



**Canadian College of  
Traditional Chinese Medicine**

**Student Handbook**

[cctcm.ca](http://cctcm.ca)

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# Introduction

## **1. Our Mission**

Canadian College of Traditional Chinese Medicine (CCTCM) maintain the highest standard of education and training in TCM. Our students graduate with a deep understanding of the nature of healing and knowledge of today's diverse medical context, and they are expected to become leaders in the field of Chinese medicine. We have created an academic system with standards that reflect our philosophies on education and healing.

## **2. Significant Dates**

For a complete list of important dates, please see the calendar under the *Calendar & Events* menu at [cctcm.ca](http://cctcm.ca).

### 3. Faculty & Staff

President and CEO	Wen-Shiu Chen
Dean	Lucian Yu
Director	Pierre Chen
Office Administration	Sijia Wang
<b>CCTCM Campus</b> 1048 Matheson Blvd E, Mississauga, ON L4W 2V2 Phone: 905-606-0062      Email: info@cctcm.ca	

### 4. Class scheduling process

To ensure that CCTCM class scheduling supports fair and equitable distribution of instructional time and space; Enhance students' accessibility to classes needed to graduate, by optimizing the distribution of class instructional times. CCTCM Class Scheduling Procedures should ensure that scheduling practices

- enhance students' accessibility to classes needed to graduate, by optimizing the distribution of class instructional times;
- effectively support professors in their access to instructional and research space;
- support the repurposing of space for research and other scholarly activities;
- support fair and equitable distribution of instructional time and space;
- effectively support directors, and deans in their implementation of scheduling.

#### Principles

1. Optimization of students' academic experiences: The class schedule should ensure that courses required for graduation are available and accessible.
2. Pedagogy as a driver: The class schedule should be designed to meet the pedagogical needs of courses and programs.
3. Research and teaching priorities: Space may be allocated for teaching, research, and other purposes, and the class schedule must be optimized to provide for the fulfillment of these activities.
4. University ownership of instructional space: Instructional space is a valuable resource that belongs to the University as a whole and will be shared and allocated to support the broader teaching and learning needs of students and faculty as well as other University activities.
5. Academic stewardship of instructional space: The Provost is the steward of instructional space and is responsible for ensuring that it supports the academic needs of the University.

6. Fairness and equity: Instructional space and time will be allocated to achieve fair and equitable distribution across disciplines.
7. Transparency and collaboration: Units should work together in a collaborative and transparent manner in order to resolve class-scheduling conflicts.
8. Confidentiality of conversations between instructors and their chairs, directors, or deans: Discussions concerning reasons for constraints on the availability of an instructor's teaching time will remain private and confidential unless released by an instructor when appealing a decision.

## **Goals**

Class scheduling will balance a number of constraints, including the handling of academic program requirements within the limitations of teaching space and the number of available instructional hours.

1. Scheduling will place a priority on facilitating learning, maximizing access to courses for students, and enabling students to reach their educational goals.
2. Scheduling will provide access to courses needed for timely completion of programs.
3. Scheduling will reflect the need for different pedagogical approaches, such as different class durations and meeting patterns, depending on the discipline and level at which a particular course is taught.
4. The University will endeavour to schedule classes to enable faculty members to balance their teaching, research, service, and other University activities.
5. Classes will be scheduled across all days of the week (Monday – Friday) to maximize use of campus classrooms and minimize class conflicts for students.
6. Optimizing the convenience of instructors with back-to-back classes and, when requested, optimizing students' transfers between core courses within programs.

## **Definitions**

**Instructional space:** For the purpose of this document, instructional space is defined as any physical location used for approved, scheduled classes. Examples of instructional space include, but are not limited to, lecture theatres, seminar rooms, classrooms, and teaching laboratories.

**Teaching time:** Monday to Friday, 9:00 to 17:30 (to 22:00 for the Teaching Clinic) are normal teaching times. It may be necessary for Enrolment Services to schedule undergraduate and graduate classes in the evening, as, for example, in the following:

- Courses difficult to schedule otherwise
- Courses requiring space for brief portions of the term (e.g., as part of a practicum in a professional program)

Exceptionally, teaching time may also include Saturdays and Sundays for some programs.

## 5. Program Model Route

Semester	Course Title	Course Code	Credit	Class
Semester 1	Foundation of TCM 1	FUND 1101	1.0	Theory
	Meridian and Points 1	MERP 1101	1.0	Theory
	Integrative Anatomy & Physiology 1	ANAT 1101	1.0	Theory
	Intro to History of TCM	HIST 1100	0.5	Theory
	Intro to Research & Statistics	REST 1100	0.5	Theory
	Acupuncture Technique	ACUT 1101	1.0	Practical
	Clinic Introduction	CLIN 1100	1.0	Clinic
	<b>Total:</b>		6.0	
Semester 2	Foundation of TCM 2	FUND 1202	1.0	Theory
	Meridian and Points 2	MERP 1202	1.0	Theory
	Integrative Anatomy & Physiology 2	ANAT 1202	1.0	Theory
	Diagnosis of TCM1	DIAG 1201	1.0	Theory
	Tuina	TUNA 1201	1.0	Practical
	Clinic	CLIN 1201	1.0	Clinic
		<b>Total:</b>		6.0
Semester 3	Herbs Introduction	INHB 2100	1.0	Theory
	Meridian and Points 3	MERP 2103	1.0	Theory
	Integrative Biochemistry, Microbiology & Pathology	BMIM 2101	1.0	Theory
	Diagnosis of TCM 2	DIAG 2102	1.0	Theory
	Microsystems	MICR 2102	1.0	Practical
	Clinic	CLIN 2102	1.0	Clinic
		<b>Total:</b>		6.0
Semester 4	Internal Medicine 1	INTR 2201	1.0	Theory
	Integrative Pharmacology	PHRM 2200	1.0	Theory
	Diagnosis of TCM3	DIAG 2203	1.0	Theory
	Qi Gong	QIGO 2200	1.0	Practical
	Clinic 1	CLIN 2203	1.0	Clinic
	Clinic 2	CLIN 2204	1.0	Clinic
		<b>Total:</b>		6.0
Semester 5	Internal Medicine 2	INTR 3102	1.0	Theory
	Intro to Traumatology	TRAM 3100	0.5	Theory
	Intro to Dermatology	DERM 3100	0.5	Theory
	Neuro Acupuncture	NEAC 3101	1.0	Theory
	Business and Management	BMGN 3201	1.0	Theory
	Clinic 1	CLIN 3105	1.0	Clinic

