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*“Your Future, Your College.”*



Creating Career Opportunities in a Changing World

## A Welcome message from the Campus Presidents...

Dear CTC Student,

Welcome and thank you for joining the Canadian Tourism College.

The travel, tourism and hospitality industry offers diverse, interesting, fun and challenging opportunities. The rewards are waiting for you. At Canadian Tourism College we know that the secret of our success lies in the success of our graduates. Success is measured in different ways: achieving a good mark, making a new friend, learning about a new city, over coming adversity or just a good day's work but most importantly, landing the right position suitable for your personality and interests.

We wish you the very best in your selected studies and look forward to helping you to achieve your goals and sharing your experiences.

We would like to thank you for choosing Canadian Tourism College, we promise to provide you with the best professional quality tourism education.

We wish you all the very best and hope you enjoy your educational experience with us.

Sincerely,



Gwen Donaldson      Kim Russell  
Vancouver President      Surrey President



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[www.tourismcollege.com](http://www.tourismcollege.com)

Established 1980  
~ Business Excellence Award  
winner  
~ Cultural Diversity Award  
winner

**The following practices and procedures are for your safety and comfort and we ask that you show courtesy to your fellow classmates and staff at Canadian Tourism College (CTC) by adhering to them.**

## **Section 1 - Alumni & Graduation**

Alumni students of CTC will have access to life time job placement assistance, ongoing support for upgrading resumes and access to tourism job leads through the CTC website.

### CTC Graduation

Graduation ceremonies are held two times per year and include all classes that have completed their studies and those nearing completion of their studies. In order to be eligible for graduation, students will have successfully completed all components of their program of study and if applicable, completed the 4 week industry internship, more commonly known as the practicum placement.

### Graduation Charges

CTC will host graduation fees for all graduating CTC Students including a Cap and Gown ceremony. Fees for Guests of the Graduate will be available at College reception when graduation dates are announced.

## **Section 2 - Absence and Attendance**

### Absence

In the event you are unable to attend your class for any reason it is required that you call or email your instructor before the class start time and leave a message detailing your name, class, and reason for absence. In all other circumstances speak to a CTC enrollment coordinator.

### Attendance

Attendance and punctuality are very important and are recorded on a daily basis; these records are used when giving references. In order to guarantee placement assistance it is necessary that attendance is 90% or higher. Attendance to all aspects of your program is mandatory.

### Closures – Weather Related

In the result of severe weather conditions please make sure you check our website for college closure, rescheduling of classes, or any other announcements that may be made.

### Punctuality

Classes will begin at the scheduled times. Any lateness will be reflected in your overall attendance

## **Section 3 - Alcohol & Drugs**

### Alcohol

Students may not attend College or field trips while under the influence of alcohol or bring intoxicating beverages / liquor onto CTC premises at any time. Any student found in an intoxicated

state will be requested to leave the College (supervised by Canadian Tourism College staff) and will be subject to disciplinary action.

From time to time, Canadian Tourism College will use alcohol as a method for demonstration and instruction. Students must be over the age of 19 to participate in these demonstrations. Canadian Tourism College forbids the use of illegal substances at any time during classes or field trips. This also includes the ownership of drug taking equipment. Any student found possessing, using or being under the influence of illegal substances will be removed from the College (supervised by Canadian Tourism College staff) and the police authorities will be informed.

### Smoking

Smoking is strictly prohibited on campus or at the building entrance as per provincial laws.

## **Section 4 - Cancellations**

### Cancellations

Canadian Tourism College refund policy follows the Private Career Training Institution Agency policies. Please refer to your Registration Contract for more details.

### Cancellation Penalties for Domestic and International Students

Students completing 30% or more of their chosen program are liable for the full course fees. Students completing less than 30% are liable for a percentage based on time completed in the program. All cancellations must be received in writing without exception. Charges will be made for Canadian Tourism College services until written notice is received. For specific details, please refer to your Registration Contract.

### Delay or Transfer of Program

A delay of start dates or transfer of program is possible. Students who delay or transfer their program of study will be charged all fees due under their registration contract at the time of delay or transfer. If the student would like to re-enroll for a future start date or change programs, re-enrollment fees of \$250.00 for Domestic Students and \$350.00 for International Students will apply and if applicable, CTC may move tuition already paid on account over to the new start date or transfer program. Please note: transfer from one program to another may result in cancellation penalties being applied to the first program.

## **Section 5 - Cell Phones**

### Cellular Phones

Please turn off cell phones or put them on vibrate only if expecting an emergency call. All emergency calls must be taken outside the classroom environment. Text messaging is not permitted during class time. If College faculty finds you using your phone you may be asked to leave class for the day.

