

**Name of Policy - Grades Appeal Policy**  
**Date of Implementation - DEC 01 2020**  
**Date of Last Revision - DEC 01 2020**

**Director / Manager**

Position(s) Responsible for Implementing this Policy

**Policy:**

*XLNC School Of Cosmetology Inc., provides an opportunity for students to submit grade appeals. Any grades received for assignment, quiz, mid-term, practical assessment, test and final exam may be appealed.*

This policy applies to all XLNC School Of Cosmetology Inc., students who are currently enrolled.

1. The Director is the is the most directly involved with the student(s) on a daily basis, the student should approach this person for the appeal.
2. The Director has the last decision making authority.

**Procedures for Student Grade Appeal:**

The process by which a student may appeal a grade received for an assessment or exam at XLNC School Of Cosmetology Inc. is as follows:

1. If a student is dissatisfied with the grade received for assignment, quiz, mid-term, practical assessment, test and final exam and can provide evidence that a higher grade is warranted he/she should discuss this with the Director. The Director will reconsider the grade and, if warranted, assign a different grade.
2. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
3. Once the grade is assigned following the re-mark and review, the mark will be final and cannot be appealed further.

**Name of Policy - Respectful And Fair Treatment Of Students Policy**  
**Date of Implementation - DEC 01 2020**  
**Date of Last Revision - DEC 01 2020**

**Director / Manager / Administration Staff**  
Position(s) Responsible for Implementing this Policy

**Policy:**

*XLNC School Of Cosmetology Inc.*, is committed to ensuring that its Institute and learning environment promotes the respectful and fair treatment of all students.

While on *School* premises or in the course of activities or events hosted by *XLNC School Of Cosmetology Inc.* students are expected to be respectful and fair to each other and those they associate with. It is important to note here that there may be circumstances that may occur if there is disruptive treatment. The following activities are prohibited:

1. Disruptive or offensive conduct and language
  2. Bullying
  3. Harassment
  4. Discrimination
  5. Smoking on the premises
  6. Cheating
  7. Causing deliberate damage to the facility and any of its contents
  8. Stealing\*
  9. Prohibited drug use\*
  10. Consuming alcohol or having it on the premises
- \*May involve police intervention

If under any circumstances, a prohibited activity occurs, the following procedures will be in place for addressing the activity:

**The process:**

A. If the situation involves misconduct, and or disrespectful conduct to a student or to any one within the institute, the policy and procedures from the Dismissal Policy will be followed. This Policy will determine the action to be taken.

- B. The Administration Assistant will meet with the student and do one of the following:
- (a) Determine that the concern(s)/ conduct were not substantiated;
  - (b) Determine that the concern(s)/ conduct were substantiated, in whole or in part, and either:
    - (i) Give the student a written warning setting out the consequences of further misconduct;
    - (ii) Set a probationary period with appropriate conditions issued in writing; or

(iii) Set a period of suspension issued in person and in writing.

C. All actions will be recorded into the student's record (naming the prohibited activity, the persons involved, the date, and the details of the action carried out (return to class, date of dismissal, suspension and number of days)).

**Name of Policy - Dismissal Policy**

**Date of Implementation - DEC 01 2020**

**Date of Last Revision - DEC 01 2020**

**Director / Manager / Administration Staff**

Position(s) Responsible for Implementing this Policy

**Procedures:**

**A. Disrespectful Conduct**

- 1) The Administration Staff will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Administrative Staff will meet with the student as soon as practical.
- 2) Following the meeting with the student, the Administration Staff will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 3) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 4) The Administration Staff will meet with the student and do one of the following:
  - (a) Determine that the concern(s)/ conduct were not substantiated;
  - (b) Determine that the concern(s)/ conduct were substantiated, in whole or in part, and either:
    - (i) Give the student a written warning setting out the consequences of further misconduct;
    - (ii) Set a probationary period with appropriate conditions issued in writing; or
    - (iii) Set a period of suspension issued in person and in writing
    - (iv) Recommend that the student be dismissed from the Institution.
- 5) The Administration Assistant will prepare a written summary of the decision. A copy shall be given to the student, and a copy will be placed in the student's file, and the original will be placed in the student file.
- 6) If the student is issued a warning or placed on probation, the Director and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- 7) If the recommendation is to issue a suspension, the Director will assign the number of suspension days, up to 5 school days. The student receives a copy and another copy is placed in the student's file. The days/ hours issued as a suspension must be made up at by the end of the program, at the expense of the student before being eligible for graduation.
- 8) If the recommendation is to dismiss the student, the Director will meet with the student to immediately dismiss him/her from study at the school. The Administration Assistant will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, if applicable (See Refund Policy), and any other fund owing depending on the status of the student's financial account with the School.