	Clinic 2	CLIN 3106	1.0	Clinic
		<b>Total:</b>	6.0	
<b>Semester 6</b>	Laws, Ethics and Safety	LEAS 3201	1.0	Theory
	Intro to Gynecology	GYNE 3200	0.5	Theory
	Intro to Paediatrics	PAED 3200	0.5	Theory
	Integrative Western Medicine Diagnosis	WMDX 3101	1.0	Theory
	Exam Prep (Ac)/Herbology 1 (TCM)	PREP 3201/HERB 3201	1.0	Theory
	Clinic 1	CLIN 3207	1.0	Clinic
	Clinic 2	CLIN 3208	1.0	Clinic
		<b>Total:</b>	6.0	
<b>Semester 7</b>	Herbology 2	HERB 4102	1.0	Theory
	Dietary Medicine	DIET 4101	1.0	Practical
	Herb Drug Interactions	HDIX 4301	1.0	Theory
	Clinic 1	CLIN 4109	1.0	Clinic
	Clinic 2	CLIN 4110	1.0	Clinic
		<b>Total:</b>	5.0	
<b>Semester 8</b>	Herbal Pairing and Processing	HERB 4203	1.0	Practical
	Prescriptions 1	PRSP 4201	1.0	Theory
	Herbal Pharmacy	HERB 4204	1.0	Theory
	Clinic 1	CLIN 4211	1.0	Clinic
	Clinic 2	CLIN 4212	1.0	Clinic
		<b>Total:</b>	5.0	
<b>Semester 9</b>	Prescriptions 2	PRSP 4302	1.0	Theory
	Classics	CLAS 4300	1.0	Theory
	Exam Prep (TCM)	PREP 4302	1.0	Theory
	Clinic 1	CLIN 4313	1.0	Clinic
	Clinic 2	CLIN 4314	1.0	Clinic
		<b>Total:</b>	5.0	



# Admissions and Academic Policies

## **1. Academic Requirements**

- 1.1. Scanned original copy along with notarized English translated copies of one of the following:
  - The National Senior High School Examination with a minimum grade of 65% or C in relevant subjects (School Leaving Certificate), OR
  - Graduation Certificate awarded by senior (upper) middle school; may be academic or vocationally oriented with a minimum of C or 65% in relevant subjects
- 1.2. High school transcripts must show all courses completed and grades achieved for all years of study.
- 1.3. Non-refundable \$250 application fee; plus additional \$100 for international students.
- 1.4. Two letters of recommendation attesting to your individual learning capacities, skills and attitude.
- 1.5. Demonstrated understanding of the responsibilities associated with being a health care professional.
- 1.6. Personal letter (200-300 words) detailing your abilities, purpose and motivation for studying at Canadian College of Traditional Chinese Medicine.

## **2. Transfer of Credits**

In some cases, students who have completed coursework in other Chinese Medicine programs and/or other post-secondary institutions may be eligible for transfer credit. Applicants wishing to transfer credit from other programs should indicate this on their application to CCTCM and submit official transcripts of all previous post-secondary studies. Applicants must include a copy of the syllabus and evaluation scheme for any courses they hope to transfer. A grade of 60% or “C” is required for consideration of transfer credit to CCTCM.

If the documents are in a language other than English, applicants must also include a notarized English translation. International applicants who wish to be considered for advanced standing or transfer credit must also submit course descriptions, course syllabus, and grading schemes in English.

### **3. Academic Dishonesty**

- 3.1. Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. The offence is deemed to have been committed if the person ought reasonably to have known.
- 3.2. Academic honesty requires that persons do not falsely claim credit for the ideas, writing or other intellectual property of others, either by presenting such works as their own or through impersonation. Similarly, academic honesty requires that persons do not cheat (attempt to gain an improper advantage in an academic evaluation), nor attempt or actually alter, suppress, falsify or fabricate any research data or results, official academic record, application or document. Finally, academic honesty requires that persons do not aid or abet others to commit an offence of academic dishonesty, including intentional acts to disrupt academic activities.
- 3.3. Suspected breaches of academic honesty will be investigated and charges shall be laid if reasonable and probable grounds exist. A student who is charged with a breach of academic honesty shall be presumed innocent until, based upon clear and compelling evidence, a committee determines the student has violated the academic honesty standards. A finding of academic misconduct will lead to a penalty.
- 3.4. In some cases, non-academic discipline may apply. Some academic offences constitute offences under the Criminal Code of Canada; a student charged under College regulations may also be subject to criminal charges. Charges may also be laid against CCTCM students for matters which arise at other educational institutions.

### **4. Methods to Evaluate Student Work**

- 4.1. Consider the different kinds of work for students to do for the course. The work might include: quizzes, examinations, lab reports, essays, class participation, and oral presentations.
- 4.2. For the work that's most significant will carry the most weight, identify what's most important for the course.
- 4.3. Transform the characteristics into grading criteria for the most significant work, distinguishing excellent work (A-level) from very good (B-level), fair to good (C-level), poor (D-level), and unacceptable work.
- 4.4. Use different grading scales for different assignments. Grading scales include:
  - letter grades with pluses and minuses (for papers, essays, essay exams, etc.)
  - 100-point numerical scale (for exams, certain types of projects, etc.)
  - check +, check, check- (for quizzes, homework, response papers, quick reports or presentations, etc.)
  - pass-fail or credit-no-credit (for preparatory work)

# Student Rights and Responsibilities

## 1. Policy Statement

Admission to CCTCM carries with it certain rights and responsibilities. There is an expectation that students will conduct themselves as responsible members of the College community. The College will create a climate of understanding and mutual respect for individual dignity and worth, in which each person has the opportunity to develop as an individual and contribute positively to the College community.

## 2. Purpose

The College shall publish a set of procedures regarding the rights and responsibilities of students that shall:

- promote the primary right of the student to learn and to refrain from interfering with the rights of others,
- promote respect for the integrity of the learning process,
- promote a respect for the dignity of all members of the College community,
- communicate the responsibilities to all members of the College community,
- provide a system of procedural due process to protect the rights of all concerned, and,
- provide an equitable system of enforcement.