## **Section 6 - Computer & Internet**

### Computer Laboratory Rules

We offer computers and internet access at the College to assist in the learning process. Inappropriate use of computers can significantly affect the speed of the network and, for this reason, we're asking all students to understand and accept the following policies. This applies to the College's computers as well as personal laptop or notebook systems:

1. Computers are to be used primarily for your studies and class exercises. During class sessions, students are not permitted to access the internet or e-mail unless expressly requested by the instructor. This includes access on personal notebook or laptop computers.
2. The College provides wireless access for such devices for the express purposes of completing College related work. Please talk to your instructor to gain access to the wireless domain
3. During breaks or outside of class time, students may use computers for checking personal e-mail but this access must be suspended during class time. All forms of social networking programs such are not permitted during the regular scheduled class hours. If College faculty discover you using one of these programs you may be asked to leave class for the day.
4. Viewing video files or downloading files takes a significant amount of network resources and is not permitted unless expressly permitted by an instructor.
5. Failure to comply with these polices may result in computer access being denied or suspension from the program.
6. During a presentation or lecture, students are asked to have their laptops in the closed position unless otherwise stated by the instructor.

No food or drinks (except those drinks that are covered with an anti spill lid) will be allowed unless otherwise indicated by your instructor.

Project or resume files must be saved on USB Flash Memory.

Warning: All files stored/saved in user login "lab" can be seen by any user that is logged on. Please do not store personal information, photos or class projects within the CTC domain.

## **Section 7 - Student Dismissal Policy**

### Dismissal

Grounds for dismissal are as follows:

- Falsification of any documents used in determining your suitability for admission to Canadian Tourism College
- Excessive tardiness and/or absenteeism
- Failure to follow College regulations
- Cheating on exams/plagiarism/use of another's materials for grading purposes. Giving false information to gain credits
- Violation of Internet rules
- Conviction of a criminal act while in attendance at the school
- Moral turpitude
- Lack of professional demeanor toward staff, other students or host practicum company
- Repetitive interruption of the educational process at Canadian Tourism College
- Possession, use or being under the influence of illegal drugs or substances on the premises

- Consumption or being under the influence of alcohol on the premises unless part of Canadian Tourism College course curriculum

One or more of the above will result in disciplinary action which may lead to dismissal. Following an inquiry which leads to dismissal, a written acknowledgment of this situation will be sent to the student within 5 business days.

## **Section 8 - Dress Code**

### Dress Code

It is understood that students will use good taste and judgment when selecting their clothing and will avoid wearing garments that are damaged, revealing, ill fitting or without the recognized appropriate undergarments.

Canadian Tourism College supports the wearing of casual dress for classroom activities (to include jeans), but will expect students to dress appropriately for field trips i.e. business attire for business trips. Certain styles/items of clothing are considered inappropriate for students while attending studies at the Canadian Tourism College:

- Blouses/shirts or muscle shirts that are low cut and revealing
- Strapless blouses, T shirts or dresses
- Some types of head wear, please see instructor for their preference

If inappropriately dressed for career days the student may be asked to leave the class or group.

While this list is not exhaustive it is intended as a general indication of clothing that could be deemed inappropriate during attendance at the College.

The Canadian Tourism College makes every effort to encourage students to dress appropriately during attendance at the College. However, it must be recognized by students that their studies are the spring board to their future career, where judgments on grooming and presentation will be made as an essential criteria for obtaining employment.

### Flight Attendant Pre-Employment Program Students:

A Flight Attendant in uniform is the corporate image of the airline he/she represents and, as such, is expected to maintain extremely high appearance standards. In keeping with these standards, please arrive for class each day, well-groomed and in conservative business attire. Low cut clothing and flip flops are unacceptable.

## **Section 9 - Exams**

### Course Assessments

Student competency and understanding will be evaluated using a variety of methods. These assessments may include, projects, presentations, quizzes, tests, homework, assignments, mid-term and final exams. In-class participation is required and designated by the course. Please note that an average mark of 70% must be achieved to pass the course and an average of 70% must be maintained to successfully pass a program. Please note: MOS and IC3 pass marks vary which is set by Microsoft and Certiport.

Those students passing all courses without reschedule rewrites and reaching an overall average of 90% and above will graduate with honours.

Rescheduled Exams: if a student requests to write an exam at a time other than the scheduled seating due to medical reasons or exceptional circumstances, they will have **one opportunity** to reschedule and will consequently forfeit the opportunity of being eligible to do a rewrite the exam in that subject. Exceptional circumstances can be discussed with their Instructor. An administration fee of \$100.00 will apply.

### Exam Rules

The exam will start at the scheduled time and no time allowance will be made for late arrivals.

Exams may be a combination of open and closed book portions, all open or all closed exams may vary in time length. Please refer to the distribution of course marks and exam time limit for your program.

During the exam only one student at a time may leave the room for washroom purposes. After the first completed exam has been turned in it will be up to the exam proctor to decide whether any additional students may leave and return to the classroom.

Confirmation of marks: marks achieved in a course will be returned to the student as follows:

Travel and Tourism Programs

Assignments – date assigned by instructor

Quizzes – 5 days

Research Project – 4 weeks

Exams – 2 weeks

Hotel and Resort Management Diploma

Short answer assignments – 5 module days

Essays – 3 weeks

Research Projects – 3 weeks

Final exams – 3 weeks

Hospitality Cruise Diploma, Flight Attendant Pre-Employment Diploma, Adventure Diploma

Quiz – please contact your instructor

Assignments – please contact your instructor

Final exams – please contact your instructor

Computer Office Environment Certificate

Homework – date assigned by instructor

Quizzes – please contact your instructor

Projects – please contact your instructor

Final program marks will be announced within 4 weeks of the student's last exam date. Final transcripts and diplomas will be available approximately 4 weeks after completion dates.

