.

Student Code of Conduct

Introduction

We expect mature and professional behaviour from our students. Conduct yourself as you would in a place of business. All students have the right to a training environment in which they can learn to their maximum potential. The college reserves the right to start disciplinary action if a student's work ethics or conduct are deemed unsatisfactory.

Rules and Regulations

Appropriate Use of Information Technology

Information technology facilities are made available to students in support of training objectives and academic needs. Every user assumes primary responsibility for the material they choose to access, send, or display. Use of these resources is governed by the Ontario Human Rights Code and the Criminal Code of Canada.

Inappropriate use includes, but is not limited to:

- Unauthorized access, alteration, transfer, destruction, removal, or disclosure of data, information, equipment, software, or systems.
- Deliberate interference with system processing or vandalism of equipment or software.
- Use of school facilities for commercial or non-academic purposes.
- Propagation of hate literature.
- Harassment including sexual harassment (including accessing, displaying, or installing pornographic material).
- Theft of resources or malicious or unethical use of resources.
- Use of resources that violates provincial or federal laws.

Consumption of Food and Beverages

Students may consume food and beverages in designated areas only. Under no circumstances are beverages or food allowed in the computer lab/classroom. Any student found eating or drinking in the lab will be asked to leave. Repeated offences may lead to suspension.

Cell Phones, Pagers, and Electronic Devices

Cell phones, pagers, and all other electronic devices must be turned off during official class hours. If you have an emergency situation, advise the office before the start of class. Any student who disrupts a class, lab, or activity will be asked to turn off the device and possibly leave.

Digital Cameras and Cell Phone Cameras

Use of digital cameras and cell phone cameras in the lab area or classroom is not permitted. Please respect the rights of others when it comes to their privacy.

Other Acts of Misconduct

18. Acts of dishonesty, including giving false information to any college official; forgery, alteration, or misuse of any school document; or computer piracy (copying software, copyright infringement, unauthorized computer entry).
19. Disruption of teaching, administration, disciplinary proceedings, or other college activities.
20. Physical abuse, verbal abuse, threats, intimidation, harassment (including sexual harassment), coercion, or other conduct that threatens the health or safety of any person.
21. Expressions of discrimination, bias, or racism, including stereotypical jokes.
22. Attempted or actual theft of, or damage to, property of the college, staff, other students, or the public.
23. Unauthorized possession, duplication, or use of keys to college premises, or unauthorized entry or use of college property.
24. Violation of federal, provincial, or local law on college property or during a college-sponsored activity.
25. Use, possession, or distribution of controlled substances (drugs or alcohol), except as permitted by law.
26. Illegal or unauthorized possession of any weapon on college premises or during a school-sponsored activity.
27. Disorderly, lewd, or indecent conduct; breach of peace; aiding or inducing another person to violate this Code.
28. Profane language, rowdiness, fighting, or other disturbances in the college.
29. Visitors are not permitted in classes or computer facilities without prior permission from the instructor or office. The student is wholly responsible for the conduct of their visitor while on college premises.

Consequences

One or more of the following penalties may be imposed on a student found violating the Student Code of Conduct:

30. Warning — a written notice that the student is violating or has violated college regulations.
31. Loss of Privileges — denial of specific privileges permanently or for a designated period.
32. Probation — a written reprimand for a specified period, including the possibility of more severe action if regulations are violated again during the probationary period.
33. Suspension — separation from the college for a definite period of time, after which the student may return. During suspension, a student is denied access to all college areas.
34. Expulsion — permanent separation from the college or all colleges in the chain.

The college reserves the right to impose the penalty deemed appropriate. Documentation of any disciplinary action forms part of the student's confidential administrative file. Sponsoring agencies and student loans departments will be informed where deemed appropriate.

Recording Devices

Students acknowledge that any audio or video recording of module sessions at CCBST at any time is strictly prohibited by students. Students are required to abide by this rule at all times.

Note: The College itself may record synchronous online sessions for attendance verification and academic integrity purposes, subject to the conditions set out in the Online Class Recording Policy section of this handbook and with your separate express written consent.

Surveillance Camera

Students acknowledge that CCBST premises are under constant video surveillance for safety and security purposes. Students do not object to this practice and acknowledge that video recording may take place on the premises 24 hours a day, 7 days a week.

Tips on How to Maximize Your Training

Using Resources to the Full Advantage

If at any time you need help in a course, a backup instructor is available. Back-up instructors are always on hand to answer your questions about any module or assist with homework and assignments. Some subjects also have recorded lectures that you can watch at any time for additional clarification.

Tests, Exercises, and Assignments

Tests, exercises, and assignments are extremely important. They must be completed at the end of each lesson to assess your level of understanding. If you have questions, raise them with the exam administrator or your instructor at the time of review.

Instructor Assistance

Our instructors are qualified professionals here to help you. Before seeking assistance, ensure you have reviewed your understanding of the concepts. However, do not spend excessive time trying to resolve an issue without help — seek assistance before frustration sets in. Please be patient if instructors are assisting other students, and be considerate of others when you have the instructor's attention.

Study Tips — In-Person Programs

Time Management

- Enter major tests and project due dates on a calendar.
- Record daily homework, minor assignments, and readings.