## 3. Scope

It is the responsibility of all members of the College community to uphold the principles of this policy.

This will apply in cases concerning students, employees, contractors and third-party service providers as well as governors, volunteers or visitors of CCTCM:

- occurring within or affecting people or property within the physical boundaries of the College;
- occurring on or affecting College owned or controlled property, including student residences;
- occurring with the use of computer and telephone systems, and College and private vehicles being used for college business or for travelling between work and study locations;
- at a College-sponsored event;
- occurring off-campus which are likely to have an impact on the working, living and/or learning environment at the College

Incidents occurring off campus which have no or little likelihood of any impact on the environment at the College would be pursued by individuals through the regular external processes.

Any student who violates any section of the Criminal Code of Canada or any other federal, provincial, municipal statute, College policy or regulations while on College property or at a College activity is subject to this policy.

#### 4. Definitions/Acronyms

**College Community:** Any person who studies, teaches, conducts research at or works at or under the auspices of the College and includes, without limitation, employees or contractors; appointees (including volunteer board members); students, visiting scholars and any other person while they are acting on behalf of or at the request of the College.

**FIPPA:** Freedom of Information and Protection of Privacy Act of Ontario

#### 5. STUDENT RIGHTS

As with all other individuals in Ontario, students at CCTCM enjoy rights under both the Ontario Human Rights Code and the Canadian Charter of Rights and Freedoms, and Accessibility for Ontarians with Disabilities Act. CCTCM is subject to these statutes and supports the students' right to legitimately and appropriately exercise these rights and freedoms. The extent of a right or freedom may reasonably vary with the circumstances, so that an exercise of a right which may be appropriate in a public place, may not be appropriate at an educational institution. All students have the right to a safe environment that is free from harassment or reprisals.

At CCTCM, the student's most essential right is the right to learn. In this regard, students have a number of specific rights.

##### 5.1. To Learn

- 5.1.1. The right to receive reasonable accommodation to compensate for a documented physical, learning or psychological disability.
- 5.1.2. The right to physical conditions within the College facilities that promote learning and well-being.
- 5.1.3. The right to be treated with respect and dignity by College employees.
- 5.1.4. The right to be considered the owners of any work submitted for which the College does not provide the materials.
- 5.1.5. The right to own any project work when the materials are purchased by the student.
- 5.1.6. The right to see his or her own submitted course work and the right to have the evaluation explained if applicable within the Academic Regulations timeframe and impartially graded.
- 5.1.7. The right to receive academic information as may be necessary to understand the requirements to successfully complete their course or program of instruction, including course information sheets for each course of study.

## **5.2. To Privacy**

In recognition of students' rights, under the Freedom of Information and Protection of Privacy Act of Ontario (FIPPA), the College shall protect the privacy of student records and will make records available to Students in accordance with the provisions of that statute. Students under the age of majority in Ontario will also fall under FIPPA.

The right of confidentiality and access to personal records as provided for under the "Freedom of Information and Protection of Privacy Act". All student records and information, including academic, health, and student conduct are considered to be confidential personal information, which will be protected.

## **5.3. To Be Informed**

- 5.3.1. The right to receive the rules and regulations of the College that affect students, including all policies, procedures and regulations, at the beginning of the academic year.
- 5.3.2. The right to accessibility of the College's definition of cheating and plagiarism and the consequences for such acts of academic dishonesty.
- 5.3.3. The right to inquire into, and be informed about, the reasons for the rules and regulations which affect students.

## **5.4. To Be Heard**

- 5.4.1. The right to address appropriate College administration for changes to the rules and regulations that affect students.
- 5.4.2. The right to have the Student Government or other student representation be present during a meeting.
- 5.4.3. The right to make a complaint concerning academic or other College matters and to receive a response.
- 5.4.4. The right to be informed of, and be able to respond to, allegations of unacceptable behaviour or any conduct for which sanctions may be imposed.

## **5.5. To Appeal**

The right to appeal, subject to the Student Rights and Responsibilities policy, any decision/sanction taken or imposed by the College as a result of a formal process affecting his or her standing within the CCTCM community. For all other College appeals refer to the particular policy for specific procedures.

## **5.6. To Organize**

The right to form, join in, or take part in a lawful group or organization for intellectual, religious, social, economic, political, cultural or recreational purposes subject to College policy.

### **5.7. To Use College Facilities**

The right, as a member of a student body recognized by the College, to use facilities designated by the College as available for student use, including religious and spiritual purposes. Students will abide by any College regulations in regard to such use, including the payment of fees or expenses.

## **6. STUDENT RESPONSIBILITIES**

Within the CCTCM Community, the student's most fundamental responsibility is to actively take responsibility for his/her own learning, supporting and promoting an environment that is conducive to learning for all. The responsibilities listed below and the specific examples of breaches of those responsibilities are designed to educate and to ensure that a safe, equitable and respectful learning environment is maintained at CCTCM. Students who breach any of these responsibilities may receive a sanction according to the associated procedures. Students have a right to expect that all other members of the College Community will meet the standard of behaviour outlined in the following responsibilities.

### **6.1. Respect for Persons**

Students have the responsibility to respect the well-being, and the sense of personal worth and dignity of other students and members of the College Community.

Breaches of this responsibility include, but are not limited to the following:

- a) Any student who assaults any person on College property or any member of the College Community, whether on College property or while at a College activity.
- b) Any student who threatens, communicates or acts in an intimidating manner against any person on College property or any member of the College Community, whether on College property or while at a College activity.
- c) Any student who commits an act of sexual violence against any other person or threatens another person with sexual violence on College property or elsewhere (as a result of College-related business). This includes, but is not limited to, sexual assault, sexual harassment, stalking, indecent exposure, voyeurism, degrading sexual imagery, distribution of sexual images or video without consent, cyber harassment and cyber stalking.
- d) Complaints of sexual harassment are dealt with through the College Policy.
- e) Any student who harasses another person on College property or any member of the College Community, whether on College property or while at a College activity on any grounds, including but not limited to ancestry, place of origin, colour, ethnic origin, citizenship, sex, marital status, family status, disability, race, creed, sexual

orientation, age or economic status. Violations of the Ontario Human Rights Act will be dealt with through the College Policy.