See your instructor for the process of advising marks. Only students on practicum may access results over the phone. Exams and quizzes remain the property of the Canadian Tourism College and may not be removed from the campus.

### Exam Protocol

In concert with other private schools, community Colleges and Universities in BC, the following guidelines will apply to final exams at CTC. Historically it has been shown that marks and professionalism remains at a consistently high standard when this system is applied.

- Exams begin at your regular scheduled class time and will end as noted on the board.
- Exam material will be located at your assigned seat.
- Any other information required will be on the board.

- Washroom trips are to be taken one at a time.
- When part two of the exam is complete, the student may leave for the day.
- No pagers, cell phones or cell phone calculators are to be used during the exam time.

Viewing of exams may be carried out by pre-booked individual sessions with the instructor.

If a student challenges the marking assessment of their exam, the entire exam will be subject to review by the instructor.

### Rewrite Exams

Students who do not pass a course will have one opportunity to write a rewrite exam. All rewrite examinations are to take place within one month of final exam results. The makeup exam dates are to be arranged with your instructor. A non-refundable re-write exam fee of \$100.00 will apply and must be paid at least one day prior to the makeup exam date. If a student is unable to write the exam on the scheduled date a further \$100.00 rewrite exam fee may apply.

All the above is subject to discussion with your Instructor, Enrollment Coordinator or College President.

### Homework and Classroom Assignments

These are required to be submitted on the assigned date and time. Late submission will be subject to a mark reduction as defined below. Work produced during your course at Canadian Tourism College remains the property of Canadian Tourism College at all times and may be used for instruction or promotional aspects of future courses.

The late submission of homework, assignments, quizzes, or tests outlined above will receive a pass mark no higher than 70% and, at the instructors discretion, must be submitted before the final exam of the specific course. If students would like to submit homework, assignments, quizzes or tests after their period of study, a \$100.00 resubmit fee per assignment will apply.

### Program or Subject Retakes

Students who would like to retake a subject or program may do so with a 50% reduction in the current tuition fees. Re-admission charges may apply.

### Re-admission Charges

Re-admission charges of \$250.00 for Domestic Students and \$350.00 for International Students plus resubmit fees of \$100.00 per assignment.

## **Section 10 - Finance**

### Financial Assistance

Students enrolled in full time programs may be eligible for Canada and Provincial Student Loans and Awards. Student Loan-application forms are available at the College. Students should note that adjustments to their training program that are acceptable with Canadian Tourism College may affect their financial obligations with their funding vehicles i.e. student loans. Many banking institutions offer reasonable educational loans for CTC students.

Please note that a co-signer may be required for the above noted financing options.

### Scholarship

The Canadian Tourism College has scholarships available. For High School applications the submission deadline is April 30<sup>th</sup> in their current graduation year. For all other applications the scholarship submissions must be made on or before the day of registration.

### Tuition Refunds

If a student withdraws from a program of study, a Cancellation/Withdrawal Form is completed. The Enrollment Coordinator will calculate the tuition paid less the cancellation penalty to be applied. Tuition that is to be refunded will be done in the manner paid, therefore a cheque issued to the student or government funded organization that originally paid the tuition, or if originally paid by credit card, the refund processed will be credited back to the same credit card.

### Tuition Fees

Tuition fees are due on or before the first day of classes or at the end of the month if they are on an extended payment plan. It is the responsibility of the student to be aware of the dates on which their tuition fees are due and payable.

### Monthly Service Charges

A \$15.00 per month service charge will apply for students that choose to make tuition payments on a monthly basis.

### Tuition Fees Relating to Course or Campus Transfer

Transfer of program within first four weeks of the program commencement will result in an administration fee of \$250.00 for Domestic Students and \$350.00 for International Students.

### Late Payments

Students who do not pay by the first instructional day of the month may be given 2 days grace. These will be subject to a \$15.00 late fee. If you are experiencing financial difficulty and are unable to pay your fees on time you may request a promissory note which must be approved by the Enrollment Coordinator, your fees due date will be extended by one week. This is only done in extenuating circumstances and must be negotiated prior to your fees due date.

If fees are not submitted by the end of the third instructional day of the month, the student will be withdrawn from their program and must appeal to be re-admitted. A \$20.00 reinstatement fee will apply.

### Returned Cheques

These will be subject to a \$25.00 charge.

### Outstanding Fees

Students are required to have their tuition paid in full in order that practicum placements may be set. The College encourages students to keep the admissions department up to date in regard to all circumstances that might prevent them from having tuition paid in full 5 weeks prior to program end date.

### Withdrawals/Dismissals Policy

If a student is considering a withdrawal from a program of study, the student will meet with the Enrollment Coordinator to discuss the reasons behind the decision. At this time, the Enrollment Coordinator will outline the Cancellation Policy, tuition penalties and deadlines for withdrawal. Encouragement is given for reconsideration of the decision; however, there may be extenuating circumstances which prevents the continuation of studies at that time. If a situation arises in which a student's actions are creating a reason for dismissal, an inquiry is held to investigate the situation, a meeting is held with student, instructor, Enrollment Coordinator, the Director of Education, and possibly the Campus President. If the dismissal is necessary and acted upon, a written acknowledgement of this situation will be sent to the student within 5 business days.