- 9) Copies of all pertinent documents related to the student's dismissal will be placed into the student's file and the STUDENT DISMISSAL FILE.
- 10) If a refund is due to the student, the Director will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 11) If the student owes tuition or other fees to the school the Administration Assistant will make arrangements with the student regarding the payment of tuition or other
- 12) fee owed to the school.

**B. Dismissal due to failure to attend the program of study  
(See Attendance Policy, Procedures for Student Attendance step #8)**

1. Students who are absent for five consecutive scheduled school days without contacting the school will be dismissed from study. The Student will receive a "reason for dismissal" letter, and a statement of tuition refund or tuition owing, if applicable."
2. The Director will prepare and send a letter via Canada Post and via email stating to the student that they will be dismissed due to being absent for a minimum of five consecutive days without contacting the School. A dismissal date will be given effective 10 days from the mailing or sending of the letter, and sending electronically. If the student does not contact the Administration Assistant or the Director, or return to school within the indicated time, the dismissal will be effective. A copy of this letter will be placed into the student's file.

**Date of Last Revision - DEC 01 2020**

**Director**

Position(s) Responsible for Implementing this Policy

**Policy:**

**XLNC School Of Cosmetology Inc., recognizes that good attendance is directly related to student success in completing a program of study. The policy applies to all students who are currently enrolled or are enrolled at any future time.**

**Students registered for full-time study are scheduled to attend classes for twenty hours each week.**

Students are expected to attend classes as scheduled. Students who will be absent must contact the school by telephone 778-389-0905 before the time that they are scheduled to start class. Please carefully read the **General Rules and Regulations** in the Student Handbook, as late arrivals and missing time may accumulate. The student is responsible for completing all assignments missed during the absence. All missed hours must be made up, at the expense of the student, before receiving your transcript and diploma(s).

Absences for medical or emergency reasons are considered “excused” absences if the student provides documentary evidence of the reason for the absence such as a doctor’s note.

**Absences that are not “excused” are subject to the following:**

**1.**

**a. Students who are absent for 10%** of the program hours so far will receive a letter stating their attendance, and indicating the hours missed. It will be stated these hours will need to be made up. This letter will indicate that the student should attempt to come to class regularly. So there will not be any more delay in their completion of their program. If the student feels they will have problems meeting the attendance request, they should see the Director as soon as possible to find a remedy to attending classes regularly.

**2.**

**a. Students who are absent for 15%** of the program hours, so far, will receive an attendance letter, stating their attendance and indicating the total hours missed. This letter will indicate that the student must make up the missing time at the end of the program. The Director will make a recommendation to the student to commit to a part time schedule, if agreeable, a new end date will be calculated for the student’s program of study and entered in the contract. The student will sign the changes to the contract, and obtain a copy.

- b. All letters will be copied and placed into the student's file/record.
- c. Any changes to the program schedule for the student; full time to part time, will be entered clearly into the enrollment contract, and a new end date will be calculated and entered. These changes will be initialed by the student. The Director will record the date when the changes were made.
- c. The student will receive a copy of the changes on the enrollment contract.

**3.**

**a. A Student who is absent for five consecutive scheduled school days** without contacting the school may be dismissed from study. The Director will first seek to contact the student, by phone and by email until contact is made, for a minimum of three contact attempts. (These contact attempts will be entered into the student's file). A letter enquiring about their absence, will be sent out to the student by regular mail.

**b.** If contact is made, the owner's priority is to help the student and find why they have been absent, and if they can return to class to at the school, if they cannot, the Director will request a written withdrawal letter from the student stating the reason they cannot return. If the student wishes a postponement, they will enter this on the letter. As well as asked to estimate a date they will return to the school to resume their training.

**4.**

**a. Students who withdraw** will need to send or drop off a written letter stating their request, along with the date effective. The Director will discuss the student's account balance, and give a statement of tuition refund or tuition owing, indicating the school's tuition refund policy as published by XLNC School Of Cosmetology Inc.

**b. XLNC School Of Cosmetology Inc. will complete the student's transcript** and send it to be archived as soon as the school receives the letter. The withdrawn student's record will be re-filed to the withdrawn section.

**5.**

**a. If no contact or response** is coming from the student after reasonable contact attempts, a letter regarding "reason for dismissal" will be sent out to the address on file. A date the dismissal will be effective, and a statement of tuition refund or tuition owing, if applicable will be included, along with a copy of the Tuition refund policy.