- f) Any student who makes false statements, whether written or spoken, which are damaging to the reputation of another member of the College Community.
- g) Any student who acts in a disrespectful way to another person while on College property or while at a College activity including but not limited to yelling, swearing, using profanity or by using demeaning speech, communication or gestures.

## **6.2. Respect for Property and College Facilities**

Students have the responsibility to respect College Property, the property of other members of the College Community and to respect the proper use of College facilities. Acts of theft should also be reported to the police.

Breaches of this responsibility include but are not limited to the following:

- a) Any student who commits an act of theft or is in possession of stolen property while on College property, or engages in an act of theft or possession of stolen property affecting the property of the College or any member of the College Community.
- b) Any student who fails to return borrowed College property after the date for its return and/or demand for its return has been made.
- c) Any student who intentionally or carelessly damages or defaces College property or the property of any member of the College Community.
- d) Any student who litters the campus.
- e) Any student who enters any part of College property where that person has no right to be or who enters College property after having been excluded from entry by a sanction or legitimate order from a College agent or employee is a trespasser.
- f) Any student who violates the Information Technology Appropriate Use Policy.
- g) Any student who disobeys rules and regulations concerning the use of campus buildings and other College owned or operated facilities.
- h) Any student who possesses, duplicates or uses any College key without proper authorization.

### **6.3. Maintain Orderly Learning and Working Environment**

Students have the responsibility to contribute to an orderly learning and working environment while on campus or any other learning experience associated with the College.

Breaches of this responsibility include but are not limited to the following.

- a) Any student who disrupts a class, laboratory, placement situation, field trip, extra-curricular activity or who is disruptive in a resource centre, whether by sounds or actions, or by failing to follow the directions of any teacher, or person in authority.
- b) Any student who by sounds or actions creates a disturbance anywhere on College property, or otherwise interferes with the peaceful use of College property by others.
- c) Any student who creates a false alarm on College property by any means.
- d) Any student who is in possession of a weapon including a weapon restricted or prohibited by the Criminal Code of Canada on College property or at a College activity (outside of accepted curricular activities related to weapons) for purposes not otherwise approved.

### **6.4. Alcohol and Prohibited Substances**

Students have the responsibility not to abuse alcohol, medical or prohibited substances while on College property or at a College activity.

Breaches of this responsibility include but are not limited to the following:

- a) Any student who is on College property or is involved in a College activity and is in a state of intoxication due to alcohol consumption or another substance.
- b) Any student who is in possession of alcohol while on College property or while involved in a College-related activity, except where such possession is licensed, authorized or permitted under the laws of the province of Ontario.
- c) Any student who is in possession of any substance prohibited under the Controlled Drugs and Substances Act or the Food and Drug Act while on College property or involved in a College activity or who offers or sells such substances.



#### 6.5. **Honesty**

Students have the responsibility to be honest with respect to academic matters and to be honest when dealing with other members of the College Community.

Breaches of this responsibility include but are not limited to the following:

- a) Any student who breaches academic integrity.
- b) Any student who misrepresents any fact to the College or fails to disclose a fact, or assists another to do so, where such misrepresentation affects admission, matters of academic standing or another College process.

# Fees and Withdrawals

## **1. Payment of Fees**

The payment is due on the first day of each semester. Monthly payment plan may apply under certain conditions. Find the payment of fees in [CCTCM website](#).

## **2. Tuition Refund Policy**

2.1. A student may be entitled to a refund of tuition fees in the event that:

- a) The student provides written notice to the College that he or she is withdrawing from the program; or
- b) The College provides written notice to the student advising that the student has been dismissed from the program.

2.2. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

2.3. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

2.4. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

2.5. If the College has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

2.6. Refund policy for students:

2.7. Refunds before the program of study begins:

- a) If written notice of withdrawal is received by the College within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the College may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
- b) If written notice of withdrawal is received by the College 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the College may retain 10% of total tuition only due under the contract to a maximum of \$1000.
- c) Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the College less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the College may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

2.8. Refunds after the program of study starts:

- a) If written notice of withdrawal is received by the College or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the College may retain 30% of the tuition due under the contract.
  - b) If written notice of withdrawal is received by the College, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the College may retain 50% of the tuition due under the contract.
  - c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
- 2.8 Where a student did not meet the Collegial and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the College must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- 2.9 Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
- 2.10 Where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge:
- a) The student must return the equipment unopened or as issued within 14 calendar days; and
  - b) If the student fails to return the equipment as set out above, the College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
- 2.11 Refunds owed to students must be paid within 30 days of the College receiving written notification of withdrawal and all required supporting documentation, or within 30 days of a College's written notice of dismissal.
- 2.12 Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

### **3. Withdrawals and Dismissals**

- 3.1 If for any reason the College determines that you are not suitable for instruction under the programs offered, it may dismiss and cancel your enrollment. Any tuition reimbursement will be in accordance with the Tuition Refund Policy.
- 3.2 It is the student's responsibility to officially notify the College in writing, when withdrawing from a program. Students are encouraged to provide as much detail as they can about their withdrawal decision to the office. The earlier the College is notified of withdrawal, the better able the College will be to assist students with the academic, financial, logistical consequences of their withdrawal.
- 3.3 Students must withdraw from any courses associated with their study. Students who withdraw should note that they are not likely to receive academic credit for work that they have completed up to that point.

- 3.4 There are circumstances under which faculty/staff leaders, program coordinators, and host institutions have the authority to dismiss students from a program. These circumstances include but are not limited to the following:
- a) Students who become ineligible due to academic probation.
  - b) Students whose conduct before or during the program is deemed undesirable and whose actions are in violation of the CCTCM Statement of Student Rights and Responsibilities will be dismissed from the program and will be subject to campus disciplinary reviews.
  - c) Students whose conduct is in violation of the rules and guidelines of other institution.
  - d) Students whose conduct is in violation of regulations set forth by the on-site faculty/staff leader or school staff.
  - e) Students whose conduct is in violation of the country's civil and/or criminal statutes.
  - f) Failure to participate in required pre, on-site, and post travel orientations, programs and assignments.
- 3.5 Students dismissed from the program for any reason will receive no credit for completed work, will be considered as not having completed the program, and will not be entitled to any refund.