### Prior Learning Assessment Policy

The Canadian Tourism College will consider prior learning assessment applications from students that have attended other recognized training institutions. To submit an application, CTC requires a full course outline, transcript of marks showing successful completion and a Prior Learning Assessment fee of \$250.00. Students must present all the required documents before or on the day of registration for the application to be considered.

### Credit Transfer Agreements into Higher Level Institutions

Canadian Tourism College is pleased to offer transfer credits toward higher level Diplomas or Bachelor Degrees in Hospitality or Tourism Management in both private and public Universities and Colleges worldwide. It must be noted that students wishing to transfer into receiving institutions must meet the entry requirements of that particular institution. Having successfully completed a program or programs at Canadian Tourism College does not offer automatic acceptance of the receiving institution. Canadian Tourism College is proud to offer transfer articulation with the following Colleges and Universities:

Royal Roads University – Victoria, BC., Canada West University – Vancouver/Victoria, BC., Douglas College - New Westminster, B.C., Griffiths University - Queensland, Australia, Hawaii Pacific University Honolulu, Hawaii, Les Roches, Switzerland – School of Hotel Management, Selkirk College - Nelson B.C, University of Canberra - Canberra Australia, La Trobe University, Bendigo, Victoria, Australia, Glion Institute of Higher Education, Switzerland, International Hotel Management Institute, Switzerland, University of Phoenix, Vancouver Community College-pending.

Completion of Canadian Tourism College Diploma Programs does not constitute direct enrolment into the above-mentioned colleges or universities. Each college and university program has specific requirements. CTC graduates must meet the entrance requirements of the receiving institution.

Canadian Tourism College makes every effort to ensure that the above information is reflective of transfer agreements currently availability. We strongly recommend that should you be interested in transfer articulation with any of the receiving institutions outlined above that further discussion and research is carried out.

Please note that this list will change from time to time. The most current list will be on the CTC web site. If you are interested in gaining transfer credit into other institutions, please feel free to do so. If CTC can assist in any way, please contact us.

### Additional Charges May Include

- Re-admission charges after program of study end date \$250.00 for Domestic Students

- and \$350.00 for International Students.
- Re-admission charge if the student would like to transfer campus locations of \$250.00.
  - Admission charge \$250.00 when students change their original schedule.
  - Exam Re-write fees \$100.00 for both Domestic and International Students.
  - Missed exam fees \$100.00 for both Domestic and International Students.
  - Resubmit fees \$100.00 for both Domestic and International Students per assignment.
  - Tutorial fees \$25.00 per hour

#### Fax Machine

- \$1.00 per page for long distance within Canada
- \$2.50 for the first page of international
- \$1.50 for each additional page for international correspondence

#### Photocopying Machine

Photocopying is not available for students. If your request is related to homework assignments please refer to your Instructor.

#### Printer

Printers are not available to students on campus. CTC is moving toward a paperless environment wherever possible. Assignments can be emailed to your respective instructor. This will create an electronic record of your documents for ease of use and revisions if necessary.

#### Telephone

If emergency phone calls are needed, please see administration. College telephones are not available for use during business hours, except in an emergency. Emergency long distance telephone calls will be charged at current long distance rates.

#### Book Replacement Charges

Students will be liable for the full replacement value of any books not returned or damaged during the duration of their course.

#### Alumni Discounts

A \$250 discount is available to all Canadian Tourism College Alumni when registering for a second diploma program.

#### Transcript Re-Issue Fee

There will be a charge of \$40.00 for re-issuing a transcript.

#### Diploma Re-Issue Fee

There will be a charge of \$40.00 for re-issuing a Diploma.

#### Certificate Re-Issue Fee

There will be a charge of \$25.00 for re-issuing.

### Document Re-Issue Fee after Program of Study End Date

There will be a charge of \$100.00 for re-issuing any documents that have to be recreated after a student's period of study end date. For example, if a student's documents are created as incomplete and they hand in an assignment after the period of study end date, or they choose to downgrade to another program.

### Taxes

Canadian Tourism College will provide each student with a T2202A tax receipt in which you will need to claim on your tax return. If the copy is lost or the College has mailed it to the address we have on file and the student still hasn't received it then there is a charge of \$10.00 to re-create the receipt.

Please advise us of any changes to your mailing address to avoid any delays in receiving required tax forms.

### School Supplies

While in attendance at Canadian Tourism College students are responsible for supplies as required. Typically the following items may be required: pens, pencils, binders, loose leaf lined paper, dry or liquid white out, calculator, highlighters, ruler, and flash memory stick.

## **Section 11 - Classroom**

### Class Expeditions / Field Trips

It is the expectation of Canadian Tourism College that all students behave in a professional and organized manner. Dress will be business attire or as appropriate for the event, instructors will advise.