Study Environment

- Select one study location at home with good lighting, a firm chair, and flat writing surface.
- Keep reference material and supplies handy.
- Eliminate distractions.

Study Strategies

- Study every day at a set time.
- Review each lesson quickly to get the overview first, then tackle details.
- Allow brief 5–10-minute breaks during long study sessions — be disciplined.
- Know the examination format in advance.
- Reinforce learning by writing summaries, reciting material aloud, and testing with flashcards.

Test and Exam Tips

- Get 8 hours of sleep and have a good meal before the exam.
- Arrive without hurrying — allow extra time for traffic.
- Read instructions carefully. Ask your instructor if you do not understand what is expected.
- Quickly scan the entire exam and plan your time before starting.
- Do the questions you are sure of first; attempt educated guesses on unknown answers.
- Review your answers for completeness, spelling, grammar, and punctuation before submitting.

Study Tips — Online Programs

Time Management

- Record daily homework, assignments, and readings. A notebook is ideal.

Study Environment

- One dedicated study location at home.
- Keep reference material handy.
- Eliminate distractions.

Study Strategies

- Study every day.
- Review each lesson then tackle details.
- Allow brief 5–10-minute breaks.
- For online exams, format is usually multiple choice.

Quiz and Exam Tips — Online

- A quiz appears at the end of each chapter. You need 80% or greater to pass and move to the next chapter.
- Divide total exam time by the number of questions to plan your pace.
- Answer all questions — attempt educated guesses if unsure.
- All answers are multiple choice; you may go back and revise answers if time permits.
- To contest a question, provide your explanation in writing to your facilitator, who will submit a query to the online support team.

Sexual Violence Policy

The College is committed to providing its students with an educational environment free from sexual misconduct and treating all students who report incidents of sexual misconduct with dignity and respect.

Sexual Misconduct Prevention

Sexual misconduct involving staff or students is unacceptable and will not be tolerated. The College is committed to preventing sexual assault/sexual misconduct and creating a safe space for anyone in our college community who has been affected.

Definition of Sexual Misconduct

Sexual misconduct means any sexual act or act targeting a person's sexuality, gender identity, or gender expression — whether physical or psychological — committed, threatened, or attempted against a person without consent, including:

- Sexual exploitation
- Sexual assault
- Sexual harassment
- Stalking
- Indecent exposure
- Voyeurism
- The distribution of a sexually explicit photograph or video of a person without their consent and with intent to distress them.
- Attempting or threatening to commit any act of sexual misconduct.

Disclosures and Complaints

A report of sexual misconduct may be filed by any member of the campus community. All members are expected to report incidents they witness or have knowledge of to the Campus Director.

A person may choose to disclose without making a formal report. Reporting options include: Disclosure Only (seeking support without formal action), or Police (making a formal report to police). It is contrary to this policy for anyone to retaliate in relation to a report.

Investigation and Response

Upon receiving a complaint, the Campus Director will determine whether an investigation should proceed, ensure no irrelevant questions are asked (e.g., about sexual history), determine who should conduct the investigation, and assess whether police referral is appropriate.

During investigation: both parties may have a support person present; both parties will be interviewed; witnesses may be interviewed; both parties will receive updates on the status of the investigation.

Disciplinary Measures

If sexual misconduct is confirmed, disciplinary action will be taken immediately. Possible outcomes include: termination of employment, expulsion of a student, restrictions on access to facilities, and/or additional training or corrective measures.

Appeal

The complainant or respondent may appeal the investigation decision within 10 days by submitting a written request to the Regional Director. An external reviewer may be engaged if necessary.

Making False Statements

Knowingly making a false complaint or providing false information about a complaint is a violation of this policy.

Reprisal

It is a violation of this policy to: retaliate or threaten retaliation against anyone involved in a complaint; discipline students in good faith for reporting, including for related minor policy violations (e.g., alcohol use at the time of an incident).

Review

Student input will be considered in policy development and review. This policy will be reviewed every 3 years. Last reviewed: October 23, 2025.

Confidentiality and Support

The College will maintain confidentiality wherever possible. Information is shared only with those who need it for investigation or safety purposes. Records are securely stored and kept separate from student files. Students are not required to file a formal report to access support or accommodations.

Support Services — Provincial Resources

- Canadian Association of Sexual Assault Centres: www.casac.ca
- Assaulted Women's Helpline: 1-866-863-0511 | GTA: 416-863-0511 | TTY: 416-364-8762 | #SAFE (#7233) on mobile
- FEM'AIDE (French support): 1-877-336-2433 | TTY: 1-866-860-7082 | www.femaide.ca
- Sexual Assault / Domestic Violence Treatment Centres: <http://sadvtreatmentcentres.ca/> | www.satcontario.com

Local Centres

- Oasis Centre des Femmes (Toronto): 416-591-6565 | services@oasisfemmes.org | <http://oasisfemmes.org/>
- Toronto Rape Crisis Centre: Crisis Line 416-597-8808 | Office 416-597-1171 | info@trccmwar.ca | www.trccmwar.ca

This Student Handbook is subject to change without notice. Check with the Campus Administrator for the most current copy. A copy is available upon request.

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