# Evaluation and Attendance Policy

## **1. Attendance and Lateness**

Being a healthcare practitioner requires diligence and discipline. As such, we require regular attendance in classes in order to qualify for passing a course. This includes being on time and staying the length of the class in addition to not missing any classes. Every professor must count each student's attendance in every class to monitor student attendance. Unless otherwise excused, students will be penalized for missing more than 3 classes, or are consistently tardy or leaving early.

We understand that students may miss class due to illness or unexpected situations. Student must notify CCTCM of a student absence one hour before class by sending an e-mail or by calling the school office. Students will be marked absentee if we don't receive notification within 24 hours of the student's absence. Students who attend a medical appointment during class hours or miss class for medical reasons for more than three days must return to class with a written medical excuse.

## **2. Course Evaluations**

At CCTCM our administration, Academic advisors, and instructors strive to maintain the highest degree of teaching and training excellence. We encourage communication with students in order to improve our curriculum and teaching strategies. Students are asked to participate in an evaluation process that is used to assess and improve course delivery, content, and relevance.

## **3. Tests and Examinations**

To determine a student's progress and ability to retain and assimilate course material, we use written, practical, and oral examinations. Most courses have at least one examination and may also include a number of shorter quizzes. It is the discretion of the individual professor whether a student must sit for additional tests, exams, quizzes, etc., on occasions where progress or aptitude are in question.

## **4. Examination Rewrites**

Students who fail to achieve a passing grade of 60% will be considered to have failed the course and may be offered an opportunity for a rewrite. Rewrites must occur before the beginning of the next academic term or at a time agreed upon by the academic advisor and instructor. If the student is unsuccessful a second time, he or she may be expected to repeat the course or may be expected to complete an appropriate additional assignment. There will be a \$100 fee for rewrites.

If a student refuses to sit a rewrite, automatic repetition of the course is expected. Repeating a course may interfere with enrolling in a full course load in the following term. Failure to pass a repeated course will result in academic consequences addressed on a case-by-case basis.

## **5. Incomplete Term Work**

While we know students strive to do their best in every course, we also understand that life brings many unplanned situations. As such, we have allowed instructors to request designation of a student's term work to be "Incomplete" with the expectation that the work be completed by a later date. This extension and final submission date is to be agreed upon by the student, instructor, and academic dean. Should the student still be unable to fulfil the course's obligations by the new final submission date, it shall result in the failure of the course, and the student will be required to retake the course to receive the credit.

## **6. Missed Examinations**

Examinations are normally scheduled at the end of each course. Should the student be unable to sit the examination, the student should inform the instructor as soon as possible. The instructor will then decide whether to reschedule the examination or choose to substitute the examination with another evaluation. Absences that have no prior consent will require appropriate documentation proving extenuating circumstances.

## **7. Course Withdrawal and Leave of Absence**

A student may withdraw from a course anytime during the first 10% of course hours, provided that they do so in writing. Notice must be made to the academic dean, and the withdrawal will be noted on the student's official transcript. Students may apply for a leave of absence from the program if written notice specifying the return date is made in writing to the Office of Admission. Each request will be assessed individually, and students will be advised of the academic and financial implications.

## **8. Probation/Dismissal**

Academic probation is a condition where students must improve an unsatisfactory situation, behaviour, or academic performance. Written notice detailing the nature of the issue, conditions and terms of the probation, and consequences of non-compliance will be issued to the probationer. An evaluation will be conducted to determine the status of the probation at an appropriate juncture. Upon successfully meeting the terms specified by the administration, the probation will be lifted.

Students may be placed on probation for a number of reasons, including the following:

- + Grades: unsatisfactory academic or clinical performance or below 60% in any course
- + Attendance: less than 80% attendance unless otherwise excused

- + Behaviour: disruptive and/or unprofessional behaviours
- + Finances: failure to meet financial obligations
- + Professional/Academic: misconduct/dishonesty

Failure to satisfy the conditions of probation may result in an academic suspension of one or more academic terms or academic dismissal. An academic advisor or the president of CCTCM will review all suspension and/or dismissal cases.

### **9. Statement of Intellectual Property**

A student may hold the copyright to works that have been produced independently, without collaborators, such as material and ideas submitted in coursework or presented in class as part of his or her academic program, printed works that were written, data that was generated as part of his or her research, or any other original work produced while at CCTCM.

A student would not hold sole copyright if he or she collaborated with others, including the instructors or supervisors, or if the work was part of his or her duties as part of a research grant or paid contract. If a student used another person's work as the foundation for his or her work, he or she must obtain permission from the owner(s) of that property to use and/or negotiate their share in the intellectual property.

### **10. Maintenance of Student Files**

- Student Contracts: CCTCM maintains a signed written contract to each student that enrolls in a program at the college.
- Each Student Files: Kept on Campus 10 years from the date the student left the college.
- Student assessment and permanent academic record: Kept on Campus 10 years from the date the student left the college.
- Student Transcripts: Student transcript information may be kept at the campus he/she attends or by an approved offsite record-keeper. Students have the right to access their transcript for 25 years after they leave the college. Students may request a copy of the transcript from the college or the approved offsite record-keeper. If the transcript is kept at an off-site facility, the private career college is still required to retrieve it at the student's request.

# Health and Safety

## 1. Teaching Clinic

The Teaching Clinic at CCTCM offers a setting in which students can experience and learn the clinical practice of Acupuncture and TCM under the guidance of a licensed clinical supervisor. The student-supervisor relationship is a learning partnership. The goals of the student clinic are:

- To provide students with the practical applications to the theoretical and technical skills;
- To provide students with a clinical setting in which to practice interpersonal communication skills;
- To help students obtain clinical diagnostics, acupuncture techniques, and Chinese herbal treatments;
- To help students understand the skills of marketing and business management in a clinical setting;
- To identify and prevent potential risks associated in a clinical setting;
- Provide a wide range of clinical learning opportunities in a collaborative setting;

For more teaching clinic procedure, please refer [CCTCM Student Clinic Handbook](#).