Timekeeping will be agreed prior to trip and will be adhered to without exception. Field trips are a critical part of the learning process and must be taken seriously. If you miss a departure it will be your responsibility to join the group en-route.

### Allergies

With respect for others, Canadian Tourism College is a perfume free zone.

### Etiquette

It is understood that while in class, all students will listen intently to their instructor. Should a student have to leave or enter the class during scheduled class times, please do so in a quiet and unobtrusive manner.

Etiquette includes no eating or drinking while on a host's premises. Cell phones must be switched off. Please extend basic courtesy while hosts are giving tours and speeches.

If you enter a class late, closing the door can make a lot of noise and disturb other students, as well as your instructor – try to guide the door closed, and turn the door handle to avoid any loud noises from the door lock.

- Please be considerate to your classmates and instructors – please don't talk in class.
- Make sure to turn off cell phones.

### Handouts and Classroom Materials

If you should be absent from a classroom session, handouts may be collected from the instructor or picked up at a pre-designated place.

### Visitors

Visitors may be defined, as any person or persons not registered with Canadian Tourism College. Visitors must have authorization from the instructor or Canadian Tourism College representative to attend classroom sessions. Students must accept all responsibilities for their conduct.

### Tutorial

Tutorials are available and should be pre-booked with the instructor on pre agreed topics. Tutorials will be available in 15 minute sessions free of charge. Tutorials of one hour are available at a fee of \$25.00 and must be prearranged.

### Student Support Services

Students are encouraged to speak with their instructor or Enrollment Coordinator in regard to any education issues, barriers to learning or concerns they may have while attending CTC. Senior level College administration is available to meet with students should the student feel they would prefer to speak to non instructional staff in regard to their education plan. Education plans can be modified to meet student needs based on instructor, administration and student input.

Student assessments: instructor and individual subject evaluations are done on monthly intervals and overall College evaluations for the collection of student input are completed on a quarterly basis.

Students are encouraged to discuss all marks with their instructor. If the student is showing signs of weakness in a particular subject they are encouraged to ask for additional tutorial time, this is provided free of charge. If the student indicates he or she is considering withdrawing from the program of study due to poor marks or not comprehending the material, a meeting with the student, instructor and Director of Education is arranged to discuss possible alternatives to withdrawal. The student is also at this time counseled on the consequences of withdrawal and how it may affect their student loan or alternate government funding.

## **Section 12 - Practicum**

### Employment Preparation

Students are required to complete the Career Development course which will outline expectations for gaining employment, preparation of resumes both hard copy as well as electronic, interview preparation along with role playing, job search techniques as well as coaching from our instructors. Students with the practicum component included in their program are required to complete a mandatory unpaid 160 hour work experience; this in itself is excellent experience to help prepare for the next step in gaining employment. Students have access to weekly job posting updates on our website in the Student Services link to Career Hunters.

### Life Time Job Placement Assistance

This service is available to all graduates wishing information and support in their job search. Assistance includes resume and cover letter preparation, job lead emails, job lead binder, use of computers, local faxes, career trends, and general support. Students are able to log in at the

CTC's Career Hunter on [www.tourismcollege.com](http://www.tourismcollege.com) for current jobs available. Access is password protected for CTC students and alumni. The current user name is **student** and the password is **ctcjobs9**. We will change these passwords from time to time so if you can't access Career Hunters please contact the college for the new password.

## **Section 13 - Sexual Harassment**

### Policy for Sexual Harassment

Sexual Harassment is defined as, unwelcome sexual advances, requests for sexual favours and other verbal and physical conduct of a sexual nature by anyone in a position of power or influence, when a) submission by an individual is made either an explicit or implicit term or condition of employment or academic standing and b) submission to or rejection of such conduct is the basis for academic employment decisions affecting that employee or student.

Definition of a hostile environment is unwelcome sexual advances, requests for sexual favours and/or other verbal and physical conduct of a sexual nature. When such conduct is directed towards an individual and has the purpose or effect of a) creating an intimidating hostile or offensive work or academic environment, or b) unreasonably interfering with another's work or academic performance, it must be reported.

### Procedure For Reporting Sexual Harassment Allegations

Any individual or individuals that believe they have been victims of sexual harassment should report the incident to the President of the College. It is preferable that incidents of this nature be reported as soon as possible.

### Confidentiality Regarding Sexual Harassment

Canadian Tourism College will do all in its power to protect the privacy of the individuals involved and ensure that the complainant and accused are both treated fairly. Information about individual complaints are considered confidential and will be shared only if the complainant signs a written release form.

## **Section 14 - Referral Program**

### CTC Reward Incentive Referral Program

If a referral is made by an alumni or current student and leads to a registered full time student at CTC, the student will be eligible for a \$150.00 referral gift for diploma programs and \$75.00 referral gift for certificate programs.



## Admission Policy

Canadian Tourism College

### Admission Policy

Name of Policy

### Admissions Representative

Position(s) Responsible

#### **Policy:**

Canadian Tourism College is committed to enrolling students who meet all of our program admission criteria and who are likely to succeed in meeting their education and career goals.

#### General Requirements:

High School graduation or equivalent, or if 19 years old and over, you may apply as a mature student and write the CTC Entrance Exam.