## 2. Sexual Harassment and Sexual Violence Policy & Procedure

### **Purpose:**

All employees and students of CCTCM have a right to work and study in an environment that is free from any form of sexual harassment and/or sexual violence. This document outlines CCTCM's policy and response protocol to sexual harassment and/or sexual violence and ensures those who experience sexual harassment and/or sexual violence are believed and their rights respected. CCTCM has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of sexual harassment and/or sexual violence accountable.

### **Policy Statement:**

CCTCM has zero tolerance for sexual harassment and/or sexual violence in all its forms. CCTCM is expected to be a safe space where employees and students feel able to work, learn and express themselves in an environment free from sexual harassment and sexual violence. All reported incidents of sexual harassment and/or sexual violence will be appropriately investigated to the best of the administration's ability and in a manner that is fair and equitable. Sexual harassment and/or sexual violence can occur between individuals regardless of sexual orientation, gender, and gender identity or relationship status as articulated in the Ontario Human Rights Code. CCTCM is committed to creating a safe and positive space where all employees and students feel able to work, learn and express themselves in an environment free from sexual and gender-based harassment and/or violence



## Definitions:

### Sexual Harassment:

Sexual harassment is any interaction between individuals, regardless of gender, that can be characterized as unwelcome sexual advances or misconduct. This includes but is not limited to:

<b>Non-Verbal / Visual</b>	<b>Verbal</b>	<b>Physical</b>
Displaying sexually suggestive magazines/ cartoons/pinups/posters	Sexual innuendos/rumors/Suggestive comments	Unwanted sexual touching
Obscene gestures	Comments on clothing or physical appearance	Pulling up/snapping/ pulling down/ grabbing clothing
Lip or tongue motions	Asking unwanted, personal, sexual, intimate questions	Physical interference with movements/ cornering/ blocking or following/ leaning over/ impeding movement
Sexually explicit email letters/ writing on desks/books/lockers	Whistling, catcalls, patronizing names	Blowing on someone's neck/hair /ear
Sexual computer screen savers	Sucking, kissing	Fondling/ stroking/ licking someone's skin
Graffiti of a sexual nature	Rating appearance, body parts, sexuality	Coerced sexual intercourse / rape /sexual assault
Leering/ staring in a sexual manner	Pestering or pressuring for dates/asking for sex or sexual contact	Assault and intimidating physical conduct directed at some because of their gender
Looking down someone's blouse or up someone's skirt	Telling sexual jokes, rape jokes or demanding gender-based jokes	Brushing up against/ leaning on someone

Exposing sexual or private body parts	Shouting sexual obscenities	Massaging/ grabbing / pinching/ fondling the body
Manipulating objects or food to create a sexual innuendo	Teasing, taunting, insulting about sex, sexuality, body parts or attractiveness	
Unwanted notes or love letters with a sexual message	Commenting about sexual activates, fantasies, sexual preferences or interest of other or self.	

**Sexual Violence:**

Sexual violence means any sexual act or act targeting a person’s sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened, or attempted against a person without the person’s consent, and includes sexual harassment, stalking, indecent exposure, voyeurism, and sexual exploitation.

**Application:**

This policy applies to all individuals working for CCTCM and studying at CCTCM, including employees and students. Employees are considered front line employees, temporary employees, contract service providers, contractors, volunteers, all supervisory personnel, managers, or directors. Any contractor, supplier, volunteer or visitor who attends on campus will be subject to complaints if they engage in prohibited conduct. Where a complaint against the respondent is substantiated, CCTCM will take appropriate action.

**Complaint Process and Investigations:**

A complaint of sexual harassment and/or sexual violence can be brought forward under this policy by any employee or student.

All formal complaints should be fill in **CCTCM'S Sexual VIOLENCE/ HARASSMENT REPORTING FORM.**

The other officials, offices, or departments that will be involved in the investigation are the Vice President of Operations, Regional Director of Operations and Campus Director. Upon receipt of a report of an incident or a complaint of alleged sexual harassment and/or sexual violence being made, the Director of Human Resources will respond promptly and:

- Determine whether an investigation should proceed and if the complainant wishes to participate in an investigation;

- Determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved
- Determine whether the incident should be referred immediately to the police
- Determine what interim measures ought to be put in place pending the investigation process

CCTCM will seek to achieve procedural fairness in dealing with all complaints. As such, no sanction and/or disciplinary action will be taken against a person or group without their knowledge where there is an alleged breach of this policy. Respondents will be given details of the allegations and an opportunity to answer to the allegations.

*CCTCM'S VIOLENCE AND HARASSMENT REPORTING FORM SAMPLE (Appendix C)*

### **3. Discrimination Policy**

CCTCM does not discriminate based on race, sex, color, national or ethnic origin, age, religion, marital status, disability, sexual orientation, genetic information, or any other legally protected classification in the administration of any of its educational programs and activities or with respect to admission and employment. Students in Ontario deserve to have a safe school experience that is free of discrimination and harassment. This means that we are all entitled to basic human rights and there are laws put in place to protect us.

#### **Is discrimination the same as bullying and harassment?**

It can be but bullying and harassment alone are not necessarily discrimination. Although all are wrong and hurtful, only unwanted mean words, actions, or physical attacks that relate to the Ontario Human Rights Code are considered discrimination.

#### **Why does discrimination happen?**

Discrimination often happens when a wrong opinion is formed about a group of people. It's based on a lack of information and negative ideas that are formed from having little to no understanding of diverse cultures, people or customs.

There is no excuse for discrimination and it is always wrong. If you are being discriminated against, it can be very painful, and you may feel scared and alone. But you are not alone, and you can take steps to make it stop.

The most efficient way to stop harassment is to confront it immediately and directly. If it is safe to do so, clearly and firmly tell the person who is harassing you to stop. Describe the way you expect to be treated. If you find that speaking to the harasser does not stop the behaviour, or if

you do not want to communicate directly with the person, approach a friend for help, a staff or faculty member or someone in your department you may know or the Office.

### **What can I do to stop discrimination against me or someone else?**

If you or someone you know are victims of discrimination and are being harassed, mistreated, or bullied, you don't have to tolerate it. You can take the following steps:

- Contact the police in your area right away if there is physical abuse and bullying, or if you feel you are in any sort of danger.
- Talk to your teacher, principal, parents, or an adult you trust about the situation and let them know exactly what is going on.
- Fill in CANADIAN COLLEGE OF TRADITIONAL CHINESE MEDICINE Discrimination Incident Report Form, write a diary of all the incidents as they happen and include dates, times, names and a description of what was said or done.
- Find student council groups and a Student Conduct in your school to help you with your concerns and to discuss next steps.
- If you are in college, please review the Student Handbook Discrimination Policy section for more information on how your school can assist you.
- Even if you don't see specific people harassing and bullying you but you feel unsafe or feel like things just "aren't right," you should speak to a school counsellor or adult to share your concern.
- File a discrimination and harassment claim with the Human Rights Tribunal of Ontario (HRTO).

*CCTCM'S Discrimination Incident Report Sample Form (Appendix D)*

### **The Role of Clinical Supervisors**

Licensed Practitioners acupuncturists, with at least five years of clinical experience, supervise students in the student clinic. Clinic supervisors at CCTCM assume roles as both educators and healthcare providers.

As educators, the clinic supervisors facilitate the transition from student to practitioner, and help each student to focus on the integration and application of his/her knowledge within the studentship. As licensed healthcare providers, clinic supervisors have a direct responsibility to the patients who come to CCTCM student clinics seeking healthcare.

Among other duties, CCTCM clinic supervisors provide student education, measure clinical competence, ensure the provision of high-quality patient care, fulfill administrative duties for their individual clinic shifts, and support the operation of a service-oriented community clinic.

Clinic supervisors perform the following tasks:

- This is a TCM clinic and all treatment should remain within the field of TCM, additional therapies which fall outside TCM scope of practice should be referred out for professional care.
- Check for students' arrival, and preparation of room before patient appointments begin
- Evaluate the patient's progress to date
- Confirm collection of diagnostic indicators: vital signs, symptoms, pulse, tongue, palpation, range of motion, etc.
- Discuss and approve the student's assessments and diagnoses
- Discuss and approve the student's treatment strategy (including signature on herbal prescriptions before compounding and dispensing) and discuss cost of herbs
- Discuss and approve prognosis, recommendation for future treatments, and type of assessment(s) to evaluate treatment outcomes
- Discuss and approve home care and counselling
- All counselling and any advice given should be recorded in patient file
- Confirm point location and needling techniques
- Confirm completion of student's treatment strategy and herbal prescriptions
- Observe, assess, and critique the student's clinical techniques
- Assure safe treatment for all individuals involved
- Ensure complete and accurate charting of all required information in the patient chart including recording of vitals, physical assessment and history data, treatment provided, needles in-out, herbs prescribed (with # of refills and expire date), student signatures, and then supervisor signature, etc. Verify other charting requirements, such as problem list and medication list are completed.
- Ensure all needles are removed from patients and properly disposed of before leaving the shift.
- In a timely and accurate manner, complete and submit student attendance via student clinic log and evaluation sheets, including procedures and skills checklist at the end of shift, as well as other administrative paperwork.
- Do a final check of each treatment room for safety (fallen/proper disposal of needles, unplug heat lamps, etc.).
- Ensure students adhere to professional standards, behaviors, policies and procedures of the clinic and of professional practice.
- Ensure that the daily cash flow is recorded correctly and properly.
- Ensure there are enough clinical supplies at the beginning of clinic.

# **CCTCM Student Complaint Procedure**

## **1. PURPOSE**

Canadian College of Traditional Chinese Medicine (CCTCM) is committed to providing high quality education and services for students. We recognize that students will, from time to time, have concerns about their educational and service experience and require guidance in addressing these concerns.

To ensure the prompt and effective response to student complaints, students must endeavour to bring their complaints forward as soon as possible after the concern has arisen. College directors, who receive a student complaint, must endeavour to resolve the complaint as soon as possible after it is received.

The following procedures are designed to ensure a prompt and where possible, informal resolution to student complaints. These procedures are intended to address issues and/or concerns for all of Students.

## **2. SCOPE**

This procedure is to be used by students and/or their duly designated representatives who wish to initiate a complaint regarding instruction, services, college employees, CCTCM policy, practices or procedures.

A duly designated representative is a person who has been given express authority to act by either a student or a group of students and usually requires a letter from the student(s) authorizing a named individual to act.

## **3. RESPONSIBILITIES**

An individual receiving a complaint must make reasonable efforts to resolve the complaint as promptly as possible and notify the student of the response to the complaint. If an individual receiving a complaint is unable to address the matter, it should be referred to the appropriate person for resolution.

It is the responsibility of the administrator to issue a written decision at the end of Step 2 within the stated timelines.

## **4. Procedure**

### **4.1. Step 1**

4.1.1. The student will contact the College employee to discuss the complaint or concern within thirty (30) business days of the incident(s) giving rise to the complaint, except in extenuating circumstances, which, in the opinion of the college, would justify an extension.

4.1.2. Complaints or concerns related to the perceived delivery of a program based on the marketing or advertising of a program must be raised with the director of the

school responsible for the program within six (6) months of the student's completion or exit from the program.

4.1.3. In communicating their concern, the students will state their complaint clearly, preferably in writing. The student should retain a copy of their written complaint.

4.1.4. The employee will review the concerns outlined by the student and seek clarification, if needed.

4.1.5. The student and the employee will explore ways to resolve the concerns and record them for action/distribution as appropriate.

4.1.6. If the student and employee are unable to resolve the issue, the student may choose to proceed to Step 2.

#### 4.2. **Step 2**

4.2.1. If concerns have not been resolved with the College employee as described in Step 1, the student may choose to contact the appropriate director.

4.2.2. The student will provide a signed written complaint to the director providing the following information:

a) Description of the complaint, including time and date;

b) Employee involved (if relevant);

c) Names of witnesses, if any;

d) Action taken to date, including details Step 1; and

e) Resolution sought.

4.2.3. The director will review the student's complaint and seek clarification, as necessary.

4.2.4. Within seven (7) business days of reviewing the complaint with the student, the director will investigate the merits of the complaint, which may include a discussion with any relevant individuals. The investigation will follow any method deemed appropriate.

4.2.5. As relevant, the director will give the employee the opportunity to respond in writing to the specific concerns raised by the student within five (5) business days.

4.2.6. If the complaint is deemed to have merit, the director will identify a resolution and advise the student(s) and other relevant individuals, in writing. As necessary, the director will bring the employee and student together to discuss the situation, clarify the complaint, and develop a strategy to resolve the complaint.