Foreign students must have the ability to read, write, comprehend, and converse fluently in English. There are minimum requirements for EFL speakers.

Attendance, classroom participation, completion of all assignments and a positive attitude are expected from all students.

#### Language Requirements:

International students must have the ability to read, write and converse fluently in English. Students will be required to provide TOEFL scores of 490 written or 160 computer-based. If the student does not have a TOEFL score, the student can complete the Canadian Tourism College English Assessment with a minimum score of 70%. These are minimum requirements for English as a Second Language students.

If a student does not obtain 70% on the English Assessment, CTC would encourage the student to enroll in CTC's English for Hospitality & Tourism Certificate. When a student successfully completes the English for Hospitality & Tourism Certificate, they will meet the minimum English requirements and are eligible to enroll in any CTC program.

**Procedure:**

1. The institution's receptionist refers all inquiries to the admission representative.
2. The admission representative meets with the prospective student to discuss the program of interest. If the student is undecided about a program of study, the admission representative gives the prospective student information about a number of programs so that the student can make a decision.
3. Once the student has decided on a program of study, the admission representative reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.
4. The admission representative obtains evidence (e.g. transcript, proof of age, etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file.
5. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative prepares a Student Enrolment Contract and meets with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the student agrees on a financial arrangement, they sign the contract and the admission representative provides a copy of the signed contract, along with a copy of all student policies to the student.



## Work Experience Policy

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Canadian Tourism College

### **Work Experience Policy**

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Name of Policy

### **Instructor & Director of Education**

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Position(s) Responsible

#### **Policy:**

1. Canadian Tourism College provides work experience placements for students who have completed the on-site portion of a program of study.
2. Canadian Tourism College ensures that work experience placements provide an opportunity for its students to enhance the skills learned throughout completion of a program of study.
3. Canadian Tourism College seeks work experience placements for its students with employers who are committed to introducing students to work in the field of study.
4. Canadian Tourism College works with work experience placement hosts to evaluate the student's performance during a work experience placement.
5. Practicum Duration - The duration of the practicum is 160 hours. Length of the workday and days of the week are open to negotiation between the work experience company and the individual student. If you miss any time for any reason it should be noted the full 160 hours are required.
6. Change of Practicum Placement - Should the practicum prove to be unsatisfactory, Canadian Tourism College would assist in sourcing an alternative placement company. In the event of a practicum being canceled due to a student's unprofessional conduct, or if a student quits the practicum, it will then be the responsibility of the student to find and complete the required practicum time.
7. Employment Opportunity in Lieu of Practicum - Should you obtain permanent employment during your practicum please advise the College and Host Company as soon as possible. Employment hours will be counted toward your required practicum time. If your College tuition is being funded in full or part by Federal and/or Provincial Student Loans or Skills Canada, and you gain employment while on your practicum, please contact the College immediately so that discussions take place to notify the appropriate funding sources.
8. International Students Work / Entry Visas - Those wishing to do a practicum will need to obtain the relevant entry and work visas.

9. Canadian Students - International Practicum's - Those wishing to do a practicum outside of Canada must obtain the relevant work visas.
10. Job Interviews - Time will be allowed to attend job interviews. You must request time off for the interview from your manager/supervisor well in advance of the time required.
11. Grooming - Professional and proper business attire is required at all times during your practicum. Please ensure you are aware of the Host company dress code.
12. Pre-requisite Requirements - To qualify for a practicum placement, students must have all course fees paid in full and assessments of all programs must meet Canadian Tourism College's level of competency. Attendance must be 90% or higher to guarantee placement assistance.
13. Time Cards - Your log of practicum hours must be completed and forwarded to the College at the end of the practicum period.

**Procedure:**

1. Work experience placements are sought through networking and direct contact by college staff.
2. When a possible work experience training site is identified, the Instructor contacts the proposed site to assess the commitment of the training place host to enhancing student learning. The Instructor explains the school's expectations with respect to joint evaluation of student performance.
3. If the training place host is approved to accept work experience students, the host's name and contact information are entered on the school's roster of work experience placement sites.
4. When a student is ready for a work experience placement, the Instructor contacts the training place host to discuss a possible placement and training plan, and arranges an interview for the student.
5. If the student is successful at the interview, the Instructor prepares the Work Experience Agreement and Training Plan and meets with the student to sign these documents. Copies of the documents are placed in the student's file and the student is given the original documents to deliver to the training place host. The Instructor advises the student's Instructor of the placement dates.
6. The Instructor notes the placement dates and plans a contact schedule which should not be less than bi-weekly phone calls to the training place host and two site visits/emails within the period of the placement.
7. At the end of the work experience placement, the Instructor communicates with the training place host and the student to conduct an assessment of the student's performance throughout the work experience placement. The assessment is designed to include the student's performance at the work site of the skills learned during completion of the program of study. The completed assessment is signed by the training place host. The assessment is placed in the students file and a copy is given to the student upon request.



## Privacy Policy

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Canadian Tourism College

### Privacy Policy

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#### Director of Education

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Position(s) Responsible

#### Policy:

Canadian Tourism College collects students' personal information for the following reasons:

- To maintain student records as required by PCTIA.
- To maintain student records as required by SABC (accredited schools.)
- To keep students/graduates informed of activities of the college.
- To issue T2202As in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

For all full career training programs:

Canadian Tourism College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.

Canadian Tourism College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

#### Procedure for maintaining student files:

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Director of Education, and the President of the College.

3. When a student leaves the college either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the President and copies of the signed documents are placed in the student file.
4. Within 30 days of the student leaving college, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in “inactive” student storage for one year.
6. At the end of one year, the student file is placed in “closed” storage for a further six years.
7. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.

**Procedure for student access to the information on file:**

1. Students wishing to access the information in the student file must make the request in writing.
2. Students wishing to have copies of their transcripts or credential must prepay in advance. Transcript re-issue fee is \$40.00, Diploma or Certificate re-issue fee is \$40.00.

**Procedure for authorizing release of information:**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation



## **Dispute Resolution Policy/Grades Appeal Policy**

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Canadian Tourism College:

### **Dispute Resolution/Grades Appeal Policy**

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#### **Director of Education**

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#### **Policy:**

Canadian Tourism College provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Canadian Tourism College students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Director of Education.

Only grades received on mid-term or final assessments may be appealed. Grades received for assignments or weekly quizzes may not be appealed.

#### **Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Director of Education.
2. The Director of Education will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Director of Education will conduct whatever enquiries 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 Canadian Tourism College personnel.

4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Director of Education will do one of the following within 10 days of receiving the student's written concerns:
  - a. Determine that the student's concerns are not substantiated; or
  - b. Determine that the student's concerns are substantiated in whole or in part; The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, and the original will be placed in the student file.
5. If it has been determined that the Student's concerns are substantiated in whole or in part the Director of Education shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the Director of Education, the student must advise the Director of Education within 48 hours of being informed of the determination. The Director of Education will immediately refer the matter to the President of the Institution. The President of the institution will review the matter and meet with the student within 5 school days.
7. The President of the institution shall either confirm or vary the determination of the Director of Education. At this point the School's Dispute Resolution Process will be considered exhausted.
8. If the issue is of a serious nature the President of the School may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Director of Education.
3. The Director of Education will obtain a copy of the assessment from the instructor and will have the assessment re-marked by another instructor.
4. 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.
5. If a grade appeal is reviewed by the Director of Education, the grade assigned following the re-mark and review will be final and cannot be appealed further.



## Health and Safety Policy

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Canadian Tourism College:

### **Health and Safety Policy**

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**All employees are responsible for administering this policy.**

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#### **Policy:**

Canadian Tourism College is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all Canadian Tourism College employees and students.

#### **Procedure for Fire Safety:**

1. The On-Site Administrator ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.
2. The On-Site Administrator ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of a fire emergency, the Office Administrator will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. The On-Site Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to the rear parking lot on the east side of the building ensuring that he or she takes the class list with them. At the rear parking lot on the east side of the building, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.

7. The On-Site Administrator will act as a liaison between fire officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

### **Procedure for Earthquake Safety:**

1. The On-Site Administrator ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.
2. The On-Site Administrator ensures that all employees receive training in the school earthquake evacuation procedures.
3. The designated institution safety officer is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, the On-Site Administrator will advise all employees to evacuate the campus.
6. Instructors will escort their students to the rear parking lot on the east side of the building ensuring that he or she takes the class list with them. The Instructor will check the students present against the list of students in attendance that day and will immediately advise the On-Site Administrator if anyone is missing.
7. The On-Site Administrator will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the On-Site Administrator will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

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## **Appendix - CTC Forms**

Please read and sign the forms following this page and hand in on orientation day.

## Student Code of Conduct and Letter of Understanding

This letter outlines what is expected of you while attending Canadian Tourism College

### THE GOAL OF THIS TRAINING COMMITMENT:

To ensure continuation of support during training, your responsibilities include:

1. Attending College on a regular basis, including arriving on time and staying the full-designated class time.
2. Completing and handing in all assignments on time.
3. Calling Surrey 604-582-1122 or Vancouver 604-736-8000 campus prior to class start time when you absolutely cannot attend class. Please advise us of the reason for your absence (sickness/family emergency).
4. Arranging your personal schedule so that the entire day can be spent at College. We suggest that arrangements for medical, dental or other personal appointments be done outside of classroom hours. Many doctors and dentists now offer Saturday and evening appointments.
5. Scheduling your time to allow for home study – 2 hours or more a night.
6. Discussing your concerns with your instructor when you are experiencing difficulties during the training.
7. Actively participating in any networking component of your program.
8. Realizing that CTC will make every attempt to provide a practicum in my area of choice, CTC can not guarantee a practicum request in the sector or company of this choice. Practicum placements are based on availability and/or seasonality.
9. Understanding that CTC promotes student employment, it is against government regulations to guarantee a job.
10. Being aware that if a seminar is missed, rescheduling may not be possible and that homework and marks for this class will not be provided.
11. Students will assume all responsibility for any personal belongings used or left at the college. Canadian Tourism College is not responsible for any belongings that may be lost or stolen. The college encourages all students to ask instructors or administrative staff to lock classroom doors on breaks.

I hereby authorize Canadian Tourism College to release information regarding my progress, attendance and attitude for the purpose of practicum placement and employment.

I agree with the responsibilities outlined above and realize that Canadian Tourism College will do it's best to make this a comfortable and educational period of time.

I have read the College "Student Handbook" and understand it.

---

Print Name

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Date

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Student Signature

## Student Emergency Information

PLEASE PRINT CLEARLY

**Please advise us immediately regarding any change of address or telephone number.**

Name: \_\_\_\_\_ Student ID# \_\_\_\_\_

British Columbia Health Care Number: \_\_\_\_\_

Parent/Guardian Name(s): \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: Business: \_\_\_\_\_ Residence \_\_\_\_\_

### Emergency Contact

**In case of accident or serious illness, I request that the College contact:**

1<sup>st</sup> Name: \_\_\_\_\_ Telephone (Bus): \_\_\_\_\_ (Res) \_\_\_\_\_

2<sup>nd</sup> Name: \_\_\_\_\_ Telephone (Bus): \_\_\_\_\_ (Res) \_\_\_\_\_

Physician's Name \_\_\_\_\_ Telephone: \_\_\_\_\_

Known allergies or any medical condition that you are comfortable to share with us (optional response).

\_\_\_\_\_

**If contacts are unavailable, I hereby authorize the College to take whatever action is deemed necessary.**

Student's Signature: \_\_\_\_\_

**Or**

**In case of emergency regarding myself, I do not wish to have anyone contacted on my behalf and I will not hold the College responsible in any way for the outcome of this action.**

Student's Signature: \_\_\_\_\_

*This information contained herein is personal and confidential  
and will be retained in your student file for emergency use only.  
This information document will be shredded upon completion of your program.*

## Canadian Tourism College Waiver and Release Form

In consideration of acceptance of my application for a course of studies at Canadian Tourism College, which may include field trips and excursions off campus, I, for myself, my heirs, executors, administrators and other personal representatives hereby WAIVE any and all rights and claims arising by any cause whatsoever, including negligence, which I have or may have against Canadian Tourism College, it's servants, employees and agents and the organizers involving off campus activities, not limited to the Province of British Columbia or field trips or excursions into the United States, which would be considered part of my training program and without limiting the generality thereof, tours of cruise ships, tour operator facilities, airport and risk of injury and loss, including negligence, whether prior to, during, or after any off campus excursion or activities, and hereby RELEASE Canadian Tourism College, a division of Canadian Tourism Business Schools Ltd., it's servants and agents and the organizers from any and all liability for damages sustained due to or as a result of any participation in this or any course of study at the College.

---

Date

---

Name

---

Signature

---

Consent of Parent or Guardian (if under 19 years of age)

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Witness

## Release of Information/Photograph Release

I have agreed to allow Canadian Tourism College to use my photograph and/or testimonial comments in any marketing and publications, including the Canadian Tourism College web site.

I hereby consent to and authorize the use and reproduction by you, or anyone authorized by you, of any and all photographs that have been taken of me. I give authorization for the use of the photographs for all purposes whatsoever, including without limit, television, publications any trade or advertising purposes.

The College may transfer his/her rights in these photographs to others, and they may rely on this consent.

I agree to the above terms stated by Canadian Tourism College:

Yes \_\_\_\_\_ No \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

I am under the age of 19 years old: Yes \_\_\_\_\_ No \_\_\_\_\_

Signature of Parent or Legal Guardian: \_\_\_\_\_

## Name to appear on Documentation

Please write clearly in printed letters how you would like your name to appear on all documentation issued by Canadian Tourism College.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Educational Commitment

*This commitment is made by and between Canadian Tourism College (CTC)*

And: \_\_\_\_\_

This Educational Commitment reflects an understanding of the contribution needed to ensure the successful achievement of your desired goals.

**To graduate with the necessary skills to qualify for a good job and a great career.**

### **Our Commitment to you:**

- To work with you on an individual basis with respect for your needs and abilities,
- To facilitate your learning in an interesting and positive manner,
- To fairly and impartially grade and evaluate your performance,
- To rapidly report your grades on tests and projects,
- To reward your hard work and positive manner,
- To expect your best efforts,
- To start all classes on time with prepared faculty, and,
- To support any learning difficulty with additional help.

### **Your Commitment to the College:**

- To attend all classes and arrive on time,
- To complete all homework assignments on time and to a designated standard,
- To wear appropriate clothing,
- To request assistance when necessary,
- To speak with Instructors over any issues I may have,
- To understand that my behaviour shown in the College will reflect how I will perform in the industry,
- To have a positive attitude, to show respect and consideration toward the College, other students, the faculty, and staff
- To take a professional approach to all assignments, projects, and team work,
- To seek solutions and opportunities,
- To manage conflicts effectively (with mediation, if necessary),
- To be a contributing member of the CTC family.

**Agreed to on this date:** \_\_\_\_\_

**Signed:**

Enrollment Coordinator: \_\_\_\_\_

Student: \_\_\_\_\_