4.2.7. If the complaint lacks merit, the director will inform the student(s), and employee (as relevant) in writing and provide reasons no further action will be taken.

4.2.8. If the complaint is deemed to be false, frivolous, vexatious, or made in bad faith, the director will meet with the student (complainant) to discuss the motivation for the complaint.

## **5. Time Limits**

Time limits may be extended by CCTCM if an extension of time will aid in the resolution of a student complaint or if there are justifiable reasons for a student's delay in bringing forward a complaint. Late submission of a complaint may make resolution more difficult, but it does not invalidate the complaint.

## **6. Privacy**

Privacy considerations prohibit disclosure of actions taken in relation to a complaint involving employees of CCTCM or other students.

## **7. Protection**

A student will not be subjected to discipline, retaliation or any adverse action for filing a legitimate complaint.

## **8. Withdrawing a Complaint**

A student may withdraw a complaint at any time by simply advising the person to whom they have brought the complaint that they no longer wish to proceed.

Where a student has initiated a formal complaint, they may withdraw the complaint by writing the Dean or Director requesting that the complaint be withdrawn.





**CCTCM'S SEXUAL VIOLENCE/ HARASSMENT REPORTING FORM**

This form is to be completed in the event of any incident of harassment or violence that takes place on the premises, and may include threats of violence, bullying, and physical violence.

<b>PART 1 – INCIDENT DETAILS</b> (to be completed by party reporting incident)							
Date of report							
Reporter's name							
Location of incident							
Date of incident							
Time of incident	<input type="checkbox"/> AM <input type="checkbox"/> PM						
Victim's name							
Relationship to (co. name)							
Contact information							
Additional witnesses	<table border="1"><thead><tr><th>Name</th><th>Contact Information</th></tr></thead><tbody><tr><td></td><td></td></tr><tr><td></td><td></td></tr></tbody></table>	Name	Contact Information				
	Name	Contact Information					
Injuries and damage	<table border="1"><thead><tr><th>Yes</th><th>No</th></tr></thead><tbody><tr><td></td><td></td></tr></tbody></table>	Yes	No				
	Yes	No					
Were there any injuries or property damage reported?							
Medical attention/first aid obtained?							

**PART 2 – DESCRIPTION OF INCIDENT** (to be completed by party reporting incident)

In your own words, please provide detailed description of the incident based on what you experienced or was reported to you and other pertinent information.

Describe immediate actions taken (e.g., contacted supervisor, told Respondent to stop behaviour, called 911, etc.).

**Describe your recommendations for corrective and preventive actions, if any.**

Reporter's signature

**PART 3 – INVESTIGATION INTERVIEWS** (to be completed by Investigator)

Interviews with victim, alleged perpetrator and witness shall be conducted where possible.  
Where such interviews are not conducted this report shall indicate why.

Name of person interviewed	
Event role (victim, alleged perpetrator or witness)	
Person conducting the interview	
Date of interview	

**Interview Notes**

Person interviewed signature:	
-------------------------------	--

I am filing this complaint because I honestly believe that \_\_\_\_\_ has committed an act of:     Harassment     Violence.

I hereby certify that to the best of my knowledge the above-mentioned information is true, accurate and complete. Making false or frivolous allegations is in violation of Ontario Workplace Harassment and Violence policy and is subject to disciplinary sanctions. Furthermore, I realize that an inquiry will be initiated once this report has been filed.

---

Signature of the complainant or  
his/her parents/legal guardians

---

Date

**Note on confidentiality:**

To investigate the complaint, the district will disclose the content of the complaint only to those persons who have a need to know. This form will not be shown to the accused student(s)/staff.



## Discrimination Incident Report Form

*The purpose of this form is to gather data on complaints of harassment or discrimination and provide initial information to assist in fact finding.*

**Discrimination** is defined as unfair or unequal treatment of any person or denial of equal access to educational, employment or workplace activities about race, religion, creed, color, national origin, sex, sexual orientation including gender expression or identity, the presence of any sensory, mental or physical disability, or other distinguishing characteristics of a person with a disability.

Today's Date:
Date and Time of Incident:
Your Name: <input type="checkbox"/> Male <input type="checkbox"/> Female
Address:
Phone number:
If student, grade level of student:
Location of incident:
Description of problem (describe what happened, including who was there, and specific descriptions of any slurs or speech, symbols or physical acts that suggest to you the behavior was an act of discrimination):
Besides the parties involved, who else witnessed the incident?

Was anyone injured?

No     Yes, physical     Yes, emotional

Explain:

Was property damaged?     No     Yes

Explain:

Have you told anyone within the school or department?

No     Yes

Who?

What was that person's response?

Date:

Would you like someone to help you with this issue (an advocate)?

No     Yes    If yes, who?

What would bring closure or resolution for you?

Did you notify any outside agencies?     No

Yes

If so, please indicate agency name, date and response.

Was law enforcement contacted? No

Yes

Which agency?

What other actions have been taken up to  
this point

Is further fact-finding or discipline  
recommended?

No Yes What type?

Other comments/recommendations or  
action to be taken:

**Please complete the following if the incident involves a student:**

Was a parent/guardian notified? No Yes Who? Date



**Who completed and reviewed this form?**

Written by:  Department:	Title:  Date:
Reviewed by:	Title:  Date:

**Note on confidentiality:**

To investigate the complaint, the district will disclose the content of the complaint only to those persons who have a need to know. This form will not be shown to the accused student(s)/staff.



Student Complaint From	
Name:	Student Number:
Email:	Phone Number:
Date:	Student Program:
Nature of the Complaint:	
Date of Incident(s):	
Individual(s) Involved:	
Location of Incident(s):	
Witness(es) to the Incident (if any):	
Consequences of the Incident(s):	

I understand that by submitting this written complaint, an investigation may be conducted into the merits of my complaint and that I may be required to provide additional information as to the facts of my complaint.

I understand that no adverse action will be taken against me for filling a legitimate complaint. I understand that my complaint may be withdrawn through written notice to the Dean, or Director. I also acknowledge that I have been encouraged to attempt an informal resolution of my complaint prior to initiating a written complaint.

Signature:

Date: